Collaborative Protocol between Cenpatico Integrated Care and the Arizona Department of Economic Security/Rehabilitation Services Administration (RSA)
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Introduction

Cenpatico Integrated Care, LLC (herein referred to as Cenpatico) and the Arizona Department of Economic Security/Rehabilitation Services Administration (RSA) agree to coordinate care to improve Vocational Rehabilitation service delivery for individuals who are diagnosed with a Serious Mental Illness (SMI). This collaboration embraces the best practices of rehabilitation service delivery, ensures a cooperative team approach to enhance the quality of service delivery and creates a seamless system of care for the mutual clients we serve. This cooperative relationship was established initially through an Intergovernmental Agreement (IGA) between RSA and the Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS).

The roles and responsibilities of Cenpatico and RSA are outlined in this document. Through an ongoing partnership and enhanced collaboration between Cenpatico, RSA, community rehabilitation providers, employers, and members, it is believed that individuals who are diagnosed with a Serious Mental Illness will realize their capability for recovery and move toward productive, independent lives within their communities.

General Roles & Responsibilities

Cenpatico Integrated Care/Designee Responsibilities

1. Share information with provider agencies regarding Vocational Rehabilitation services. Providers are educated as needed via Monthly Supported Employment Steering Committee meeting Provider Calls. Other educational opportunities may also occur via on-site training, Quarterly Vocational Task Force Meetings, etc.

2. Employment Specialists/Provider Clinical Staff is expected to involve the VR Counselor in the member’s Individualized Service Plan (ISP) when the member has expressed a desire to work. They also need to ensure that each member has an ISP that is centered on their employment and rehabilitation needs. Employment Specialists/ Provider Clinical Staff are required to attend on-site VR Orientations with their enrolled members.

3. Works in conjunction with Cenpatico training staff to develop and enhance training efforts for providers, Peer Support and Cenpatico staff for all related training topics. The trainings consist of but are not limited to: DB101, Social Security Work Incentives, Ticket to Work, Freedom to Work, SAMSHA’S Supported Employment Evidenced based Practice, RSA/VR services, as well as ESE and SE services.

4. Ensures that provider staff, as well as internal Cenpatico staff, receive training on the Cenpatico and RSA Collaborative Protocols and that the link to the protocols are available through the Cenpatico website. All training remains focused on Cenpatico’s vision of voice, choice, and member driven services. This includes the annual IGA Site Reviews with Cenpatico contracted providers.

5. Employment Specialists/Provider Clinical Staff are required to have weekly consultations with the VR Counselor or designee regarding the progress of program participants; updates shall be documented in the medical record.
RSA/VR Responsibilities

1. RSA staff will provide orientation of VR services at the assigned clinical program site at a minimum of one time per month. RSA staff may also provide VR services orientation at a local VR office, individually or at an alternative community location that best meets the needs of the client.

2. RSA staff will work with the member, Employment Specialists/Provider Clinical Staff and Clinical Team to assist in developing career and/or employment goals that are a part of an active treatment planning process. The Individualized Plan for Employment (IPE) is developed with the input of the team consisting of the Adult Recovery Team, but not limited to member, family member, friends, Peer Support RSA Counselor, and Employment Coordinator/Provider Clinical Staff. The IPE should mirror the member’s Individual Service Plan (ISP) authored by the Cenpatico contracted provider agency.

3. RSA staff can assist with the following services and/or activities after an individual is determined to be eligible for services*:
   - Vocational counseling and guidance
   - Career exploration, vocational assessments, job planning
   - Work exploration and work adjustment activities
   - Referrals to available community services or supports
   - Specific job training, development, and preparation
   - Supported employment
   - Post-employment services
   - Transportation assistance (as appropriate)
   - Assistive technology
   - Interpreter services
   - College or vocational school assistance with a related goal
   - Supported education
   - Ancillary services (e.g. occupational licenses, tools, equipment, and supplies) as necessary to reach vocational goals
   - Other services as needed.

* Some of the above services may be available through other agencies and/or resources and would therefore need to be obtained or exhausted through those sources (e.g. adaptive aids, such as wheelchairs, through Medicare or an AHCCCS Health Plan). RSA refers to these services as comparable benefits.

