1

CANS Participation

Participation means actively engaging in the interview process

Who Should Participate:

Permanency Team Members

- Child
- Custodial Case Manager
- Facility Staff
- Foster Parents or Parents, if applicable
  - Custodial case manager should support the assessor with informing foster parents/parents about the intent and need
  - Assessor will contact them independently

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- Typically completed face-to-face
  - Temporarily on hold due to COVID-19
- Zoom (virtual) interviews are required for **all children** during the Initial Assessment and 6 and 12 month Continued Stay Reviews
  - Regardless of custodian and placement, all interviews will take place with the child via Zoom
  - Your assistance may be required to facilitate
- Duration of the interview varies
  - Some interviews will take longer than others
    - Anticipate about 60 minutes
  - A private space must be provided for the interview
    - Onsite at the QRTP if placed as emergency or during CSR
    - Foster home or agency office, etc.

CANS Interview

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- All children placed at the QRTP level of care **must follow** the assessment process
  - Home on the Range
  - Dakota Boys and Girls Ranch - Fargo and Minot
  - Custodians – Zones, DJS, and Tribes
- Court process for tribal custodial case managers is different
  - We email the court the assessment report, rather than uploading into the ND Juvenile Court file

QRTP Assessments

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Decision-Maker

Maximus' Contracted Individual, also known as the assessor, will complete the assessment with the child and send their findings report to the Quality Coordinator

The assessor's findings are then sent to the Quality Coordinator for Utilization Review

Final approval or denial is made by the Quality Coordinator during the Utilization Review process, including review of the Universal Application, all supporting documentation, and the Contracted Individual's findings

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- If a child is denied, the Case Manager is responsible for identifying and referring for alternative placement.
- Maximus does not assist in locating alternate placements
- QRTPs are not required to locate alternate placements

DENIALS AND RESPONSIBILITY

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6

Qualification Analysis

Criteria review and expanded:

- August 2019: Algorithm was developed and pre-tested
- January 2020: Algorithm was adjusted
- Ongoing algorithm analysis occurs ongoing with the Department

Some of the adjustments made include:

- Reduce threshold for fewer needs overall, but the needs they do have are significant and require intervention
- Focus is more on needs that are typically better served in residential care
- More inclusive of youth with high risk needs and more sensitive to timeframes
- More inclusive of youth that have needs in the areas of managing anger

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Approvals & Denials: 10/1/2019 - 11/1/2020

- Maximus has completed a total of 369 Assessments:
- 307 Approved- QRTP Appropriate
- 29 Denied- Less Restrictive Care Appropriate
- 11 Denied- No Treatment Needed
- 11 Denied- PRTF Appropriate
- 11 Cancelled

8

Continued Stay Reviews (CSR): 10/1/2020 - 11/15/2020

- Maximus has completed a total of 111 Continued Stay Reviews:
  - 87 3-month CSRs
  - 22 6-month CSRs
  - 02 9-month CSRs
  - 105 Approved CSRs
  - 6 Denied CSRs

9

Tribal Custodial Case Managers

- The assessment report when it is a Title IV-E child must be sent to the CFS Field Service Specialist for group home approval FRAME data entry

Human Service Zone and DJS

- The assessment report must be sent to the CFS Field Service Specialist for FRAME group home approval data entry

QRTP needs a copy of the approval too!

ASSESSMENT REPORT

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10

ND Reduction in Bed Capacity

ND Residential Facilities
capacity has decreased
from **288 beds** (2012) – RCCF's
to
157 beds (May 2019) – RCCF's
131 beds (Oct 2019) – QRTP's
76 beds (Oct 2020) – QRTP's

Reduction of 212 licensed beds in eight years

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QRTP Occupancy

As of 11/1/20, 50 of the 76 beds were occupied (66%)

This means custodial case managers are securing least restrictive family like settings at a high rate!

