

Child and Family Team (CFT) Initiatives

This message serves to provide a status update on the Arizona Association of Health Plans (AzAHP) statewide workforce development (WFD) initiatives that support and drive Child and Family Team (CFT) training processes in Arizona. These processes are specific to Providers serving children and adolescents in our Children's System of Care (CSOC) **and** have employees who facilitate CFTs. If you are **not** such a Provider, you may disregard this message.

Policy References:

Per AHCCCS, through their System of Care Workforce Development Efforts document, it is the responsibility of the Health Plans (Arizona Complete Health-Complete Care Plan, Banner, Care 1st, Health Choice, DCS CHP, Mercy Care, Molina and UnitedHealthcare Community Plan) to work collectively through the AzAHP WFD Alliance, to ensure development and delivery of services that are in alignment with the Arizona Vision, The Twelve Principles for Children's Service Delivery ([JK Settlement](#)), and AHCCCS Appointment Standards specified in [ACOM Policy 417](#). It is also the responsibility of the Health Plans to ensure that behavioral health providers comply with Care Coordination Requirements found in AHCCCS Medical Policy Manual (AMPM), Specifically, [AMPM 580](#) Child and Family Team.

Initiative 1: Statewide CFT Facilitator Course

Update: This course was launched starting **June 2022** and shared across the network of Children and Adolescent Behavioral Health Providers in Arizona.

The CFT Facilitator Course is 2-days in length, is approved for in-person delivery only, and meets all AHCCCS and Health Plan training requirements for individuals who will be leading and facilitating CFT sessions.

Once an agency has an employee who has become a CFT Champion, by successfully completing a Train-the-Trainer (TtT) session noted below, the CFT Facilitator course will be required for new staff hired by the agency and serving in the CFT Facilitator role. Employees who already meet the existing CFT Facilitator training requirement need not attend the statewide course; however, each provider agency may deem otherwise.

It is expected that Child and Adolescent serving provider agencies train the Statewide course content in-house, through their designated CFT Champion(s). Utilizing a local delivery modality enables providing complimentary agency-specific processes, procedures, and protocols, thus creating a robust learner-centric experience for attendees.

All previous versions of CFT Facilitator Training content were to cease to be delivered effective December 31, 2022. Provider agencies must utilize the AHCCCS approved training curriculum



made available to CFT Champions after completing a CFT Facilitator Training TtT session, available via [Relias Learning Management System \(LMS\)](#).

Initiative 2: Statewide CFT Facilitator Train the Trainer (TtT)

Update: This course, intended for staff serving as the designated **local CFT Champion**, was launched starting **June 2022 – August 2022**. It was shared across the network of Children and Adolescent Behavioral Health Providers in Arizona.

TtT efforts for the Statewide CFT Facilitator course continue to be supported by the AzAHP WFD Alliance via quarterly TtT sessions. Session [registration is available through Relias LMS](#).

TtT sessions for the Statewide CFT Facilitator course are approximately 6 hours in length and delivered via virtual instructor- led training. The TtT sessions serve as an opportunity to provide a high-level review of the content prepared and help ready local CFT Champions to successfully deliver the CFT course to their staff. Additional preparation and considerations following the TtT session will be required at the agency level, prior to successful implementation.

The number of staff who attend the TtT session is left to the discretion and business need of each provider agency. However, when possible, it's recommended that agencies who can, consider having at least 2 to 3 individuals attend a TtT session. The number is not prescriptive. There is no need to request permission on the final number of CFT Champions selected or trained.


CFT Champions who participate in a TtT session must be seasoned staff who possess skills equivalent to lead training sessions and must have completed CFT training requirements already in place and be competent in CFT facilitation. It is left to the discretion of each provider agency to verify trainer competency in advance of registering for and attending the TtT session. The presumption will be that participants have been internally vetted as competent by their provider agency prior to enrollment in Relias.

Initiative 3: Statewide CFT Supervisor Training

Update: This course was launched starting **September 2022**. It was shared across the network of Children and Adolescent Behavioral Health Providers in Arizona.

The CFT Supervisor Training Course is approximately 5 hours in length, is approved for in-person or virtual delivery, and is intended for leaders who supervise staff who facilitate CFTs.

The CFT Supervisor Training course is **required** for all new **and** existing leaders at the agency who supervise CFT Facilitators once the agency has a CFT Champion who successfully complete a TtT session. The training provides guidance related to identified competency measurements.



Initiative 4: Statewide CFT Supervisor Train the Trainer (TtT)

Update: This course, intended for staff serving as the designated **local CFT Champion**, was launched starting **September 2022 – December 2022**. It was shared across the network of Children and Adolescent Behavioral Health Providers in Arizona.

TtT efforts for the Statewide CFT Supervisor course continue to be supported by the AzAHP WFD Alliance via quarterly TtT sessions. Session **registration is available through Relias LMS**.

TtT sessions for the Statewide CFT Supervisor Course are approximately 3 hours in length and are delivered via virtual instructor- led training. They serve as an opportunity to provide a high-level review of the content prepared and help ready local trainers to successfully deliver the CFT Supervisor course to those who supervise CFT facilitators. Additional preparation and considerations following the TtT session will be required at the agency level, prior to successful implementation.

CFT Train the Trainer (TtT) Relias Sessions

An **AZAHP- CFT Champion Certification** training plan has been created in Relias for the identified CFT Champions meeting the above noted requirements. Agency leadership will need to **enroll** the identified CFT Champion in the training plan.

Within the training plan there are three module requirements: **CFT Overview** (a self-paced course expected to be completed before attending the TtT session), **CFT Facilitator TtT**, and **CFT Supervisor Facilitator TtT**. If the identified CFT Champion has taken CFT Overview in the last two years, they will not have to take it again.

Initiative 5: Triannual CFT Collaborative Sessions

Update: These sessions, intended for staff serving as the designated **local CFT Champion**, were launched starting **January 2023**. Registration is available through **Relias LMS**.

In addition to CFT Champions attending a TtT Facilitator Course, delivering CFT Training, and CFT Supervisor Training, CFT Champions are required to attend the **CFT Collaborative Sessions** triannually. During these sessions CFT Champions will meet with Health Plan Trainers to discuss as a group, and with a subject matter expert panel, best practices, challenges, and opportunities for growth and development regarding CFT administration.

Next Steps

If you have questions about this process, please contact your Health Plan WFD Administrator or email the **AZAHP Workforce Development Alliance** at workforce@azahp.org

