964- CREDENTIALED PARENT/FAMILY SUPPORT REQUIREMENTS

Effective Dates: 07/01/16, 10/01/18, 10/01/19

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I. PURPOSE

This Policy applies to, AHCCCS Complete Care (ACC), ALTCS E/PD, DES/DDD (DDD) and RBHA Contractors; Fee-For-Services (FFS) Programs including, the American Indian Health Program (AIHP); excluding Federal Emergency Services (FES). (For FES, see AMPM Chapter 1100). This Policy establishes requirements for training and credentialing standards for Parent/Family Support Providers who elect to become Credentialed Parent/Family Support Providers. Services outlined in this Policy for FFS programs and populations are monitored by AHCCCS/ Office of Individual and Family Affairs (OIFA).

II. DEFINITIONS

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tr>
<td>CREDENTIALED PARENT/FAMILY SUPPORT PROVIDER (CPFSP)</td>
<td>An individual who meets the lived experience as specified in this Policy and has passed an AHCCCS/OIFA approved credentialing training exam.</td>
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<tr>
<td>CREDENTIALED PARENT/FAMILY SUPPORT PROVIDER (CPFSP) TRAINING PROGRAM</td>
<td>AHCCCS/OIFA approved credentialing program in compliance with competencies and requirements as specified in this Policy.</td>
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<td>CREDENTIALED TRAINER</td>
<td>An individual who is a Behavioral Health Professional (BHP), Behavioral Health Technician (BHT), or Behavioral Health Paraprofessional (BHPP) and has lived experience as specified in this Policy and provides training to individuals seeking employment as a CPFSP.</td>
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<td>FAMILY MEMBER (CHILDREN’S SYSTEM)</td>
<td>A parent or primary caregiver with lived experience who has raised or is currently raising a child with emotional, behavioral health and/or substance use disorders.</td>
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<tr>
<td>FAMILY MEMBER (ADULT SYSTEM)</td>
<td>An individual who has lived experience as a primary natural support for an adult with emotional, behavioral health and/or substance use disorders.</td>
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III. POLICY

A. OVERVIEW

Parent/Family Support Services may involve support activities such as assisting the family to adjust to the individual’s needs, developing skills to effectively interact and/or guide the individual’s, understanding of the causes and treatment of behavioral health issues, understanding and effective utilization of the system, or planning long-term care for the individual and the family.

AHCCCS/OIFA has established training requirements and credentialing standards for providing Parent/Family Support Services. AHCCCS/OIFA recognizes the importance of the Parent/Family Support role as a viable component in the delivery of integrated services, and expects statewide support for these roles. The Contractor shall ensure the provision of quality Parent/Family services in support of integrated care in the AHCCCS Children System of Care (CSOC) and Adult System of Care (ASOC).

B. CPFSP AND TRAINER QUALIFICATIONS

1. Individuals seeking employment as a CPFSP or as a Trainer in the Children System or Adult System shall:
   a. Meet the definition of a family member, and
   b. Qualify as a BHP, BHT, or BHPP.

C. CPFSP TRAINING PROGRAM APPROVAL PROCESS

1. A CPFSP Training Program shall submit its program curriculum, competency exam, and exam-scoring methodology (including an explanation of accommodations or alternative formats of program materials available to individuals who have special needs) to AHCCCS/OIFA at OIFA@azahcccs.gov. AHCCCS/OIFA shall issue feedback or approval of the curriculum, competency exam, and exam-scoring methodology as specified in this Policy.

2. If a program makes substantial changes (e.g., change to content, classroom time) to its curriculum or if there is an addition to required elements, the program shall submit the updated content to AHCCCS/OIFA at OIFA@azahcccs.gov for review and approval before the changed or updated curriculum is to be utilized.
3. Approval of the curriculum, competency exam, and exam-scoring methodology is based on the elements required in this Policy. If a CPFSP Training Program requires regional or culturally specific training exclusive to a Geographical Service Area, (GSA) or specific population, the specific training cannot prevent employment or transfer of Parent/Family Support credentials based on the additional elements or standards.

D. COMPETENCY EXAM

Individuals seeking employment as a CPFSP shall complete and pass a competency exam with a minimum score of 80% upon completion of required training. Each CPFSP Training Program has the authority to develop a unique competency exam. However, all exams shall include questions related to each of the curriculum core elements as specified in this Policy. Agencies employing CPFSP who are providing Parent/Family Support Services are required to ensure that its employees are competently trained to work with the populations served.

E. CPFSP EMPLOYMENT TRAINING CURRICULUM STANDARDS

1. A CPFSP Training Program curriculum shall include the following core elements:
   a. Communication Techniques:
      i. Individuals first, strengths-based language, using respectful communication, demonstrating care and commitment,
      ii. Active listening skills, by having the ability to demonstrate empathy, provide empathetic responses and differentiate between sympathy and empathy, listening non-judgmentally, and
      iii. Use of self-disclosure effectively, sharing one’s story when appropriate.
   b. System Knowledge:
      i. Overview and history of the Arizona Behavioral Health System,
      ii. Jason K lawsuit,
      iii. Arizona Vision and 12 Principles, of the Child and Family Team (CFT)
      iv. Guiding Principles for Recovery-Oriented Adult Behavioral Health Services and Systems and Adult Recovery Team (ART),
      v. Arnold v. Sarn,
      vi. Family and peer movements and the role of advocacy in systems transformation,
      vii. Introduction to the Americans with Disabilities Act (ADA) and funding sources for behavioral health systems,
      viii. Rights of the caregivers and individual, and
      ix. Transition Aged Youth, role changes when bridging the ASOC and CSOC at transition for an individual, family, and team.
   c. Building Collaborative Partnerships and Relationships:
      i. Engagement, identification and utilization of strengths,
      ii. Utilization and modelling of conflict resolution skills, and problem solving skills,
iii. Understanding of
   1) Individual and family culture, biases, stigma, and systems’ cultures
   2) Trauma informed care approaches,
iv. Identification, building and connecting individuals and families, including families of choice, to community and natural/informal supports.
d. Empowerment:
i. Empowerment of family members and other supports to identify their needs, and promote self-reliance,
ii. Identification and understanding of stages of change, and unmet needs
e. Wellness:
i. Understanding of
   1) The stages of grief and loss
   2) Self-care and stress management
   3) Compassion, fatigue and burnout
   4) Resiliency and recovery
   5) Healthy personal and professional boundaries.

2. CPFSP Training Programs shall not duplicate training required of individuals for employment with a licensed agency or Community Service Agency, (CSA). Training elements in this Policy are specific to the CPFSP role in the AHCCCS Programs and instructional for CPFSP interactions.

3. Contractors shall develop and make available policies and procedures as well as additional resources for development of curriculum, including Contractor staff contacts for questions or assistance.

F. SUPERVISION OF CPFSPS

Contractors shall establish amount and duration of supervision of CPFSP and follow the requirements outlined below:

1. Agencies employing CPFSP shall provide supervision by individuals qualified as BHT or BHP. Supervision shall be appropriate to the services being delivered and the qualifications of the CPFSP as a BHT, BHP, or BHPP. Supervision shall be documented and inclusive of both clinical and administrative supervision.

2. Individuals providing supervision shall receive training and guidance to ensure current knowledge of best practices in providing supervision to CPFSP.

3. Contractors shall develop and make available to the providers policies, and procedures regarding resources available to agencies for establishing supervision requirements and any expectations for agencies regarding Contractor monitoring/oversight activities for this requirement.
G. PROCESS OF SUBMITTING EVIDENCE OF CREDENTIALING

1. Contractors shall ensure provider agencies maintain documentation of required qualifications and credentialing for CPFSP.

2. Contractors shall develop and make available to providers policies and procedures that describe monitoring and auditing/oversight activities and where records specific to supervision and training of CPFSP are reviewed and maintained.

3. Contractors shall submit information noting Peer/Recovery Support Specialist and Credentialed Parent/Family Support Specialist Involvement in service delivery as specified in Contract and utilizing Attachments A, B C or D, as applicable.