

ARIZONA SUPREME COURT
ADMINISTRATIVE OFFICE OF THE COURTS
JUVENILE JUSTICE SERVICES DIVISION
Contract Year 2009-2010
SERVICE SPECIFICATION
**RENEWING ARIZONA FAMILY TRADITIONS (RAFT)
FAMILY PRESERVATION PROGRAM**
Service Codes 270 - 276

SERVICE DEFINITION:

This service provides an intensive, home-based therapeutic intervention for youth and families. A multi-systems approach is utilized, which targets the causative factors within the youth's family system, peer group and school environment.

STANDARDS/LICENSURE REQUIREMENTS:

Services must be provided by a person with a Masters degree in a Human Service field and licensed pursuant to A.R.S. ' 32-3275, A.R.S. ' 32-3292, A.R. S. ' 32-3293, A.R.S. ' 32-3301 or A.R.S. ' 32-3311.

UNITS OF SERVICE:

One unit equals one case.

SERVICE GOALS:

To provide a timely and intensive multi-system therapeutic intervention for families who need assistance in diffusing immediate crisis to prevent the youth from being removed from the home to detention, shelter, placement, or commitment to the department of juvenile corrections.

OR

To provide intensive family reunification and social reintegration services to youth who are transitioning from detention, shelter, or out-of-home placement and who are in need of stabilization and support.

SERVICE MODEL

The ASC is requesting a case rate based upon the following criteria:

1. Crisis services must be available 24 hours per day, 7 days per week, preferably provided by the primary therapist.
2. The case rate must include "emergency fund monies" to be set aside for the exclusive use of providing emergency case management services to referred client families not to exceed \$400.00 per family. The amount of the case rate to be used for "emergency funds" shall be clearly identified by the vendor in their proposal.
 - a. The vendor must have a written "emergency fund" policy and procedure which has been approved by the AOC.

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- b. All funds shall be kept in a separate account exclusively for emergency funds and available upon request for ASC review.
 - c. All disbursements or use of emergency funds shall be in accordance with the ASC approved provider policy and procedure and shall be fully documented.
 - d. Any remaining emergency expenditure funds at the end of the contract year shall be returned to the AOC.
3. The vendor must use a single Masters degreed therapist to deliver all services to the youth and family. No teams may be proposed.
4. Therapists must be state licensed to practice independently unless they are employed in an agency licensed by the Arizona Department of Health Services Office of Behavioral Health Licensure.
5. The therapist(s) must be trained in the Homebuilder's model of service delivery prior to any services being delivered. (Note: The RAFT program is based on the Homebuilders Model; however, components of that model have been modified.)
6. The vendor must provide a written intake and assessment to the referring juvenile court which indicates acceptance or denial of the referral. The vendor may deny or terminate services according to the following criteria:
- a. The family's location is unknown.
 - b. The therapist cannot gain access or contact the family after multiple documented attempts.
 - c. The youth/family presents a risk which is highly dangerous or life threatening.
 - d. The youth/family adamantly refuses services and will not cooperate.
- If the referral Service Authorization Form indicates that the referral is a "Crisis" then the provider must conduct a face-to-face contact and written assessment of the youth and/or family within twenty-four (24) hours of receipt of the referral.
- OR**
- If the referral is not marked as a "Crisis", then the vendor then has seven (7) days to make a face-to-face contact and complete the initial assessment.
7. Treatment plan, progress reports, and termination summaries must be developed in accordance with the Standard Terms and Conditions.

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8. Services delivered by the therapist must include but may not only be limited to:
 - a. Crisis intervention.
 - b. Individual and family counseling.
 - c. Individual and family skill development designed to enhance existing skills and/or ameliorate skill deficits.
 - d. Advocacy for the youth/family in the school system.
 - e. Case management shall include assisting with transportation and enrollment in and use of other economic and/or natural or social support systems.
9. Notify the referring juvenile court/probation officer within 48 hours prior to closure of a case. Closure may be for successful or unsuccessful discharge.
10. Prepare and submit, via fax or mail, a Monthly Report Form to the ASC RAFT Coordinator by the 10th of each month which contains referral/client information. Submission by email is prohibitive.

The following bulleted items comprise the specific fields of information that are required for each **new** client being provided RAFT services.

- Client JOLTS number
- Name of provider agency
- County of referral
- Preservationist assigned
- Month and year
- Name of Youth
- Parent/legal guardian name and address
- Youth's age
- Gender of youth
- Ethnicity of youth
- Youth/family primarily Spanish speaking? Y / N
- Legal status of juvenile: Standard Probation, JIPS, Adult Probation, Adult Intensive Probation Services (AIPS), Diversion, or Investigative
- Date of referral to RAFT
- Youth accepted or denied, if denied provide reason why
- Was the youth a crisis intake? Y/N

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- Was crisis intake completed within the first 24 hours? Y/N, if applicable
- Date of first contact with family by face-to-face contact
- Direct, indirect and total number of service hours for month
- Discharge Date, if applicable
- Successful discharge? Y/N, if applicable
- Successful Outcome? Y/N, if applicable
- Reason for discharge

The following bulleted items comprise the specific fields of information to be reported monthly for each **existing** client being provided RAFT services.

