

SPECIAL TERMS & CONDITIONS - FUNCTIONAL FAMILY THERAPY & MULTI-SYSTEMIC THERAPY:

Due to the uniqueness of the Functional Family Therapy (FFT) and MST & MST-PSB Model Program licensing and service delivery, including processes to monitor and coach therapist fidelity to the Model, and to track outcomes for clients and families, the AOC Contract for either of these services must include following **Special Terms & Conditions**, which outline specific AOC requirements that are applied to the Functional Family Therapy (FFT) Services, Multi-systemic Therapy Services (MST), and Multi-systemic Therapy-Problem Sexual Behaviors (MST-PSB) Services. It is recognized and described below that a Contractor may also have multiple **Business Associate Agreements** in place addressing confidentiality, information sharing, service delivery, licensing requirements, model fidelity, consultation, training and support functions, as described in the **Glossaries for FFT and MST, MST-PSB**, to be attached as Exhibits A and B respectively.

Functional Family Therapy (FFT) is a short-term family therapy intervention and juvenile treatment program helping at-risk children and delinquent youth to overcome adolescent behavior problems, conduct disorder, substance abuse and delinquency. Therapists work with families to assess family behaviors that maintain delinquent behavior, modify dysfunctional family communication, train family members to negotiate effectively, set clear rules about privileges and responsibilities, and generalize changes to community contexts and relationships. To ensure effective implementation of the FFT Model, local clinicians receive training and consultation so they can demonstrate strong adherence and competence in delivering the FFT model. To develop competent onsite FFT supervision, the FFT supervisor attends supervisor trainings and receives onsite training as well. The FFT, LLC National Consultant provides support through monthly calls, listen-in calls, and site visits. A Client Services System (CSS) database is also set up to ensure that sites are maintaining and adhering to the FFT model. To ensure that local sites continue ongoing model fidelity, FFT Inc. may review the CSS database to ensure adherence, service delivery trends, and client outcomes. One-day onsite training for continuing education in FFT is also available.

Multi-systemic Therapy (MST) MST is an intensive family- and community-based treatment that addresses the causes of serious antisocial behavior in juvenile offenders. The MST program seeks to improve the real-world functioning of youth by changing their natural settings – home, school, and neighborhood in ways that promote prosocial behavior while decreasing antisocial behavior. As a licensed, evidence-based program, MST programs require a high level of consultation and review by the parent MST organization, to ensure that treatment is provided in a manner that is adherent to the MST model.

Multi-systemic Therapy for Problem Sexual Behaviors (MST-PSB) is an intensive family- and community-based treatment that addresses the causes of serious antisocial behavior across key systems within which youth are embedded (family, peers, and neighborhood). MST for sexual offenders (MST-PSB) is a clinical adaptation of MST which focuses on aspects of a youth's ecology that are functionally related to the problem sexual behavior, and includes reduction of parent and youth denial about the offenses and their consequences; promotion of development of friendships and age-appropriate sexual experiences; and modification of the individual's social perspective-taking skills, belief system, or attitudes that contributed to sexual offending. As a licensed, evidence-based program, MST-PSB programs require a high level of consultation and review by the parent MST Group (MST Services) and MST Associates (MSTA) to ensure that treatment is provided in a manner that is adherent to the MST-PSB model. Research on MST-PSB has shown that this level of oversight of adherence leads to improved clinical outcomes for the youth and families served.

The Contractor may utilize bachelor's level clinicians for MST and FFT Services. Contractor shall ensure the personnel are qualified by education, experience and/or training to deliver the service(s) in accordance with the standards and conditions established by the Blueprints Project and the Center for the Study and Prevention of Violence, and shall also adhere to relevant Arizona statutes, Arizona Department of Health Services licensing regulations, and Arizona Board of Behavioral Health Examiners regulations.

