



BH Service Delivery to Children in Foster Care

January 8th 2018

Proprietary and Confidential



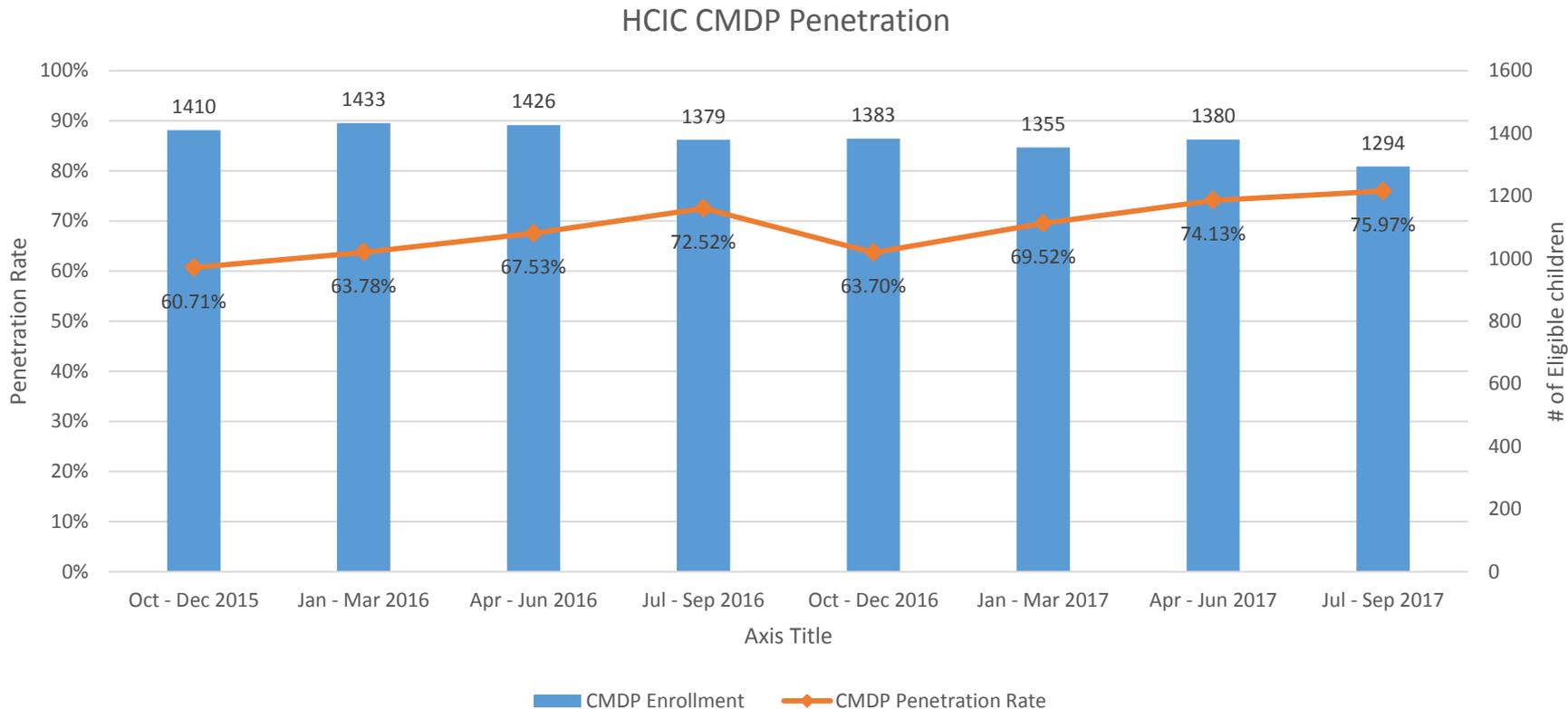
SUMMARY OF MEASURES

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 Reponse-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.

