ARIZONA FAMILIES F.I.R.S.T.
Families In Recovery Succeeding Together

HOW IT ALL BEGAN

- Innovative Legislation - SB 1280 created AZ Families F.I.R.S.T. (Families In Recovery Succeeding Together).
- A steering committee chaired by the Governor's Office, with representation from the Legislature, the Judiciary and Child Advocacy guided ADES & ADHS in the development and implementation.
- Outcome driven.

Senate Bill 1280

THE ORIGINAL STEERING COMMITTEE FOUND THAT WE NEEDED:

- Partnership between ADES and ADHS.
- Understanding systemic issues in Child Welfare, TANF/Jobs, Substance Abuse and the Courts.
- A statewide change of substance abuse treatment for families in Child Welfare and TANF toward Family Centered Practices.

THE LEGISLATURE'S STATED THE GOALS FOR THIS INITIATIVE:

- Increase the availability, timeliness and accessibility of substance abuse treatment to improve child safety.
- Increase the availability, timeliness and accessibility of substance abuse treatment to persons receiving temporary assistance for needy families to achieve self-sufficiency through employment.
- Increase the availability, timeliness & accessibility of substance abuse treatment to promote recovery from alcohol and drug problems.

...and this is still being measured!

ESSENTIAL ELEMENTS:

PER CONTRACT

- **Service Coordination**—to be provided to the family from initial referral through to the completion of Recovery Maintenance Services for all referred clients.

- **Children and Family Education and Treatment**—to educate all family members on the effects of substance abuse on the entire family, and to engage the children and family members in treatment and enhance their understanding of the treatment recovery process whenever it is safe and appropriate to do so.

- **Culturally Appropriate and Faith-Based Services**—to reflect the cultural needs of the family. When appropriate, spiritual support of the family shall be provided to assist in the recovery process including linkages to supportive services in the community to serve the range of personal and family needs.

AZ FAMILIES F.I.R.S.T. FLOW OF SERVICES

CPS or JOBS referral submitted to provider
- Referral to be dated and stamped when received by provider.

Outreach efforts and Intake
- 2 working hours to provide written confirmation of referral receipt to referral source.
- Initial contact attempt must be by **direct care staff.**
- 1st out reach effort must be made within 1 working day.
- 5 working days to make a minimum of 3 outreach attempts, including 1 in person.
- At intake, eligibility is determined and AFF ROI is signed or services refused.
- Provider to refer TXIX clients to designated RBHA.

If Client refuses services, AFF case is closed following 10 day closure letter.

*If barrier exists to completing SA assessment in 7 days, SA Awareness may be considered.

Substance Abuse Assessment
- SA Assessment is to occur within 7 working days from signing of the AFF Release of Information.

If Client does not meet criteria for AFF, case is closed following 10 day closure letter.

*Complete initial drug screen within 2 working days of SA assessment.
*Within 15 days of completing SA assessment, provider is to hold a meeting to finalize AFF service plan – to include referring case manager (in person or conference call).

SA Treatment Services
*To begin within 14 working days of SA assessment:
- Out-patient
- Intensive out-patient
- Residential

Case coordination w/ aux services
- Case management
- Drug screens
- Parenting/DV education or classes

Concrete Support Services
*Exact billing – receipts required
- Child care
- Transportation
- Housing etc.

Recovery Maintenance
- 6 months of services provided.
- Employment, sobriety, reunification incentives.

Client Discharge/Case Closure
- Successful: Provider will inform in writing to referring case manager.
- Unsuccessful: Provider will consult with referring case manager to determine if services should be ended or if ongoing engagement efforts are appropriate.

UNDERLYING PRINCIPLES OF ARIZONA FAMILIES F.I.R.S.T.

Taken from SAFERR National Center on Substance Abuse & Child Welfare, U.S. Dept. of Health & Human Services

- The problems of child maltreatment and substance abuse disorders demand urgent attention and the highest possible standards of practice from everyone working in systems charged with promoting child safety and family well-being.