- Client JOLTS number
 - Month and year
 - Direct, indirect and total number of service hours for month
 - Discharge date, if applicable
 - Successful discharge? Y/N, if applicable
 - Successful Outcome? Y/N, if applicable
 - Reason for discharge
 - If no hours reported, why?
11. The Contractor may not terminate a youth who has been receiving services and has been detained until the youth has exceeded 30 days in detention. Services shall continue to be delivered to the youth in the detention setting if requested by the probation department or juvenile court as well as to the family in preparation for the youth's release from detention.
12. The vendor must accept youth who meet the following intake criteria and may only deny services if the youth meets the criteria identified in **# 7 above**.
- a. Incurrigibility/Delinquency: Youth who present with incorrigible or delinquent behaviors which threaten the stability and unity of the family, and whose family is willing to learn how to improve parenting skills and to positively impact their youth's behaviors.
 - b. Substance Abuse: The youth and perhaps other family members present with substance abuse problems, but are interested and available for assistance with education, treatment, and other skill development or improvement.
 - c. Family Violence: Documented evidence exists that physical violence has existed in the family with a high likelihood that renewed or escalated violence will occur. Family members must express a commitment to learn new ways of expressing anger in nonviolent ways.

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- d. Behavioral Health: The youth or a family member presents with a serious behavioral health problem negatively impacting family stability, but which can be addressed through a combination of medication, treatment, and skill development.
- e. Sexual Behavior: The youth is engaging in promiscuous sexual behaviors in or outside of the home and/or the family's sexual boundaries are contributing to inappropriate sexual behaviors.

PERFORMANCE CRITERIA:

The following items are the criteria against which the vendor's performance will be measured. Some criteria will be used only as a measure of provider performance to help the court establish baseline criteria and do not carry any form of sanction. Other criteria will hold the provider responsible in one or more areas and may include additional financial responsibility.

Successful Discharge of Raft Clients:

Successful discharge of RAFT clients will be measured against the following items.

- 1. The problem behaviors for which the youth/family was referred have been eliminated or diminished and the family is stable as may be evidenced by documented achievement of service plan goals.
- 2. The youth remains in the home or has been successfully transitioned from an out-of-home environment to the home or other relevant environment.
- 3. The youth is actively attending school and achieving passing grades; is actively pursuing alternative education and/or is employed or seeking employment.
- 4. The youth is receiving service at least one time weekly and is in compliance with the terms of probation for at least 30 days prior to discharge.

Baseline Performance Data // Goals of RAFT

- 1. 80% of all RAFT referrals accepted into service will be successfully discharged.
- 2. 80% of all successfully discharged RAFT clients will not have been removed from the home during the six-month period following discharge.

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REPORTING REQUIREMENTS:

1. Complete the Monthly Report Form (attached) and submit to the ASC RAFT coordinator by the 10th day of the month following service delivery.
2. Prepare and submit the monthly progress report to the referring probation officer in accordance with the Standard Terms and Conditions.
3. Provide a written termination summary to the probation officer **two weeks prior** to the client's termination date. The termination summary must include an aftercare plan with step down service recommendations. The termination summary and monthly progress report should be combined IF the client's discharge date is on or before the 14th day of the month.

Case Rate Reimbursement Breakdown:

The AOC is proposing to pay the case rate in a stepped manner as the vendor initiates and concludes the various components of the service. The components are listed below. You must propose a cost factor for each component which when added together comprise the case rate for a successful intervention.

Component I: Intake and Assessment (Only one rate will be paid per assessment.)

1. Completion of a face to face intake and a completed written assessment form for the referred family returned to the referring probation department no later than 5 p.m. of the day following the referral. \$_____ / Intake
2. Completion of a face-to-face intake and a completed written assessment form of the referred family returned to the referring probation department within 7 days of the receipt of the referral. \$_____ / Intake

Component II: Acceptance of Case

Propose base rate for acceptance of a case which includes delivery of all service tasks. \$_____

Component III: Successful Discharge (See page 6)

This fee will be paid for all clients who are successfully discharged from the service. \$_____

Component IV: Successful Outcome

An additional outcome rate will be paid for each youth who achieves the following outcomes (must be documented) at 6 months past discharge, whether successfully discharged or not:

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1. Youth remains in the home. This includes no removal for out-of-home placement, detention on a new charge or detention on probation violation for longer than 72 hours, runaway for longer than 7 days, commitment to ADJC or transferred to adult court and placed on probation or sentenced to DOC.

AND

2. Youth is meeting the terms of probation and has not received any new referrals, excluding status offenses.

AND

3. Youth is attending school and achieving passing grades or if not in school, is actively pursuing alternative education and/or employed. \$_____

Component V: Emergency Fund / Case

Propose an amount of emergency fund money to be available for use with each case. \$_____

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CASE RATE TOTAL SUMMARY:

	24 hour intake		7 day intake	
	A.	B.	A.	B.
Component I - Intake and Assessment	\$ _____	\$ _____	\$ _____	\$ _____
Component II - Acceptance of the Case	\$ _____		NA	
Component III - Successful Discharge	\$ _____		NA	
Component IV - Successful Outcome	\$ _____		NA	
Component V - Emergency Fund/Case	\$ _____		NA	
Total	\$ _____		\$ _____	

 Provider Signature / Date

AOC USE ONLY

CASE RATE TOTAL SUMMARY:

	24 hour intake		7 day intake	
	A.	B.	A.	B.
Component I - Intake and Assessment	\$ _____	\$ _____	\$ _____	\$ _____
Component II - Acceptance of the Case	\$ _____			
Component III - Successful Discharge	\$ _____			
Component IV - Successful Outcome	\$ _____			
Component V - Emergency Fund/Case	\$ _____			
Total	\$ _____		\$ _____	

 Provider Signature / Date

 AOC Signature / Date