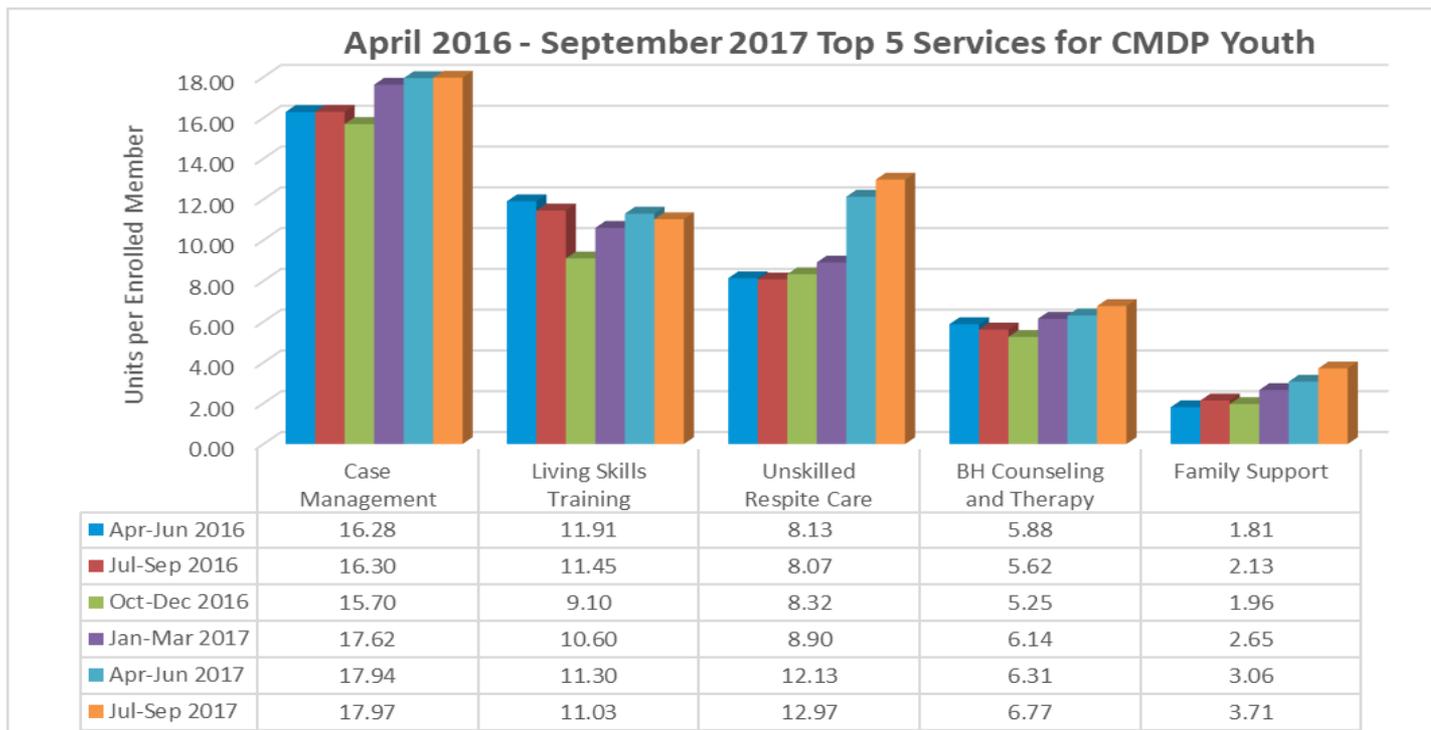


MONTHLY HCIC CMDP PENETRATION RATE



TOP 5 SERVICES-NUMBER OF CHILDREN SERVED

CMDP Utilization- last quarter subject to claims lag



