

**ARIZONA SUPREME COURT  
ADMINISTRATIVE OFFICE OF THE COURTS  
JUVENILE JUSTICE SERVICES DIVISION  
Contract Year 2009-2010  
SERVICE SPECIFICATION  
HIGH IMPACT PROGRAM  
Service Code 108**

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**SERVICE DEFINITION:**

The service intervention is multi-component focusing on residential services and community transition services. Each intervention component may be used independently or in conjunction with one another.

- Residential services: Provide a short term residential program in a safe, positive, pro-social and structured living environment which challenges and teaches youth how to confront feelings, control unacceptable behaviors, reinforce positive/successful behaviors and prepare for re-unification with the family unit. This program must use a strengths-based approach to care and behavior modification to emphasize accountability, life skill development, victim restoration and may use an experiential and / or a cognitive-behavioral learning approach. This residential service component shall not exceed 120 days.
- Community transition services: Provide services essential to ensuring a youth's successful transition and reintegration to his/her natural environment, family reunification and stabilization, to sustain the youth's learned pro-social thinking and behavior. Services include, but are limited to, transition plan review and implementation, facilitation of services/referrals, communication in the youth's natural supports, assist family with enrollment with community services and supports, including the public behavioral health system. This community transition service component shall be a minimum of 30 days and the youth must complete the residential service.

**STANDARDS/LICENSURE REQUIREMENTS:**

Must be licensed by DES ACYF Group Care Agency License Standard, Chapter 5 or ADHS Licensure Standards Title 9, Chapter 20 and provide an ADE approved private residential school, transport to public school or provide an educational alternative which meets the youth's educational needs. Staff providing professional services, as defined in the AOC Standard Terms and Conditions, shall meet the qualification requirements according to AOC Standard Terms and Conditions.

**UNITS OF SERVICE:**

One unit of service equals one 24 hour period. To be considered as a billable unit, the client must have been under supervision by the provider at 11:59 p.m. that day.

**SERVICE GOALS:**

- Assist youth in developing pro-social life skill competencies through experiential and/or cognitive-behavioral programming to effectively manage important aspects of everyday life.

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- Teach youth how to manage personal behavior through consistent and positive feedback.
- Engage the youth in a variety of pro-social activities with peers to practice life skill competencies learned, to express his/her self in a positive manner, develop positive peer and staff relationships.
- Provide various opportunities for youth to experience roles of increasing responsibility within reasonable limits.
- Teach accountability and community responsibility through performance of community work service and victim restoration.
- Teach youth skills to assist them in becoming self-reliant and self-sufficient. Such skills may include pre-vocational, vocational and other independent living skills. Other topics may include drug education, values clarification, communication, problem solving, conflict resolution and similar self-concept and self-esteem building curriculums.
- Provide opportunities to develop healthy relationships in order to facilitate positive and successful family reunification by teaching parents and youth how to engage in structured family activities, role-play, practice communication skills and effective discipline strategies.
- Teach and model respect of others' rights and how the youth's negative behavior directly impacts others.

**SERVICE TASKS:**

Residential Services:

1. Implement programs and activities that include daily schedules, hygiene, chores, meals, transportation, recreation, education, life skills, supportive skills, groups, consequences/discipline system, free time, community work service and other services appropriate to the individual or group. Ensure that all programs and activities directly relate to the youth's needs, reduce the risk to recidivate and support family reunification and community reintegration.
2. Involve youth's probation officer and family in the development of the individual service plan and applicable updates, behavior contracts, and transition/discharge planning.

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3. Designate staff that will have primary responsibility for ensuring the environment is safe, supportive, skill-based, and structured. The environment must provide for immediate feedback from peers and staff indicating how the youth's behavior affects others. All staff must serve as consistent, positive adult role models within the environment.
4. Implement a policy which clearly outlines nationally accepted restraint procedures. This procedure should clearly view restraints as a last resort and used only if the youth is a danger to self or others.
5. Maintain a written policy which clearly identifies restraint training as mandatory for direct care staff; require yearly refresher courses and refresher courses for staff identified as using unauthorized restraints or conducting restraints inappropriately.
6. Provide programs and services throughout the youth's daily routine to meet the needs/goals specified in the individual service plan.
7. Regularly review the service/environment with all appropriate staff to assess changes that may be needed.
8. Maintain written documentation related to the service/environment as follows:
  - a. Individual progress notes shall be recorded daily and record information in accordance with AOC Standard Terms and Conditions.
  - b. Progress reports must be received by the youth's probation officer by the 10th of each month and contain all information required in accordance with the AOC Standard Terms and Conditions.
  - c. A treatment plan shall be developed 15 days after admission to the program and updated at least every 30 days.
  - d. A termination or discharge summary shall be prepared and forwarded to the probation officer within 15 days of the youth's discharge from services in accordance with the AOC Standard Terms and Conditions;
  - e. Incident reports shall be filed with the ASC assigned Program Specialist and Juvenile Court or Adult Probation personnel within the required time frame as in accordance with the AOC Standard Terms and Conditions.

