BH Service Delivery to Children in Foster Care

January 8th 2018

Proprietary and Confidential
SUMMARY OF MEASURES

Quarterly trend Data for Q4 2016 to Q4 2017

- Penetration Rate
- Top 5 Utilized Services by Units
- Crisis Services Utilization- 2 hour response (performance vs contract requirement)
- Rapid Response- 72 hour response (performance vs contract requirement)
- HCTC Utilization- # of foster children, average length of stay
- Respite Utilization
- Reunification Services
- Network Development
  - Limited or difficult service availability
  - Efforts to increase network capacity
  - Number of SCA by provider type
- *Providers complete their data submission/deliverable up to 25 days after the EOM resulting in data sets covering Q4 2016-Aug 2017 for portions of this presentation.
MONTHLY HCIC CMDP PENETRATION RATE

HCIC CMDP Penetration

Penetration Rate

Oct - Dec 2015 1410 60.71%
Jan - Mar 2016 1433 63.78%
Apr - Jun 2016 1426 67.53%
Jul - Sep 2016 1379 72.52%
Oct - Dec 2016 1383 63.70%
Jan - Mar 2017 1355 69.52%
Apr - Jun 2017 1380 74.13%
Jul - Sep 2017 1294 75.97%

# of Eligible children

0 200 400 600 800 1000 1200 1400 1600
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%


CMDP Enrollment CMDP Penetration Rate

Proprietary and Confidential
TOP 5 SERVICES-NUMBER OF CHILDREN SERVED

CMDP Utilization- last quarter subject to claims lag

**Transportation Units per Member**

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</thead>
<tbody>
<tr>
<td>Apr-Jun 2016</td>
<td>16.28</td>
<td>16.30</td>
<td>15.70</td>
<td>17.62</td>
<td>17.94</td>
<td>17.97</td>
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<tr>
<td>Jul-Sep 2016</td>
<td>11.91</td>
<td>11.45</td>
<td>9.10</td>
<td>10.60</td>
<td>11.30</td>
<td>11.03</td>
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<tr>
<td>Jan-Mar 2017</td>
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**Units per Enrolled Member**

- **April 2016 - September 2017 Top 5 Services for CMDP Youth**

- **Case Management**
  - Apr-Jun 2016: 16.28
  - Jul-Sep 2016: 16.30
  - Oct-Dec 2016: 15.70
  - Jan-Mar 2017: 17.62
  - Apr-Jun 2017: 17.94
  - Jul-Sep 2017: 17.97

- **Living Skills Training**
  - Apr-Jun 2016: 11.91
  - Jul-Sep 2016: 11.45
  - Oct-Dec 2016: 9.10
  - Jan-Mar 2017: 10.60
  - Apr-Jun 2017: 11.30
  - Jul-Sep 2017: 11.03

- **Unskilled Respite Care**
  - Apr-Jun 2016: 8.13
  - Jul-Sep 2016: 8.07
  - Oct-Dec 2016: 8.32
  - Jan-Mar 2017: 8.90
  - Apr-Jun 2017: 12.13
  - Jul-Sep 2017: 12.97

- **BH Counseling and Therapy**
  - Apr-Jun 2016: 5.88
  - Jul-Sep 2016: 5.62
  - Oct-Dec 2016: 5.25
  - Jan-Mar 2017: 6.14
  - Apr-Jun 2017: 6.31
  - Jul-Sep 2017: 6.77

- **Family Support**
  - Apr-Jun 2016: 1.81
  - Jul-Sep 2016: 2.13
  - Oct-Dec 2016: 1.96
  - Jan-Mar 2017: 2.65
  - Apr-Jun 2017: 3.06
  - Jul-Sep 2017: 3.71
CRISIS SERVICES

Mobile Response Times by Month, December 2016 - November 2017

Response and Dispatch Times

- The overall standard for a mobile crisis response service is an average of 90 Minutes.

- The results for this period of time indicate an overall average of 39 Minutes, including time to dispatch.

