

Complex Behavior Collaborative (CBC)

Frequently Asked Questions

What is the Complex Behavior Collaborative (CBC)?

The CBC is a service offered by the State to provide consultation, training and technical assistance to an agency currently serving an individual with complex behaviors that present a high risk of danger to the individual and/or others without additional intervention. The intervention required may be beyond the scope of normal services to this population.

What does the CBC do?

The CBC's overall goal is to build capacity and increase expertise within agencies while improving an individual's quality of life.

CBC Eligibility

What individuals qualify for CBC services?

In addition to complex behavior, an individual may also experience one or more of the following:

- Chronic Mental Illness
- Intellectual/Developmental Disability
- Alzheimer's Disease and related Dementia
- Traumatic Brain Injury
- Chronic Alcoholism with Cognitive Impairment

What else makes an individual eligible for CBC services?

In addition, an eligible individual will:

- Demonstrate an inability to function in the community **beyond** what would be expected of a person experiencing a similar disability
- Be at-risk for placement at a(n): Higher level of care within Alaska; Psychiatric hospitalization (North Star, API); and/or Out-of-state facility
- Frequently use high-end resources, like emergency rooms, acute psychiatric care, substance abuse programs and/or jail
- Require interventions outside the skill set of typical agency's staff that are charged with ensuring the safety of the client, other consumers, and staff.

Who can refer an individual for CBC services?

A referral must be done through an agency currently serving the individual. A referral may be completed by a case manager or supervisor, however, is ultimately signed off by the agency director or a decision-making designee within the agency.

Agency Commitment

What is the agency's commitment when receiving CBC services?

When a referral is assigned by the Division of Behavioral Health to one of the CBC consultants, the agency commitment begins. The agency commitment is to:

- 1) Continue serving the individual for at least 6 months during CBC services
- 2) Include the CBC consultant in all treatment planning meetings
- 3) Contact the CBC consultant of changes in behaviors such as escalation in aggression, police intervention, hospitalization, etc.
- 4) Incorporate the CBC consultant's findings and recommendations into the Plan of Care and/or Treatment Plan
- 5) Have staff available to participate in trainings
- 6) Utilize new information and techniques with other similar clients
- 7) Provide CBC consultants with additional clinical documentation, as necessary
- 8) Collect data on the individual's complex behavior and replacement behaviors
- 9) Complete surveys to provide outcome data on CBC interventions and activities

So the CBC consultant will join the team working with this individual?

Yes. The team is a partnership between the agency and the consultant. Each team will look differently based on the characteristics and needs of the team.

Will the CBC consultant coordinate the team or will the agency still do that?

The primary agency is responsible for team coordination (communication, scheduling, making sure people who should be there are in fact in attendance, follow-up implementation, etc.) The CBC consultant will work through the designated team lead to communicate about;

- 1) meetings,;
- 2) the assessment of the complex behaviors,
- 3) development of the behavior support plan,
- 4) training of team members on the plan, and
- 5) on-going monitoring after the plan is implemented.

Why doesn't the CBC Consultant just coordinate the team?

CBC consultants are working directly with the agency with the goal to support the agency in developing more capacity to serve individuals with complex behaviors. Working with a lead in the agency will help develop institutional memory. When the CBC consultant transitions off the case, this will leave someone there with experience to oversee plan implementation and provide additional behavioral supports to the team.

Who should be on the team?

The team consists of everyone who works with the individual, such as direct service providers, case managers, care coordinators, and teachers, as well as others involved in making decisions regarding this individual such as:

- Public Guardians/Office of Children Services
- Parents
- Agency Administrators
- Agency Supervisors
- State staff, such as Care Coordinator, CRP Officers, etc.
- School team

Professionals like psychiatrists, clinicians, speech pathologists and doctors would be ideal to have on the team, if possible, to ensure continuity of care. However, given outside time constraints these individuals often are not a part of the active behavioral treatment team but often receive the data/graphs to enhance their treatment planning with the individual.

Why would Agency Administrators be on the team?

Support of the agency's decision-makers is important to the CBC process to have success during consultation and to sustain this success after the CBC transitions off the case.

How often does the team meet? Monthly? Quarterly?

Neither. Each team is unique, depending on different variables of the team and the individual they support. The team will develop a meeting schedule. Since the individual's needs are more intense than others served by the agency, often the team lead in conjunction with the CBC consultant may hold weekly meetings in the beginning.

What is a "multi-component plan?"

Development of the plan is a collaborative effort between the team and the consultant. Planning follows a basic path including:

- 1) the assessment of the complex behaviors,
- 2) development of the behavior support plan,
- 3) a training plan so team members can be trained on implementation,
- 4) ongoing evaluation of the plan's success, and
- 5) changes to the plan based on those evaluations.

Consultants are also able to work with other environments (school, home, work, and other partner agencies) that are a part of the focus individual's life. Coordination across environments can be a powerful tool for improving the individual's life circumstances.

What new skills will the team learn?

Each case is different; consultants are matched with each agency based on a "right fit" and will bring different skills to the team. We are striving for a partnership between the consultant and the provider team. Based on each unique partnership different tools and

strategies will be designed and necessitate different skills. This process is designed to teach staff new techniques and participant's new behaviors in order to increase the participant's success. The CBC allows consultants to train individuals, teams and larger groups.

We document a lot on clients. How will the CBC be different?

In order to determine the function of the individual's behaviors agencies may be asked to collect data. CBC Consultants use this data to develop the behavior support, monitor the plan's effectiveness, and determine when to make changes to the plan. This data collection is individualized and consultants strive to use what the agency has in place to inform the teams. Data might include interviews, critical incident reports, direct observation and other strategies.

Are there extra staffing requirements for CBC services?

Often individuals that experience challenging behaviors are difficult to staff. It is the intent of the CBC to develop the skills of the staff to increase their confidence and ability to manage the behaviors in question. Although it is necessary to have some staff to begin with, we often find that the team grows and turnover is seriously reduced after the consultation begins.

How do we know when CBC services should be closed out?

At the onset of the case the agency and team will establish clear criteria in order to maintain an efficient time line of plan development, implementation and staff training. This will include criteria when the case is successful enough for the consultant to transition off the case. Most of the time the consultant is available even after case closure if there are additional questions or additional assistance is needed. Determination of case closure is an ongoing process of evaluating the overall case.

Are there any agency-wide benefits to CBC like training?

Agency wide training is available and advantageous for staff development. When the CBC consultant is working with a team in your agency, agency-wide training is available to anyone in the agency and others working with the participant. The topics covered will be on behavioral interventions skills and other relevant topics CBC consultants are qualified to train on.