



# Statewide Collaborative Protocols

(As established through the Interagency Service Agreement [ISA] between AHCCCS and ADES/RSA)

Developed in partnership with:



**Note:** The Statewide Collaborative Protocols shall automatically renew on an annual basis and only be amended as necessary to support the Interagency Service Agreement between ADES/RSA and AHCCCS.

**Contact Information**

**Arizona Health Care Cost Containment Services (AHCCCS)**

**Adam Robson**  
 Employment Administrator  
 701 East Jefferson St., DHCM 3rd Floor, Phoenix, AZ 85034  
 (602) 364-4622  
 Adam.Robson@azahcccs.gov

**Rehabilitation Services Administration / Vocational Rehabilitation (RSA/VR)**

**Alicia Ruiz**  
 Statewide Behavioral Health Coordinator  
 1789 W. Jefferson Ave 2NW, Phoenix, AZ 85007  
 (602) 542-3792  
 AliciaRuiz@azdes.gov

**Kathrine Mayer**  
 Statewide Behavioral Health Specialist  
 5442 E 22nd St., Ste. 101, Tucson, AZ 85711  
 (520)872-9552  
 KMayer2@azdes.gov

**Managed Care Organizations (MCOs)**

**Arizona Complete Health (AzCH)**

**Lyle Ford**  
 Rehabilitation & Employment Specialist  
 333. E. Wetmore Road, Suite 600, Tucson, AZ 85705  
 (520) 809-6480  
 LYFORD@AZCompleteHealth.com

**Steward Health Choice Arizona (SHCA)**

**Cynthia Ross**  
 Vocational Services Administrator  
 410 N. 44th St. #900, Phoenix, AZ 85008  
 (858) 750-0851  
 Cynthia.Ross@steward.org

**Mercy Care**

**Lydia L'Esperance**  
 Employment & Rehabilitation Administrator  
 4755 S. 44<sup>th</sup> Place, Phoenix, AZ 85040  
 (602) 453-8306  
 L'EsperanceL@mercycares.org

**Anthony Carrillo**  
 Employment & Rehabilitation Manager  
 4755 S. 44<sup>th</sup> Place, Phoenix, AZ 85040  
 (602) 453-8417  
 CarrilloA@mercycares.org

**Janette Lopez**  
 Employment & Rehabilitation Manager  
 4755 S. 44<sup>th</sup> Place, Phoenix, AZ 85040  
 (602) 453-8051  
 LopezJM@mercycares.org

**Jose Rojas**  
 Employment & Rehabilitation Manager  
 4755 S. 44<sup>th</sup> Place, Phoenix, AZ 85040  
 (602) 453-8410  
 RojasJ2@mercycares.org

The Interagency Service Agreement (ISA) between Rehabilitation Services Administration (RSA) and Arizona Health Care Cost Containment System (AHCCCS) is a third party cooperative agreement, as defined by the Rehabilitation Act of 1973, as amended, and its implementing Regulations 34 CFR 361.28, for providing enhanced and structured vocational rehabilitation (VR) services to individuals who have a **Serious Mental Illness (SMI)**.

The purpose of this Agreement is to enhance the ability of members determined SMI to take their rightful places as participating members of the workforce and in their communities by increasing the number of employed mutually-enrolled individuals who are satisfied with their vocational roles and environments.

The Vocational Rehabilitation program provides a variety of services to persons with disabilities, with the ultimate goal to prepare for, enter into, and retain employment.

### **Release of Information / HIPAA**

AHCCCS, the Managed Care Organizations (MCOs), and MCO Provider Organizations may share verbal and written information with ADES/RSA regarding members who are receiving Vocational Rehabilitation services, as well as those members who might be referred to the Vocational Rehabilitation program at a later date. This may include, but not limited to, the following:

- Verbal Communication
- Providing an individual's referral packet
- Participation with the behavioral health team to coordinate care

Releasing information around HIV status and treatment for alcohol or drug abuse must follow Federal Law. For additional information, refer to the ISA found at: <https://www.azahcccs.gov/PlansProviders/HealthPlans/purchasing.html> within the tab titled "Other Agreements/Contracts".

### **Co-Location of VR Counselors**

1. An RSA/VR Counselor will be assigned to an outpatient or integrated care clinic ("Provider") providing behavioral health services. Dates of the RSA/VR Orientations will be posted visible to the individuals (i.e. lobby). RSA/VR Counselors will also share a schedule of the dates they will be on site and will include the RSA/VR Counselor's contact information.
2. Providers must supply functional workspace for RSA/VR, including access to a confidential area for meetings with individuals that consists of a desk, chairs and a telephone. Computers and internet access may also be available.