Specific Requirements for Functional Family Therapy

1. At all times, the Contractor agrees to adhere to the **Terms, Definitions, and Oversight** requirements as set forth in the document attached and incorporated as Exhibit A (**FFT Glossary**). The Contractor also agrees to adhere to all policies, practices and procedures described in this document.
2. A specific, additional **Release of Information** form and **Informed Consent to Treatment** form shall be discussed with the client and family, relative to granting permission for FFT, LLC and FFT Consultants to view all client/family information (PHI) as described in the **FFT Glossary** (see Exhibit A attached and incorporated herein). (An AOC-approved reader-friendly Glossary summarizing Exhibit A will be provided to families.)
 - a. **The Contractor's Release Authorizations for FFT Services** shall indicate that **FFT, LLC Consultants may view and discuss the client and family's information**; shall describe the specific information to be viewed (list *all* types of information shared, including but not limited to, progress notes, assessments, case plans, audio or video tapes of family sessions, or phone calls), and the expiration date or event that will trigger the expiration date of the release.
 - b. This **FFT-Specific Release of Information** shall include a written and verbal explanation, by including a copy of the AOC-approved **Glossary of Terms, Definitions and Oversight for FFT**, and shall be signed by the client, and the client's parent, guardian, or designated representative. This Release shall describe the FFT, LLC Consultant's role and purpose in viewing the information; and shall inform the client and family that the Consultants are bound by Confidentiality in their Business Agreement with Touchstone.
 - c. **Audio recordings of sessions** take place at the discretion of the FFT site supervisor . Due to this fact, the Contractor shall provide a separate **Release of Information for the Audio Recordings** of sessions and shall include permission to share the audio recordings with an FFT, LLC Consultant on the occasion of a site visit. The audio recordings are not to be shared with the FFT, LLC consultant unless in person at an FFT site visit. This **Release** shall also explain to the client and family the purpose(s) of any recordings to be used and/or viewed by the FFT Consultant and describe how the Audio recordings are related to treatment of the youth and/or the therapists' fidelity to the model. Audio recordings of sessions shall be stored in a confidential manner by the Contractor and shall be deleted after review.
 - d. **Release of Information** for the purposes of obtaining 3-, 6-, 12- and 18-month follow-up information on client outcomes, shall limit this follow-up outreach to be conducted with individuals who are involved with the client/family at the time of original treatment, and

shall spell out the specific names of those individuals who the family designates as contacts. Permission may not be granted to contact any unspecified person simply by their title (e.g. School Nurse).

3. **The Consent to Treatment (Consent)** for FFT Services shall be signed by the client and the client's parent, guardian, or designated representative, and comply with the AOC Standard Terms & Conditions, Paragraph 50(b). The **Consent** shall also contain a clear description of the unique processes involved in the supervision, consultation, and evaluation of FFT services, by including a copy of the **Glossary of Terms, Definitions and Oversight for FFT**.
4. **Maintenance of client-specific data in FFT, LLC-CSS Website:**
 - a. The Clinical Services System (CSS) is a secure web-based database that is used for quality assurance monitoring. Input of clients' data into the CSS is understood to be a requirement of the Contractor's license to provide FFT services. A more extensive description of the CSS is contained in the FFT Glossary, attached and incorporated as Exhibit A.
 - b. Creation of the Contractor's client profiles in Clinical Services System (CSS) website shall not include the names of the client or of family members, nor any other identifying information.
5. **Business Associate Agreements:** The Contractor shall at all times hold a current and valid Business Associate Agreement with FFT, LLC, which spells out the above-mentioned Terms, and which includes assurance that all FFT, LLC personnel are fully bound by confidentiality. This agreement shall also prohibit the sharing of client-related information with any entity outside of FFT, LLC, without the express written permission of the Contractor.
6. **Release of Information beyond FFT, LLC:** For the purposes of this AOC Contract, the Contractor may not grant permission for FFT, LLC to share client-related information of any kind with any entity outside of FFT, LLC for any purpose (research, reports, program evaluation, or publication) without prior review by, and written approval from the AOC.

Specific Requirements for Multi-Systemic Therapy and Multi-Systemic Therapy for Problem Sexual Behaviors Programs

1. At all times, the Contractor agrees to adhere to the **Terms, Definitions, and Oversight** requirements as set forth in the document attached and incorporated as **Exhibit B (MST & MST-PSB Glossary)**. The Contractor also agrees to adhere to all policies, practices and procedures described in this document.
2. A specific, additional **Release of Information** form and **Informed Consent to Treatment (Consent)** form shall be discussed with the client and family, relative to granting permission for MST Group (MSTServices); its Network Partners Center for Effective Interventions (CEI) and MST Associates (MSTA), including Supervision and Consultation Experts, including Director, Consultants and Coaches, to view all client/family information (PHI).
 - a. **The Contractor's Release Authorizations for MST and MST-PSB Services** shall indicate that MST/CEI and MST-PSB/MSTA Consultants and Coaches may view and discuss the

client and family's information; shall describe the specific information to be viewed (list *all* types of information shared, including but not limited to, progress notes, assessments, case plans, audio or video tapes of family sessions, phone calls, or group supervision sessions, as applicable), and the expiration date or event that will trigger the expiration date of the release.

