TITLE
Rapid Response Guidance Document

GOAL
To ensure all children who are taken into custody of the Arizona Department of Child Safety, regardless of Title XIX/XXI eligibility status are provided a rapid response within 72 hours of removal.

TARGET POPULATION(S)
Children taken into custody of the Arizona Department of Child Safety. Parents are the secondary target population.

BACKGROUND
The Arizona Department of Child Safety has the legislative authority, under Arizona Revised Statutes, Title 8, Articles 2-5 to protect children.

The Arizona Department of Child Safety primary objective is to keep children safe within their own families. The Department works cooperatively with parents to make that happen.

Department of Child Safety is a program that seeks to help families by strengthening the ability of parents, guardians or custodians to provide good care for their children. The program tries to balance the legal rights of parents and the needs and rights of children to live in a physically and emotionally healthful situation.

PROGRAMMING GUIDANCE
These Guidelines provide the processes and responsibilities for Health Home agencies to perform Rapid Response services for children taken into custody by the Arizona Department of Child Safety (DCS). The Health Home is required to dispatch a clinical team, within 72-hours of Cenpatico-IC dispatch to complete a face-to-face visit with the child in the placement.

Children who are referred for Rapid Response services that have already completed a Rapid Response within their current dependency, regardless of current Open Episode of Care with a provider, do not meet criteria for a new Rapid Response activation. The Cenpatico IC Engagement staff shall notify DCS that the child does not meet criteria and encourage DCS to directly contact the Health Home provider of choice to schedule an intake.

Children with an open episode of care at a Specialty Provider that have not been opened with a Health Home shall be referred to the Health Home for Rapid Response services and enrollment and referred back to the Specialty Provider.

The Cenpatico-IC Engagement staff receives the DCS Rapid Response (RR) Referral form and enters the information into its Crisis Rapid Response Referrals Form and transmits the form with the Crisis
Response Disposition Form to the DCS preferred Health Home via email. DCS Rapid Response referrals are dispatched 24-hours a day / seven days a week.

The Health Home is responsible for completing an assessment identifying immediate safety needs and the child’s presenting problems to stabilize behavioral health crises and to provide immediate services as needed by the child. Staff shall explain to the child and foster home what to expect and the next steps.

Health Homes shall provide the DCS Specialist a written assessment, including findings and recommendations, for medically necessary covered services within 24 hours of the Rapid Response.

Health Homes shall provide or arrange needed behavioral health services to each child’s new caregiver, including guidance and support on how to best respond to the child’s immediate needs in adjusting to foster care, the behavioral health symptoms to watch for and report, assistance in responding to any behavioral health symptoms the child may exhibit, and identification of a contact within the behavioral health system, including NurseWise. These services shall begin within 72 hours of receipt of the DCS Rapid Response Referral. Health Homes shall use the date and time stamp recorded on the email sent from CAZDCSRR@cenpatico.com email as the referral activation time.

Health Homes are expected to engage the family from which the child was removed within five days of the Rapid Response to engage them in the assessment process and invite their participation in the Child and Family Team meeting. The Health Home is expected to assist the parents to identify appropriate services and support them in the enrollment process. Any family contact restrictions are documented on the Crisis Rapid Response Referral Form.

Health Homes shall arrange for each referred child and family to receive ongoing behavioral health services as indicated on the assessment and service plan. Services must start within 21 days of the Rapid Response Assessment. Staff shall initiate the development of the Child and Family Team.

**Crisis Rapid Response Disposition**

Health Home staff shall complete a Crisis Rapid Response Disposition Form for each child referred and must use the form sent by the Cenpatico IC staff that accompanied the referral. Each Crisis Rapid Response Disposition form has the child's unique identifier and name at the top of the form. This information is not to be revised or changed as it corresponds to the Rapid Response Referral database.

The Crisis Rapid Response Disposition Form is in a PDF format. Health Home staff shall open the PDF, complete the form in its entirety, and click submit at the bottom of the form. An email will generate with the form attached for staff to transmit to CAZDCSRR@cenpatico.com. The form converts to an xdfdata file format. The form will not transmit in a PDF format or incomplete.

The Crisis Rapid Response Disposition form is to be completed in its entirety. Do NOT change the form name. Any and all comments must be documented on the form and NOT in a note on the submission email as Cenpatico IC staff are unable to add the information onto the form or on any report. The Crisis Rapid Response Disposition form is to be submitted to CAZDCSRR@cenpatico.com within 24-hours of completion of all RR services.
**Enrollment**

The Health Home must open an episode of care for all Medicaid-enrolled Members (without a current Cenpatico IC open episode of care) by submitting an Open Episode of Care Demographic (Type 1) within one calendar day after completing the 72 hour DCS Rapid Response service. Completion and submittal of the Enrollment (834) transaction and Type 1 Open Episode of Care Demographic for all non-Medicaid Members within one calendar day of the completion of the 72 hour DCS Rapid Response service.

**EXPECTATIONS FOR RAPID RESPONSE**

**Administrative Expectations**

All Health Homes must accept referrals and requests for Rapid Response and complete the assessment within 72-hours of Cenpatico-IC dispatch. Providers are required to record and report the dispositions of all Rapid Response services.

Health Homes must maintain the capacity to travel to locations within Arizona to complete a 72-hour DCS Rapid Response service.

**TRAINING AND SUPERVISION RECOMMENDATIONS**

All Clinical Supervisors must meet the appropriate Arizona Department of Behavioral Health Examiners requirements to conduct clinical supervision. All staff members must complete an annual training in Cultural Competency and annual Fraud & Abuse Training, and maintain documentation verifying completion of the trainings.