- Mobile Team response times demonstrated a slightly increasing trend over the reporting period, coinciding with the establishment of specialty Mobile Crisis Teams that serve the entire geographical area of Mohave, Yavapai, Gila and Coconino Counties.
Mobile Dispatch/Response Times by Month, December 2016 - November 2017

Response and Dispatch Times

- The overall standard for a mobile crisis response service is an average of **90 Minutes**.
- The results for this period of time indicate an overall average of **39 Minutes**, including time to dispatch.
- Mobile Team response times without the inclusion of the time to dispatch indicates an average of **26 Minutes**.
- The average time from when a call hits the CRN Call Center to when the call is dispatched to a Mobile Team is **14 Minutes**.
Mobile Crisis Services for CMDP Members by Health Home November 2016 - November 2017

- CBHS: 6
- CCC: 3
- CFSS: 13
- HHW: 4
- LCBHC: 5
- MMHC: 34
- SWBH: 16
- TGC: 5
- VGC: 9
- WYG: 20

Health Home
TIME TO 72 HR RAPID RESPONSE ASSESSMENT

HCIC Average Rapid Response Time

- Average Rapid Response Time
- Standard (72 Hours)
## HCTC UTILIZATION AND LENGTH OF STAY
### JULY 2016 - SEPTEMBER 2017

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Unique CMDP/HCTC Members</th>
<th>HCTC ALOS</th>
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</thead>
<tbody>
<tr>
<td>FY2016Q4</td>
<td>59</td>
<td>218</td>
</tr>
<tr>
<td>FY2017Q1</td>
<td>59</td>
<td>234</td>
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<tr>
<td>FY2017Q2</td>
<td>63</td>
<td>258</td>
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<tr>
<td>FY2017Q3</td>
<td>63</td>
<td>251</td>
</tr>
<tr>
<td>FY2017Q4</td>
<td>64</td>
<td>344</td>
</tr>
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</table>

Average Length of Stay for CMDP child in HCTC is about 7 ½ months.

Q4 Approximately 55% of HCIC children in HCTC are CMDP.

Note Refresh Data:
- **Time frame** is 07/01/2016 to 09/30/2017, e.g., FY2016Q4 is the time period from 07/01/2016 to 09/30/2016;
- **Unique CMDP/HCTC Members** is the number of CMDP members who have used HCTC service in the quarter;
- **HCTC ALOS** = (Total LOS) / (# of Discharged) in the quarter, and excluded the days before 10/01/2015.
RESPITE UTILIZATION

Children (CMDP) Unskilled Respite Care Services Quarterly Utilization

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Total Cost</th>
<th># of Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2016Q4</td>
<td>$177,166.00</td>
<td>133</td>
</tr>
<tr>
<td>FY2017Q1</td>
<td>$155,740.00</td>
<td>121</td>
</tr>
<tr>
<td>FY2017Q2</td>
<td>$188,548.00</td>
<td>140</td>
</tr>
<tr>
<td>FY2017Q3</td>
<td>$244,847.00</td>
<td>156</td>
</tr>
<tr>
<td>FY2017Q4</td>
<td>$259,647.74</td>
<td>182</td>
</tr>
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</table>
REUNIFICATION SERVICES – HCIC PARENT SUPPORT NOW PROGRAM

- Immediate support, education and assistance to families navigating various systems and DCS involvement after an emergency custodial removal.
- PSN assists in the creation of a collaborative relationship with:
  - Family
  - Department of Child Safety
  - County Court of Jurisdiction
  - Family Run Organization that assists the family
  - HCIC contracted health homes
- Based on the SAMHSA Peer and Family Support Model – and Arizona Vision and Principles
- Value-Based Purchasing Incentive program

GOALS- increase the number of successful reunifications of the child with their family of origin & decrease amount of time child is in DCS custody
REUNIFICATION SERVICES-PARENT SUPPORT NOW

• **Mohave County – Kingman and Bullhead City - MIKID**
  - Serves families with children, birth to 17 yo.
  - 242 children *(sibling groups included) referrals* from February 2015 to November 2017
  - 48 children have been successfully returned home since program’s inception
  - 34 returned in FY2017
  - The average length out-of-home was **7.8 months** for families reunified YDT.
  - MIKID has earned a six month reunification **Value Based Service Incentive** for 20 families