4. If verification is needed to determine SMI status, Cenpatico’s Customer Service phone number can be called at: 1-866-495-6738 for verification. VR staff will need to provide their name, title and county they serve.

Communication

Cenpatico Integrated Care/Designee Responsibilities
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1. Information exchanges should occur freely in regards to Referral packets, potential members, and those already active in the VR program. Verbal or non-electronic information may be exchanged between Cenpatico and DES/RSA without a release of information due to the nature of the relationship between Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) and Arizona Department of Economic Security/Rehabilitation Services Administration (ADES/RSA). A signed release of information/consent is not needed due to the Business Associate Agreement between ADHS/DBHS and ADES/RSA.

2. Intake, Care Coordination Agency staff and VR Counselors are responsible for sharing pertinent information with any involved third-party employment providers.

3. Intake, Care Coordination Agency staff is responsible for seeking VR Counselor input for the clients’ ISP’s.

4. Intake, Care Coordination Agency staff should be inviting the VR Counselors to the Adult Recovery Team (ART) meetings.

5. The plans should mirror each other with regards to the employment goal, meaning the member’s employment goal should be listed in their ISP.

RSA/VR Responsibilities

1. Forward the Coordination of Extended Supported Employment (ESE) Services form to the referring Intake, Care Coordination Agency Employment Specialist for a signature.

2. Upon request from the provider agency, VR Counselors are responsible for providing recommendations for active VR clients to be incorporated into the Individual Service Plan (ISP). Participation can be face-to-face, via email or via telephone.

3. Follow up with referring Employment Specialist regarding the member’s engagement in VR services (e.g. work adjustment training, supported employment, job development, vocational or educational training) by meeting on a weekly basis.

4. VR Counselor will meet with Employment Specialists/Provider Clinical Staff on a weekly basis to discuss current caseload and progress for each shared member.

5. VR Counselors are responsible for staffing Individualized Plan for Employment (IPE) goals with the Employment Specialists/Provider Clinical Staff and documenting the staffing outcome.

6. Upon request from the Intake, Care Coordination Agencies, VR Counselors are responsible for providing recommendations for open, eligible, and active VR clients to be incorporated into clients’ ISPs. Feel free to utilize the ISP Participation/Recommendation Form to obtain these recommendations.
7. The plans should mirror each other with regards to the employment goal, meaning the member’s employment goal should be listed in their ISP.

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**Co-Location of VR Counselors in the Intake, Care Coordination Agencies**

**Cenpatico Integrated Care/Designee Responsibilities**

1. RSA/VR staff will be present at the assigned clinic(s) to the degree that fulfills the vocational needs of the members affiliated with the site. VR staff will provide their assigned Intake, Care Coordination Agency (ICCA) with a monthly work schedule for that clinic. The VR staff schedule is to include a weekly meeting between RSA/VR staff, Employment Specialists/Provider Clinical Staff to discuss mutually enrolled members and members interested in employment related services. PNOs will provide RSA/VR staff with functional work space that includes access to confidential area for meetings with members, with a desk, chairs and a phone. Computers and internet access may be provided where available.

**RSA/VR Responsibilities**

1. A VR Counselor will be assigned to each RBHA intake agency/clinical program site. VR Counselors will share a schedule of the dates they will be on site. VR Counselors will be on site a minimum of 1 day each month in addition to a monthly Orientation. The VR Counselor
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may provide an orientation, conduct intakes, discuss services available and consult with the provider Employment Coordinator and Clinical Team. A Rehabilitation Technician can conduct the orientations, complete intakes and provide other information and services on behalf of the VRC.

**VR Referral/Orientation Process**

**Cenpatico Integrated Care/Designee Responsibilities**

1. Employment Specialists/Provider Clinical Staff orient members regarding Vocational Rehabilitation services.

2. Group Vocational Rehabilitation (VR) Orientations will be held at the Intake, Care Coordination Agency Provider site a minimum of one time per month and at least one Employment Specialists/Provider Clinical Staff must be present. Additional VR Orientations are available at the local RSA/VR office. If the member cannot attend the group Orientation, or a group setting is not appropriate for the member, an individual 1:1 Orientation will be scheduled.

