CENPATICO
INTEGRATED CARE

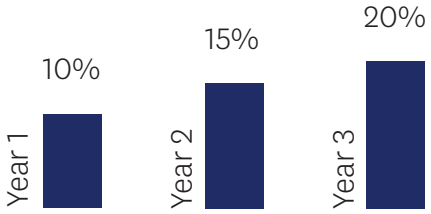
Justice System & System Partner Relations

Overview

The Justice System & System Partner Relations Department is a new department within Cenpatico Integrated Care and is comprised of two divisions: Justice System and Crisis System. Both divisions function on a systems level; working directly with our system partners to ensure that all operate effectively and efficiently. The Department strives to be proactive instead of reactive to ensure that the needs of our system partners are being met and immediately identify any gaps that may arise and find solutions to close those gaps.

Goals

Crisis - The overall goal of the Crisis Division is to improve the health and wellness of persons within our region through community-based crisis intervention services. We have committed to increase the percentage of members stabilized in the community following a face-to-face crisis visit by 10% in year one, 15% in year two, and 20% in year three.



It is important to note Crisis Services are not only available to our members but to everyone in our communities regardless of insurance coverage.

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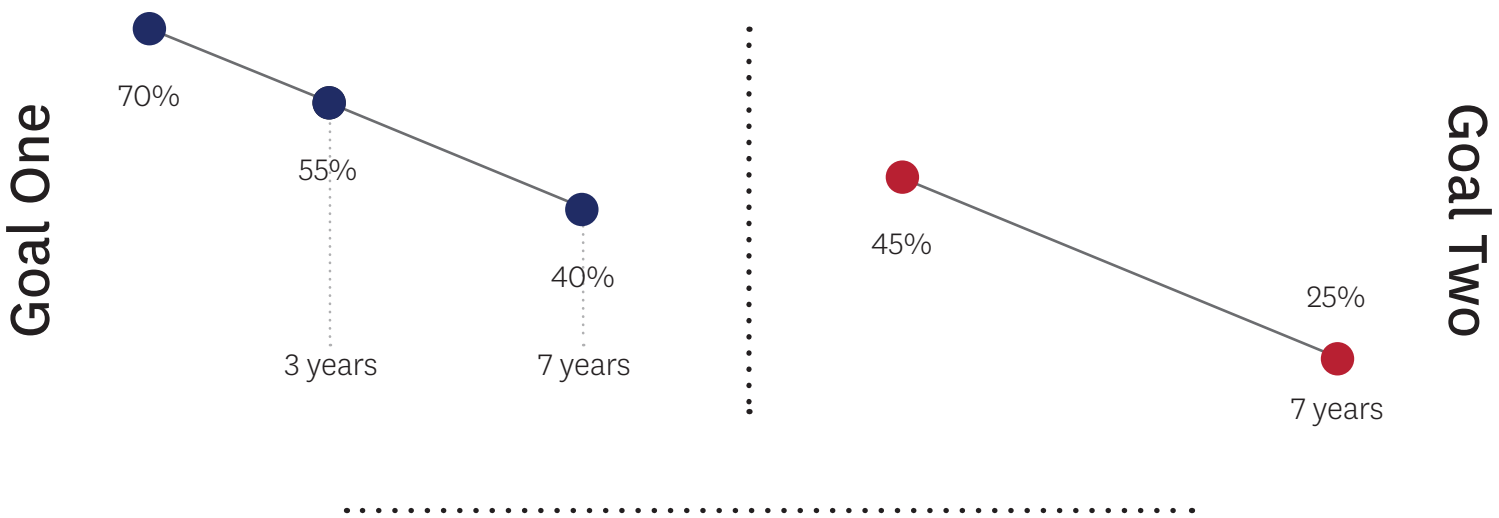
Goals

Justice – There are two key goals for the Justice Division. The first is to reduce the percentage of adults in jail with mental health and substance use disorders from 70% by 15% in the first three years and 30% in seven years.

The second goal is to reduce the recidivism rate for juveniles involved in the justice system from 45% to 25% within seven years.



Achieving Our Goals

Justice – To ensure that we meet our goals, the Justice Division works proactively, not reactively. We work closely with our system partners to identify needs and gaps in services, and find solutions that will operate in a more effective and efficient manner, while meeting the needs of our members.

In addition, the Justice Division works with our regional system partners on data sharing. Gathering data will allow us to establish a baseline so that we are able to focus on data-driven outcomes. Utilizing the data we collect, enable us to track the progress of our efforts and determine where additional resources are required.

Crisis – In order to help us achieve our goals, we work closely with first responder entities in law enforcement, as well as emergency departments, to stabilize behavioral health crises in the community whenever possible. We encourage real-time problem solving with our system partners in order to achieve optimal and long-term solutions.

The Crisis Division collects and tracks data related to crisis calls. This data includes call volume and dispositions. In the future we will be able to utilize this data to track the effectiveness of our crisis mobile teams in stabilizing members in the community following a face-to-face crisis.

Cenpatico Integrated Care (Cenpatico-IC) services are funded through a contract with the Arizona Department of Health Services (ADHS) and AHCCCS.