

### What is a Child and Family Team (CFT)?

When a child is receiving behavioral health services, a Child and Family Team collaboratively plans for services and supports that meet the child's unique needs to help them achieve positive outcomes.

### Who is involved in a CFT?

The child and family determine who they want to be included in the team. At minimum, this includes a child, guardian, and a behavioral health provider, and can also include (but are not limited to): healthcare providers, teachers, coaches, friends, extended family, neighbors, members from church, etc. If families are involved with other agencies such as the Division of Developmental Disabilities (DDD), the Department of Child Safety (DCS) or others, representatives from these agencies should also be included.



### What can I expect in a CFT meeting?

The CFT meeting needs to be conducted in alignment with the Arizona Vision and the 12 Principles. A CFT meeting should be a collaborative team approach to creating a service plan. The CFT meeting allows the caregiver and professionals to formally discuss and consent to services, and have those services added to the child's service plan. Covered services added to the service plan should be provided as quickly as required by the child's needs but initiated in no more than 45 days. The service plan is a dynamic document that is regularly updated to adequately match the strengths and needs of the child and family. Team members are expected to be respectful of the child and family and acknowledge that they are the experts on their lives and experiences. If a child has an immediate need, a team member can request an emergency CFT meeting. If there is a safety concern or the child is at risk of experiencing a crisis, the team will create a crisis plan.

### For children in the care of the DCS:

A CFT meeting can occur even if the DCS Specialist is not available to attend in person or by phone. Covered services added to the service plan are required to be provided within 21 days for children in the care of DCS. If you experience delays, please contact the Children's Services Liaison 602-453-8095<sup>1</sup>.

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care. If you know of an AHCCCS member who is unable to access health services, or if you have a concern about the quality of care, please call your AHCCCS health care plan's Member Services number. If your concern is not resolved, please call AHCCCS Clinical Resolution Unit at 602-364-4558, or 1-800-867-5308.