- b. The **MST- and MST-PSB Specific Release of Information** shall include a written and verbal explanation, by including a copy of the AOC-approved **Glossary of Terms, Definitions, and Oversight for MST & MST-PSB (MST & MST-PSB Glossary)**, and shall be signed by the client, and the client's parent, guardian, or designated representative. The Release shall describe Consultants' and the Coaches' roles and their purpose in viewing the information and shall inform the client and family that the Consultants and Coaches are bound by Confidentiality in their Business Agreement with Touchstone.
 - c. **Audio and/or video recordings** of family sessions, phone calls, and group supervision are a regular part of quality assurance for MST and MST-PSB services. The Contractor will provide a separate Release of Information for Audio and/or Video Recordings and shall explain to the client and family the purpose(s) of any recordings to be used and/or viewed by any MST or MST-PSB Network Partners. Audio recordings of sessions shall be stored by the Contractor in a confidential manner and shall be deleted after review.
3. **The Consent to Treatment (Consent)** for MST or MST-PSB Services shall be signed by the client and the client's parent, guardian, or designated representative, and comply with the AOC **Standard Terms & Conditions**, Paragraph 50(b). The **Consent** shall also contain a clear description of the unique processes involved in the supervision, consultation, and evaluation of MST and MST-PSB services, by including a copy of the **Glossary of Terms, Definitions, and Oversight for MST & MST-PSB**.
4. **Maintenance of client-specific data in Multi-Systemic Therapy Institute (MSTI)'s Website:**
 - a. MSTI is a non-profit organization that assists MST and MST-PSB providers in the delivery of high-quality services by providing real time reports through its web-based information system. MSTI is also the name of the website that houses data. MSTI is a separate legal entity from MST Services. It may have a Business Associate Agreement with the Contractor to collect data needed for quality assurance monitoring. Data sharing with MSTI is a requirement of the Contractor's license to provide MST and MST-PSB services. A more extensive description of MSTI is contained in the MST- & MST-PSB Glossary, attached and incorporated as Exhibit B.
 - b. Creation of the Contractor's client profiles in the MSTI website shall not include the names of the client or of family members, nor any other identifying information. Audio- or video-tapes (including phone calls) shall be viewed securely, for purpose of the treatment of the youth, and for the therapists' fidelity to the model.
5. **Business Associate Agreements:** The Contractor shall at all times hold current and valid Business Associate Agreements with MST Group (dba MST Services) and with MSTI, which spell out the above-mentioned Terms, and which include assurance that all MSTs, MST Network Partners, and MSTI personnel are fully bound by confidentiality. These agreements shall also prohibit the

sharing of client-related information of any kind with any entity outside of MSTs, its Network Partners, or MSTI for any purpose without the express written permission of the Contractor **and** the AOC.

6. **Release of Information beyond MSTs and Network Partners:** For the purposes of this AOC Contract, the Contractor shall not grant such permission for MSTs, any MST Network Partner, or MSTI to share with any entity outside of MSTs, MSTs Network Partners, or MSTI, for any purpose (research, reports, program evaluation, or publication) without prior review by, and written approval from the AOC.
7. **Release of Information** for the purpose of obtaining 3-, 6-, 12- and 18-month follow-up information on client outcomes, shall limit this follow-up outreach to be conducted with individuals who are involved with the client/family at the time of original treatment, and shall spell out the specific names of those individuals who the family designates as contacts. Permission may not be granted to contact any unspecified person simply by their title (e.g. School Nurse).

EXHIBIT A: GLOSSARY OF TERMS & OVERSIGHT FOR FFT

Functional Family Therapy (FFT) is a short-term family therapy intervention and juvenile treatment program helping at-risk children and delinquent youth to overcome adolescent behavior problems, conduct disorder, substance abuse and delinquency. Therapists work with families to assess family behaviors that maintain delinquent behavior, modify dysfunctional family communication, train family members to negotiate effectively, set clear rules about privileges and responsibilities, and generalize changes to community contexts and relationships. To ensure effective implementation of the FFT Model, local clinicians receive training and consultation so they can demonstrate strong adherence and competence in delivering the FFT model. To develop competent onsite FFT supervision, the FFT supervisor attends supervisor trainings and receives onsite training as well. The FFT, LLC National Consultant provides support through monthly calls, listen-in calls, and site visits. A Client Services System (CSS) database is also set up to ensure that sites are maintaining and adhering to the FFT model. To ensure that local sites continue ongoing model fidelity, FFT Inc. may review the CSS database to ensure adherence, service delivery trends, and client outcomes. One-day onsite training for continuing education in FFT is also available.

