


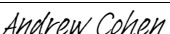


NARRATIVE BY RANKING AND CONSENSUS RATIONALE				
<p><b>Narrative B9:</b> Describe the key successful components and best practices of Arizona's crisis system. Describe how the Offender has and will maintain and drive continued improvement for Arizona's crisis continuum by building on these successful components. Provide strategy details including primary objectives and actionable steps, timelines, and stakeholder involvement that will be used to drive improvements. (3 page limit)</p> <p>Submission Evaluation Considerations:            Experience and expertise            Strategies that improve outcomes            Collaboration and engagement            Other notable considerations</p>				
MIJUNA COMPLETE CARE	MERCY CARE (MC)	BANNER UNIVERSITY FAMILY CARE (BUFC)	HEALTH CHOICE (HC)	ARIZONA COMPLETE HEALTH (ACH)/CARE 1ST (C1)
REMARKS AND VALUES/OBSERVATIONS				
Officer described fully its understanding of the crisis system and current best practices in the Central CSA, including the crisis line, community mobile crisis teams and receiving facilities/care centers (selected specialties), and mobile crisis services. Officer described its understanding of upcoming program changes such as the 988 crisis line.	Officer described fully its understanding of the crisis system, as the Central CSA RBHA and demonstrated its understanding of the crisis system, including with respect to national trends relevant to Arizona, trauma-informed care training, upcoming program changes such as the 988 crisis line, and AHCCCS care coordination requirements.	Officer described generally its understanding of the crisis system, including with respect to trauma-informed care training and upcoming program changes such as the 988 crisis line.	Officer described its experience in the North CSA RBHA, its understanding of the crisis system, and understanding of upcoming program changes such as the 988 crisis line.	Officer described fully its experience delivering crisis services as the South CSA RBHA and demonstrated its understanding of the crisis system, including with respect to national trends relevant to Arizona, law enforcement training, upcoming program changes such as the 988 crisis line, and AHCCCS care coordination requirements.
Officer described its strategy for maintaining successful crisis system components and driving improvement, including funding a new crisis receiving center in Gila County, expanding crisis services for children, enhancing data collection and exchange, and increasing member engagement. Officer committed to specific timelines for operationalizing proposed initiatives.	Officer described its strategy for maintaining successful crisis system components and driving improvement, including expanding facility-based and mobile crisis intervention services and expanding crisis services for children. Officer committed to specific timelines for operationalizing proposed initiatives.	Officer identified gaps in the current system and described its strategy for expanding services and driving improvement, including offering 24-hour access to care managers, enhancing data collection and exchange, and implementing an outcomes-based payment system. Officer committed to specific timelines for operationalizing proposed initiatives.	Officer described generally its crisis system components and driving improvement through expansion of existing services but did not describe clearly new initiatives to enhance the system. Officer discussed timelines for select initiatives, although it committed only to a general two-year implementation schedule.	Officer described its strategy for maintaining successful crisis system components, and driving improvement, including enhancing data collection and exchange, tracking available bed capacity in both inpatient and non-inpatient facilities, and expanding 24-hour services. Officer committed to specific timelines for operationalizing proposed initiatives.
Officer described fully its strategy for collaborating with other stakeholders, including law enforcement and providers, and its plan to leverage its ACC Stakeholder Advisory Committee for the ACC RBHA contract.	Officer described fully its strategy for collaborating with other stakeholders, including law enforcement, state agencies, and community groups, and its strategy to collaborate in development of a staff training program.	Officer described fully its strategy for collaborating with law enforcement and discussed generally its strategy for collaborating with other stakeholders, including community groups.	Officer described generally its strategy for collaborating with stakeholders, including providers and community groups.	Officer described fully its strategy for collaborating with law enforcement and discussed generally its strategy for collaborating with other stakeholders, including community groups.
Officer proposed creating a crisis service communication strategy for tribal communities.	Officer described fully its strategy for coordinating with tribal governments in accordance with tribal sovereignty.	Officer discussed the tribal warm line but did not describe clearly its collaboration with tribal communities.	Officer discussed its collaboration with tribal communities.	Officer discussed its collaboration with tribal communities.
Officer discussed generally its approach for collaborating with other ACC RBHA contractors.	Officer discussed collaboration with other ACC RBHA contractors on the statewide crisis line and developing a staff training program for the line.	Officer discussed collaboration with other ACC RBHA contractors on the statewide crisis line.	Officer discussed collaboration with other ACC RBHA contractors on the statewide crisis line.	Officer discussed collaboration with other ACC RBHA contractors on the statewide crisis line.
RANKINGS				
2	1	4	5	2

NARRATIVE BY RANKING AND CONSENSUS RATIONALE EVALUATOR TEAM MEMBERS	
EVALUATOR FULL NAME (FIRST AND LAST):	Carol Louie
EVALUATOR TITLE:	Quality Management Manager
DATE:	Nov 2, 2021
SIGNATURE:	
EVALUATOR FULL NAME (FIRST AND LAST):	Christina Quast
EVALUATOR TITLE:	Deputy Assistant Director of Managed Care Operat
DATE:	Nov 2, 2021
SIGNATURE:	 Christina Quast (Nov 2, 2021 10:06 PDT)
EVALUATOR FULL NAME (FIRST AND LAST):	Lou Anne Allard
EVALUATOR TITLE:	Clinical Resolution Manager
DATE:	Nov 2, 2021
SIGNATURE:	 Lou Anne Allard (Nov 2, 2021 09:50 PDT)
FACILITATOR FULL NAME (FIRST AND LAST):	Andrew Cohen
DATE:	Nov 2, 2021
SIGNATURE:	 Andrew Cohen (Nov 2, 2021 10:04 PDT)