- Success is possible and feasible. Staff in child welfare, substance abuse and court systems have the desire and potential to change individual lives and create responsible public policies.

- Family members are active partners and participants in addressing these urgent problems.

WHAT DOES ARIZONA LOOK LIKE?

- The 2013 annual Arizona Families F.I.R.S.T. evaluation reported 6,475 referrals were made to A.F.F.
- 4,705 children associated to the AFF referrals were CPS tracked.
- During this 12 month period of the performance evaluation, 1,251 children achieved permanency with reunification being the permanency avenue for 92.1 % of the 1,251 children.
- Marijuana, Alcohol and Methamphetamine continued to be the primary substances of abuse in this group of parents, but heroin use rose higher reflecting trends of use within this geographic area.

FOR MORE INFORMATION AND BEST PRACTICES

- Screening and Assessment for Family Engagement, Retention, and Recovery (SAFERR).
- See the Arizona Families F.I.R.S.T. annual performance evaluation at CABHP.asu.edu under child welfare.
- Trauma-Informed Care in Behavioral Health Services Treatment Improvement Protocols (TIP) www.samhsa.gov.

Arizona Families F.I.R.S.T.

The Arizona Department of Economic Security and the Arizona Department of Health Services are joint administrators of the SB 1280 Arizona Families F.I.R.S.T. which offers a continuum of community-based substance abuse treatment services to either:

- A parent, guardian or custodian of a child who is named in a report to Child Protective Services as a victim of abuse or neglect and whose substance abuse is a significant barrier to maintaining, preserving or reunifying the family; or
- A person whose substance abuse is a significant barrier to maintaining or obtaining employment and is a recipient of Temporary Assistance for Needy Families (TANF) pursuant to Title 46, Chapter 2, Article 5.

How To Make A Referral

DES case managers from CPS and Jobs Program may make referrals for eligible clients by completing the mandatory request for service forms including:

- For CPS clients - Request for Services (PS-067) and the Arizona Families F.I.R.S.T. Referral Addendum (PS-06711)
- For Jobs Program clients – Referral to Provider notice (JB-106)
- Include collateral information describing the current family situation, relevant history and previous or current substance use patterns. Sufficient information is critical in conducting a comprehensive assessment and appropriate service delivery.

What to Expect When I Make a Referral

- The referral for services is a request for entire range of services - outreach, assessment, treatment and recovery maintenance. For participants who are AHCCCS eligible, the provider will coordinate services with the regional behavioral health authorities. At the conclusion of the assessment, a service plan is developed and interventions/level of care needs are identified.
- Therapeutic random drug and alcohol screening will be conducted throughout the program for participants.

Time Frames

- Provider will contact the client within 24 hours of receipt of the referral to schedule an intake. Strategies and techniques that encourage and motivate participants to accept services are utilized.
- Once the participant agrees, a comprehensive substance abuse assessment is initiated within seven days and concludes with a recommendation for the appropriate level of care.
- The first treatment service should occur within 14 days following the conclusion of the assessment process. Ongoing communication between the case manager and service provider occurs in order to optimize service delivery.

Array of Services

- **Substance Abuse Assessment**
  Provided to determine appropriate interventions and treatment.
- **Substance Abuse Awareness**
  Promotes awareness about consequences and effects of substance abuse on the body, individual and family life.
- **Outpatient Treatment ww**
  A minimum of three hours per week of individual, group and family therapy to address the participants' substance use.
- **Intensive Outpatient Treatment**
  A minimum of eight hours per week of individual, group and family therapy to address the participants' substance use.
- **Residential Treatment**
  Services include individual, group and family counseling. Some residential settings allow children to remain with the parent during treatment.
- **Recovery Maintenance Services**
  Designed to assist the participant in establishing community supports for sobriety and includes relapse prevention planning.
- **Auxiliary Services and Case Coordination**
  Services can include transportation, child care, car repair, utility assistance, housing assistance, clothing/uniform vouchers, food boxes, cell phone minutes parenting and domestic violence groups, employment services, couples counseling and coordination with community agencies. These services are provided throughout substance abuse treatment and enhance the success of participants.

