



Administrative Office of the Courts
 Juvenile Justice Services Division
 Contract Years 2019-2024
 Family Support Service Specification
 Service Code 160
 Community Transition Services Specification
 Service Code 159

| FAMILY SUPPORT, Service Code 160 COMMUNITY TRANSITION SERVICES, Service Code, 159 | |
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| Category | Standard Services (Form F-4) |
| Setting | <ul style="list-style-type: none"> Community-based |
| Targeted Population | <ul style="list-style-type: none"> Moderate or High-risk juveniles, as indicated on Service Authorization Form (SAF) and determined by probation department using Arizona Youth Assessment System (AZYAS) or other Arizona standardized assessment for transferred juveniles; Risk level and probation status of juveniles served must match risk levels identified in Contractor’s application |
| Facility License | <ul style="list-style-type: none"> This service does not require an agency or an individual to hold a specific license |
| Service Description | <ul style="list-style-type: none"> Family Support Services: Family support services, using a strength-based approach, offer face-to-face goal-driven support for the juvenile and family/guardian to enhance family functioning and to care for the juvenile in the home and community. Services include teaching and modeling appropriate parenting, coping skills and conflict resolution strategies to normal adolescent behavior; connecting family to community resources and supports; planning for long-term functioning of the juvenile and family; and communication with the probation officer. This service targets the entire family unit and is typically provided when all family members are present. <i>Family Support Services may be used in conjunction with outpatient counseling services or as a standalone service.</i> Community Transition Services: “Community transition services are available to juveniles who have completed out-of-home care and or highly structured level of care. This service allows the provider to employ staff who will work directly with families to provide community transition series. The goal of this service is to ensure a juvenile’s successful transition and reintegration to his/her natural environment, family reunification and stabilization, and to sustain the juveniles learned pro-social thinking and behavior.” Family support services may be used to provide community transition services from out-of-home care or a highly structured outpatient level of care to ensure a juvenile’s successful transition and reintegration to his/her natural environment, family reunification and stabilization, and to sustain the juvenile’s learned pro-social thinking and behavior. Community transition services include but are not limited to transition/discharge planning review and implementation, facilitation of community-based services/referrals, communication with the juvenile’s natural supports, and assisting the family with enrollment in community services and supports, including the |



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| | <p>public behavioral health system. Community transition service is available to juveniles who have completed out-of-home care and/or highly structured outpatient level of care. The services shall be provided for a minimum of 30 days at a rate of not less than three times per week during initial 30 days with reduced weekly contact occurring after the initial 30 days as needed and only if authorized. <i>Community Transition Services may be used in conjunction with other outpatient counseling, residential services or as a standalone service.</i></p> |
| <p>Service Tasks</p> | <p>Contract requirements set forth in the AOC <u>Standard Terms & Conditions</u> are applicable. Additionally:</p> <ol style="list-style-type: none"> 1. Document the delinquency risk level in the juvenile’s file as reflected on the Service Authorization Form (SAF) and determined by the probation department using the Arizona Youth Assessment System (AZYAS) or other Arizona standardized assessment when applicable for transferred juveniles. Additionally, document how low-risk juveniles are not placed in groups with moderate- and high-risk juveniles and how the placement was determined. Consideration shall be given to placement of the juvenile according to self-identified gender and developmental stage (early, middle, late adolescence). 2. Criminogenic risks and needs of the juvenile must be identified at the initiation of services from the probation risk assessment summary, be addressed throughout the course of service, and recorded in the juvenile’s file. Ongoing discussion with the probation officer about criminogenic needs is preferred. 3. Collaboration between the behavioral health professional (service code 140) and the paraprofessional (service code 160). If the juvenile is being discharged from out-of-home care, collaboration should occur with the previous provider in order to facilitate their discharge plan for the juvenile and family. <p><u>Family Support Services Specific Service Tasks:</u></p> <ol style="list-style-type: none"> 1. Provide time-limited, structured sessions with the juvenile and family as a unit, that work toward the attainment of mutually defined goals as identified in the non-clinical, non-therapeutic service plan targeting improved family functioning. 2. Collaborate with the probation officer, juvenile and parent/guardian to prepare a safety plan for crisis situations. The |