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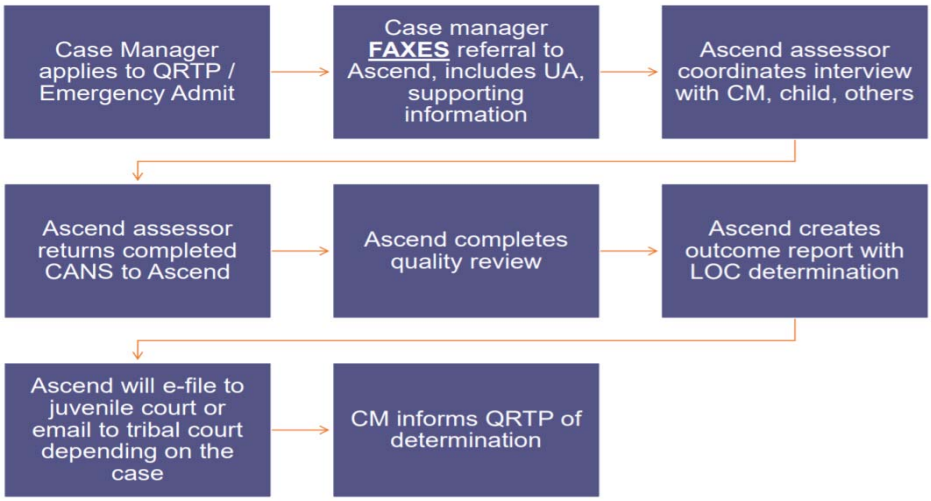
FFPSA - QRTP Admissions Process Workflow



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For all referrals, use the Maximus Fax Coversheet

https://maximus.com/sites/default/files/pasrr/documents/North-Dakota-FFPSA-QRTP-Referral-Fax-Coversheet%20-%2010.16.19_0.pdf

Fax

Subject: North Dakota FFPSA - QRTP Referral

To Name: Assessment Pro
To Fax Number#: (877) 431-9568

From Name:
From Fax #:
From Phone #:
From Email:
Referring Agency:

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Applications and Documentation

- Maximus and DHS require different application documentation, depending on the referral type.
  - Referral types include:
    - Universal Application (SFN 824)
    - Continued Stay Review (SFN 826)
    - Reconsideration Request (Maximus form online)
    - QRTP Extension Request (Maximus form online)
- The CFT and QRTP can be considered a resource of information and you can request treatment plans, behavioral notes, clinical team notes, etc. to assist in providing supporting documentation for the child's referral

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- Ensuring discharge planning is begins upon admission to a QRTP
- Wanting further clarity regarding the ongoing engagement and involvement with members of the CFTM/family
- SFN 826 highlights rational from the worker reiterating that ongoing treatment is needed due to current symptoms and behaviors and that the need to remain in a QRTP is not solely due to the completion of a treatment curriculum.
- Only current (last 30 days) of behavior or what has occurred within the last (90) days in treatment

The *Why* Behind the Universal Application and Continued Stay Review Form Update

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Referring a child to a ND QRTP:

- To request admission consideration of a ND QRTP, Maximus must receive a completed copy of the ND SFN 824 Universal Application found at:

https://www.nd.gov/eforms/Doc/sfn00824.pdf

Supporting documentation preferred:

- Universal Assessment
- Completed IQ testing
- Psychiatric evaluation and psychiatric notes
- IEP
- Treatment Plan and incident reports, Specialist evaluation

If emergency, also submit from the QRTP:

- Suicide risk assessment
- Behavioral assessment
- Medical assessment

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Universal Application - Adjusted Informational Sources Section

- Clearer picture of primary supports to ensure all relevant interviews take place
- Please always remember to complete the Involvement Box

INFORMATION SOURCES (continued)

Include on this chart primary supports or Child and Family Team (CFT) members who are involved in the child's case plan.