Service Providers

★ **TERROS - CENTRAL REGION**
Counties Served: East Maricopa and Pinal

★ **TERROS - PIMA REGION**
County Served: Pima

★ **TERROS - SW REGION**
Counties Served: West Maricopa, Yuma, and La Paz
Phone: (602) 685-6058 Fax: (602) 685-6060
FFReferrals@terros.org

★ **AZPAC - NORTHERN REGION**
Counties Served: Mohave, Yavapai, Coconino, Navajo, and Apache
Phone: (928) 774-9125 Fax: (928) 774-0697
AFFReferrals@cc-az.org

★ **SEABHS - SE REGION**
Counties Served: Graham, Greenlee, Cochise, Santa Cruz, and Gila
Phone: (928) 428-4550 Fax: (520) 586-6118
AFF_@seabhssolutions.org

Regional Behavioral Health Authorities

Arizona Families F.I.R.S.T. contracted providers coordinate with their local Regional Behavioral Health Authorities (RBHA) for the provision of covered Title XIX/XXI services.

★ **Cenpatico Behavioral Health**
Counties Served: Yuma, La Paz, Pinal, and Gila

★ **Community Partnership of Southern Arizona**
Counties Served: Pima, Graham, Greenlee, Santa Cruz, and Cochise

★ **Northern Behavioral Health Authority**
Counties Served: Mohave, Coconino, Apache, Navajo, and Yavapai

★ **Magellan** - Maricopa County

Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008; the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact your local office; TTY/TDD Services: 7-1-1. • Free language assistance for DES services is available upon request. • Disponible en español en la oficina local.

DEPARTMENT OF ECONOMIC SECURITY
Your Partner for A Stronger Arizona

ACY-1061APAMNA (2-14)

ARIZONA FAMILIES F.I.R.S.T.
Families In Recovery Succeeding Together

The Vision of the Substance Abuse Treatment Fund Partnership is to build a family-centered service delivery system, which promotes family independence, stability, self-sufficiency, and recovery from substance abuse, assures child safety and supports permanency for children.

AFF Statewide Coordinators
602-264-3376
Jeanine Diaz, Ext. 3319
Leanne Hawkins, Ext. 3315

www.azdes.gov/PreventionAndFamilySupport

Arizona Families F.I.R.S.T.

El Arizona Department of Economic Security y el Departamento de Servicios de Salud de Arizona son administradores conjuntos del SB 1280 Familias de Arizona F.I.R.S.T. lo cual ofrece un continuo de servicios de tratamiento para toxicomanía basado en la comunidad, ya sea a:

- Un padre, guardián o encargado de un niño quien sea nombrado en un informe de Servicios de Protección al Menor como una víctima de abuso o negligencia y cuya toxicomanía es una barrera significativa al mantener, preservar o reunificar la familia, o
- Una persona, cuya toxicomanía es un barrea significativa para mantener, o conseguir empleo y es un recipiente de Asistencia Temporal a Familias Necesitadas (TANF por sus siglas en inglés) según el Titulo 46, Capitulo 2, Articulo 5.

Como se realiza una recomendación

Los gerentes de caso del DES de los CPS y del programa Jobs pueden realizar recomendaciones para los clientes que cumplen con los requisitos al llenar formularios de solicitud para servicio, los que incluyen:

- Para los clientes de los CPS – Petición para Servicios (PS-067) y las Arizona Families F.I.R.S.T. Adenda de Recomendaciones (PS-06711)
- Para los clientes del programa Jobs – Notificación de Recomendación a un Proveedor (JB-106)
- Incluye información colateral que describe la situación familiar actual, la historia pertinente y los patrones de toxicomanía actuales o anteriores. Información suficiente es esencial para realizar una evaluación comprensiva y entregar servicios apropiados.

