

QUESTIONS	ANSWERS
Contact Information and Resource Access	
How do I contact the Michigan QRTP Help Desk at Maximus?	<p>Contact by phone: 833.664.7787 (833.6MI.QRTP)</p> <p>Contact by email: MichiganQRTP@maximus.com</p> <p>Business hours: Monday through Friday 8:00 a.m. to 5:00 p.m. EST</p> <p>Additional resources: https://maximusclinicalservices.com/svcs/michigan_qrtp</p>
What was the impetus for the QRTP implementation?	<p>The Family First Prevention Services Act (FFPSA) is an extensive piece of legislation that covers a wide range of child welfare programs, but primarily focuses on two areas:</p> <ul style="list-style-type: none"> Investing in prevention, requiring the highest level of evidence-based services Prioritizing family-based placements, such as removal of federal reimbursement for non-therapeutic group homes, and higher standards for residential programs <p>In 2016, Michigan’s Department of Health and Human Services began working on transforming the services provided to youth with mental and behavioral health needs in partnership with the provider community- this work was to establish transformation and a foundation aligned with QRTP requirements. Effective April 1st, all former Child Care Institutions (CCI)s will be required to maintain a QRTP certification to fall under the new designation of non-family-based placements that serve children with specific treatment needs who require short-term placement out of their home.</p>
What is a Qualified Residential Treatment Program (QRTP)?	<p>A QRTP is a residential treatment setting for children and youth with serious behavioral or emotional needs. Typically, significant risk behaviors should be present in order to require the clinical level of care that a QRTP provides. QRTPs make use of a trauma-informed care model to address needs of children with serious emotional or behavioral disturbances, facilitate family participation in treatment (when appropriate), and provide aftercare support for 6 months post-discharge.</p>
What is required for a child to admit to a QRTP?	<p>A QRTP Independent Assessment (IA) is required for a child to reside in a QRTP. The assessment itself will be completed by a Maximus Michigan-based field assessor, identifying the child’s strengths and needs, as well as short and long term goals. The assessment uses the Comprehensive Child and Adolescent Needs and Strengths (CANS) tool designed specifically for Michigan QRTP admission and determines the least restrictive appropriate level of care for each child.</p> <p>Please also note, while a QRTP assessment is required when considering residential intervention, a court can place a youth by court order or disagree with an assessment outcome, which would impact the funding source for residential intervention.</p>
Who is Maximus?	<p>Maximus is the contracted third party vendor appointed on behalf of MDHHS to complete the Independent Assessment. All Maximus assessors are Michigan-based, CANS trained and certified, and receive oversight by Maximus clinical supervisors and program management on a day-to-day basis. The Maximus assessor will be contact Caseworkers, and all members of the child’s permanency team and family as listed on the child’s referral, for</p>

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	collateral interviews and information pertaining to the child.
Why am I being contacted and what should I expect during this process?	<p>The QRTP Independent Assessment (IA) requires participation from multiple sources to ensure a clear and comprehensive overview of the child. Maximus assessors are required to interview the child (without this interview, an assessment cannot be completed). The Caseworker plays a significant part in ensuring the child's contact information (e.g., location and phone number) is up-to-date, as well as determining the most appropriate method of assessment (e.g., Face to Face or Zoom).</p> <p>The Caseworker is also required to participate in the assessment, to ensure a clear understanding of the child's social service history and current clinical status, specifically providing an overview of the child's current psychiatric status and needs (within the last 30 days).</p> <p>Also, Maximus requests for caseworkers to notify other individuals identified on the referral that a Maximus assessor will be contacting them for their participation in the child's assessment, and to encourage them to participate in all requested interviews, to assist in best meeting the child's overall placement needs.</p>
Who else should participate?	The Maximus assessor is also required to interview permanency team members, such as treatment providers, educational service providers, parents or foster parents, and extended family member, and even clergy (all as applicable and included on the referral). The Maximus assessor will make three attempts to interview all listed sources on the referral.
Who should I contact if the child's location has changed, or if additional information has come up after my interview with the assessor?	<p>The Maximus Michigan QRTP Help Desk is always available to accept updates, additional information, or answer any outstanding questions. Please contact us at:</p> <p>833.664.7787 (833.6MI.QRTP)</p> <p>MichiganQRTP@maximus.com</p>
Is the Maximus Assessor going to sign a Release of Information?	No. Maximus has a business agreement with Michigan's DHHS that grants Maximus employees and assessors access to the information Maximus required in order to complete the federally required Independent Assessment without a release of information.
Are interviews with the child taking place face to face or through Zoom?	Interviews are conducted both face-to-face and through the HIPAA compliant Zoom platform, given the fluid circumstances of COVID-19. The method of assessment is dependent on the child's needs, preference of placement (e.g., if the current location is allowing visitors), the internet bandwidth to support a Zoom assessment, and trauma triggers associated with the Maximus requirements of PPE. The Maximus Clinical Supervisor will contact the Caseworker within 24 hours of receiving the referral to discuss the best method of assessment aligned with the child's needs, and contact the child's placement for their input on method of assessment as well.