Licensing and Oversight of FFT Services

FFT, LLC is the national organization which licenses and provides support and oversight to agencies like Touchstone in their implementation of Functional Family Therapy (FFT). The Contractor has a **Business Associate Agreement** with FFT, LLC to provide training, consultation, and quality assurance. FFT, LLC provides ongoing training and certification to the Contractor, and ensures therapist fidelity and adherence to the FFT Model through ongoing consultation and support.

FFT, LLC Consultation and Support: Consultants (aka FFT National Consultants or Expert Consultants) are employees of FFT, LLC. Consultants provide clinical direction to the FFT teams to support the fidelity to the FFT Model. Consultants review outcomes and information placed in the CSS website for outcomes and may review progress notes. Consultants also provide yearly “site visits” to the Contractor as continued training and growth for teams, including model growth for each therapist. Consultants may send aggregated outcome data to the site supervisors (the Contractor’s FFT supervisors) to outline and support growth areas for the therapists.

Phases of Consultation and Support for FFT-licensed agencies: There are three Phases of Consultation and Support provided by FFT, LLC, i.e. Phase 1 (brand new FFT team), Phase 2 (second-year team), Phase 3 and Beyond (teams with 3 years’ experience and more). Each Phase has varying levels of frequency and intensity of consultation and review, outlined in the FFT Licensing agreement. The Contractor’s teams each receive the level of consultation and support that is commensurate with their current Phase as a team. The focus of the consultation, both telephonic and on-site, is therapist fidelity to the FFT Model, client and family needs, and outcomes for youth receiving services. Audio recordings of family sessions is at the discretion of the Contractor’s FFT supervisor. The audio is listened to at the next supervision between the Contractor’s FFT supervisor and therapist and then destroyed. It may be shared with the FFT Consultant only at an on-site visit.

FFT, LLC Training and/or Manuals, methods, program design & forms: FFT LLC, developed and solely owns its therapist and supervisor training manuals, specific assessments and training materials and protocols, which are for the purpose of teaching and ensuring adherence to the FFT Model.

FFT, LLC's Reports: Reports are generated from the FFT Clinical Service System (CSS database) by the Contractor's site supervisor and the FFT, LLC's Consultant. Reports generated include data related to the therapist name; fidelity scores given to the therapist by the Contractor's supervisor; family drop-out rates; therapist attendance in supervisions; length of stay in treatment; treatment pacing; scores from questionnaires (described below); caseload size; and utilization. The purpose of these reports is to assist the Contractor's supervisor in growth in the FFT Model; to provide FFT, LLC with outcome information related to ensuring that the agency is adhering to the FFT Model; and to track general trends for the Contractor's FFT team.

Database of Client-related Information

The CSS (Clinical Service System) is a secure web-based database and FFT assessment system that is used for the gathering of information and reporting on team/therapist outcomes, and for reviewing clinical notes from counseling sessions. Clinical information is visible by the assigned FFT, LLC consultant and the FFT, LLC Communications Director (who maintains CSS user access). The CSS is owned and maintained by FFT, LLC and is not a separate entity. The information contained in this database is used to measure outcomes of the therapist and client process. It is also used for maintaining fidelity to the FFT Model and quality assurance for therapist, supervisor and FFT team overall, by allowing the site supervisor and FFT consultant to review session documents. The information contained in the CSS is used for both FFT consultation and Touchstone FFT internal supervision.

- **Access to the CSS data:** FFT consultant and the Contractor's assigned site supervisor have access to the CSS (Clinical Service System). FFT, LLC employs a Communications Director, who maintains user access to CSS. This individual has access to client files and ability to run reports as the assigner for FFT, LLC. These are only "Users" of the FFT data.
- **Information stored in CSS:** Information stored in the CSS includes initials or code names for the youth; date of birth to be masked; case number; referral date; ethnicity; gender; family structure; level of the youth's education; type of referral for services; referral source and primary reason for referral; parent/guardian's code name or initials, gender and relationship to the youth; and session contacts, including any and all skills utilized in the therapy session. FFT Questionnaire scores completed by parent and youth pre- and post-therapy, relating to the therapy process and outcomes, are also contained in the database; copies may be obtained upon request. The CSS also maintains information related to Supervision, case progress, and identified scores related to the fidelity of the FFT model for that specific therapist and specific case review.
- **Use of data stored in CSS:** Although FFT, LLC at times engages in ongoing research regarding the efficacy of the FFT Model, it does not use the CSS data for those purposes. The Contractor shall not engage in any research projects with FFT, LLC. FFT, LLC may aggregate data across all FFT site agencies to internally assess general model outcomes, and adherence trends within FFT, LLC. FFT, LLC only reports externally on how many youths were served by FFT-licensed programs in a given timeframe.

