



Foster Data Dashboard

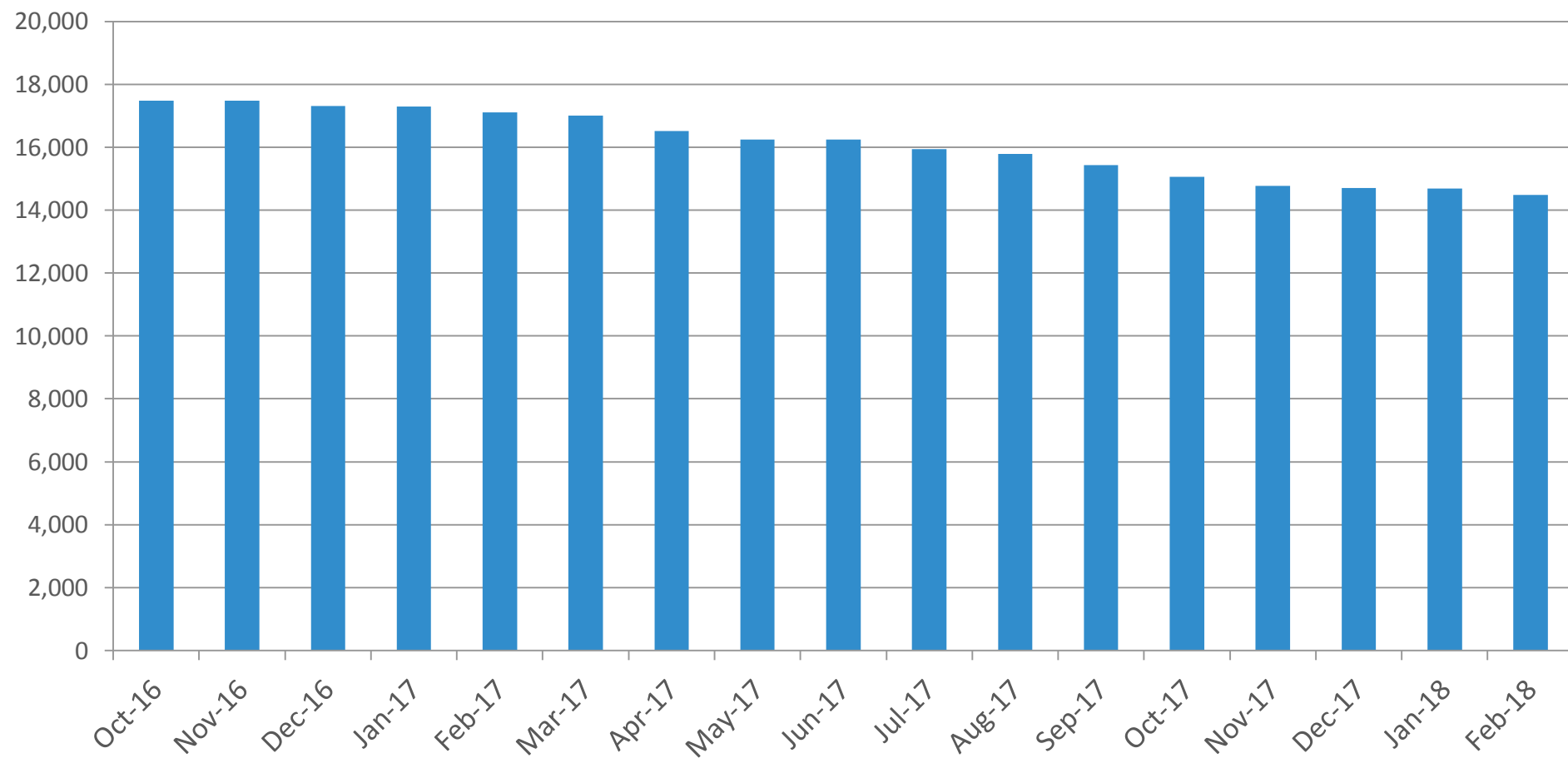
Updated: 5/25/2018



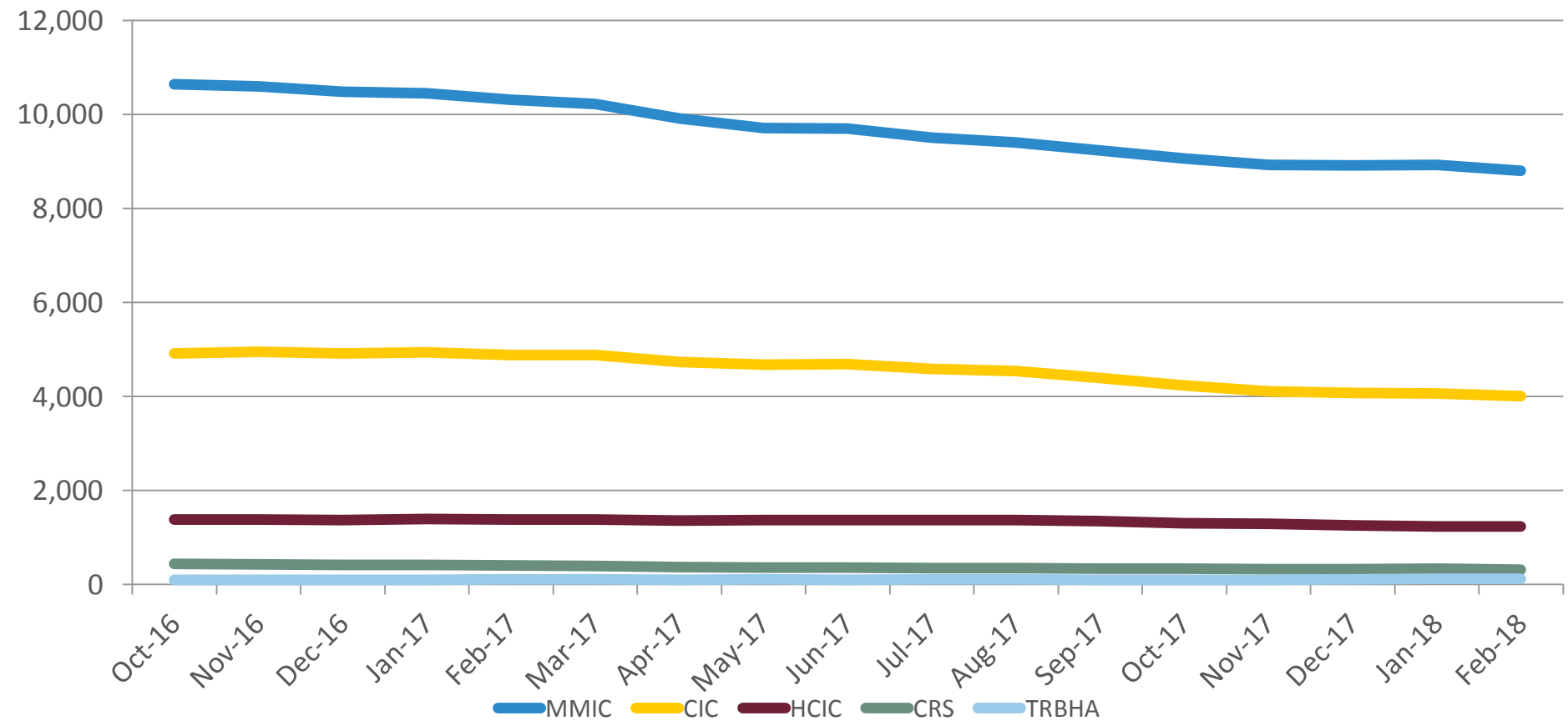
Dashboard Measure Sources

Dashboard Measure	Source	Occurrence
CMDP Enrollment	AHCCCS Data Warehouse	Monthly
CMDP Enrollment by RBHA	AHCCCS Data Warehouse	Monthly
DCS Removals	RBHA Self-reported data	Monthly
AHCCCS Foster Care Calls	Clinical Resolution Unit	Monthly
RBHA Foster Care Calls	ACOM449 Deliverable	Monthly
Rapid Response	ACOM449 Deliverable	Monthly
Service Provided Out of Network	ACOM449 Deliverable	Quarterly
Governor's Scorecard – Newly Enrolled Members	AHCCCS Data Warehouse	Monthly
RBHA Penetration Rates	RBHA Self-reported data – Individual RBHA methodology utilized	Quarterly
RBHA CMDP Top Services	RBHA Self-reported data – Individual RBHA methodology utilized	Quarterly
Grievance Data	RBHA self-reported data	As requested
Request for Hearing Data	AHCCCS Report	Monthly