Name of Primary Support or Child & Family Team Member	Relationship to Child (mother, father, sibling, grandparent, guardian ad litem, foster parent, teacher, etc.)	Telephone Number	Involvement 1 = Minimal 2 = Inconsistent 3 = Involvement Pending 4 = Consistent with Limited Engagement 5 = Consistent and Engaged	Types of Supports C = Calls L = Letters V = Visits O = Other (describe)
Example #1	Guardian	(111)-111-1111	5	C; V; previously resided with
Example #1	Therapist	(111)-111-1111	4	C; V

Involvement - If rated 1,2,3, or 4 above, describe each primary support's involvement in further detail, giving specific examples.

Example 1: Child previously resided with guardian (last 10 years) who is primary support. Example #1 will act as primary support if/when approved for QRTP. Child was placed at shelter due to on-going violent behavior in guardian's home (e.g., Child has struck the other children in the home, attempted to strike guardian as well); she is worried about the safety of herself and the other children.

Example 2: Child meets with therapist on a weekly basis (assigned therapist for last 2 years) to discuss previous trauma

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Universal Application - New Section (page 3)

REASON FOR REFERRAL AT THIS LEVEL OF CARE
Why are treatment services being sought now? Create a timeline providing details of pertinent events (within the last 90 days that led to this referral:
Child was placed in a shelter on 10/2/2020 and 11/1/2020 due to being a risk to self and the other children in her home (e.g., hitting other children and guardian). Child also began experiencing suicidal ideation with a plan and intent, disclosed to current therapist on 11/15/2020. She was then detained for use of marijuana and methamphetamine use on 11/20/2020 with pending legal charges.
What are the current behaviors or safety risks (last 30 days) that require treatment placement for the child?
On 11/1/2020, the child hit other children and guardian. On 11/15/2020, the child held a knife to her neck and threatened to harm herself. On 11/20/2020, the child was detained for illegal substances, even though treatment services were provided to her.
What services and supports would be necessary for the child to remain in a family setting?
The family and youth would require family therapy, given guardian has requested child to relocate due to physical harm; re-assessed and engaged into services. Child would require therapy focused on self-regulation, suicidal prevention, and substance abuse.
Why is a least restrictive treatment option insufficient to meet the child's needs?
The following treatment options have been provided and didn't provide adequate treatment or support for the child given continued behaviors (e.g., striking out, suicidal ideation, illegal substance abouse): In-home family therapy, individual therapy, medication management, psychological evaluation, partial hospitalization, inpatient hospitalization, juvenile probation including detention, informal placement with relatives, IEP.

Only include relevant details for **the last 90 days** (not 1 year) except for question 2, which asks for only the last 30 days

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Universal Application - Ways To NOT Respond

REASON FOR REFERRAL AT THIS LEVEL OF CARE
Why are treatment services being sought now? Create a timeline providing details of pertinent events (within the last 90 days that led to this referral:
Not sure
What are the current behaviors or safety risks (last 30 days) that require treatment placement for the child?
See attached
What services and supports would be necessary for the child to remain in a family setting?
Not sure now to answer this question
Why is a least restrictive treatment option insufficient to meet the child's needs?
Ask guardian when contacted for interview

It's never appropriate to respond with the following on the Universal Application. Providing unclear responses will delay processing a referral

- Not sure
- See attached
- Ask the guardian or therapist when therapist

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Continued Stays: Child Continuing Treatment In a QRTP

- Following the 90-approval period, if continued treatment in a QRTP is needed
- All Continued Stay Referrals must contain a completed copy of the Continued Stay Review Form found at: https://www.nd.gov/eforms/Doc/sfn00826.pdf

Supporting documentation preferred:
- Treatment plan
- Permanency plan
- Progress, psychiatric and therapy notes
- Assessments, testing, IEP, medication and diagnosis
- Any specialist assessment not previously submitted to Ascend

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Review of Updated Continued Stay Review Form (Form 826)

INFORMATION SOURCES (continued)

Include on this chart primary supports or Child and Family Team (CFT) members who are involved in the child's case plan.