### **VR Referral Process**

RSA/VR Orientations are to be conducted for individuals to learn about the employment services offered through RSA/VR. During these Orientations, individuals will gauge their interest and decide whether or not to participate in the RSA/VR program.

1. Providers must inform individuals regarding the RSA/VR program prior to attending the Orientation, including how RSA/VR is an employment program that may assist in pursuing a job goal.
2. Providers are expected to promote RSA/VR and encourage attendance at Orientations.
3. Orientations will be held at the Provider at a minimum of one time per month and at least one Provider staff must be present. RSA/VR will utilize the RSA/VR Orientation Power Point presentation. Orientation may also occur at the RSA/VR office or an individual 1:1 session can be scheduled.
4. RSA/VR will complete the *VR Referral Feedback Form* for each individual that plans to attend the Orientation.

5. If an individual chooses to decline the RSA/VR program, the Provider will meet with the individual to discuss alternative options/services.
6. If an individual does not attend (“no show”), the Provider will follow up with the individual.
7. If the individual chooses to apply for the RSA/VR program the following must occur:
  - Verification of enrollment with a Health Plan, including verification of determination (SMI, GMH, SU).
    - If verification is needed to determine SMI status, please contact the Customer Service phone line for the respective MCO. RSA/VR will need to provide their name, title, and county they serve.). The MCO Customer Service phone numbers are:
      - Arizona Complete Health: (866) 495-6738
      - Mercy Care: (602) 586-1841 or (800) 564-5465
      - Steward Health Choice Arizona: (800) 322-8670
  - RSA/VR staff must request the referral packet from either the Provider's designated employment personnel or the Provider staff assisting with VR Orientation. Upon this request, Providers must submit the referral packet within 7 business days. Required documents included in the referral packet are listed in the table below.
  - RSA/VR will scan the *VR Referral Feedback Form* into LIBERA for individuals applying to the RSA/VR Program and will be placed into Status 00.
  - RSA/VR will complete the *Referrals Specifics Form* (in LIBERA/System 7) to indicate the Target Group “VR Seriously Mentally Ill (SMI)”.

Member Referral Packet (from Provider)
Comprehensive Intake Assessment and/or SMI Determination/2 <sup>nd</sup> Level Review
Annual Assessment (Part E)
Service Plan
Service Plan Review/Update
Most recent Psychiatric Evaluation
Most recent Psychiatric Progress Note
Medication Flow Sheet
Crisis Plan
Progress Notes (not to exceed 60 days)
Any relevant Vocational Assessment
Arizona Disability Benefits 101 (AZ DB101) Calculator Summary, if available
Other information to the extent required to meet the purposes of this agreement
Guardianship paperwork, if applicable

8. Upon receipt of the referral packet, RSA/VR has **3 business days** to make initial contact to schedule an intake appointment. If unsuccessful in contacting the individual, the Provider will be notified. RSA/VR should schedule the intake appointment at the earliest possible availability.
9. 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. The *RSA/VR Application Signature Form* should specify the Special Project “SMI”.
10. The individual must be notified of the eligibility decision via letter and a copy must be provided to the Provider by RSA/VR.

## Communication/Coordination

1. RSA/VR and Provider's designated employment personnel must have weekly consultations to discuss, at a minimum, the following:
  - Potential referrals
  - Individuals identified as needing additional support to remain engaged throughout the RSA/VR program
  - Newly opened RSA/VR individuals (Status 00)
  - Newly eligible individuals (Status 10)
  - Individualized Plan for Employment (IPE) Development
  - Newly developed IPE's (Status 13)
  - Significant changes (i.e. obtained employment, lost employment, graduated from training/school, unable to contact, hospitalizations, medication changes, changes in contact information, etc.)
  - Closures
2. These weekly consultations can be face-to-face, via email, or via telephone.
3. Providers are responsible for seeking RSA/VR input for the individual's Service Plan.
4. RSA/VR and Providers are responsible for sharing pertinent information with any involved third-party employment providers.
5. Required RSA/VR documentation to be provided to the Providers as listed in the table below. These documents should be filed in the individual's Medical Record.