Que se pude esperar cuando se formaliza una recomendación

- La recomendación para recibir servicios es una solicitud para una diversidad de servicios – alcance comunitario, evaluación, tratamiento y asistencia durante la recuperación. El proveedor coordinará los servicios con las autoridades regionales de salud mental para los participantes que reciben AHCCCS. Después de la evaluación, se desarrolla un plan de servicios y se identifican las necesidades de las intervenciones/del nivel de atención.
- Se conducen pruebas terapéuticas al azar para drogas y alcohol durante el programa para los participantes.

Plazos

- El proveedor se comunicará con el cliente dentro de 24 horas de haber recibido la recomendación para planificar los servicios de tratamiento. Se utilizan estrategias y técnicas que estimulan y motivan a los participantes para que acepten los servicios.
- Una vez que el participante esté de acuerdo, se inicia una evaluación comprensiva de abuso de substancias dentro de siete días y concluye con una recomendación para el nivel de atención adecuado.
- El primer servicio de tratamiento debe de ocurrir dentro de 14 días después de la conclusión del proceso de evaluación. La comunicación continua entre el gerente de caso y el proveedor de servicios ocurre con el fin de optimizar la prestación de servicios.

La diversidad de servicios

- **Evaluación de toxicomanía**
  Se proporciona para determinar las intervenciones y el tratamiento adecuado.
- **Educación sobre la toxicomanía**
  Promueve participación que proporciona conocimiento sobre las consecuencias y los efectos de toxicomanía al cuerpo, a la vida individual y familiar.
- **Tratamiento de consulta externa**
  Un mínimo de tres horas por semana de terapia individual, en grupo y familiar para tratar la toxicomanía del participante.
- **Tratamiento de consulta externa intensivo**
  Un mínimo de ocho horas por semana de terapia individual, en grupo y familiar para tratar la toxicomanía del participante.
- **Tratamiento residencial**
  Los servicios residenciales incluyen asesoramiento individual, en grupo y familiar. Algunos entornos residenciales permiten que los menores permanezcan con sus padres durante el tratamiento.
- **Servicios durante la recuperación del tratamiento**
  Se diseñaron para ayudar al participante a establecer apoyos comunitarios de sobriedad e incluyen la planificación para prevenir recaídas.
- **Servicios de apoyo y coordinación de caso**
  Los servicios pueden incluir, transportación, cuidado de niños, reparación de automóviles, asistencia de servicios públicos, ayuda para obtener vivienda, subsidio para ropa/uniformes, cajas de alimentos, minutos para teléfono celular, grupos de crianza y violencia doméstica, servicios ocupacionales, orientación de parejas y coordinación con agencias comunitarias. Estos servicios se proporcionan durante el tratamiento de toxicomanía y mejoran el éxito de los participantes.

Proveedores de servicio

★ **TERROS - REGIÓN CENTRAL**
Presta servicios a los condados de: Maricopa (Este) y Pinal

★ **TERROS - REGIÓN PIMA**
Presta servicios al condado de: Pima

★ **TERROS - REGIÓN SUDOESTE**
Presta servicios a los condados de: Maricopa (Oeste), Yuma, y La Paz
Teléfono: (602) 685-6058 Fax: (602) 685-6060
FFReferrals@terros.org

★ **AZPAC - REGIÓN NORTE**
Presta servicios a los condados de: Mohave, Yavapai, Coconino, Navajo, y Apache
Teléfono: (928) 774-9125 Fax: (928) 774-0697
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Presta servicios a los condados de: Graham, Greenlee, Cochise, Santa Cruz, y Gila
Teléfono: (928) 428-4550 Fax: (520) 586-6118
AFF_@seabhssolutions.org

Autoridades Regionales de Salud Mental

Los proveedores contratados con Familias de Arizona F.I.R.S.T. coordinarán con las Autoridades de Salud Mental Regionales (RBHA por sus siglas en inglés) para proveer servicios cubiertos por los títulos XIX y XXI.