3. After attending the VR Orientation, if the member chooses to apply for VR services, the member will then be assigned to a VR Counselor. The VR Counselor will then request a referral packet. The Provider staff/ Employment Coordinator will insure that the referral packet is delivered to the VR Counselor within 7 business days.

**RSA/VR Responsibilities**

1. Upon receipt of the referral packet, the VR Counselor has 7 business days to make initial contact to schedule an intake appointment. At the intake appointment, the VR application will be completed and signed.

2. The VR Counselor will use the Referral Packet and other necessary information to determine eligibility. VR eligibility should be determined as soon as possible, with the best practice of Eligibility Determination occurring within 30 days of a signed VR application.

3. The member and Employment Specialists/Provider Clinical Staff will be notified of the eligibility decision by a letter, with a copy forwarded to the clinical team.

4. Meetings are then scheduled to work on development of vocational goal(s).

5. Develop an Individualized Plan for Employment (IPE) to include services necessary to reach the vocational goal. Seek input from the Employment Coordinator and/or clinical team when developing the IPE.

6. RSA/VR staff will complete the VR Coordination of Extended Supported Employment form (Part I) and obtain a signature from Cenpatico Rehabilitation and Employment Specialist to
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ensure funding for Extended Supported Employment (ESE) prior to implementing an Individualized Plan for Employment (IPE).

7. After the member gains employment, Supported Employment services (Job coaching) are provided by and funded by VR.

8. All members shall be offered ESE services throughout the rehabilitation process by both RSA/VR and Provider staff. Once a member has been working in a job, is considered to be stable on the job, needs and chooses ongoing support to maintain the employment, a Status 22 meeting is scheduled by the VR Counselor. The Status 22 meeting needs to occur to transfer the funding source from RSA/VR to the RBHA, after which ESE services start. At a minimum, the member, VR Counselor, Job Coach and Employment Specialists/Provider must be present, but the member may also invite anyone else they desire to be present. At the Status 22 meeting, Part II of the VR Coordination of Extended Supported Employment form is to be completed by the VR Counselor and signed by all parties. If the member chooses not to accept the ongoing support to maintain the employment, no Status 22 meeting is necessary.

9. Post-employment services may be available. Please refer to RSA/VR Policy on Post-employment services.

Dispute Resolution

In effort to resolve any disputes/concerns at the lowest level of intervention we are encouraging a dialogue between the two involved parties. Staff may consult with supervisory staff for guidance; the dispute/concern should first be addressed between the two people directly involved.

A dispute or concern that is not able to be resolved between the parties will employ the following procedure to achieve a resolution.

Steps for Dispute Resolution
1. Dialogue between the two involved parties should occur prior to progressing to the next resolution level. Staff may consult with supervisory staff for guidance, but the dispute/concern should first be addressed between the two people directly involved.

2. Meeting will occur with the two involved parties and their direct supervisors.

3. Meeting will occur with the two involved parties, their direct supervisors, and Cenpatico Integrated Care Supervisor of Program Initiatives/or designee and the RSA Statewide Behavioral Health Coordinator.

4. Meeting will occur with the designated Intake, Care Coordination Agency, VR Program Manager and VR Supervisor, Cenpatico Integrated Care Supervisor of Program Initiatives, RSA Statewide Behavioral Health Coordinator and DBHS Employment Administrator.
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The Cenpatico Integrated Care Supervisor of Program Initiatives or the RSA Statewide Behavioral Health Coordinator may be consulted at any point in the dispute resolution process and respond accordingly.

**Signature Page**

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Effective Date: 10/01/2015

Last Revision Date: 11/5/2015

End Date (if applicable): To be reviewed in one year

____________________________________________                        ___________                        ___________
Cenpatico Integrated Care CEO: Terry Stevens                                     Date

____________________________________________                        ____________________
RSA Statewide Behavioral Health Coordinator:                                          Date

____________________________________________                      ____________________
ADHS/DBHS Employment Administrator                                                   Date
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