Name of Primary Support or Child & Family Team Member	Relationship to Child (mother, father, sibling, grandparent, guardian ad litem, foster parent, teacher, etc.)	Telephone Number	Involvement 1 = Minimal 2 = Inconsistent 3 = Involvement Pending 4 = Consistent with Limited Engagement 5 = Consistent and Engaged	Types of Supports C = Calls L = Letters V = Visits O = Other (describe)
Example #1	Guardian	(111)-111-1111	5	C; V; previously resided with
Example #1	Therapist	(111)-111-1111	4	C; V

Involvement - If rated 1,2,3, or 4 above, describe each primary support's involvement in further detail, giving specific examples.
Example 1: Child previously resided with guardian (last 10 years) who is primary support. Example #1 will act as primary support if/when approved for QRTP. Child was placed at shelter due to on-going violent behavior in guardian's home (e.g., Child has struck the other children in the home, attempted to strike guardian as well); she is worried about the safety of herself and the other children.
Example 2: Child meets with therapist on a weekly basis (assigned therapist for last 2 years) to discuss previous trauma

Same change to the Informational Sources section as the Universal Application

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Review of updated Continued Stay Review Form (Form 826)

REASON FOR CONTINUED STAY
What current (within the last 90 days) /consistent behaviors and symptoms require continued treatment in a QRTP?
Continued struggle with anger, multiple occasions w/ involvement in physical altercations w/ peers and staff; child recognizes need for anger management. Child also experiences frequent thoughts of self-harm and substance use.
What are the least restrictive options being ruled out or determined insufficient (such as a family setting) ?
The family home is being ruled out due to child requiring continued treatment in QRTP to address: drug and alcohol treatment, anger management and self-harm prevention.
What service and supports would be necessary for the child to return to a family setting? (**Note**: Completion of QRTP treatment is not an acceptable response without specific goals identified)
Regular individual, group and family therapy; substance abuse therapeutic interventions; emotional regulation treatment; self-harm prevention treatment.
What is the anticipated discharge date and detailed discharge plan? If the discharge date has changed since admissions, explain why:
December, 2020. Current plan entails transitioning into grandparent's home. Child will also continue therapeutic interventions, such as weekly individual therapy and family therapy to support long term goal to return w/ parents.
Describe all discharge planning action steps that have occurred since QRTP admission.
Participation in family therapy to re-establish family relationships. Regular contact via phone and visits with grandparents and parents. Attending group therapy has assisted with identifying seriousness of actions.

Only include relevant details for **the last 90 days** on Continued Stay Review forms

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Reconsideration Request: Denied QRTP

- Additional information for review or change in behavior/symptoms since determination was issued
- All Reconsideration Requests must include the QRTP Qualified Individual Desk Reconsideration Request Form:
- https://maximus.com/sites/default/files/pasrr/documents/ND-FFPSA-Desk-Reconsideration-Request_1.pdf

Supporting documentation must be provided to support reconsideration

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QRTP Extension Request Form

- Requests for extensions of QRTP approval periods may be made for a period of up to 14 days. This request can be found at: https://maximus.com/sites/default/files/pasrr/documents/ND-FFPSA-QRTP-Extension-Request.pdf
- If approval is needed for longer than 14 additional days, please complete the Continued Stay Review.
- This form may NOT be used if a child will soon meet their placement maximum.

Required for consideration:
Discharge Date Identified
Discharge Plan Identified With Specified Location

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How do I receive the QRTP Assessment Report?

- Maximus will provide a determination outcome via email to the address listed on the request
- Maximus will also upload outcomes to the North Dakota e-file court system
- If ever in question regarding an outcome, please call or email the FFPSA Help Desk:

Phone: 844.93.FFPSA
Email: ND_FFPSA@Maximus.com

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Reminders and Updates

- Policy and Q&A document online: DHS policy "QRTP Placements" 624-05-20-17
- Forms must be completed in their entirety with accurate information
- CFT member section should indicate important members, including family — List in terms of importance and validity

Custodial Case Managers are responsible for monitoring and tracking placement days/maximums

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Placement Maximum and Extension Requests

- A foster child **13 years of age and older**: Shall not exceed placement into a QRTP for **more than 12 consecutive months or 18 non-consecutive months.**
- A foster child age **12 and younger** shall not exceed placement in a QRTP **for more than 6 consecutive months.**
- If the child is nearing a placement maximum deadline and is still in need of treatment, state approval from the ND Department of Human Services Executive Director is required. This process for a placement extension must be requested by the custodial case manager at least 30 days prior to reaching placement maximums.