• **Yavapai County – Family Involvement Center**
  - Initiated in January 2017
  - Serving families with children, birth to 12 yo
  - 196 referrals to date; **56** Active
  - FIC has earned their first six month reunification **Value Based Service Incentive**
  - 3 children have been returned home successfully within an average of 3.1 months

• **Coconino County Planning Continues – Successful stakeholder meeting Oct 2017**
REUNIFICATION SERVICES - FAMILY FINDING & NATURAL CONNECTIONS

• Family Finding Training -- October 2017
  • Kevin Campbell, an internationally known developer of the Family Finding model
    • Offered to Providers, DCS and Juvenile Court, foster and kinship families who did attend
  • Coconino County Coalition for Children and Youth Follow up: Family Finding Concept Tip Sheet is being created by CCCY to be available for Providers, Schools, Stakeholders and any other agency benefit from this knowledge. Strategic Planning at some agencies has begun to weave the Family Finding Principles throughout their processes.

• Project Connections
  • A philosophy of practice that is individualized to each child developed by HCIC Provider, Child and Family Support Services
    • Specialized clinical program to maintain stability to prevent disruptions and actively promote the power of permanency for youth; creating and cultivating a long-term supportive relationship within family and community. Utilizes staff with specialized knowledge and skills and relies on developmental partnerships
    • Ongoing development for replication
  • Presentations scheduled for Project Connections at HCIC Adult Child Meeting, Northern Arizona Children’s Council, HCIC-DCS-HCTC Collaborative Meeting and requested by additional Health Homes
NETWORK DEVELOPMENT

Identified services for children in AZ that have limited availability

- ABA services from credentialed Behavior Analysts
- Identification for early onset of psychosis
- Specialty BHIF setting for children living with Autism Spectrum Disorder
- Diverse provider pool for and BHIF level of treatment for Sexually Maladaptive Behaviors
- BHIF level of treatment for children who have experienced the trauma of sex trafficking
- Concern from our providers re: limited capacity in hiring licensed counseling professionals
NETWORK DEVELOPMENT

Assisting our Health Homes to increase their capacity to meet the needs of their clients

- Developing Autism Action Committee with our providers, stakeholders and GSA pediatricians
  - Development of trainings and protocols advised by this committee
- Increased array of trainings in clinical therapeutic techniques; ex. trauma, sexualized behavior, CBT
- Training to assist in understanding navigation through AZ licensure process
- First Episode Psychosis “Fast Forward” Program implemented in 5 of our Health Homes
NETWORK DEVELOPMENT

Recent addition of network service providers:

- PSA Behavioral Health-Outpatient Clinic in Bullhead City
- BHIF Provo Canyon Behavioral Hospital Utah
- A New Leaf Behavioral Health Outpatient Clinic in Phoenix area
- Human Service Consultants – HCTC Provider
HCIC has 47 providers serving members through a Single Case Agreement

<table>
<thead>
<tr>
<th>Number of Providers</th>
<th>Provider Type</th>
</tr>
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<tbody>
<tr>
<td>13</td>
<td>Behavioral Health Residential Facility</td>
</tr>
<tr>
<td>5</td>
<td>Certified Independent Social Worker</td>
</tr>
<tr>
<td>1</td>
<td>Non-Emergency Transportation Providers</td>
</tr>
<tr>
<td>1</td>
<td>Physician Assistant</td>
</tr>
<tr>
<td>3</td>
<td>Behavioral Health Outpatient Clinic</td>
</tr>
<tr>
<td>5</td>
<td>Psychiatric Hospital</td>
</tr>
<tr>
<td>6</td>
<td>Psychologist</td>
</tr>
<tr>
<td>4</td>
<td>Secure Residential Treatment Center</td>
</tr>
<tr>
<td>1</td>
<td>Sub-Acute Facility</td>
</tr>
<tr>
<td>2</td>
<td>MD-Physician</td>
</tr>
<tr>
<td>4</td>
<td>Certified Professional Counselor</td>
</tr>
<tr>
<td>1</td>
<td>Behavioral Health Therapeutic Home</td>
</tr>
</tbody>
</table>
THANK YOU