

SECTION 1: CHAPTER: 400

POLICY: 409, Family and Youth Involvement in the Children's Behavioral Health System

1. PURPOSE:

This policy applies to all levels of the Children's Behavioral Health System throughout the Arizona Department of Health Services, Division of Behavioral Health Services (ADHS/DBHS) and the Tribal and Regional Behavioral Health Authorities (T/RBHAs) and T/RBHA providers; to:

- a. Describe family, youth and young adult involvement as a necessary and effective component for serving children in Arizona's public behavioral health system;
- b. Define roles that are uniquely intended for parents/caregivers of children who receive or have received services and roles for youth and young adults who receive or have received services;
- c. Describe the roles that family-run organizations play in optimizing family, youth and young adult involvement in the public behavioral health system; and
- d. Present a wide array of opportunities and establish an infrastructure to support family, youth and young adult involvement at all levels of the Children's Behavioral Health System.

2. TERMS:

Definitions for terms are located online at <http://www.azdhs.gov/bhs/definitions/index.php>
The following terms are referenced in this section:

Emerging Family Leaders
Family Involvement
Family-Driven Care
Family-Professional Partnerships
Family-Run Organizations
Family Leaders
Family Member
Parent-Delivered Support or Service
Youth/Young Adult-Delivered Support

3. PROCEDURES:

- a. T/RBHAs and T/RBHA providers must develop and make available to providers, policies and procedures that establish meaningful roles for families, youth and young adults. T/RBHAs and T/RBHA providers must involve family, youth and young adults in decision making at all levels within their organizations. T/RBHA providers must promote family, youth and young adult participation during treatment planning and service delivery.

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- b. Each T/RBHA and T/RBHA provider is required to implement Child and Family Team (CFT) practice within this policy framework and implement family roles to support family driven care within the children's behavioral health system.
- c. T/RBHAs and T/RBHA providers must:
 - i. Ensure that service planning and delivery is driven by family members, youth and young adults.
 - ii. Support requests for services from family members, youth and young adults that respond to their unique needs, including providing information/educational materials to explore various service options.
 - iii. Obtain consent which allows families, youth and young adults to opt out of some services and choose other appropriate services (see [Policy 107, General and Informed Consent](#)).
 - iv. Provide contact information and allow contact with all levels of personnel within the agency for families, youth and young adults.
 - v. Make a Family Support Partner (FSP) available to the family when requested by the CFT.
- d. T/RBHAs must:
 - i. Support family, youth and young adults in roles that have influence and promote shared responsibility and active participation.
 - ii. Assign resources to promote family, youth and young adult involvement including committing money, space, time, personnel and supplies;
 - iii. Involve parents/caregivers, youth and young adults as partners at all levels of planning and decision making, including delivery of services, program management and funding; and
 - iv. Develop and make available to providers, policies and procedures specific to these requirements.
- e. T/RBHAs and T/RBHA providers must demonstrate commitment to employment of parents/caregivers, youth and young adults by:
 - i. Providing positions that value the first person experience;
 - ii. Establishing and maintaining a work environment that values the contribution of parents/caregivers, youth and young adults;
 - iii. Promoting tolerance of the family, youth and young adult roles in the workplace among system partners;
 - iv. Providing supervision and guidance to support and promote professional growth and development of family, youth and young adults in these roles;
 - v. Provide the flexibility needed, to accommodate parents/Family Members and young adults employed in the system, without compromising expectations to fulfill assigned tasks/roles.
 - vi. Providing compensation that values first-person experience commensurate with professional training;
 - vii. Committing to protect the integrity of these roles; and

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- viii. Developing and making available to providers policies and procedures specific to these requirements.
- f. Adherence to this section will be measured through the use of one or more of the following:
 - i. Surveys, including the Annual Network Family Survey and Youth Satisfaction Survey; and
 - ii. Analysis of the behavioral health system, including the Annual Network Inventory and Analysis of Family Roles and System of Care Practice Reviews.
 - iii. Other sources as required by the ADHS/RBHA contracts or T/RBHA IGAs.

4. REFERENCES:

[ADHS/RBHA Contracts](#)
[ADHS/TRIBAL IGAs](#)
[ADHS/DBHS Practice Protocol, Family and Youth Involvement in the Children's Behavioral Health System](#)
[Examining the Relationship Between Family-Run and Non Family-Run Organization Partners](#)
[Access, Voice and Ownership Examining Service Effectiveness from the Family's Perspective](#)
[Learning from Colleagues: National technical assistance center for Children's Mental Health Quick Guide for Self-Assessment of Family-Run Organizations in Systems of Care](#)

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