Process is detailed in the QRTP Policy listed here:
http://www.nd.gov/dhs/services/childfamily/docs/qrtp-policy.pdf

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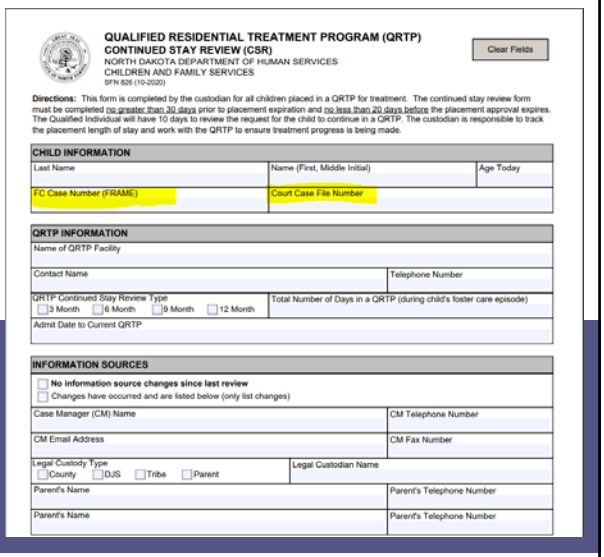
FC Case Number and Court Case File Number

- To process a referral, the child's **FC (Foster Care) Case Number** and **Court Case File Number** are required.
- Obtain these numbers prior to submission of the referral.
- Tribal 638 children are the only children who will not have a FC Case number



QUALIFIED RESIDENTIAL TREATMENT PROGRAM (QRTP)
CONTINUED STAY REVIEW (CSR)
NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES
CHILDREN AND FAMILY SERVICES
SFN 826 (10-2020)

Clear Fields

Directions: This form is completed by the custodian for all children placed in a QRTP for treatment. The continued stay review form must be completed no greater than 30 days prior to placement expiration and no less than 20 days before the placement approval expires. The Qualified Individual will have 10 days to review the request for the child to continue in a QRTP. The custodian is responsible to track the placement length of stay and work with the QRTP to ensure treatment progress is being made.

CHILD INFORMATION

Last Name	Name (First, Middle Initial)	Age Today
FC Case Number (FRAME)	Court Case File Number	

QRTP INFORMATION

Name of QRTP Facility

Contact Name	Telephone Number
QRTP Continued Stay Review Type ☐ 3 Month ☐ 6 Month ☐ 9 Month ☐ 12 Month	Total Number of Days in a QRTP (during child's foster care episode)

Admit Date to Current QRTP

INFORMATION SOURCES

☐ **No information source changes since last review**
☐ Changes have occurred and are listed below (only list changes)

Case Manager (CM) Name	CM Telephone Number
CM Email Address	CM Fax Number
Legal Custody Type ☐ County ☐ DJS ☐ Tribe ☐ Parent	Legal Custodian Name
Parent's Name	Parent's Telephone Number
Parent's Name	Parent's Telephone Number

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FAQ 1:

I submitted paperwork and the child has been in an emergency placement at the QRTP for 14 days; I have not received results. What should I do?

Contact the Ascend FFPSA Help Desk by phone or email:
Phone: 844.93.FFPSA
Email: ND_FFPSA@Maximus.com

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FAQ 2:

I cannot locate the assessment Maximus sent to me. What should I do?

Contact the Ascend FFPSA Help Desk by phone or email:
Phone: 844.93.FFPSA
Email: ND_FFPSA@Maximus.com

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FAQ 3:

I continue to fax the assessment paperwork to Maximus for them to begin the assessment. The file must be too big and is not going through. What should I do?