The Contractor's files or web-sites (as applicable): Any and all client information stored in the Contractor's electronic medical record system shall be for use by Contractor's personnel only. No individuals employed by FFT, LLC shall have any form of access to the Contractor's electronic client records. Files viewed by FFT reviewers shall be deleted after review.

EXHIBIT B: GLOSSARY OF TERMS & OVERSIGHT FOR MST & MST-PSB

Multi-systemic Therapy (MST) MST is an intensive family- and community-based treatment that addresses the causes of serious antisocial behavior in juvenile offenders. The MST program seeks to improve the real-world functioning of youth by changing their natural settings – home, school, and neighborhood in ways that promote prosocial behavior while decreasing antisocial behavior. As a licensed evidence-based program, MST programs require a high level of consultation and review by the parent MST organization, to ensure that treatment is provided in a manner that is adherent to the MST model.

Multi-systemic Therapy for Problem Sexual Behaviors (MST-PSB) is an intensive family- and community-based treatment that addresses the causes of serious antisocial behavior across key systems within which youth are embedded (family, peers, and neighborhood). MST for sexual offenders (MST-PSB) is a clinical adaptation of MST which focuses on aspects of a youth’s ecology that are functionally related to the problem sexual behavior, and includes reduction of parent and youth denial about the offenses and their consequences; promotion of development of friendships and age-appropriate sexual experiences; and modification of the individual’s social perspective-taking skills, belief system, or attitudes that contributed to sexual offending . As a licensed, evidence-based program, MST-PSB programs require a high level of consultation and review by the parent MST Group (MST Services) and MST Associates (MSTA), to ensure that treatment is provided in a manner that is adherent to the MST-PSB model.

Licensing and Oversight of MST and MST-PSB Services

Business Agreements related to MST and MST-PSB: The Contractor may hold separate **Business Associate Agreements** that relate to the provision of MST service at Touchstone, one with **MST Services (MSTS)**, one with **MST Institute (MSTI)**, and also one each of its **Network Partner Organizations – Center for Effective Interventions (CEI) and MST Associates (MSTA)**. (List others as applicable)

MST Group, dba MST Services (MSTS) is the national organization which licenses and also provides support and oversight to agencies in their implementation of Multi-Systemic Therapy (MST) and Multi-Systemic Therapy for Problem Sexual Behaviors (MST-PSB). In addition to the Licensing agreement, the Contractor may hold a **Business Associate Agreement** with **MSTS** to provide ongoing training, consultation, live support, and quality assurance reports to ensure the Contractor’s therapists’ fidelity and adherence to the MST and MST-PSB Models. All teams in any location providing MST (and/or any adaptation of MST, like MST-PSB) must be licensed, and are ultimately under the purview of MSTS.

MSTS Network Partners: **MST Services** uses a Network Partner Model to meet the demand for MST, build expertise in the treatment model within the system implementing MST, and to support the fidelity of MST treatment model dissemination. Network Partner Organizations (see below) have a license agreement with MST Services to function as a separate training organization and must maintain quality standards to remain a licensed Network Partner Organization. A complete list of Network Partners can be found at <http://mstservices.com/teams/network-partners>. The Contractor’s Network Partner for MST is _____ (**Identify Network Partner**). The Contractor’s Network Partner for MST-PSB is _____ (**Identify Network Partner**). Agencies contract with licensed Network Partners for training, consultation and support of implementation of the treatment model. Expert MST and MST-PSB consultants and coaches are employed by these Network Partners.

MST/MST-PSB Forms & Manuals: MST developed and solely owns its therapist and supervisor training manuals, specific assessments, training materials and protocols, which are for the purpose of teaching and ensuring adherence to the MST model. MST Associates (MSTA) owns training and other materials unique to the MST-PSB adaptation.

MST/MST-PSB Consultation and Support: Consultation in MST & MST-PSB refers to the oversight provided by MST Expert consultants to licensed MST and MST-PSB teams, a process that has been shown by research on the dissemination of MST to be crucial to maintaining adherence to the model. Expert consultants who work with the Contractor are employed by the **Network Partners (CEI for MST and MSTA for MST-PSB)**.