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| | <p>safety plan must be disseminated to the juvenile, parent/guardian, and probation officer with a copy retained in the juvenile file</p> <ol style="list-style-type: none">3. Document in the juvenile’s file the types and specific community resource and support agencies/individuals that the family has been connected with by the Contractor.4. Describe in juvenile’s file the methods of parenting skills, coping skills and conflict resolution modeled for the family and how the Contractor educated the family on the causes and treatment options of behavioral health issues.5. Document in the juvenile’s file communication with the probation officer, initiated by the Contractor and occurring at least monthly, including method and duration of communication and outcome. Communication may be conducted face-to-face, telephonically, and electronically only when conducted in a manner that ensures the juveniles confidentiality by use of secured server, encrypted email, and/or email omitting juvenile identifiers.6. The Discharge Report shall comply with AOC <u>Standard Terms & Conditions</u>, Paragraph 61.d (FP) and 49.d. (IP), and shall also document community resources and supports identified and, when applicable, implemented during service delivery, as well as resources and supports available to the family following termination of family support services. <p><u>Community Transition Specific Service Tasks:</u></p> <ol style="list-style-type: none">1. Community transition services include, but are not limited to, facilitation of community-based services/referrals, communication with the juvenile’s natural supports, and assisting the family with enrollment in community services and supports, including the public behavioral health system.2. Provide community transition services to stabilize and reintegrate youth back into their community. Services must include one of the following:<ol style="list-style-type: none">a. Transition youth to the non-residential or highly structured outpatient programs, if appropriate. Contractor is responsible to ensure that services are coordinated within internal programs and that no lapse in service occurs between discharge from higher level of care and community-based programming. <p style="text-align: center;">or</p> |
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| | <p>b. Transition to and coordination with external treatment programs, education provider and community supports as identified in the discharge plan. Community transition services provided for juvenile not transitioning from an external provider must be initiated within three (3) days of discharge from higher level of care.</p> <p>3. Obtain authorization pursuant to AOC <u>Standard Terms & Conditions</u>, Paragraph 14 to release and receive information between providers.</p> <p>4. Review transition/discharge plan developed during higher level of care service delivery; soliciting clarification in content as needed.</p> <p>5. Meet directly with the juvenile and their parent/guardian to create the discharge/transitional plan. Identify and resolve any barriers to successfully implement the plan.</p> <p>6. Fully implement the discharge/transition plan, including ensuring that the juvenile attends all groups and programs; that the juvenile becomes involved in an educational or vocational program; and that the juvenile is transported to or transportation is arranged for all services necessary to implement the discharge plan.</p> |
| <p>Service Frequency</p> | <ul style="list-style-type: none"> • As approved in the Service Authorization Form (SAF) and as prescribed in individualized service plan, or as court ordered. • It is expected that Family Support service delivery is more intensive at the onset of the service and will reduce as the juvenile and family make progress. • Community Transition Services shall be delivered at a rate of not less than three sessions per week for the first 30-days of transition services. Transition services after the initial 30-days may occur at a reduced rate and only when authorized. |
| <p>Service Duration</p> | <ul style="list-style-type: none"> • Service is individualized and based on Contractor’s established criteria for admission and continued service, as well as the juvenile’s ability to benefit from individual service goals. |
| <p>Staffing</p> | <ul style="list-style-type: none"> • At a minimum, family support services and community transition services must be provided by a person with a bachelor’s Degree in a Human Service related field and two years’ experience working with the juvenile population being served; or a person with an Associate’s Degree and four years’ experience working with the juvenile population being served. • Appropriate population experience must have occurred within the preceding five years. |
| <p>Staff to Client Ratio</p> | <ul style="list-style-type: none"> • 1 staff for 1 juvenile/family |



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| Hours of Operation | <ul style="list-style-type: none"> • Day, evening hours and may include weekends • Ideally, the hours should not conflict with the juvenile’s academic day. |
| Desired Service Outcomes | <ul style="list-style-type: none"> • Juvenile will demonstrate a reduction in the criminogenic risks identified by the probation officer, as evidenced by the re-assessment of the AZYAS, or as observed progress on the service goals that were targeted to those factors. <p>The juvenile and family receiving Family Support Services will:</p> <ul style="list-style-type: none"> • Increase ability to effectively interact with and care for the juvenile in their home and in the community, including increased ability to apply appropriate rewards and consequences; • Experience improved family functioning and communication; • Have diminished need for emergency interventions; and • Juvenile will remain in the home/community; <p>The juvenile receiving Community Transition Services will:</p> <ul style="list-style-type: none"> • Be able to transition to a lower level of care or back to their residence; • Be able to remain in the home/community; • Be enrolled into an educational or vocational program; and • Be enrolled and participate in community-based services as indicated in discharge/transition plan; |
| Unit of Service | <ul style="list-style-type: none"> • One unit equals one hour. • Case management and additional records documentation time cannot be billed as service delivery. |

The following documentation and information must be submitted with the service specification:

1. Identify the name(s) of all written programs to be utilized in delivery of services included in this service specification:



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Proposed Services & Rates:

| Family Support and Community Transition Services: | <u>Rate:</u> |
|--|------------------------|
| AOC does not wish to pay more than the stated rate(s) below: | |
| Family Support (sc 160) | \$ <u>40.00</u> / hour |
| Other Proposed Service Rate: Family Support (sc 160) | \$ _____ / hour |
| Community Transition (sc 159) | \$ <u>40.00</u> / hour |
| Other Proposed Service Rate: Community Transition (sc 159) | \$ _____ / hour |

Other agreement:

All contracts and services must be in compliance with the AOC Standard Terms & Conditions, applicable service specifications & special contract conditions.

By signing below, I confirm that I have read and fully understand the requirements necessary to provide the Family Support Services and/or Community Transition Services, and I agree to all requirements, service tasks, and contract rate(s):

Contractor Signature / Date



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AOC USE ONLY: DO NOT FILL IN BEYOND THIS LINE

Contracted Services & Rates:

| Family Support and Community Transition Services: | <u>Rate:</u> |
|--|---------------------|
| Family Support (sc 160) | \$_____ / hour |
| Community Transition (sc 159) | \$_____ / hour |

Other agreement:

All contracts and services must be in compliance with the AOC Standard Terms & Conditions, applicable service specifications & special contract conditions.

By signing below, I confirm that I have read and fully understand the requirements necessary to provide the Family Support Services and/or Community Transition Services, and I agree to all requirements, service tasks, and contract rate(s):

Contractor Signature / Date

AOC Signature / Date