Consider breaking the fax into 2 files and using the same fax cover sheet documenting 1 of 2 and 2 of 2 or consider emailing the paperwork to our secure email address

If all else fails, contact the Ascend FFPSA Help Desk by phone or email:
Phone: 844.93.FFPSA
Email: ND_FFPSA@Maximus.com

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FAQ 4:

I have a case where the child is 12, turning 13 in three weeks. He has a Continued Stay Review currently under consideration and will likely get approved to finish treatment. His current approval is good for two more weeks, but we will have a one-week gap specific to the six-month placement maximum. What should I do?

This child and case will require a Placement Extension Request. Submit to dhscfs@nd.gov for review and extension approval.

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FAQ 5:

I have a case where the child is 12, turning 13 in eight months. She has a continued stay review due and will likely get approved to finish treatment, however, this placement will meet the six-month placement maximum next week. What should I do?

This child and case will not meet the criteria for an extension as the child is not 13 for eight months. Planning for discharge is required. Payment will end on the 180th day of placement.

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FAQ 6:

I had an approval for the child to be placed at a QRTP for 90 days. I submitted the Continued Stay Review paperwork and have since been denied continued stay. How much time do I get to discharge and place the child elsewhere?

This child and case is no longer eligible for reimbursement if there is not an approval. Once the denial is received, case managers have **up to 14 days** to discharge, not to exceed the 90-day approval timeframe.

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FAQ 7:

I disagree with the QRTP denial. What should I do?

Answer: Custodial case managers have **five (5) business days from the denial notice's date** to request a reconsideration. The reconsideration process includes the following:

1. Complete a Desk Reconsideration Request Form (Available at https://maximus.com/svcs/north_dakota_ffpsa)
2. Submit the Desk Reconsideration Request Form and supporting documentation to Maximus
3. Maximus will review the request and re-issue a determination that the initial determination was either upheld or overturned.

Fax 877.431.9568
Email: ND_FFPSA@maximus.com

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FAQ 8:

I missed the Continued Stay Review timelines and think the child should stay at the QRTP. What should I do?

Custodial case managers must monitor and track dates. QRTPs are short-term treatment options and expectation to house or maintain living arrangement long term is no longer allowable for foster care reimbursement in such settings. A child without proper approval is not eligible for reimbursement. In these instances, email Brittany Fode (Guardianship and Facility Licensing Administrator) at brifode@nd.gov

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FAQ 9:

I have a case where the child has QRTP approval for six more weeks. The facility is ready, the child is ready, and I agree the step down into a therapeutic foster home is most appropriate. Can I plan for discharge or do I have to contact Ascend?

Custodial case managers have the authority to place a child under their public custody in the least restrictive, most appropriate setting at anytime. If the plan indicates discharge is appropriate, proceed with discharge planning! No further involvement is warranted with Maximus.

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FAQ 10:

When do I complete an Extension Request versus a Continued Stay Request?

If the child is discharging within 14 days, complete an Extension Request for an approval period of up to 14 days. A discharge plan and date is required for approval. If QRTP is needed for longer than 14 additional days, complete a Continued Stay Review.

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FAQ 11:

I don't want my child interviewed as part of the CANS because they will know they are going to placement, what do I do?

Federal regulations require the child to be interviewed as part of the QRTP assessment process.

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FAQ 12:

I placed a child as an emergency placement for 30 days in a QRTP, the child was denied QRTP for lower level of care. The child was subsequently placed in a foster home for 22 days and is displaying high risk behaviors, what do I do?

If an emergency placement is determined necessary in less than 30 days, the custodian must request permission from the central office via dhscfs@nd.gov. This will provide authorization to place a child back into a QRTP as an emergency placement. If reviewed and approved by the central office, the case manager will be notified and responsible to submit a reconsideration request to Maximus..

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FAQ 13:

I have a child who reached placement maximum and has only been placed in a home for 45 days, when is it ok to place a child back in a QRTP after reaching placement maximums?