RSA/VR Documentation
VR Referral Feedback Form
Combined VR Eligibility Letter
Individualized Plan for Employment (IPE)
ESE meeting progress note
Closure Information
Other information to the extent required to meet the purposes of this agreement

6. RSA/VR will provide a LIBERA/System 7 list of mutually-enrolled individuals to the Provider on a monthly basis that includes, but not limited to, date of birth, RSA/VR status, and status date.

## Supported Employment/Extended Supported Employment (SE/ESE)

Everyone could benefit from support at work. For many people that support can come from family members or friends. For others, the best support comes from co-workers. For working individuals who also have mental health challenges, additional and specialized supports may be needed. This may be especially true for individuals who are very isolated or have only a few supportive relationships in their lives. These specialized supports are often referred to as Job Coaching Services, or ongoing support.

Job Coaching supports or services for an individual may include, but are not limited to, the following areas: handling pressure; adjusting to change; getting along with co-workers; dealing with mental health issues; negotiating for "reasonable accommodations"; discrimination on the job; and managing finances and benefits.

For the purposes of the ISA and these Collaborative Protocols, Job Coaching is referred to as Supported Employment (SE) and is provided by and funded by RSA/VR, while Extended Supported Employment (ESE), or long-term Job Coaching, is provided by and funded by the MCOs.

RSA/VR and Providers will have conversations regarding the benefits of ESE services with the individuals throughout the rehabilitation process.

1. Once an individual obtains employment, RSA/VR will place the case into Status 22. RSA/VR will inform the Provider of the individual's decision regarding ESE services.
  - RSA/VR will have monthly meetings with all employed individuals to follow up on any needs, services, and updates.
  - If an individual chooses not to accept ESE services, no ESE meeting is necessary. The discussion and decision must be documented.
2. Once job stability has been attained, as determined by the individual, RSA/VR, the Provider, and the RSA/VR contracted Job Coach, RSA/VR will schedule an ESE meeting. The ESE meeting is intended to discuss the individual's employment and successes, next steps with RSA/VR, and how the ongoing employment support services are provided through the MCO moving forward. Attendance at the ESE meeting must include the individual, RSA/VR staff, the Job Coach, the Provider, and anyone else the individual would like to invite.
  - ESE meeting may occur in person or by phone and is organized by the RSA/VR staff.
  - ESE meeting progress note must be provided to the Provider for the individual's medical record.
  - ESE meeting must occur in order to transfer the funding source from RSA/VR to the MCO, after which ESE services begin.
3. The individual must remain in Status 22 with RSA/VR for a minimum of 90 calendar days after the ESE meeting occurs. RSA/VR closure (Status 26) will occur after that timeframe, as long as the individual continues to have job stability.

### **Training**

1. The AHCCCS Employment Administrator, the RSA/VR Statewide Behavioral Health Coordinator, MCO Employment/Vocational Administrators, RSA/VR Behavioral Health Counselors, and Provider employment personnel are required to attend the bi-annual, in-person regional coordination meetings.
2. On a quarterly basis, the Provider is responsible to provide training on employment-related topics to the Provider clinical staff.

### **Dispute Resolution**

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

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

#### **Steps for Dispute Resolution:**

1. Meeting will occur with the involved parties and their direct supervisors.
2. Meeting will occur with the involved parties; their direct supervisors; Provider leadership; MCO Employment/Vocational Administrator, or designee; the RSA Statewide Behavioral Health Coordinator, or designee; and the AHCCCS Employment Administrator.

The MCO Employment/Vocational Administrator and the RSA Statewide Behavioral Health Coordinator, or designee, may be consulted at any point in the dispute resolution process and respond accordingly.

# Statewide Collaborative Protocols

## Signature Page



AHCCCS Employment Administrator

11/15/19

Date



RSA Statewide Behavioral Health Coordinator

11/15/19

Date



Mercy Care Employment/Vocational Administrator (or designee)

12/2/19

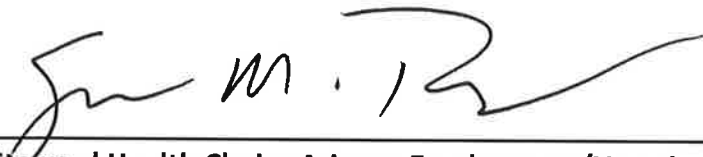
Date



Arizona Complete Health Employment/Vocational Administrator (or designee)

11/19/19

Date



Steward Health Choice Arizona Employment/Vocational Administrator (or designee)

12/5/19

Date

Effective Date: 10/01/2018

Revision Date: 11/15/2019;