Transportation Units per Member

Apr-Jun 2016 30.00

Jul-Sep 2016 25.51

Oct-Dec 2016 22.00

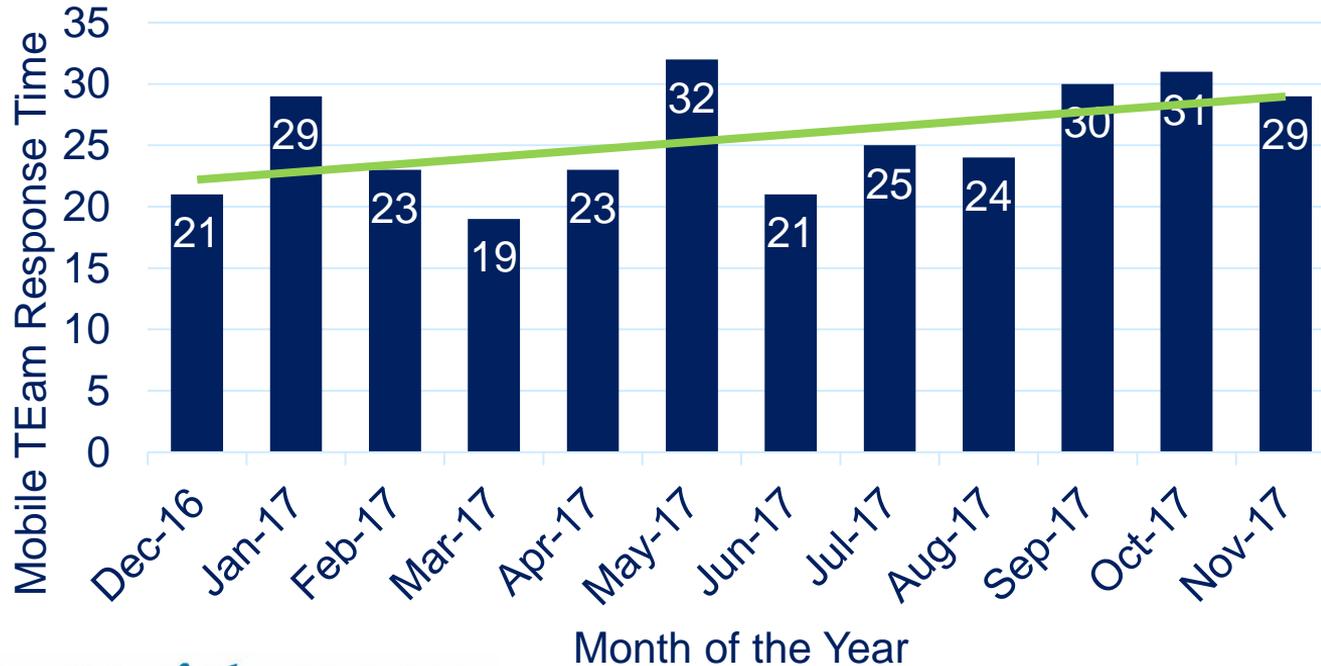
Jan-Mar 2017 22.31

Apr-Jun 2017 22.82

Jul-Sep 2017 29.42

CRISIS SERVICES