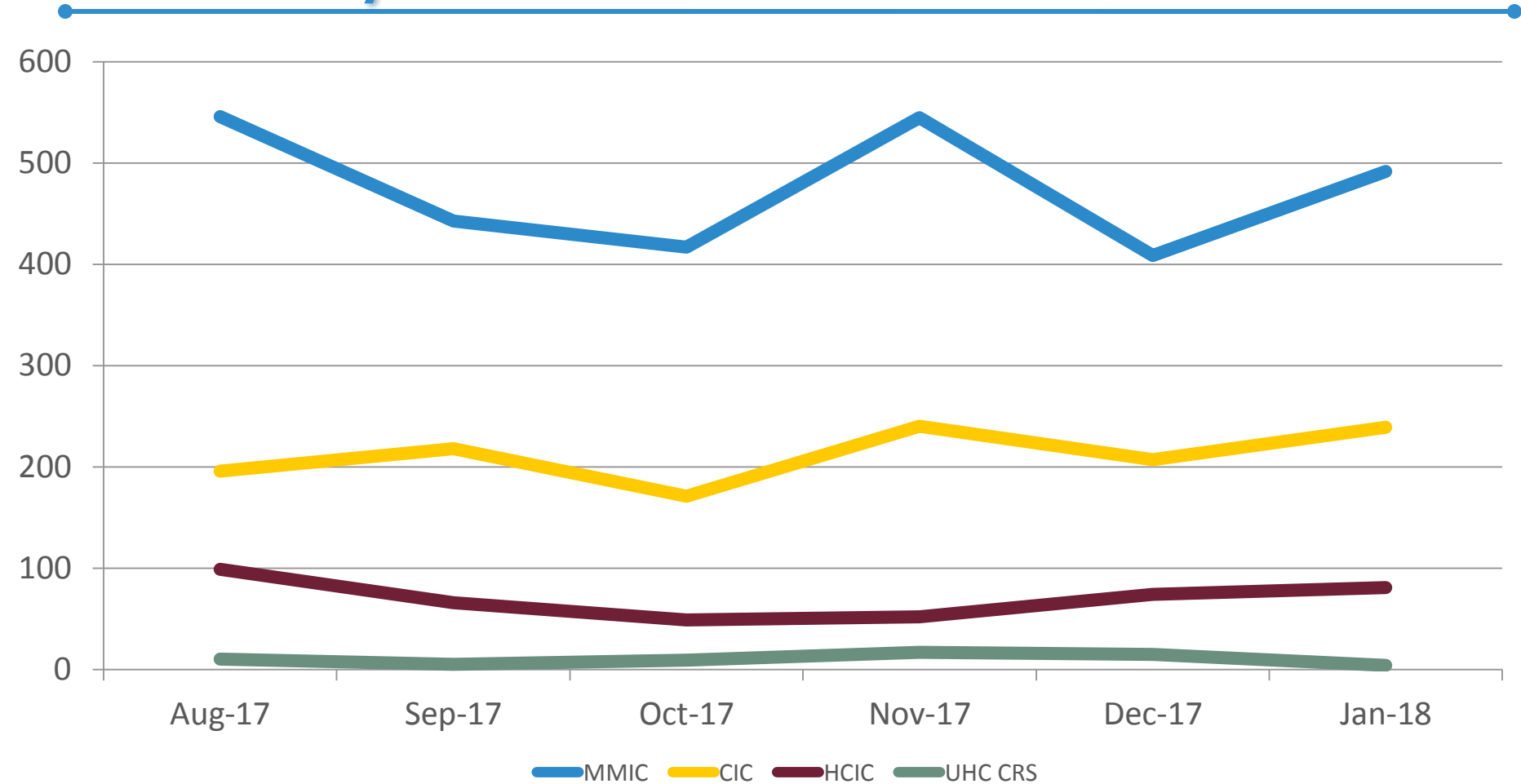
CMDP Medicaid Enrollment



CMDP Enrollment by RBHA

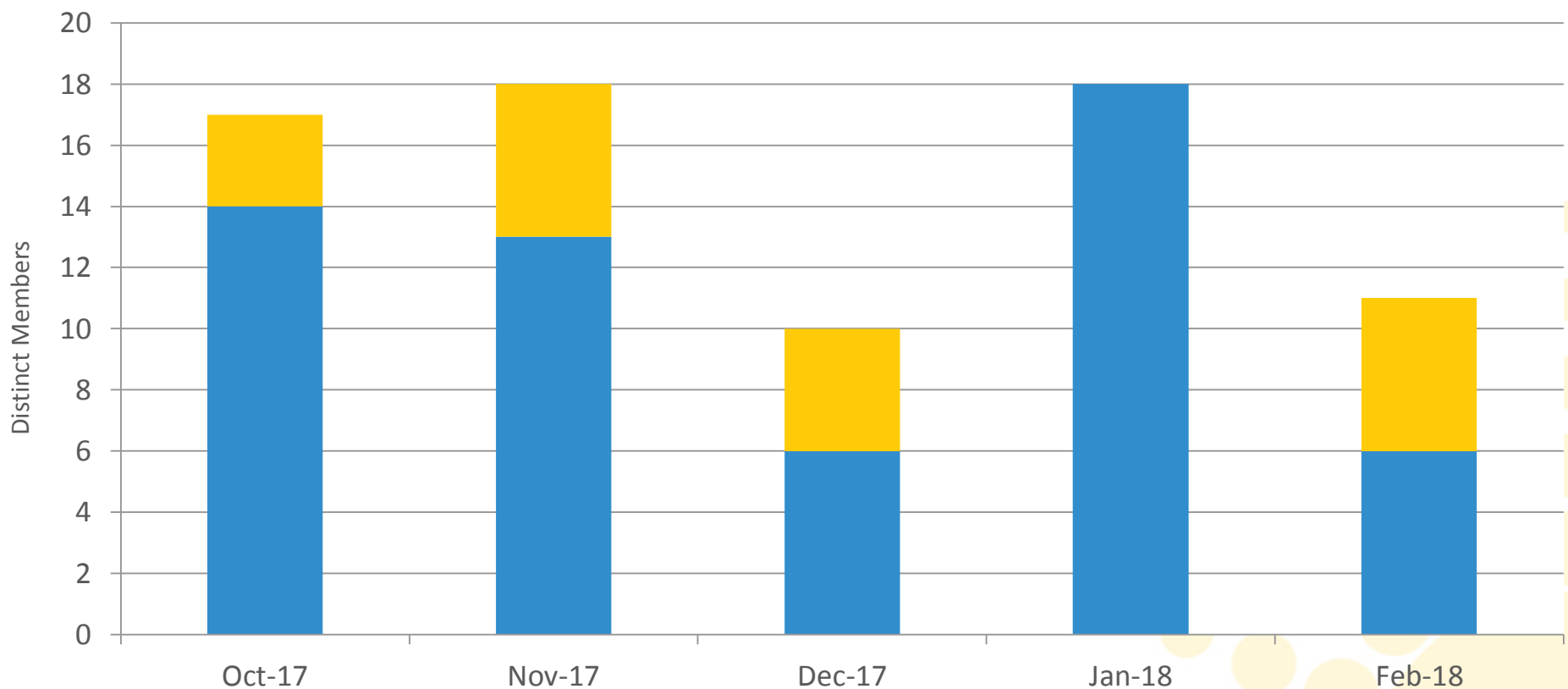


Monthly DCS Removals



Foster, Kinship, Adoptive Calls/Emails

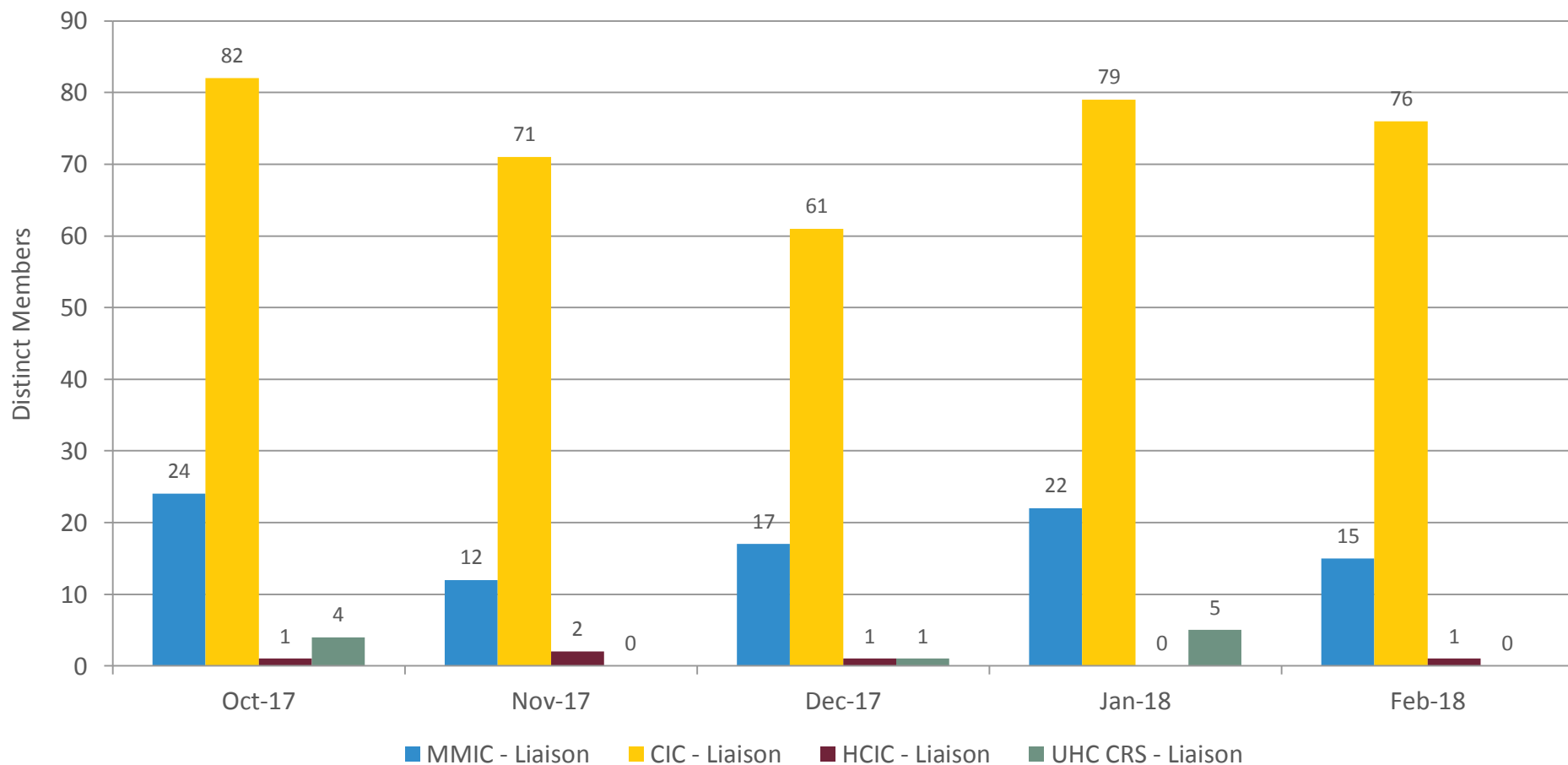
AHCCCS Clinical Resolution Unit



■ AHCCCS Clinical Resolution Unit - Services not received within 21 days from assessed need ■ AHCCCS Clinical Resolution Unit - All other calls