- Consultation Process. Consultation is delivered telephonically by model experts on a weekly basis in a group format, for approximately one hour. The group consists of the team therapists and the team supervisor. The group format facilitates vicarious learning as well as ensuring each team member has up-to-date information for the rotating after-hours on-call coverage. On the consultation calls, family and client needs are discussed. When referencing a youth/family agency-selected code names are used instead of names. MST and MST-PSB are ecological interventions, and therefore involve many individuals who are relevant and important in the youth's life; these individuals are discussed using the relationship to the child (e.g. mom, coach, grandfather) and not by proper name.
- Weekly Conceptualization Paperwork. In preparation for consultation, the expert consultant reviews weekly case summaries completed by the team therapists. The expert consultants may be given limited access to the client records or electronic health record system used by the Contractor, so they can access active clients being served by the team. The weekly case summaries include information that is necessary to support coordinated care and model fidelity (i.e. clinical goals and progress). In addition, clinically relevant documents such as behavior management and safety plans are attached to those weekly case summaries for review and feedback. In a situation of coverage for an absent Expert consultant, the coverage partner is securely emailed the weekly case summaries and is not provided any access to the electronic health record system.
- Audio recordings ~ Consultation. The consultation calls may be recorded for quality assurance. The Contractor must identify how audio recordings are shared securely with the MST Consultant. A random selection of audio-recordings is reviewed by the consultant's Coach. They are reviewed to ensure consultant adherence to the MST/MST-PSB model and to inform consultant development plans.
- Audio or Video Recordings ~ Group Supervision. The Contractor's MST/MST-PSB team supervisors are also required to submit audio tape or video recordings of their group supervision sessions to their MST/MST-PSB consultants so that program and supervision fidelity can be maintained, and supervisor development can be informed. (Describe how recordings are maintained securely.) Recordings are reviewed by the Expert consultants through this website or in person during Supervisor Boosters and they are deleted after review.
- MST/MST-PSB Coaching and Support for Supervisors: MST provides Model-specific training for its supervisors as well as therapists. MST Network Partners CEI and MSTA are the entities providing the training and support for supervisors through the

- use of Coaches. Coaches function as trainers of trainers and oversee the Expert consultants to ensure implementation of the model(s) with fidelity. The Coach for the MST Expert Consultant that works with the Contractor is employed by MSTs. The Coach for the MST-PSB Expert consultant that works with Touchstone is employed by MSTA. As needed, the therapists on the MST-PSB team provide traditional MST services to families, as they are trained in both the MST model and the PSB adaptation. In these situations, MSTA is providing the consultation and coaching oversight. (Identify other as applicable).
- *Program Implementation Reviews:* The Contractor may participate in regular organizational calls with Network Partners CEI and MSTA, (identify other as applicable) to discuss how the Contractor's teams are meeting expectations regarding several factors captured in the **Program Implementation Review** in MSTI: average caseloads, % of youth living at home, % of youth in school or working, % of youth with no new arrests, average length of stay, % of youth completing treatment, % of youth discharged due to lack of engagement, % of youth placed, average therapist adherence, TAM collection rates. Participants in the Organizational Calls are the assigned MST Expert consultants and the Executive Directors for CEI and MSTA. The Contractor also participates in biannual **Program Implementation Reviews** with their assigned MST/MST-PSB Expert consultants. Data identified above in the Program Implementation Data Report are used to create reports regarding the Contractor's performance, and goals for the upcoming six months are collaboratively created among the Expert consultant and Contractor's supervisors. For example, if there was an increase in youth arrested during the most recent six months, the Expert consultant and supervisor would assess why that occurred and create goals for the therapists and supervisor to implement in the coming six months to reduce new arrests. The PIR report is shared with the MST Coach and with the Contractor's administration. Separate PIRs are created for MST teams and MST-PSB teams.

Database of Client-related Information:

MST Institute: As part of its licensing agreement with MSTs, which outlines the quality assurance criteria for maintaining that license, the Contractor is required to use the **MST Institute (MSTI)** system and database to provide MST Services with the information needed to assess the licensee's level of adherence to the MST and MST-PSB Models, which are evidence-based treatment models. **MSTI** is a non-profit organization that assists MST and MST-PSB providers in the delivery of high quality services by providing real time reports through its web-based information system. MSTI is also the name of the website that houses data. MSTI is a separate legal entity from MSTs. It has a **Business Associate Agreement** with the Contractor to collect data needed for quality assurance monitoring. The MSTs quality assurance system requires information sharing at many levels with MST Expert consultants monitoring and providing training and support for the MST Team. These expert consultants and the Contractor's team have ongoing, real time access to information about how the team is doing, by utilizing reports available on the MSTI website. Access to these reports is strictly controlled with user permission settings that only allow access to information on the specific team(s) of which the individual is a member. **Network Partner** organizations also provide ongoing program evaluation support to the Contractor's MST and MST-PSB teams through the use of MSTI, which uses its data to create reports for review by the teams. **Managers of Network Partners (MNP)** are employed by MST Services and are responsible for ensuring that the Network Partner Organization and the teams it supports are meeting standards, by providing training and monitoring to the Network Partner Directors.