Mobile Response Times by Month, December 2016 - November 2017

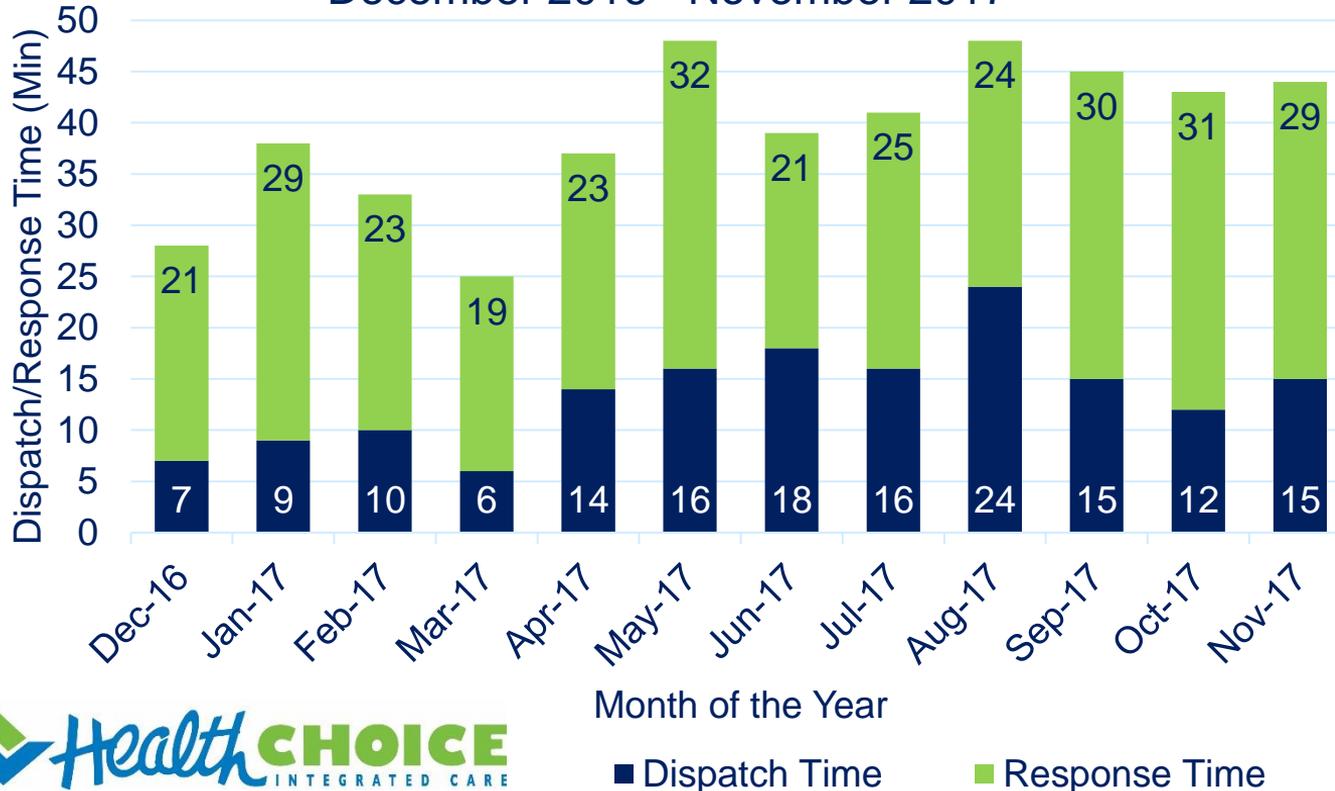


Response and Dispatch Times

- 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.