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9. Maintain a clearly defined discipline policy that supports a basic respect for the youth and staff and which includes expectations, limits, and a process for staff to provide immediate feedback related to the youth's progress.
  
10. Develop a discharge plan with the probation officer and the family for reintegration and stabilization back to the family and community no later than 60 days after intake. Plans shall contain the requirements listed in AOC Standard Terms and Conditions, Paragraph 49, Subparagraph d, and the following:
  - a. Determine if the youth/family are enrolled in the public behavioral health system/RBHA. If not enrolled, facilitate the enrollment process by assisting the youth/family with completing the appropriate paperwork to become eligible;
  - b. School reintegration plan (i.e.: charter school, GED classes, etc.);
  - c. Family stabilization and reunification plan containing identification of community supports to enhance family reunification and community reintegration process;
  - d. Follow-up treatment services plan to include specific behavioral/vocational programs and other community activities.
  
11. Title IV-E: The probation officer may identify a youth as a Title IV-E eligible case, including cases pending eligibility. The Contractor shall conduct and document the following tasks and notification in the client file.
  - a. Individual service plan: Within five (5) business days of receiving written notification of the Title IV-E status from the probation department, the Contractor shall review and modify the youth's individual treatment plan to ensure the plan contains the following:
    - Referrals to services to support family reunification;
    - Family involvement, including but not limited to, family visits, parenting classes, home visits, telephone contact between family and the Contractor and/or youth;
    - Youth's behavioral health and/or substance abuse needs;
    - Youth's medical needs;
    - Youth's educational needs;
    - Identification of youth and family risk or protective factors that may impact a safe and timely family reunification.

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CHILDS case plan: In conjunction with task #11a, obtain the youth's CHILDS case plan from the probation department and integrate the objectives and goals into the youth's individual service plan.

- b. Monthly progress and discharge reports: Contractor shall submit reports which include the requirements outlined in the AOC Standard Terms and Conditions and clearly describe the youth's progress/lack of progress towards goals identified in the individualized service plan. Documentation in the client file shall support the findings in the reports.
- c. Home visits: Within five (5) days after the youth returns from a home visit the Contractor shall assess the following and communicate findings to probation officer; all findings and records of communication shall be maintained in the client file:
- The impact of the home visit relative to the youth's individual service plan and goals;
  - Examples of the youth and family's use of effective communication and conflict resolution skills;
  - Risk and protective factors in the home that may impact family reunification;
  - If progress was not made during home visit, determine the youth and family's need, provide intervention and monitor progression.

Community Transition Services:

1. Provide community transition services to stabilize and reintegrate youth back to their community. Services must include one of the following:
- a. Transition youth to Contractor's contracted non-residential programs, if any (rate will be the negotiated rate for that service). Contractor is responsible to ensure that services are coordinated between their internal programs and that no lapse in service occurs between discharge from residential and entry to non-residential community-based programming
- or
- b. Provide transition to and coordination with treatment programs and community supports as identified in the discharge plan. A coordination rate for 30 days after discharge will be paid. During this time, a transition worker must fully implement the discharge plan including ensuring that the youth attends all groups and programs; that the youth is in an educational or vocational program; and that the youth is

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transported to or transportation arranged for all services necessary to implement the discharge plan. The transition worker must meet with the juvenile and family to identify barriers with the discharge plan and develop a plan for resolution. Transition services may be provided by the Contractor or through subcontract where approved by contract. Contractor must submit a proposed follow-up rate. The follow-up case rate will only be paid if the following criteria are met:

- youth has not been rearrested on a new charge within the 30 day period
- youth remains in the home or other living facility as identified in the discharge plan
- youth is actively attending school or enrolled in a GED program (documented attendance) or in a vocational or employment setting as identified in the discharge plan
- youth is fully participating in the follow-up treatment program

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I have read and fully understand the requirements to provide a High Impact Program and agree to all requirements and restrictions and propose the following rate:

Residential Services proposed rate: \$\_\_\_\_\_ / day / youth

Please provide a written description of the service and an itemized budget for service.

Community Transition Services proposed rate: \$\_\_\_\_\_ / day / youth

Please provide a written description of the service and an itemized budget for service.

Other proposed agreement: \_\_\_\_\_

\_\_\_\_\_  
Provider Signature / Date

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**AOC USE ONLY: DO NOT FILL IN BEYOND THIS LINE**

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Residential Services final contract rate: \$\_\_\_\_\_ / day / youth

Community Transition Services final contract rate: \$\_\_\_\_\_ / day / youth

Other agreement: \_\_\_\_\_

\_\_\_\_\_  
Provider Signature / Date

\_\_\_\_\_  
AOC Signature / Date