Data residing in the MSTI system: Basic information (further described below) about a young person receiving MST (or MST-PSB) and his or her progress at discharge is entered by the Contractor’s staff on the website and several adherence measures are collected and entered during the course of treatment.

MSTI-Required Data: Personally identifiable information is not required at MSTI unless programs are using a third party to conduct caregiver interviews and are sharing contact information through the MSTI system. The Contractor shall not collect caregiver interviews with a third party; therefore, code names or initials must be used.

MSTI-Required Forms: The Therapist Adherence Measure (TAM-R) is completed by the young person’s primary caregiver to provide feedback on how well the therapist is implementing the treatment model and entered by the Contractor’s supervisor into MST (after which the paper TAM is shredded). The Supervisor Adherence Measure (SAM) is completed by therapists who provide feedback on the supervisor (the SAM is an online form in MSTI). Both supervisors and therapists complete the Consultant Adherence Measure (CAM) to provide feedback on the MST Expert Consultant (the CAM is an online form in MSTI). These measures are standardized and have empirical evidence of their association with youth outcomes. The Program Review Form (PRF) is a questionnaire designed to measure agency adherence to required and recommended program practices and characteristics (e.g., “MST Therapists are full-time employees assigned solely to the MST program” and “MST staff have use of either cellular phones or pagers so that clients can contact them quickly and conveniently.”). (If different, provide alternate required forms).

<p>Demographic data at intake</p> <ul style="list-style-type: none"> <input type="checkbox"/> Youth Name (code name or initials) <input type="checkbox"/> Dates of Referral and First Visit <input type="checkbox"/> Referral Source <input type="checkbox"/> Caregiver relationship, state, country <input type="checkbox"/> Language used for interviews <input type="checkbox"/> Date of Birth (mask month and day) <input type="checkbox"/> Gender <input type="checkbox"/> Race/ethnicity
<p>Discharge data</p> <ul style="list-style-type: none"> <input type="checkbox"/> Date of discharge <input type="checkbox"/> Case closure reason <input type="checkbox"/> Instrumental outcomes of improved parenting, family relations, use of social supports, youth success in school, positive peer activities, sustainability <input type="checkbox"/> Ultimate outcomes of at home, in school or working, no new arrests <input type="checkbox"/> Current school setting
Therapist Adherence Measure (TAM)
Supervisor Adherence Measure (SAM)
Consultant Adherence Measure (CAM)
Program Review Form (PRF)

Access to and Use of MSTI data: All MST/MST-PSB data is stored on secure servers indefinitely unless specifically requested by the agency providing MST/MST-PSB to its clients. MSTI maintains the data so that data are available for exploring ways that MST Services can continue to improve its effectiveness with specific populations.

- MST Expert consultants (MSTA or CEI) have access to the MSTI data, which is restricted to data for the timeframe that they have been the assigned consultant to the team(s). MST Coaches (MSTS or MSTA) can access current and historical data for the team(s). The CEI and MSTA Coaches and Directors also review data as part of the Program Implementation Reviews (see above) MST therapists (Contractor's employees) have access to MSTI data, only for their current or previous clients. MST therapists can run limited reports in MSTI, in order to track when they need to gather TAMs from families MST supervisors (Contractor's employees) have access to MSTI data, only for their current or previous therapists and their clients. MST supervisors can run reports in MSTI on their team(s) – to track therapist TAM collection, therapist adherence scores (through TAM questionnaire scores), therapist caseloads, case discharge reports, and the Program Implementation Data Report (information included listed above). The Contractor can designate a manager who has access to all the Contractor's clients' and therapists' data. This manager can run the same reports in MSTI as an MST supervisor. When any staff leaves employment with the Contractor, their user access in MSTI must be set to "inactive" to prevent any further access to the site. At MST Services, the Manager of Network Partnerships has access to data on all the teams supported by the Network Partner Organization. They review the reports with the MST Experts, MST Coaches, and Network Partner Directors to ensure that the overall quality of services provided by the Network Partner meets quality standards. At MSTI, there are several individuals responsible for updating and maintaining the data system. MSTI has relationships with a server hosting company and a programmer with access to the data whose contracts include specific confidentiality agreements. Two individuals at MSTI maintain the MSTI Help Desk and provide technical assistance to the agencies in maintaining data accuracy, updating user access, etc. The Executive Vice President and Director of MSTI also has access to all the data in the system. MSTI conducts random review of consult recordings as described below to ensure that Coaches are consistent in their training and support of the Expert consultants. **All employees of MSTI have signed a confidentiality agreement.**
- Reports using MSTI Data: Various reports use the data from MSTI to provide information to the MST/MST-PSB Experts and teams, which is used to guide the training and support increased treatment adherence by all the members of the team. MST/MST-PSB Coaches also access the information to provide training and monitoring to the MST Expert consultant. This data may also be aggregated with other programs to provide benchmarks that can be used to help the MST Expert and team interpret the reports. In addition to these ongoing uses, annual reports are produced by MSTI for the purpose of monitoring the progress of MST teams world-wide and providing benchmark information that teams can use to assess how they are doing against the benchmark. Specific individuals or programs are never identified in any report produced by MSTI. These reports are available at www.msti.org and focus on specific questions or issues