CRISIS SERVICES

Mobile Dispatch/Response Times by Month,
December 2016 - November 2017

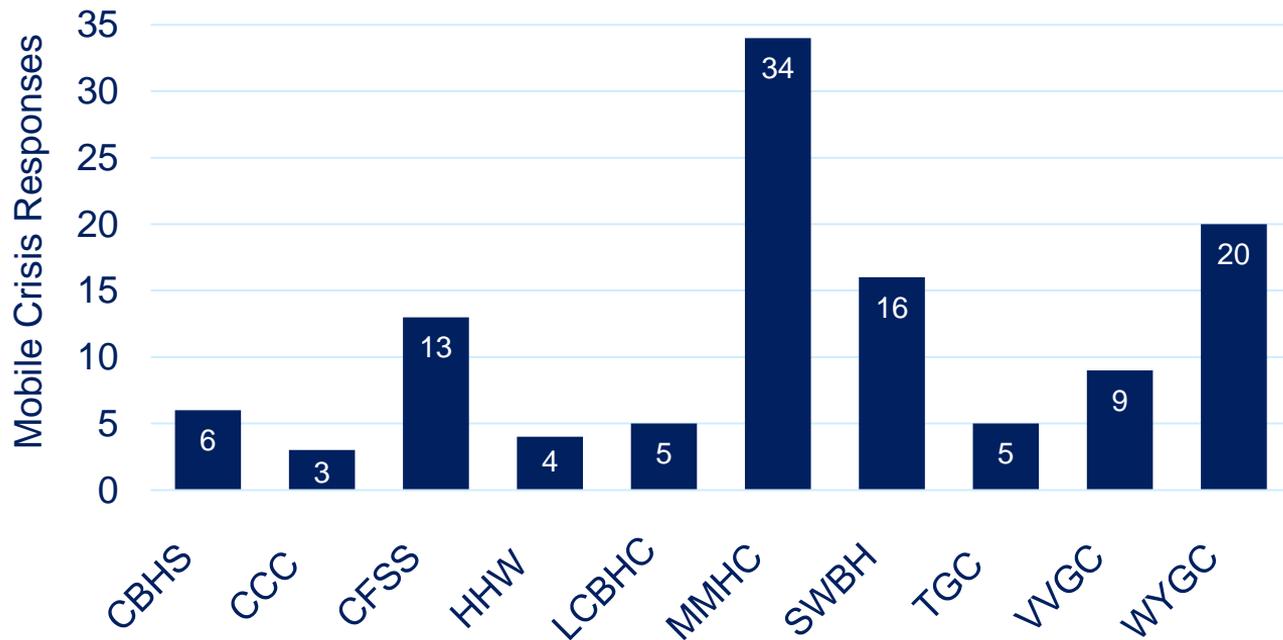


Response and Dispatch Times

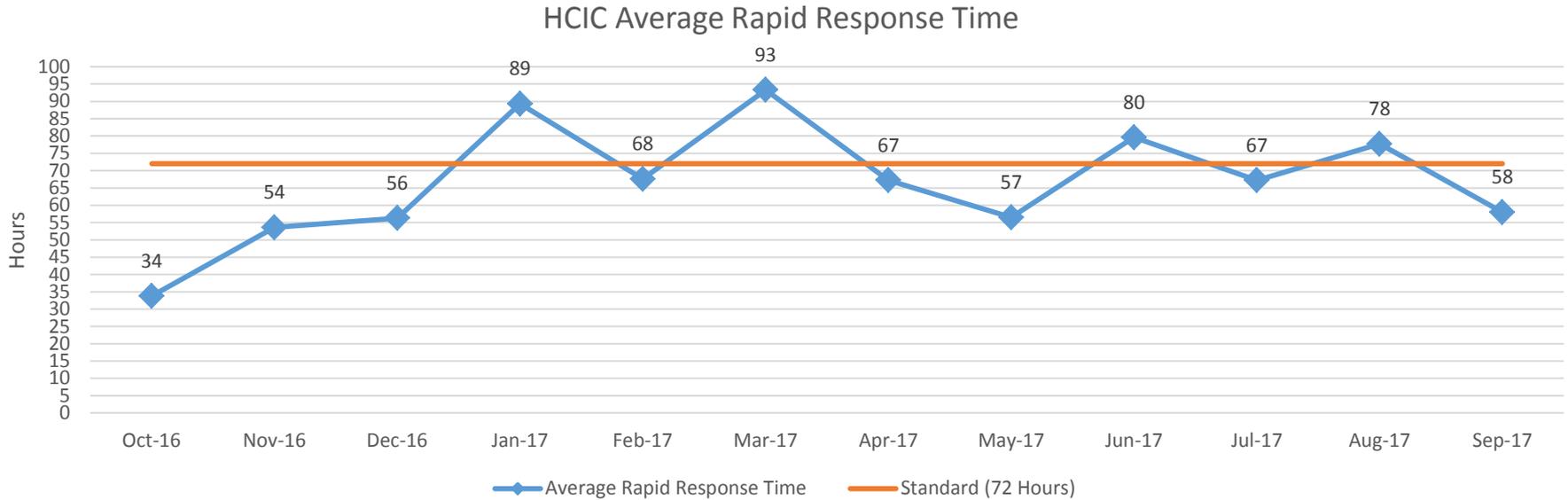
- The overall standard for a mobile crisis response service is an average of **90 Minutes**.
- The results for this period of time indicate an overall average **of 39 Minutes**, including time to dispatch.
- Mobile Team response times without the inclusion of the time to dispatch indicates an average 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**.

