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2 **964 CREDENTIALLED FAMILY SUPPORT PARTNER REQUIREMENTS**

3 EFFECTIVE DATE: Month XX, 2024

4 REFERENCES: 42 U.S.C. 126; 47 U.S.C. 5; A.A.C. R9-10-101;
5 A.R.S.§32-3274; AMPM Policy 964; Attachment A-B; AdSS Medical Policy
6 963.

7 **PURPOSE**

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9 This policy sets forth the Division of Developmental Disabilities (Division)
10 oversight of their Administrative Services Subcontractors (AdSS)
11 administration of training and credentialing standards for individuals seeking
12 employment as a Credentialed Family Support Provider (CFSP) in AHCCCS
13 programs.

14 **DEFINITIONS**

- 15 1. "Behavioral Health Professional" or "BHP" means the same as
16 specified in A.A.C. R9-10-101.
- 17 2. "Credentialed Family Support Provider" or "CFSP" means an
18 individual who is qualified under this policy and has passed an
19 AHCCCS/Division of Community Advocacy and Intergovernmental
20 Relations (DCAIR) OIFA approved CFSP Training Program to

- 21
22 deliver Family Support Services as a Credentialed Family Support
23 Partner.
- 24 3. “Credentialed Family Support Partner Training Program” or
25 “CFSTP” means an AHCCCS/DCAIR OIFA approved credentialing
26 program in compliance with competencies and requirements as
27 specified in this policy.
- 28 4. “Family Member” means:
- 29 a. for the adult system, an individual who has lived
30 experience as a primary natural support for an adult with
31 emotional, behavioral health and/or Substance Use
32 Disorders (SUD); and
- 33 b. for the children’s system, a parent or primary caregiver
34 with lived experience who has raised or is currently raising
35 a child with emotional, behavioral health or a SUD.
- 36 5. “Family Support Service” means home care training with Family
37 Member(s) directed toward restoration, enhancement, or
38 maintenance of the family functions to increase the family’s
39 ability to effectively interact and care for the individual in the
40 home and community.

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42 6. "Integrated System of Care" or "ISOC" means integrated physical
43 and behavioral health care within the AHCCCS health care
44 delivery system focused on ensuring appropriate, adequate, and
45 timely services for all persons across the lifespan, with a primary
46 focus on improving quality of life throughout all system
47 intersections and service interactions that individuals may
48 encounter.
- 49 7. "Member" means the same as "Client" as defined in A.R.S. §
50 36-551.
- 51 8. "Office of Individual and Family Affairs Alliance" or "OIFA" means
52 a collaborative of all Offices of Individual and Family Affairs in
53 Arizona, including AHCCCS OIFA.
- 54 9. "Substance Use Disorder" or "SUD" means a range of conditions
55 that vary in severity over time, from problematic, short-term use
56 or abuse of substances to severe and chronic disorders requiring
57 long-term and sustained treatment and recovery management.

58 **POLICY**

59 **A. PARENT OR FAMILY SUPPORT**

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1. The Division shall require the AdSSs to support the peer-to-peer relationship of Family Members as a viable component in the delivery of integrated services through provision of quality family services in support of integrated care in the AHCCCS Children System of Care (CSOC) and Adult System of Care (ASOC).
 2. The Division shall require the AdSSs to promote the peer-to-peer support relationship available to primary caregivers of Medicaid-eligible children and natural supports of Medicaid-eligible adults who are:
 - a. A parent or primary caregiver with lived experience who has raised or is currently raising a child with emotional, behavioral health, or SUD; or
 - b. An individual who has lived experience as a primary natural support for an adult with emotional, behavioral health, or SUD.
 3. The Division's OIFA, in coordination with AHCCCS/Division of Community Advocacy and Intergovernmental Relations (DCAIR) OIFA, shall establish and maintain ongoing training requirements and credentialing standards for providing Credentialed Family

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81 Support Services within the AHCCCS programs, Support
82 Services include:
- 83 a. Assisting the family to adjust to the individual's needs,
 - 84 b. Developing skills to effectively interact, and
 - 85 c. Guide the individual's:
 - 86 i. Understanding of the causes and treatment of
 - 87 behavioral health challenges;
 - 88 ii. Understanding and effective utilization of the
 - 89 system; or
 - 90 iii. Planning for ongoing and future supports for the
 - 91 individual and the family.
 - 92 d. Other services as determined by the Division's OIFA and
 - 93 AHCCCS/DCAIR OIFA.

94 **B. CREDENTIALLED FAMILY SUPPORT PARTNER TRAINING**
95 **PROGRAM APPROVAL**

- 96 1. The Division's OIFA in partnership with the OIFA Alliance shall
97 provide feedback upon receiving a request for approval of the
98 curriculum, competency exam, and exam-scoring methodology

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100 for Credentialed Family Support Partner Training Programs as
101 outlined in AMPM 964.
- 102 2. The Division's OIFA Bureau Chief or their designee shall assist
103 and advise AdSS CFSP operators to further develop and enhance
104 their curricula.
- 105 3. The Division's OIFA Bureau Chief or their designee shall provide
106 feedback through the OIFA Alliance to the CFSP operators to
107 further develop and enhance their curricula with a focus on
108 intellectual and developmental disabilities.
- 109 4. The Division's OIFA Bureau Chief or their designee, in
110 collaboration with other Division Function Areas if needed, shall
111 review content of the curriculum to ensure all required elements
112 and best practices are addressed as described in AdSS 964.
- 113 5. The Division's OIFA Bureau Chief or their designee shall identify
114 and recommend changes to the curriculum, to the DDD Health
115 Plan Contract Unit to disseminate to the AdSS and share with
116 CFSP operators.

117 **C. MONITORING OF EVIDENCE OF CREDENTIALING**

- 118 1. The Division's OIFA Bureau Chief or their designee shall monitor

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120 credentiaing of Family Support Partners by requiring the AdSSs
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122 to submit information noting CFSP involvement in service
123 delivery as specified in the AdSS contract with the Division and
124 utilizing AMPM Policy 964 Attachment A, Credentialed Family
125 Support Specialists Involvement in Service Delivery Report.
126 2. The Division’s OIFA Bureau Chief or their designee shall submit
127 AMPM policy 964 Attachment A to AHCCCS.

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128 **SUPPLEMENTAL INFORMATION**

129 “Credentialed Trainer” means an individual who identifies as having lived
130 experience as specified in this Policy and provides training to individuals
131 seeking employment as a CFSP.

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136 Signature of Chief Medical Officer:
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