A child who has been placed at a QRTP for 12 consecutive months may not re-enter a QRTP facility for a period of 90 days unless high-risk behaviors are present. If placement is determined necessary in less than 90 days, the custodian must request permission from the central office via dhscfs@nd.gov. This will provide authorization to place a child back into a QRTP. If reviewed and approved by the central office, the case manager will be notified and responsible to submit the universal application and supporting documentation to Maximus.

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FAQ 14:

I submitted my paperwork for a CSR 30 days prior to placement expiration. I only have 10 days left and have not heard back from Ascend, what do I do?

Contact Maximus within 3 working days from sending the fax to ensure they received it, if you weren't contacted by a Maximus team member.
Contact the Ascend FFPSA Help Desk by phone or email:

- Phone: 844.93.FFPSA
- Email: ND_FFPSA@Maximus.com

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FAQ 15:

I received this email, and I can't open it. What should I do?

Before you can use secure email through Cisco, you will have to register. You can only register after receiving a secure email from Maximus.

1. Add @maximus.com to your email's safe sender's list or whitelist. Directions depend on your email client.
2. Open the secure email from Maximus
3. Open the email's attachment. The email attachment's name will begin with "securedoc_"

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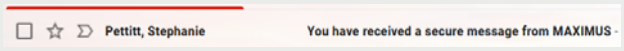
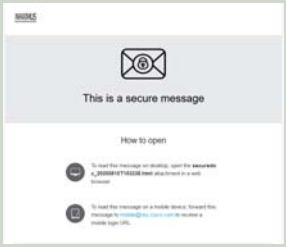
Reading a Secure Email

1. Open the secure email	
2. Follow the instructions in the email to open the contents 2a. For computers, open the attachment. It will redirect to a login screen	
3. If you are a new user, select your email address and click **Open** to create an account.	

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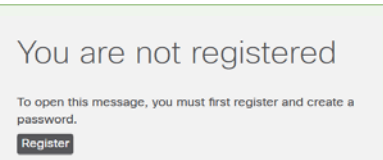
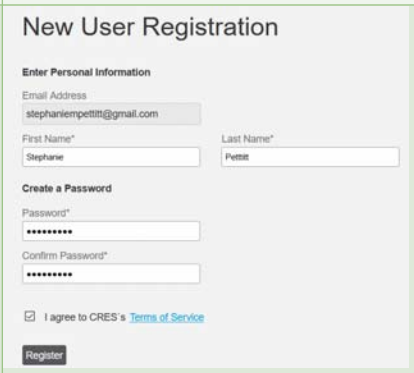
4. The first time you open an email, you will be prompted to register	
5. Complete the registration form Click I agree to CRES's terms of service. Click Register	

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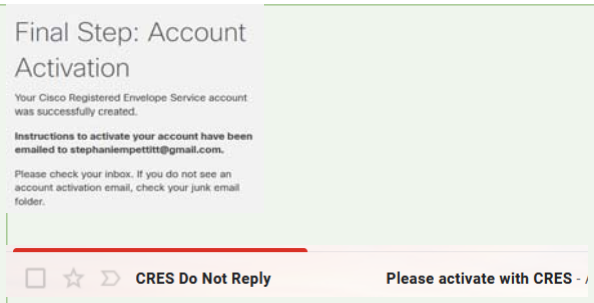
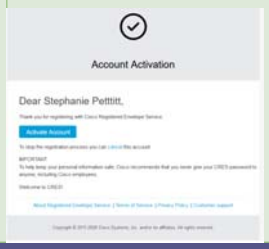
6. Follow the activation instructions emailed to you	
7. Click Activate Account	

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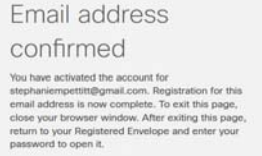
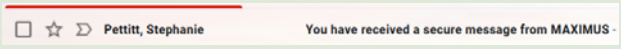
8. You will receive notice your email address is confirmed.	
9. Return to the original email and open the attachment	
10. Enter the password you created and click Open. This will open the email	

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