Foster, Kinship, Adoptive Calls/Emails

RBHA Liaison



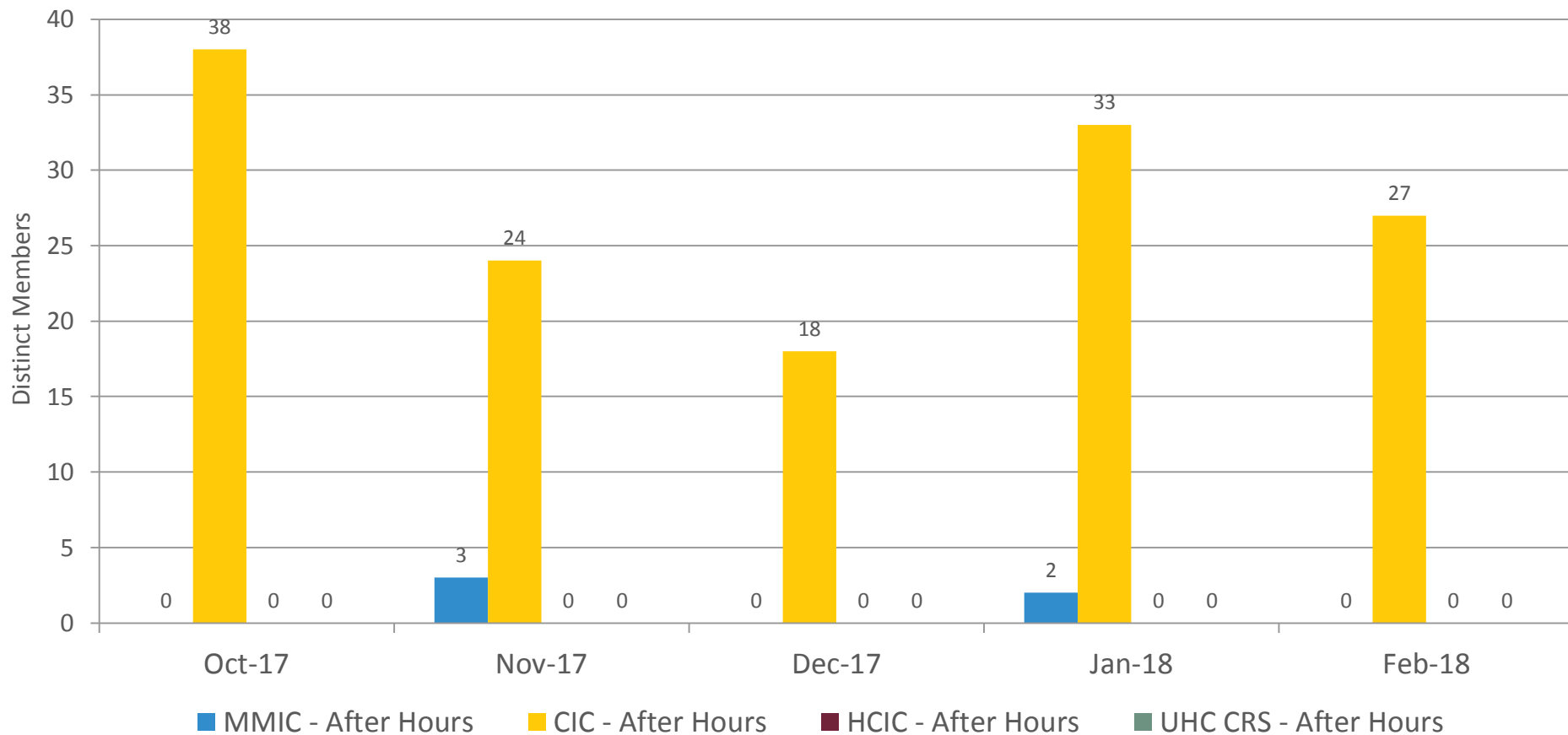
Foster, Kinship, Adoptive Calls

All RBHAs Liaison

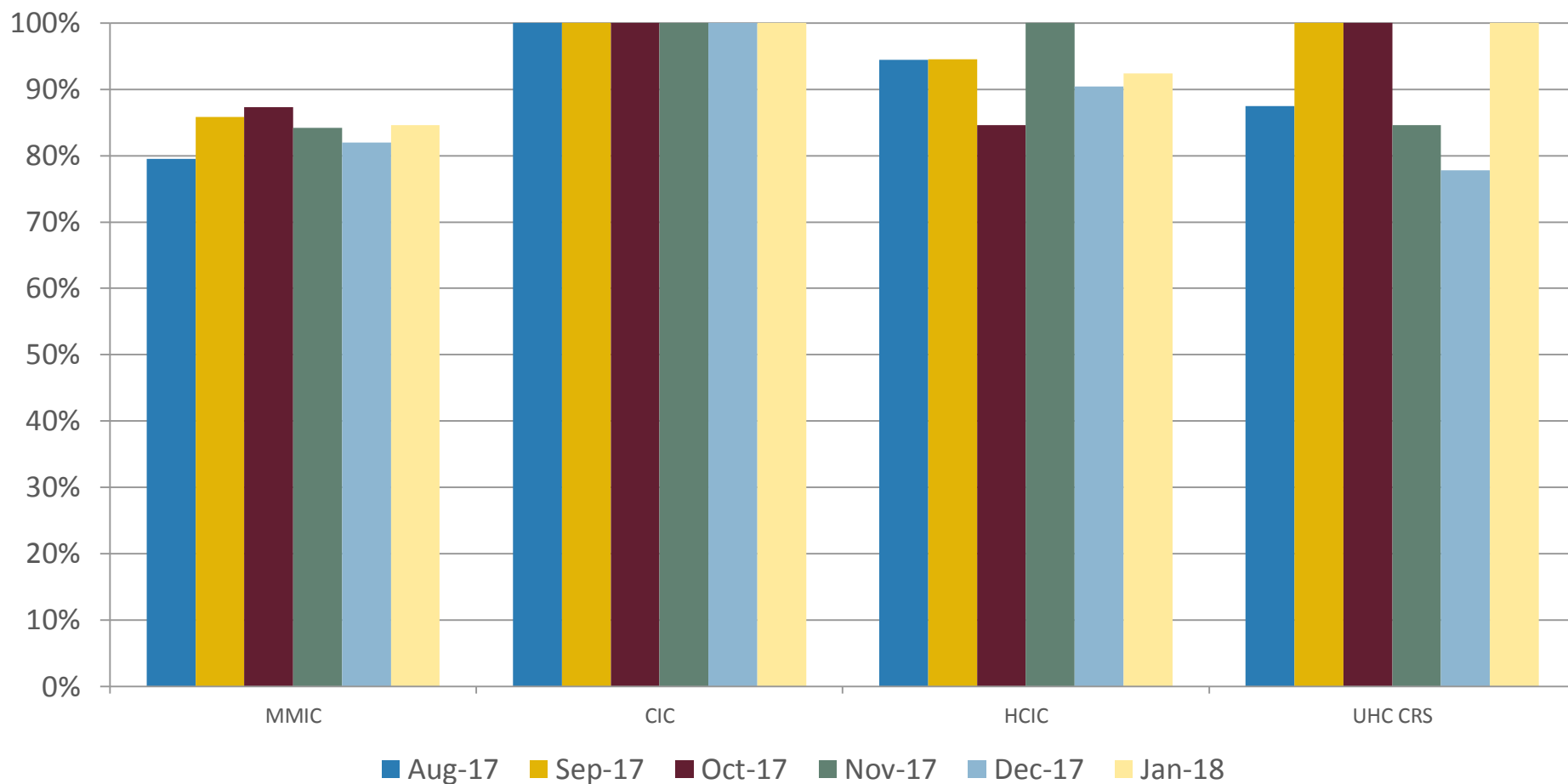
Call Description	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
General information and education	1	1	0	0	1
General issue with coordination of care issue or request for coordination	0	0	0	0	0
General issue with coordination of care or request for coordination	31	29	22	36	35
Issue with accessing physical health services	0	0	0	0	0
Issue with receiving prescriptions	3	3	2	5	2
Notification of behavioral health services not provided within 21 calendar days after identified need	6	1	6	7	4
Other issues related to crisis or rapid response services	74	51	39	63	52