★ **Cenpatico Behavioral Health**
Presta servicios a los condados de: Yuma, La Paz, Pinal, y Gila

★ **Community Partnership of Southern Arizona**
Presta servicios a los condados de: Pima, Graham, Greenlee, Santa Cruz, y Cochise

★ **Northern Behavioral Health Authority**
Presta servicios a los condados de: Mohave, Coconino, Apache, Navajo, y Yavapai

★ **Magellan** - Condado de Maricopa

Programa y Empleador con Igualdad de Oportunidades • Bajo los Títulos VI y VII de la Ley de los Derechos Civiles de 1964 (Títulos VI y VII) y la Ley de Estadounidenses con Discapacidades de 1990 (ADA por sus siglas en inglés), Sección 504 de la Ley de Rehabilitación de 1973, Ley contra la Discriminación por Edad de 1975 y el Título II de la Ley contra la Discriminación por Información Genética (GINA por sus siglas en inglés) de 2008; el Departamento prohíbe la discriminación en la admisión, programas, servicios, actividades o empleo basado en raza, color, religión, sexo, origen, edad, discapacidad, genética y represalias. El Departamento tiene que hacer las adaptaciones razonables para permitir que una persona con una discapacidad participe en un programa, servicio o actividad. Esto significa por ejemplo que, si es necesario, el Departamento tiene que proporcionar intérpretes de lenguaje de señas para personas sordas, un establecimiento con acceso para sillas de ruedas o material con letras grandes. También significa que el Departamento tomará cualquier otra medida razonable que le permita a usted entender y participar en un programa o en una actividad, incluso efectuar cambios razonables en la actividad. Si usted cree que su discapacidad le impedirá entender o participar en un programa o actividad, por favor infórmenos lo antes posible de lo que usted necesita para acomodar su discapacidad. Para obtener este documento en otro formato u obtener información adicional sobre esta política, comuníquese con la oficina local; Servicios de TTY/TDD: 7-1-1. • Ayuda gratuita con traducciones relacionadas a los servicios del DES está disponible a solicitud del cliente. • Available in English on line or at your local office.

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ACY-1061APAMS (2-14)

ARIZONA FAMILIES F.I.R.S.T.
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La visión del Substance Abuse Treatment Fund Partnership (Fondo para Cooperación en el Tratamiento de Toxicomanía) es desarrollar un sistema para la prestación de servicios enfocado en la familia, el cual promueve la independencia, la estabilidad, la autosuficiencia, y la recuperación de toxicomanía familiar, y se asegura de la seguridad de menores y apoya la permanencia para los menores.

Support Coordinadores estatales de AFF:
602-264-3376
Jeanine Diaz, Ext. 3319
Leanne Hawkins, Ext. 3315

www.azdes.gov/PreventionAndFamilySupport

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- At intake, eligibility is determined and AFF ROI is signed or services refused
- Provider to refer TXIX clients to designated RBHA

If Client refuses services, AFF case/referral is closed, following 10 closure letter

*if barrier exists to completing SA assessment in 7 days, SA Awareness may be considered

Substance Abuse Assessment
- SA Assessment is to occur within 7 working days from signing of the AFF Release of Information

If Client does not meet criteria for AFF, i.e. not SA diagnosis; case is closed following 10 day closure letter

*complete initial drug screen within 2 working days of SA assessment
*within 15 calendar days of completing SA assessment, provider is to hold a meeting to finalize the AFF service plan – to include referring case manager (in person or conference call)

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- Unsuccessful: Provider will consult with referring case manager to determine if services should be ended or if ongoing engagement efforts are appropriate