CRISIS SERVICES

Mobile Crisis Services for CMDP Members by Health Home November 2016- November 2017



TIME TO 72 HR RAPID RESPONSE ASSESSMENT



HCTC UTILIZATION AND LENGTH OF STAY JULY 2016 - SEPTEMBER 2017

CMDP Members		
Quarter	Unique CMDP/HCTC Members	HCTC ALOS
FY2016Q4	59	218
FY2017Q1	59	234
FY2017Q2	63	258
FY2017Q3	63	251
FY2017Q4	64	344

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

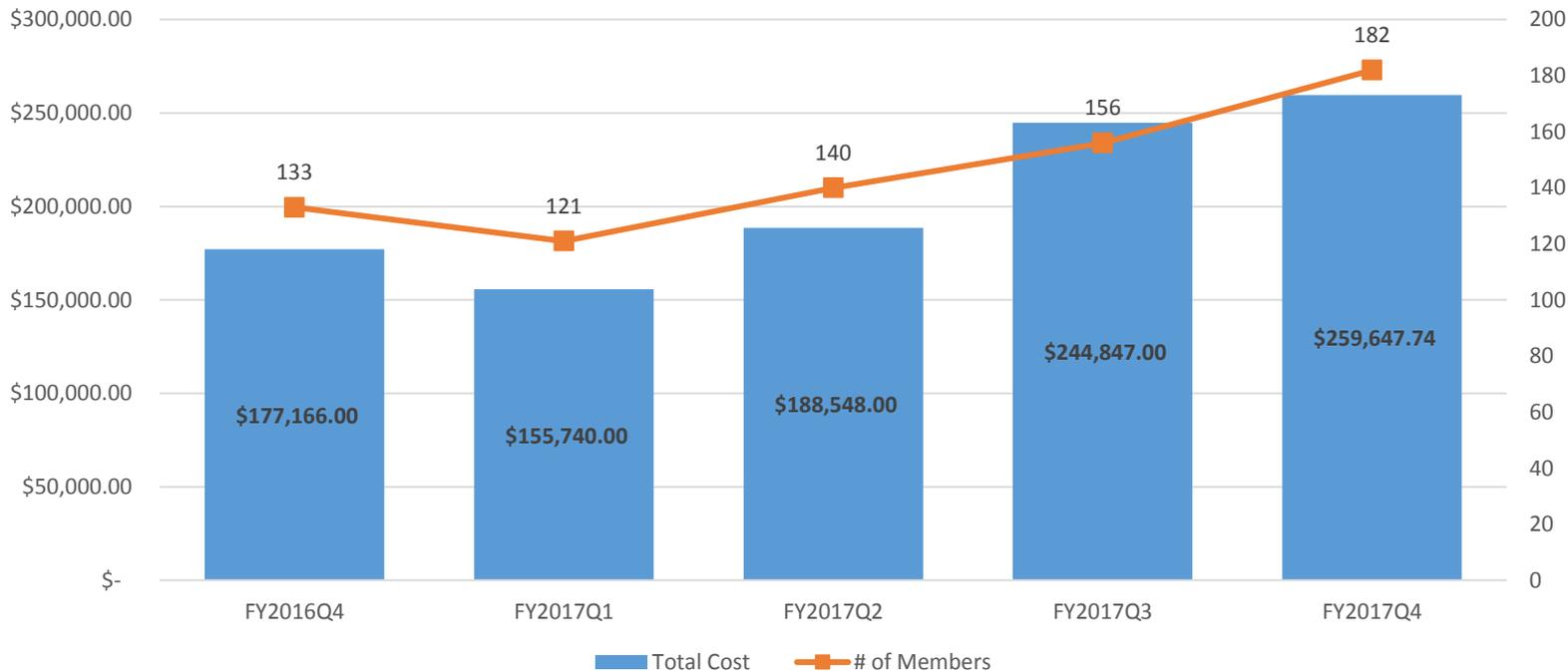
Q4 Approximately 55% of HCIC children in HCTC are CMDP.

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.

RESPIRE UTILIZATION

Children (CMDP) Unskilled Respite Care Services Quarterly Utilization



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



NETWORK DEVELOPMENT

HCIC has 47 providers serving members through a Single Case Agreement

Number of SCA contracted Providers by type:

13	Behavioral Health Residential Facility
5	Certified Independent Social Worker
1	Non-Emergency Transportation Providers
1	Physician Assistant
3	Behavioral Health Outpatient Clinic
5	Psychiatric Hospital
6	Psychologist
4	Secure Residential Treatment Center
1	Sub-Acute Facility
2	MD-Physician
4	Certified Professional Counselor
1	Behavioral Health Therapeutic Home

THANK YOU