Request for behavioral health out-of-home treatment due to the member displaying dangerous or threatening behaviors	7	3	10	3	8
Request for crisis services because a crisis service provider was unresponsive within 2 hours	0	0	0	0	0
Request for crisis services because a crisis service provider was unresponsive within 2 two hours	0	0	0	0	0
Request for general information/education related to behavioral health	24	19	9	12	4
Request for general information/education related to DCS, CMDP, or licensing agency	2	4	3	9	7
Request for insurance coverage information	1	1	7	6	6
Grand Total	149	112	98	141	119

Foster, Kinship, Adoptive Calls

RBHA After Hours Line



Rapid Response – % of Children Referred by DCS & Received Rapid Response Service

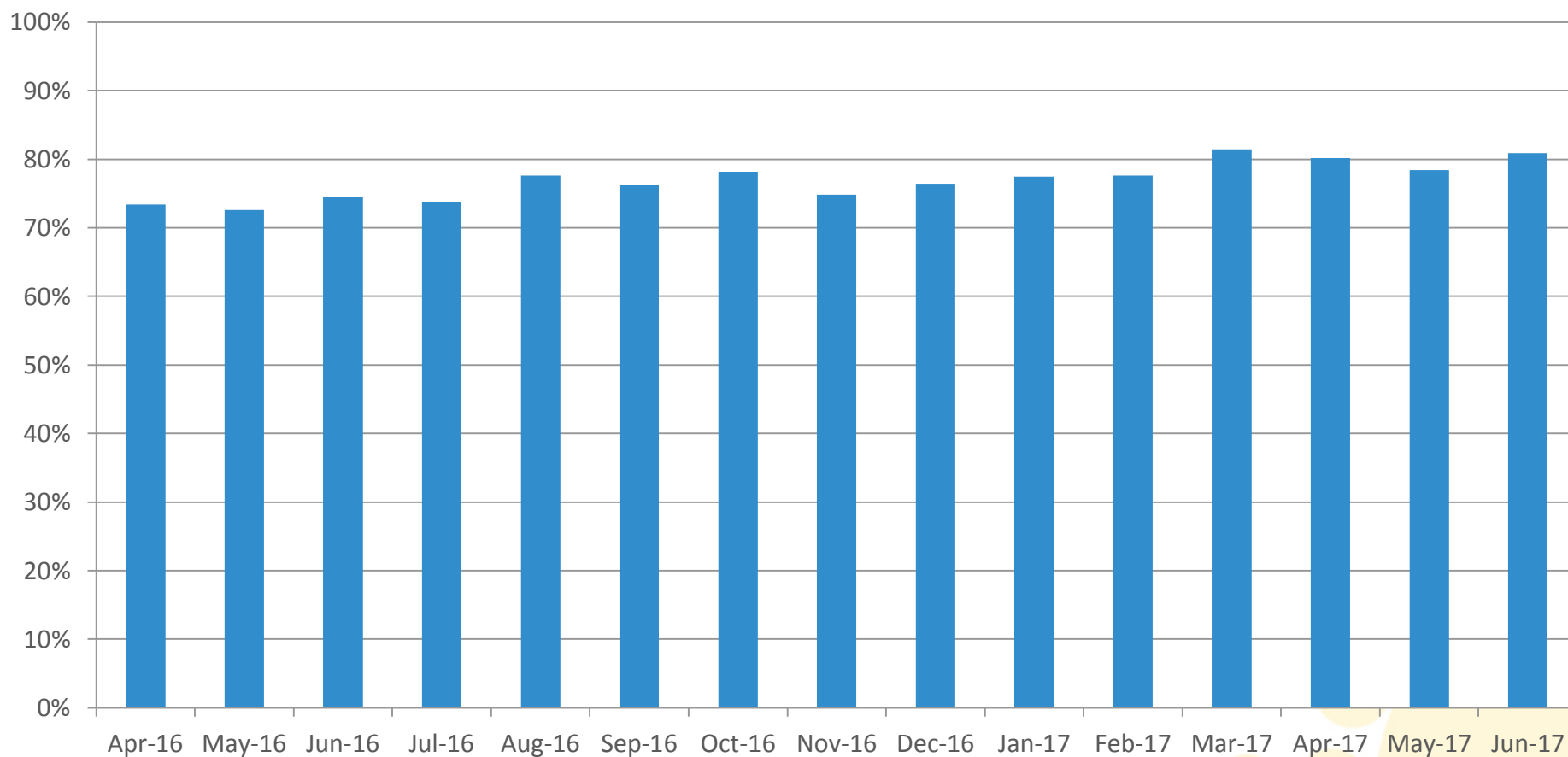


Services Provided Out of Network at the 130% FFS specific to Jacob's Law.

