

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL
*Magellan Health Services of Arizona Edition***

Section 4.5 Partnerships with Families and Family-Run Organizations in the Children’s Behavioral Health System

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4.5.1 Background

Arizona holds a distinction in the United States for promoting various family roles within the children’s behavioral health system. The involvement of families is credited as making a significant contribution in improving the service system. The following information addresses the types of roles available to families including parents/caregivers with children receiving services, when they are employed, volunteer or compensated in other ways, such as stipends or contracted work, and the elements that help families become effective in these roles.

This Section is organized around three categories of roles for families:

- Families are encouraged to participate and are supported as active and respected members of their child’s Child and Family Team (CFT). In this capacity, families drive the development and implementation of a service plan that will respond to the unique strengths and needs of the child and family.
- Families participate in various activities that influence the local, regional and state service system. This type of activity is commonly called “Family Involvement”. In Arizona, families have a range of opportunities to offer their unique insight and experience to the development and implementation of programs and policies. This includes various advisory activities on Boards, committees and policy making groups that work to improve children’s behavioral health services.
- Family Members work in a professional capacity in the children’s behavioral health system. In this capacity, Family Members offer a special type of support (peer-delivered) to the families and children that they serve. Further, families who

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work in the service system influence the system by contributing the family perspective.

In addition, this section describes the role of family-run organizations in helping with the recruitment, training and support of Family Members.

Procedures outlined in this policy section are aimed at achieving the following outcomes:

- Increased adherence to statewide practice in accordance with the 12 Arizona Principles;
- Improved functional outcomes for children, youth and families;
- Improved engagement and collaboration in service planning between children, youth, families, community providers and other child serving agencies;
- Improved identification and incorporation of strengths and cultural preferences into planning processes;
- Coordinated planning for seamless transitions; and
- A stronger partnership with families in the process of supporting their child's/youth's behavioral health needs.

4.5.2 References

The following citations can serve as additional resources for this content area:

[ADHS/RBHA Contracts](#)

[ADHS/Tribal IGAs](#)

[PM Section 3.23, Cultural Competency](#)

[ADHS/DBHS Practice Protocol, Family and Youth Involvement in the Children's Behavioral Health System](#)

[Examining the Relationship Between Family-Run and Non Family-Run Organization Partners](#)

[Access, Voice and Ownership, Examining Service Effectiveness from the Family's Perspective](#)

[Learning from Colleagues: National technical assistance center for Children's Mental Health](#)

[Quick Guide for Self-Assessment of Family-Run Organizations in Systems of Care](#)

4.5.3 Scope

To whom does this apply?

All families receiving services within the children's behavioral health system, Tribal and Regional Behavioral Health Authorities (T/RBHA) and T/RBHA providers.

4.5.4 Did you know...?

Family involvement is crucial to the success of the behavioral health system in Arizona, and includes having families involved at all levels of the system.

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4.5.5 Definitions

[Family Involvement](#)

[Family-Run Organizations](#)

[Family Member](#)

[Parent-Delivered Support or Service](#)

[Youth/Young Adult-Delivered Support](#)

4.5.6 Objectives

To ensure the success of family involvement and family run organizations in Arizona by:

- Identifying family involvement as a necessary and effective component of Arizona's behavioral health system.
- Defining roles that are uniquely intended for parents/caregivers of children who receive or have received services.
- Defining roles that are uniquely intended for youth and young adults who receive or have received services.
- Describing the roles that family-run organizations play in optimizing family involvement and roles for parents/caregivers, youth and young adults who receive or have received services.

4.5.7 Procedures

4.5.7-A. Effective family participation in service planning and service delivery

Through the CFT process, parents/caregivers and youth are treated as full partners in the planning, delivery and evaluation of services and supports. Parents/caregivers and youth are an equal partner in the local, regional, tribal and state representing the family perspective as participants in systems transformation Behavioral health providers must:

- Ensure that families have access to information on the CFT process and have the opportunity to fully participate in all aspects of service planning and delivery.
- Approach services and view the enrolled child in the context of the family rather than isolated in the context of treatment.
- Recognize that families are the primary decision-makers in service planning and delivery.
- Provide culturally and linguistically relevant services that appropriately respond to a family's unique needs (see [PM Section 3.23 Cultural Competency](#)).
- Offer family peer to peer support to Families and make peer representation available to the CFT when requested.
- Provide information to families on how they can contact staff at all levels of the service system inclusive of the provider agency, T/RBHA and ADHS/DBHS at intake and throughout the CFT process.
- Work with the T/RBHAs to develop training in family engagement and participation, roles and partnerships for provider staff, parents/caregivers, youth

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and young adults (see [DBHS Practice Protocol, Family and Youth Involvement in the Children's Behavioral Health System](#) for more information on these roles).

4.5.7-B Responsibilities of T/RBHAs and their behavioral health service providers

Family Members, youth and young adults must be involved in all levels of the behavioral health system, whether it be serving on boards, committees and advisory councils or as employees with meaningful roles within the system. To ensure that Family Members, youth and young adults are provided with training and information to develop the skills needed, T/RBHAs and T/RBHA providers must:

- Support parents/caregivers, youth and young adults in roles that have influence and authority.
- Establish recruitment, hiring and retention practices for family, youth and young adults within the agency that reflect the cultures and languages of the communities served.
- Provide training for families, youth and young adults in cultural competency.
- Assign resources to promote family, youth and young adult involvement including committing money, space, time, personnel and supplies; and
- Demonstrate a commitment to shared decision making.

4.5.7-C Organizational commitment to employment of Family Members

Providers must demonstrate commitment to employment of parents/caregivers, and young adults by:

- Providing positions for parents/caregivers and young adults that value the first person experience.
- Providing compensation that values first-person experience commensurate with professional training.
- Establishing and maintaining a work environment that values the contribution of parents/caregivers, youth and young adults.
- Providing supervision and guidance to support and promote professional growth and development of parent/caregivers and young adults in these roles.
- Providing the flexibility needed to accommodate parents/Family Members and young adults employed in the system, without compromising expectations to fulfill assigned tasks/roles.

4.5.7-D Provider commitment to the functions of family-run and parent support organizations

Family-run and parent support organizations play a crucial role in supporting families, youth and young adults involved in the children's behavioral health system. They are key partners in transforming Arizona's behavioral health system and are vital to the process of identifying meaningful roles and opportunities for Family Members, youth and young adults to actively contribute to that transformation.

Family-run and parent support organizations not only support the current involvement and roles of Family Members, youth and young adults, but also work toward identifying and developing the next generation of community leaders. In order to demonstrate

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commitment to the importance and functions of family-run and parent support organizations, providers must:

- Establish partnerships with family-run and parent support organizations.
- Connect Family Members with family-run and parent support organizations as soon as the child is enrolled in the behavioral health system to provide information and parent peer to peer support.
- Model an environment that encourages and promotes the ability of family-run and parent support organizations to provide coaching, mentoring and training to Family Members.

4.5.7-E. Training on family and youth Involvement in the Children's Behavioral Health System

In order to ensure understanding and implementation of the procedures described in this section, T/RBHAs and their service providers must provide training and deliver training services using the following process:

- Providers must establish partnerships with family-run organizations to co-facilitate trainings on family-professional partnerships. The T/RBHAs and their behavioral health service providers must identify Family Members actively involved in system transformation efforts and use family-run organizations to deliver family leadership trainings that have been designed and implemented in partnership with family leaders.
- The T/RBHAs and their behavioral health service providers must partner with family-run organizations in the delivery of trainings on peer-to-peer roles for Family Members employed in the system.