- Use of data: The data entered into the MSTI information system is never used for research purposes unless there has been prior written approval for the specific research project obtained from the appropriate entities, and there is evidence that the research project has been reviewed and approved by an IRB or similar entity whose role is to ensure the protection of individuals participating in the research. **AOC Contractors are prohibited from participating in any research project with MSTs, MSTI, or any other entities.**

MST Services SharePoint: MSTs SharePoint is a secure, web-based intranet and Microsoft's content management system. It allows groups to set up a centralized, password protected space for file sharing. The website used regarding the Contractor's teams and their respective experts is: [\(Identify applicable website\)](#). Permissions are limited to those working directly with the agency and internal MST Services staff. The information collected is kept private and may be used by our internal departments if needed. MST Services never rents, sells, or gives this information to any other third party. MST Services is committed to maintaining the privacy of MST Services Users and client information. Expert Consultation calls are recorded for quality assurance. These recordings are uploaded to SharePoint. (Identify other as applicable). A random selection of audio-recordings is reviewed by the consultant's Coach. They are reviewed for ensuring consultant adherence to the MST model and to inform consultant development plans. Two consult recordings per Expert Consultant are randomly reviewed by raters employed by MSTI each quarter to ensure that Coaches are consistent in their training and support. An individual team's consult might be selected once every couple of years. The five MSTI raters are specially trained in a qualitative rating system and sign confidentiality agreements. They do not have access to weekly paperwork or other information identifying the family or therapist. The only access to PHI is that which is disclosed on the consultation calls, which can be limited to case initials. **(Identify method for maintaining audio or video recordings securely).**

Stakeholders for MSTI: The data collected through the MSTI enhanced website is primarily intended to assist MST Services (MSTs), MST licensed provider agencies, and Network Partners (MSTA and CEI) in monitoring the quality of their programs and managing the programs effectively, to ensure that all staff are adhering to the treatment model and are obtaining the best possible outcomes for the children and families served.

- At times, there may be other individuals who are not employed by MSTI, MSTs, the MST Network Partner or the Contractor, who request access to the MSTI reports regarding the provider organization. These are considered "non-network" stakeholders and are most often from a governmental agency who is funding the program or a group of individuals such as a Board of Directors or Community Steering Group, who have the responsibility of ensuring that the needs of the youth and families in their jurisdiction are being met.
- **AOC Contractors shall have no such language to allow funders to have access to MSTI and shall not use this process to provide any other entities with access to MSTI.** In the event that a future need would occur, MSTI has specific policies that determine what is needed to allow that access. Contracts with the Administrative Office of the Courts (AOC) prohibits the granting of permission unless and until the request has been reviewed and approved by the AOC. (See AOC Contract Amendment, Special Terms and Conditions.)

Contractor's electronic records or sites: *Describe the Contractor's* electronic medical record system that is utilized for all clients, if such exists. The Contractor shall limit MST Expert consultants' access to those clients in the particular program for whom they provide consultation (MST or MST-PSB). Describe the Contractor's secure site to which therapists may upload tapes of family sessions for review with their supervisor. The site designated for this purpose shall be only accessible by the MST therapists and supervisors. Files shall be deleted after review. Describe the Contractor's encrypted, HIPAA compliant file-sharing system, that is used to support MST/MST-PSB Expert consultant review of group supervision audio or video tapes, used for supervisor development. Tapes shall be deleted upon review. MST supervisors and assigned MST/MST-PSB Expert consultants can access this site, but it shall not be accessible by MST/MST-PSB Coaches or Contractor's therapists.

Organizational Chart of all MST & MST-PSB Entities and Network Partners: (SUBMIT CHART OF ALL)