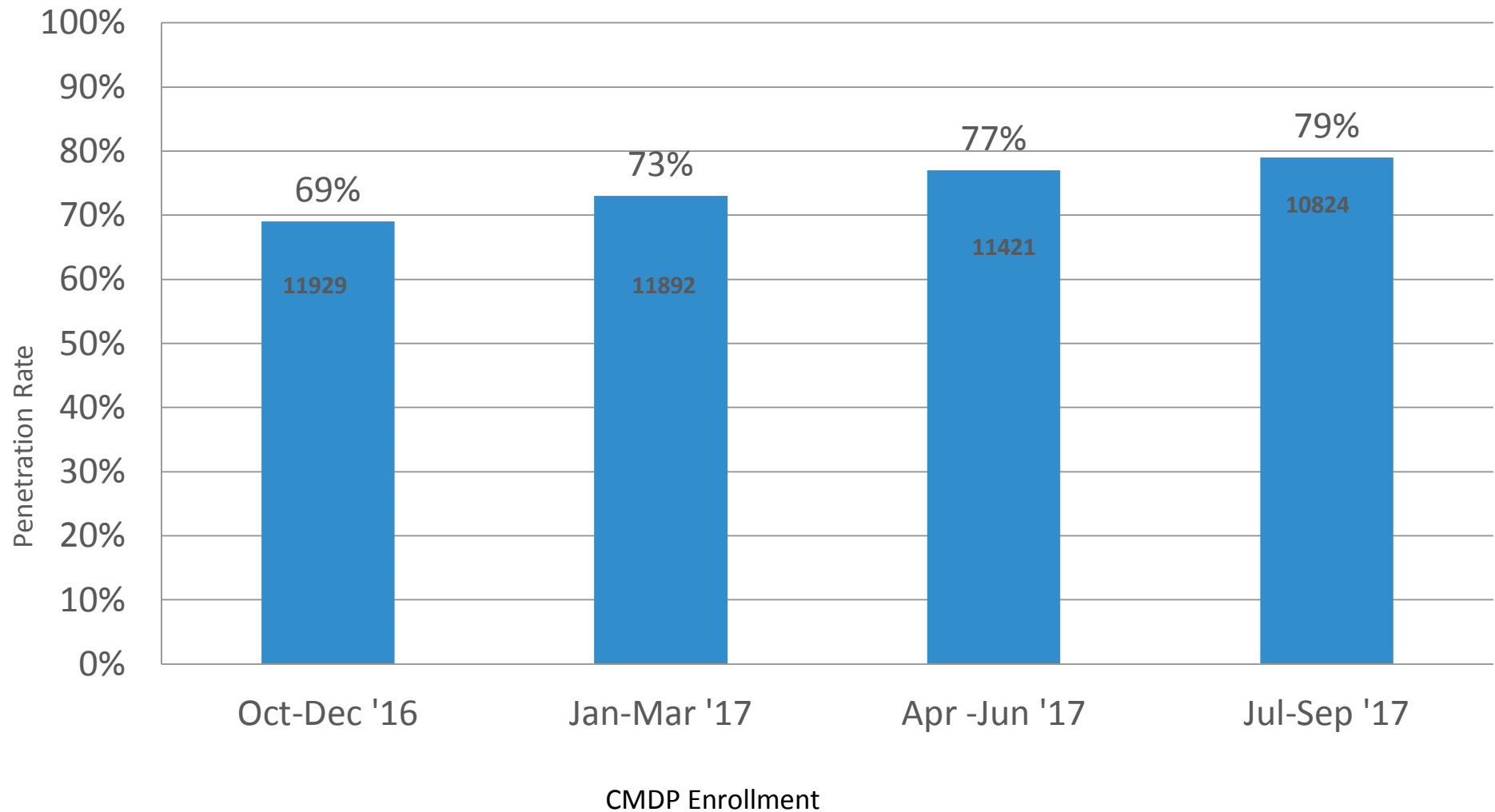
	Oct -16	Nov -16	Dec -16	Jan -17	Feb -17	Mar -17	Apr -17	May -17	Jun -17	Jul -17	Aug -17	Sep -17	Oct -17	Nov -17	Dec -17	Jan -18	Feb -18	Mar -18
MMIC	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CIC	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HCIC	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
UHC CRS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Newly Enrolled CMDP Members –

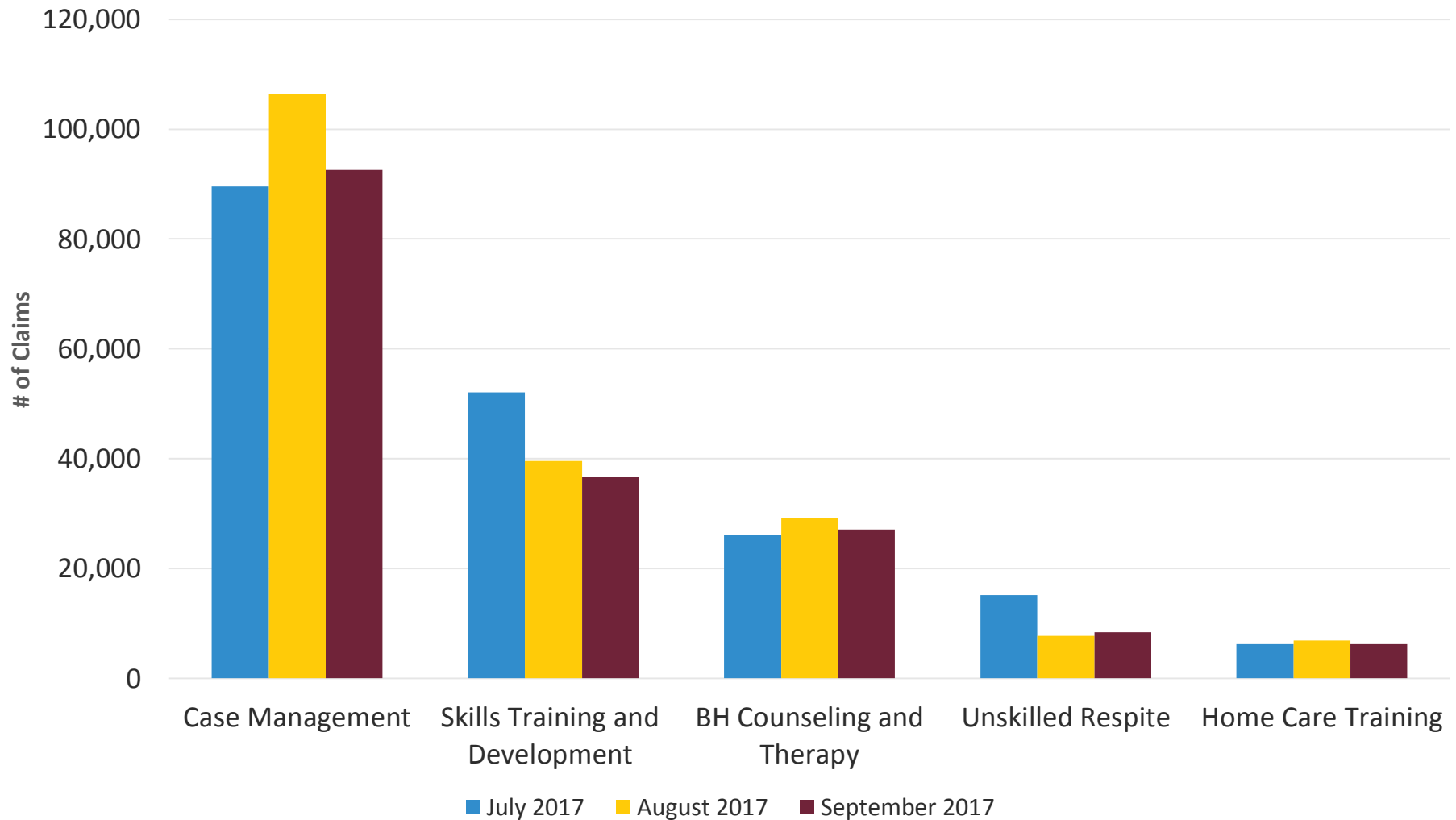
At least one behavioral health service during the reported month for members in their first six months of enrollment in CMDP