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When will I expect to see the determination report?	Maximus has 14 days from the time in which they receive the referral from the Specialized Placement Division (SPD) or Juvenile Justice Assessment Unit (JJAU). Maximus will complete the Independent Assessment and provide it directly to the referrer (SPD or JJAU), who is responsible for providing it to the caseworker. Please note, the SPD/JJAU will not be providing to the court.
What should I do with the Determination Report once I receive it from the SPD/JJAU?	Per MDHHS instruction, please: <ol style="list-style-type: none"> 1. Submit to the court using the “JC 15, Motion and Authorization/Denial Order Form” within 5 days for court review and approval. 2. Review the complete Determination Report with the Permanency Team and determine how best to incorporate recommendations into the child’s treatment plan.
How long is the Determination Report outcome valid for, in order for the child to enter a QRTP?	The Determination Report is valid for 30 days; therefore, the child has 30 days from the Determination Date to enter a QRTP. This date can be found on page one (1) of the Determination Report. If the child is entering a QRTP after the 30 period, a new assessment will be required. If, however, the child is on a waitlist for QRTP placement, the assessment approval period remains active until the child is admitted to the QRTP in which they were originally waitlisted with.
I have a QRTP approval and the child is moving to another QRTP after 60 days. Will the child require another QRTP Independent Assessment?	Yes, if the child is moving locations, a new QRTP Independent Assessment will be required in order to identify if the child continues to meet QRTP level of care. This would be the case for a child moving placements or moving from a short-term residential placement to a long-term program.
How do I submit a QRTP referral?	Referrals for residential care are sent to the Regional Placement Unit (SPD) or Juvenile Justice Assessment Unit (JJAU) using the process outlined in FOM 912 or JJM700. Only the SPD and JJAU can make referrals for an Independent Assessment. Maximus is unable to accept a QRTP referral outside of the SPD or JJAU.
Do I need a Release of Information to participate in an interview?	No, Maximus maintains a contract with MDHHS, and is considered a covered entity, allowing Maximus assessors and employees access to the referring child’s Protected Health Information (PHI). Maximus addresses PHI with the upmost sensitivity and security and is required to follow all HIPPA guidelines and standards.
How do I prepare a referring youth for interview?	Interviews with those they aren’t familiar with can be intimidating or even scary, especially if the youth is informed that the interview with Maximus is the determining factor in their placement. Preparing a youth for the QRTP Independent Assessment interview is key in ensuring an open and comfortable experience for the child, as well as allowing for maximum information gathering with the assessor. Informing the referring child in advance that they will be requested to participate in an interview as part of the assessment process is strongly encouraged. As we know, several factors play into a decision for a child’s placement, so it’s important to explain that the Independent Assessment isn’t the only factor, but rather part of the process to identify the best placement type for their well-being. It’s also important to note, the assessor doesn’t make a final decision, but rather they make recommendations based on the child’s strengths and needs. Familiarizing a child with interview questions would also allow the child to more comfort in the interview, such as sharing what lead to their current placement, their preference on where they would like to live, speaking about what they do well and their talents/interests, if they ever have a hard time with their feelings and describing what that looks like. The goal of the interview is to

	allow the child to share their thoughts and feelings, allowing them to also advocate for their care.
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Overall workflow for Michigan Q RTP Independent Assessment:

