

OVERVIEW

The Psychiatric Rehabilitation Progress Report (PRPR) shall demonstrate the effectiveness of rehabilitation services and the promotion of recovery in the lives of individuals served through:

- Measuring adherence to the Interagency Service Agreement (ISA) between Arizona Health Care Cost Containment System (AHCCCS) and Arizona Department of Economic Security/Rehabilitation Services Administration (ADES/RSA).
- Evaluating adherence to Regional Collaborative Protocols written between each Contractor, also known as Managed Care Organization (MCO) or Regional Behavioral Health Authority (RBHA), and ADES/RSA.
- Monitoring the provider service array to ensure there are an adequate number of employment choices for the members served.
- Assessing employment outcomes as a quality of life indicator for *all* individuals, regardless of diagnosis.

TIMEFRAMES

- The Contractor shall complete and submit a Quarterly Psychiatric Rehabilitation Progress Report as specified in Contract.

GENERAL INSTRUCTIONS

- Utilize this specifications tool as a template to report PRPR submission requirements.
- Only one PRPR report is to be completed by the Contractor, separated out by region.
- The submission of the PRPR shall include a cover page listing the following: Contractor name, Region(s) served, Federal Fiscal Year, and Quarter. This information shall also be included in the footer on each page.
- RSA programmatic data is submitted to the AHCCCS Employment Administrator separately. The information requested in this report is accessible to the Contractor without any needed coordination with RSA.

METHODOLOGY

A. REFERRALS TO RSA/VR

The Contractor shall submit an Annual ISA Membership Plan as specified in Contract, to outline strategies for the upcoming year on how the Contractor plans to not only increase referrals to RSA/VR, but also how those members will be supported throughout the VR program. This Plan requires prior approval by the AHCCCS Employment Administrator.

A “referral” is defined as both a referral packet being provided by the Health Home/SMI clinic to RSA/VR and the member being placed into RSA/VR status code 00, which reflects the member has expressed interest in participating in the RSA/VR program.

The Annual ISA Membership Plan shall detail the following:

- How the Contractor plans on working with their subcontracted providers to place emphasis on the importance of the partnership between the Contractor and RSA/VR.
- Strategies on how the Contractor plans on meeting annually 7% of Contractor-enrolled and served members that are newly referred to RSA/VR.
- Strategies on how the subcontracted providers will support mutual members throughout the VR program, not just how they will connect them with the VR program.
- How the Contractor will support and monitor these efforts made by the subcontracted providers, such as:
 - How the Contractor will incorporate education, mentoring, or coaching techniques to subcontracted provider employment staff, when necessary,
 - How the Contractor will work with and support subcontracted providers, or even different regions, who may be struggling to achieve targeted goals, and
 - Actions the Contractor will take for subcontracted providers who consistently are not achieving targeted goals.
- Any other pertinent implementation strategies.

Annual baseline numbers will be determined as follows: members served within the region in the previous Fiscal year’s quarter three, minus 20% (to allow for members employed full-time, members employed part-time, members incarcerated, and members considered retired), and minus those being served by RSA/VR. AHCCCS will communicate target numbers to Contractors after the previous Fiscal year’s quarter three.

The “Referrals to RSA/VR” section shall include quarterly updates on the progress being made from the AHCCCS-approved ISA Membership Plan and shall include:

- New activities being done around the emphasis on the importance of the partnership between the Contractor and RSA/VR (not including trainings listed above in Section A).
- New activities the subcontracted providers are doing to support mutual members throughout the VR program.
- New education, mentoring, or coaching techniques the Contractor is providing to the subcontracted provider employment staff.



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- Any new subcontracted providers placed under corrective action plans.
- Any new subcontracted providers who have successfully completed corrective action plans.
- Any other pertinent information.
- Any new reporting items, as determined by the AHCCCS Employment Administrator.

B. PROVIDER SERVICE ARRAY

In order to ensure a continuum of employment services between the ADES/RSA service system and the AHCCCS service system (e.g. prevocational and extended supported employment services), Contractors and ADES/RSA shall utilize, as needed and appropriate, service providers who are contracted with both the Contractor and ADES/RSA. Contractors and ADES/RSA shall develop and implement contracts with community providers to meet the vocational needs of persons determined with a Serious Mental Illness (SMI) within the region and ensure that there is an adequate number of dedicated staff to provide those services.

Utilize the following format for listing out provider service array. Mark those agencies that are mutually contracted with the Contractor and ADES/RSA in **bold print**.

PROVIDER NAME	PROVIDER TYPE	COUNTIES SERVED	FUNDING SOURCE	NEW PROVIDER Y/N

Provider Name – Name of agency.

Provider Type – Specific Contractor language, such as:

- Health Home
- Community Service Agency (CSA)
- Specialty Employment Provider
- Peer Run Organization (PRO)
- Any other Provider types

County – List of counties the agency provides services in.

Funding Source – Whether only contracted with the Contractor or mutually contracted with ADES/RSA

- Contractor only
- Contractor and ADES/RSA

C. Workforce Competencies



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1. New Employee Orientation Training (NEO)

Contractors and all subcontracted providers shall offer the AHCCCS standardized employment module of the NEO, as well as ensure that all subcontracted employees complete the standardized employment module and achieve a passing grade of at least 80% on the post-assessment. Employees may complete the training multiple times in order to achieve this passing grade.

Provide an update on the following. Employment Administrators with the Contractors shall partner with their respective Workforce Development Administrators to help complete this section.

1. Strategies the Contractor is utilizing to track subcontractor compliance in this area.
2. If applicable, provide updates on any follow up/technical assistance the Contractor has performed with regards to any issues or concerns the subcontractors may be experiencing with the Employment NEO Course, including improvements made stemming from the follow up/technical assistance.
3. Utilizing the table below, provide the number of staff who has taken the Employment NEO Course, the number of staff who has completed/passed the Employment NEO Course, and the percentage of passing grades.

NUMBER OF STAFF WHO HAS TAKEN THE EMPLOYMENT NEO COURSE	NUMBER OF STAFF WHO HAS COMPLETED/PASSED THE EMPLOYMENT NEO COURSE	PERCENTAGE OF PASSING GRADES

NOTE: RBHA affiliated-Contractors may have subcontractors that serve both members determined to have a Serious Mental Illness (SMI) and members determined General Mental Health/Substance Use (GMH/SU), and may provide these services in multiple counties. Provide only one table that displays overall subcontracted staff (SMI & GMH/SU staff combined).

2. Member Engagement

Contractors shall ensure that subcontractors are engaging in employment discussions with members that are explicitly expressing interest in employment or employment-related supports and services, as well as with members NOT explicitly expressing interest in employment or employment-related supports and services. The Contractor shall provide updates on the strategies the Contractor is utilizing to track subcontractor compliance in this area; monitoring actions performed by the Contractor; findings and actions taken stemming from those findings; and impact the engagement has on members (i.e. increase in utilization; increase in referrals to RSA/VR).



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3. AZ Disability Benefits 101 (AZ DB101)

Contractors shall ensure that subcontractors' employment staff are creating an active, personal AZ DB101 account; assisting members in creating their own AZ DB101 accounts; completing AZ DB101 calculator sessions (full versions and quick estimates) with members; accurately interpreting and analyzing results with members who may require an extra level of understanding; and when necessary, assisting members in accessing the different types of Social Security and/or AHCCCS work incentives.

The Contractor shall provide an update on strategies the Contractor is utilizing to track subcontractor compliance in this area. Include any findings and actions taken stemming from those findings.