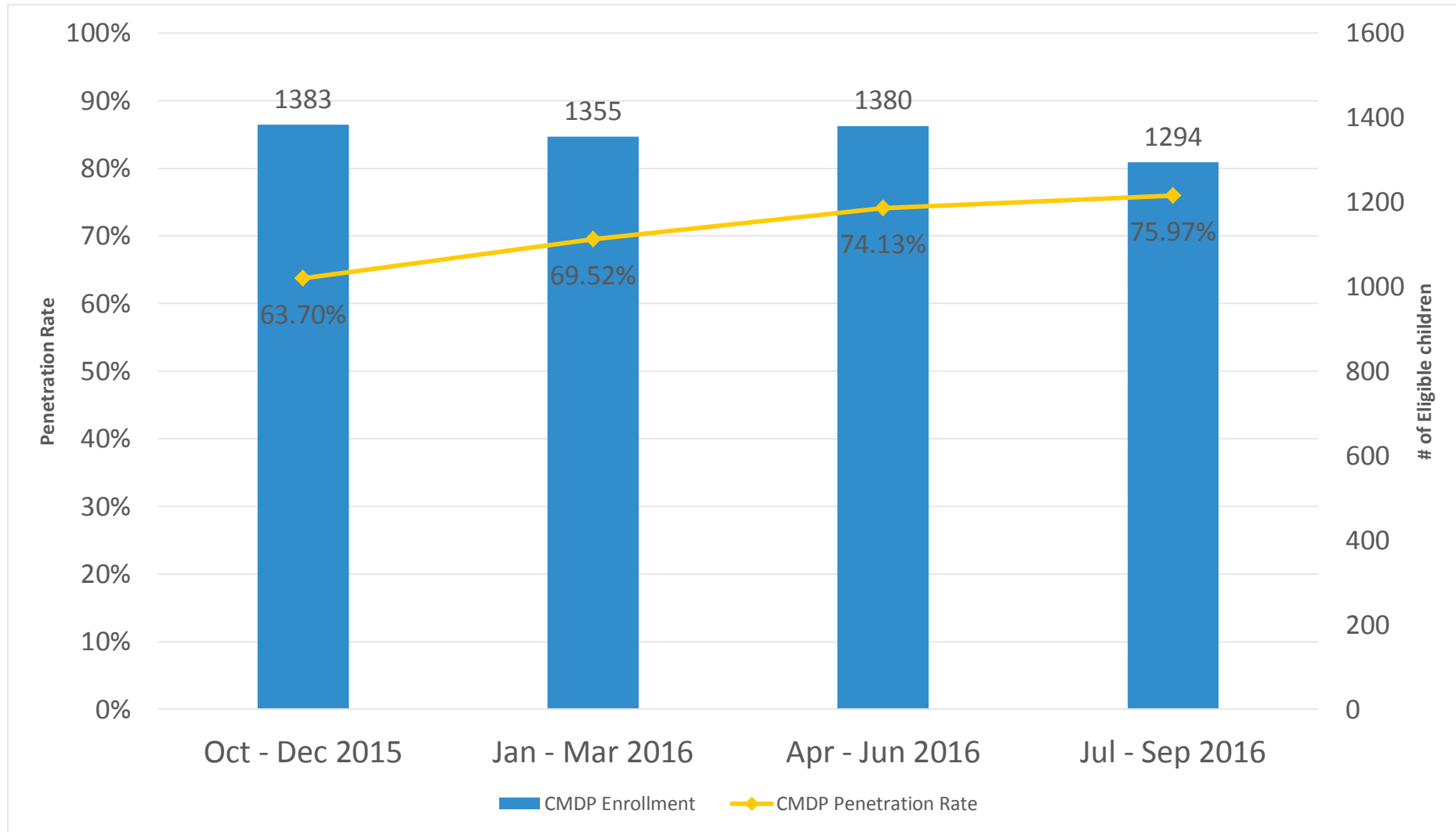
MMIC Penetration Rate for CMDP Members



MMIC Top 5 Services for CMDP Members

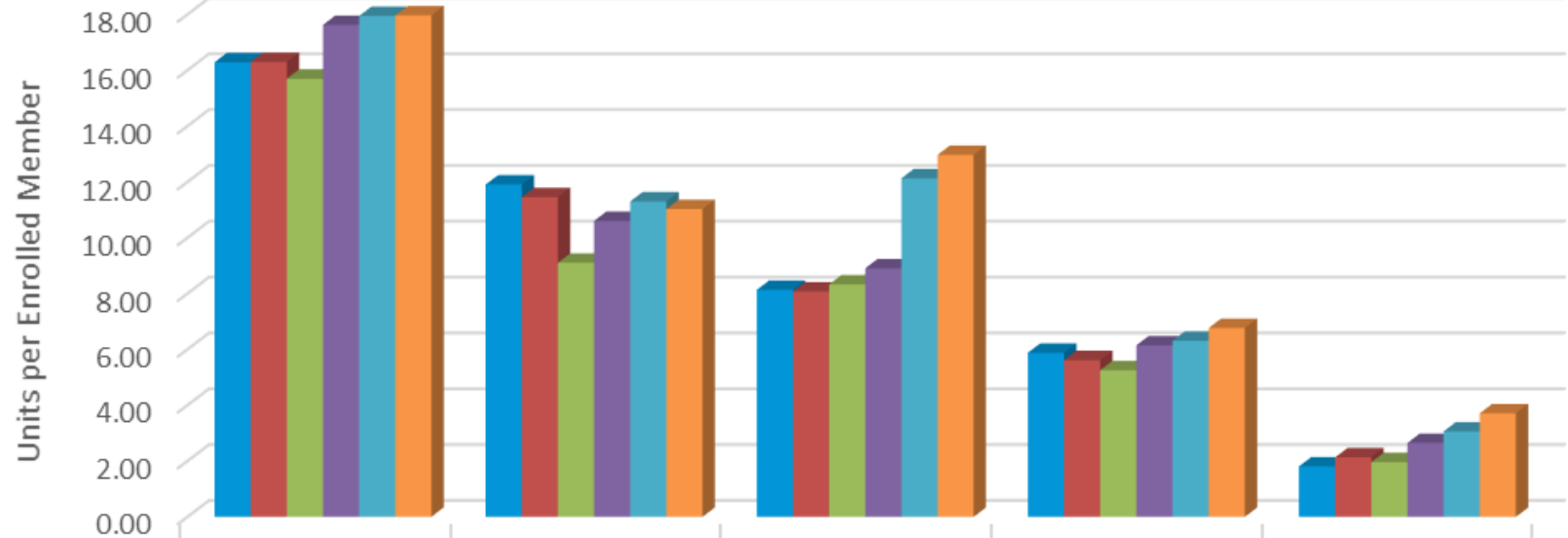


HCIC Penetration Rate for CMDP Members



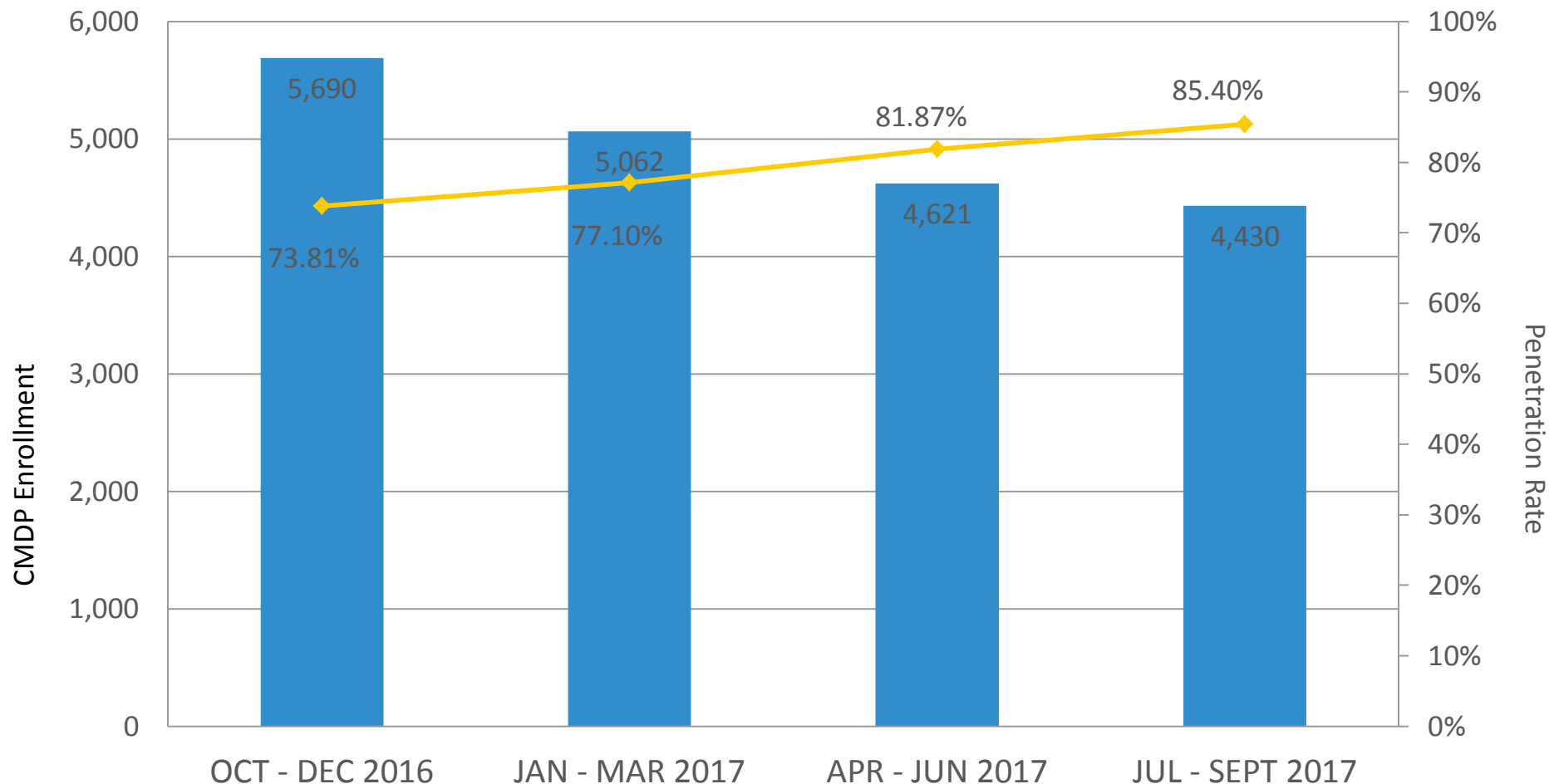
HCIC Top 5 Services for CMDP Members

April 2016 - September 2017 Top 5 Services for CMDP Youth

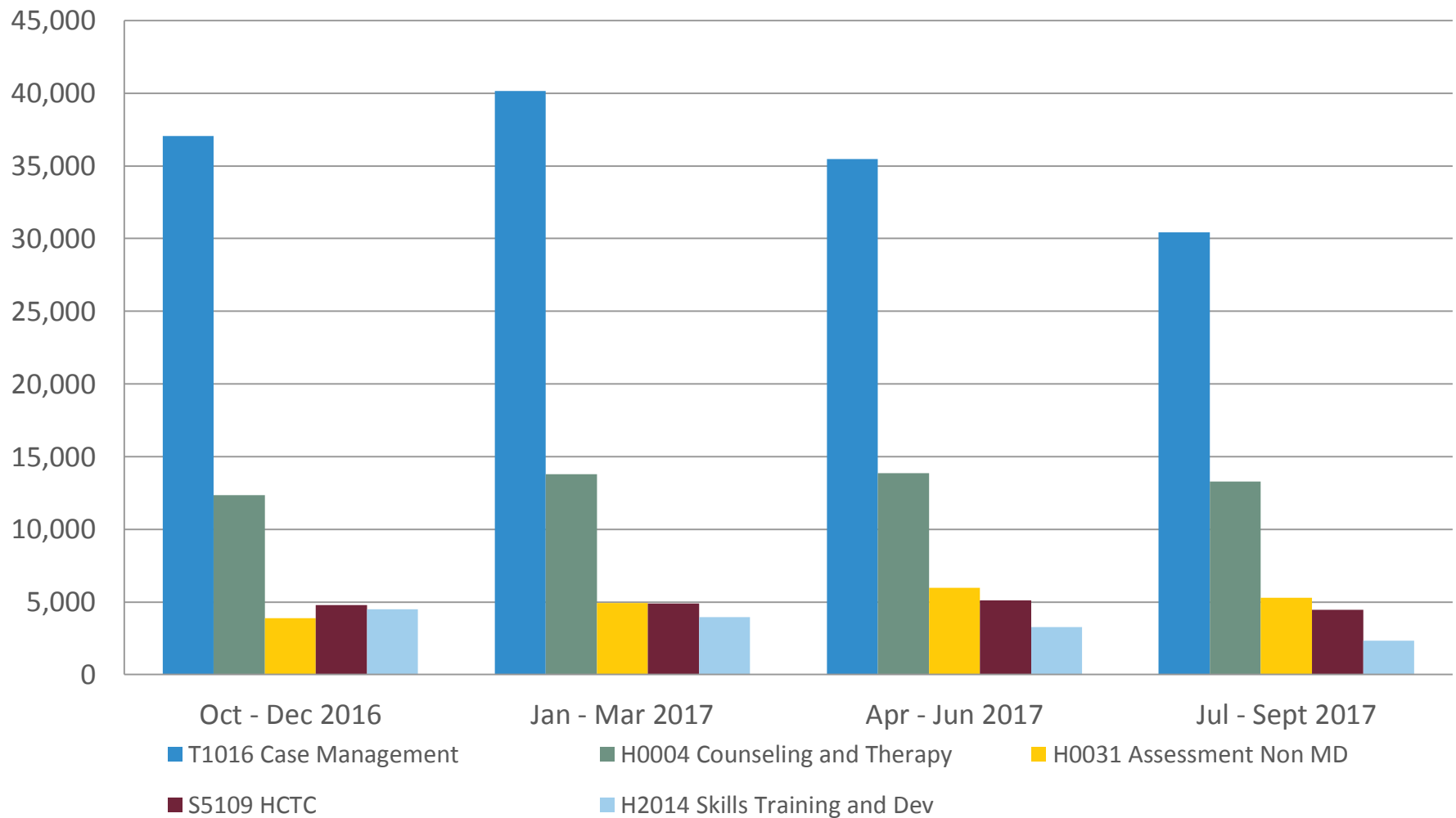


	Case Management	Living Skills Training	Unskilled Respite Care	BH Counseling and Therapy	Family Support
■ Apr-Jun 2016	16.28	11.91	8.13	5.88	1.81
■ Jul-Sep 2016	16.30	11.45	8.07	5.62	2.13
■ Oct-Dec 2016	15.70	9.10	8.32	5.25	1.96
■ Jan-Mar 2017	17.62	10.60	8.90	6.14	2.65
■ Apr-Jun 2017	17.94	11.30	12.13	6.31	3.06
■ Jul-Sep 2017	17.97	11.03	12.97	6.77	3.71

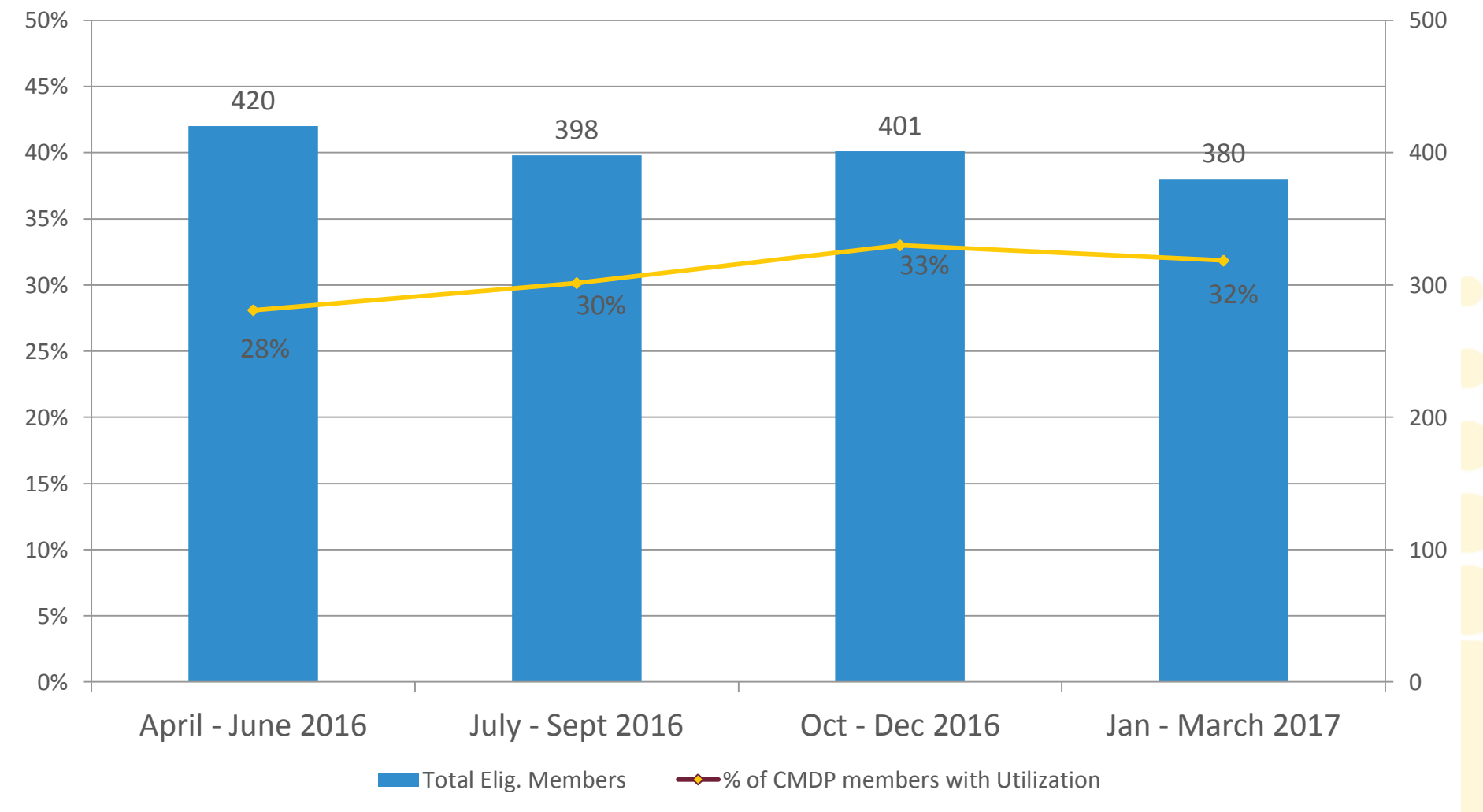
CIC Penetration Rate for CMDP Members



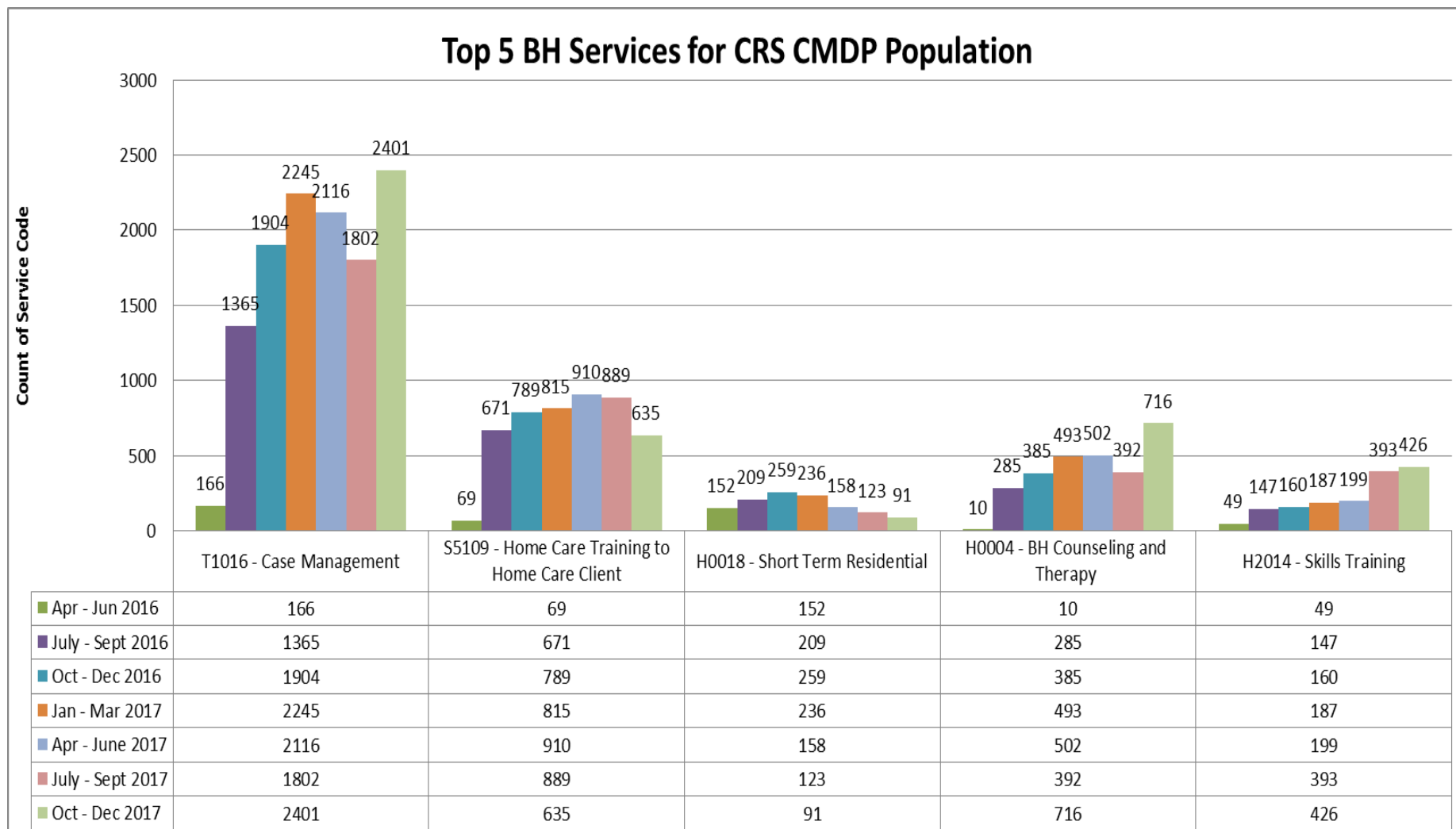
CIC Top 5 Services for CMDP Members



UHC CRS Penetration Rate for CMDP Members



UHC CRS Top 5 Services CMDP Members



RBHA Grievances – CMDP Specific

RBHA	Type	Apr 17- Jun 17	Jul 17- Sep 17	Oct 17- Dec 17	Jan 18- Mar 18	AHCCCS Request for Hearing Apr 17-Mar 18
MMIC	Grievances	16	46	25	34	3
	Distinct Members	10	26	18	26	
CIC	Grievances	8	16	17	37	0
	Distinct Members	8	14	16	37	
HCIC	Distinct Members	0	1	0	0	0
UHC CRS	Distinct Members	0	0	0	0	0

Office of Individual and Family Affairs.

- Steven Leibensperger is the new AHCCCS Foster Care Community Liaison in the Office of Individual and Family Affairs (OIFA)
- Steven has worked with AHCCCS since 2003 assisting members, and working to grow and develop internal staff. As an Arizona Foster/Adoptive Parent for the past 9 years, he has been dedicated to the support and care of Arizona's children.
- OIFA is working to provide additional tools, resources, and training opportunities. These include new 1-pager resource documents, eLearning, and web-based training opportunities, which will be available in coming months.



Have a story to share, questions to ask, or looking for resources? Stay connected by joining the OIFA newsletter or sent an email to OIFA@azahcccs.gov