

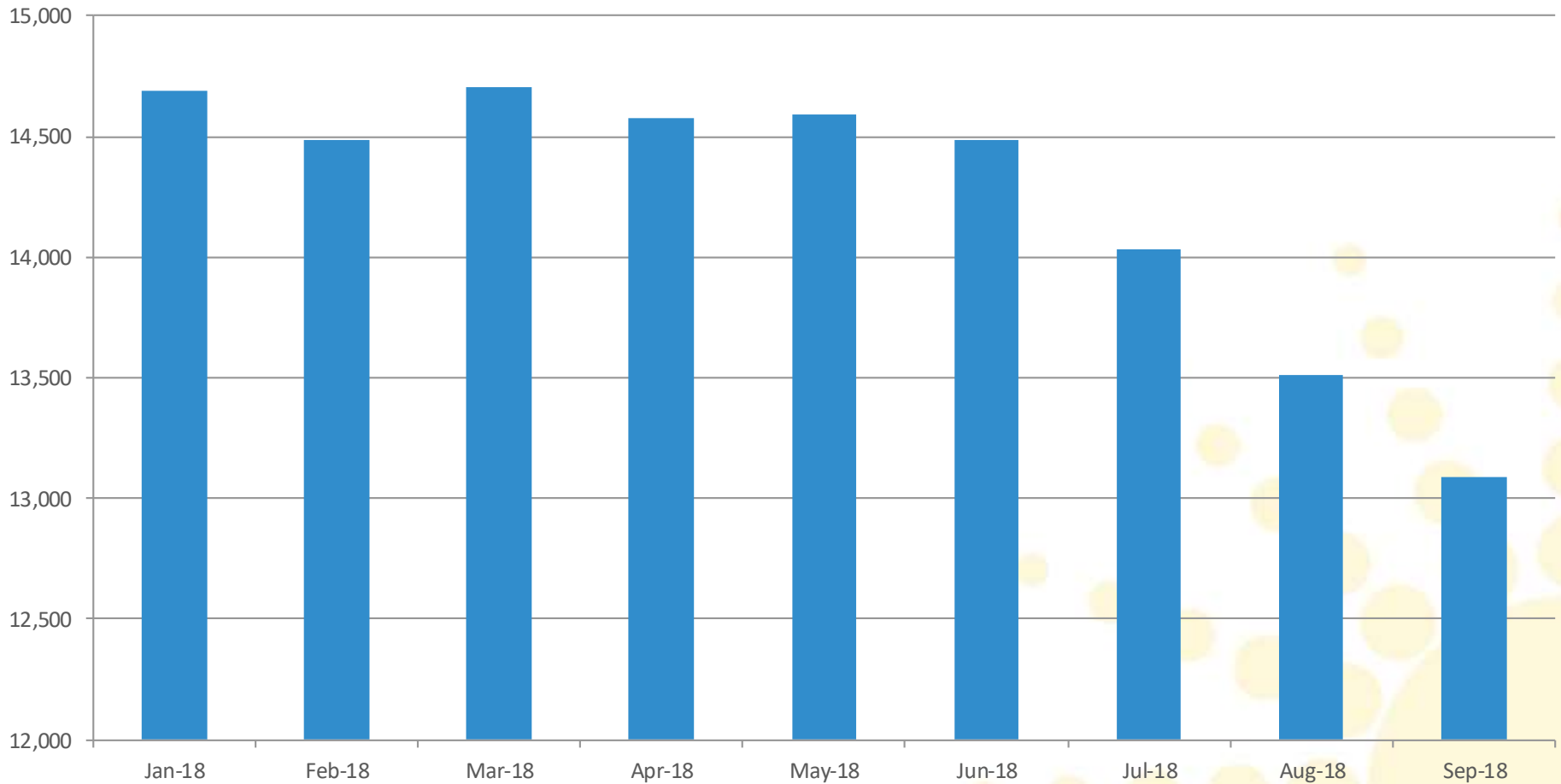


# Foster Data Dashboard

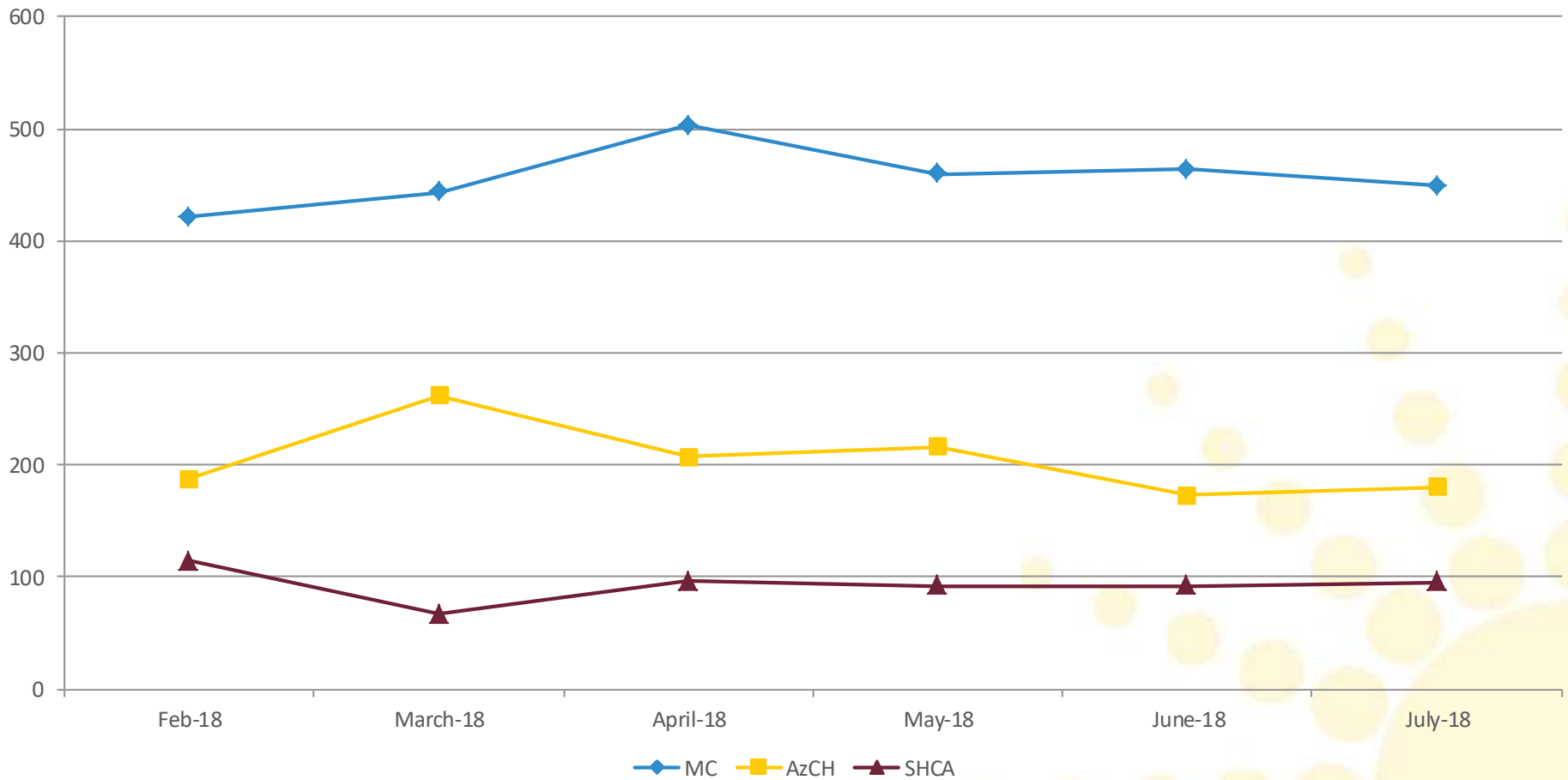
Updated: 1/22/2019



# CMDP Medicaid Enrollment

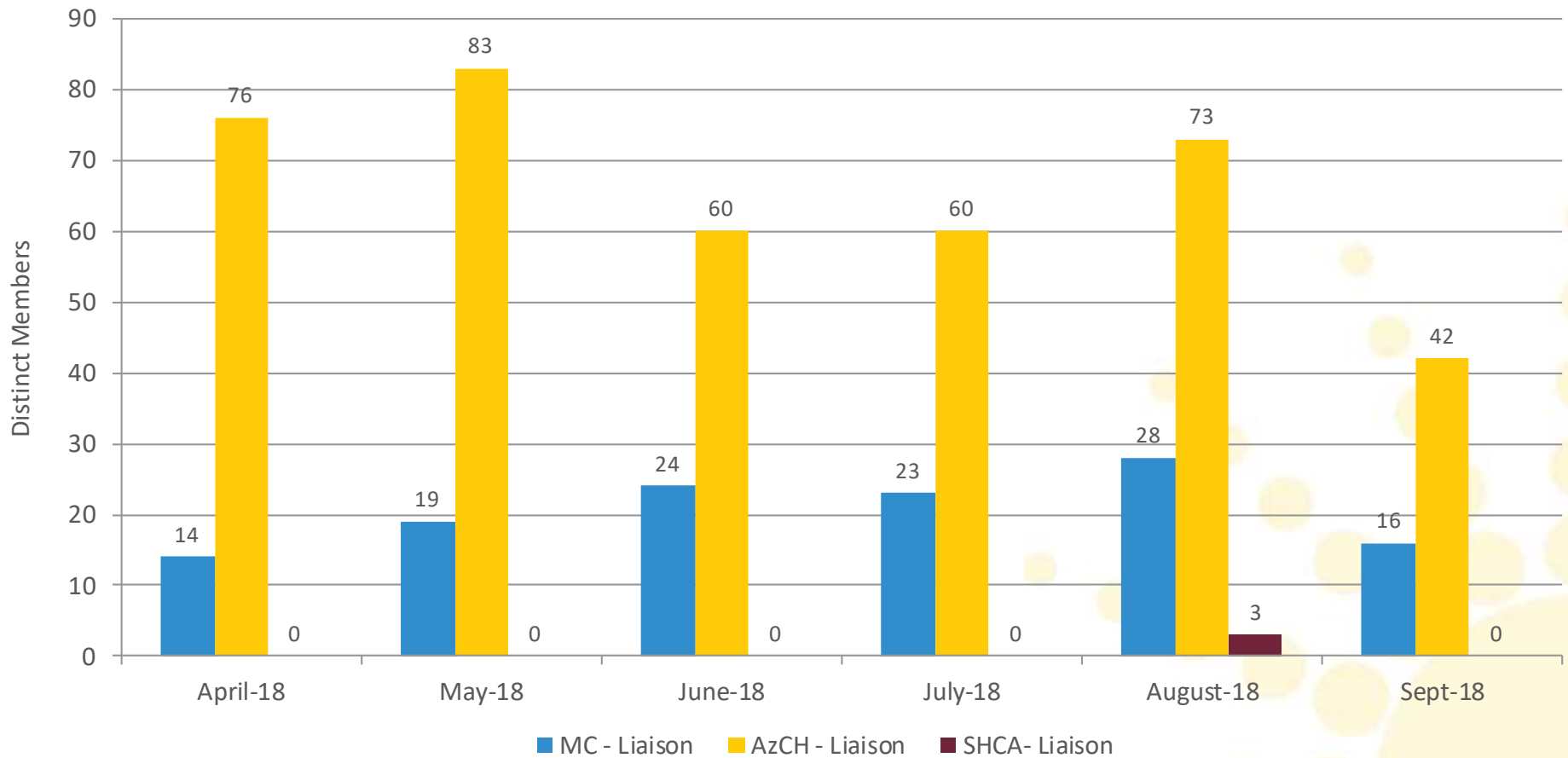


# Monthly DCS Removals



# Foster, Kinship, Adoptive Calls/Emails

## RBHA Liaison



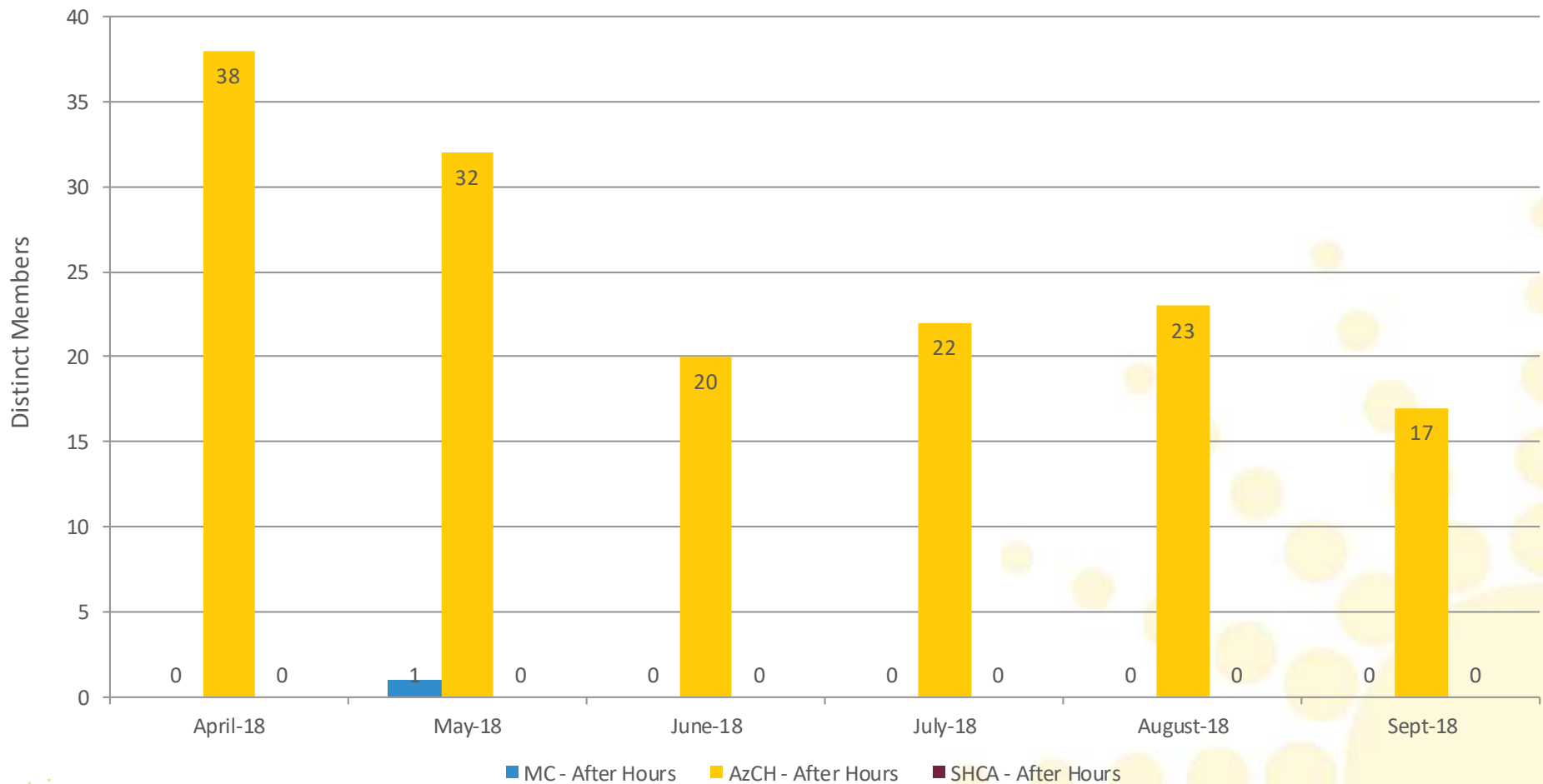
# Foster, Kinship, Adoptive Calls

## All RBHAs Liaison

| Call Description  | Jun-18     | Jul-18     | Aug-18     | Sep-18    |
|---|------------|------------|------------|-----------|
| General information and education   | 0          | 0          | 1          | 0         |
| General issue with coordination of care issue or request for coordination   | 0          | 0          | 0          | 0         |
| General issue with coordination of care or request for coordination   | 24         | 29         | 46         | 20        |
| Issue with accessing physical health services   | 0          | 0          | 0          | 0         |
| Issue with receiving prescriptions  | 1          | 5          | 1          | 0         |
| Notification of behavioral health services not provided within 21 calendar days after identified need               | 10         | 4          | 4          | 1         |
| Other issues related to crisis or rapid response services   | 38         | 43         | 52         | 34        |
| Request for behavioral health out-of-home treatment due to the member displaying dangerous or threatening behaviors | 10         | 4          | 10         | 5         |
| Request for crisis services because a crisis service provider was unresponsive within 2 hours                       | 0          | 0          | 0          | 0         |
| Request for crisis services because a crisis service provider was unresponsive within 2 two hours                   | 0          | 0          | 0          | 0         |
| Request for general information/education related to behavioral health  | 14         | 5          | 6          | 8         |
| Request for general information/education related to DCS, CMDP, or licensing agency                                 | 7          | 8          | 6          | 5         |
| Request for insurance coverage information  | 0          | 7          | 1          | 2         |
| <b>Grand Total</b>  | <b>104</b> | <b>105</b> | <b>127</b> | <b>75</b> |

# Foster, Kinship, Adoptive Calls

## RBHA After Hours Line

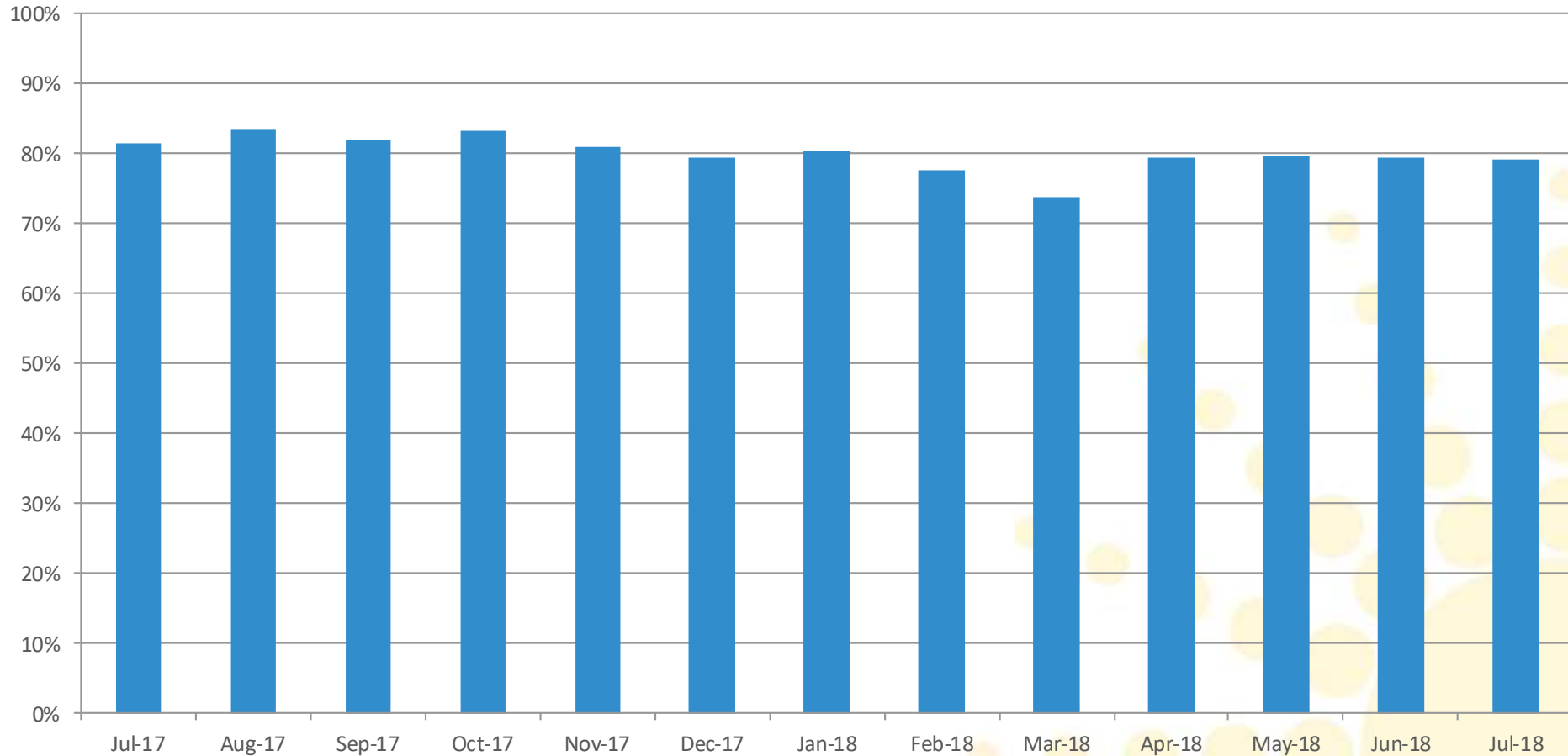


# Services Provided Out of Network at the 130% FFS specific to Jacob's Law

|      | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 | May-18 | Jun-18 | Jul-18 | Aug-18 | Sep-18 |
|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| MC   | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| AzCH | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| SHCA | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | NR     | NR     | NR     | 0      | 0      | 0      |

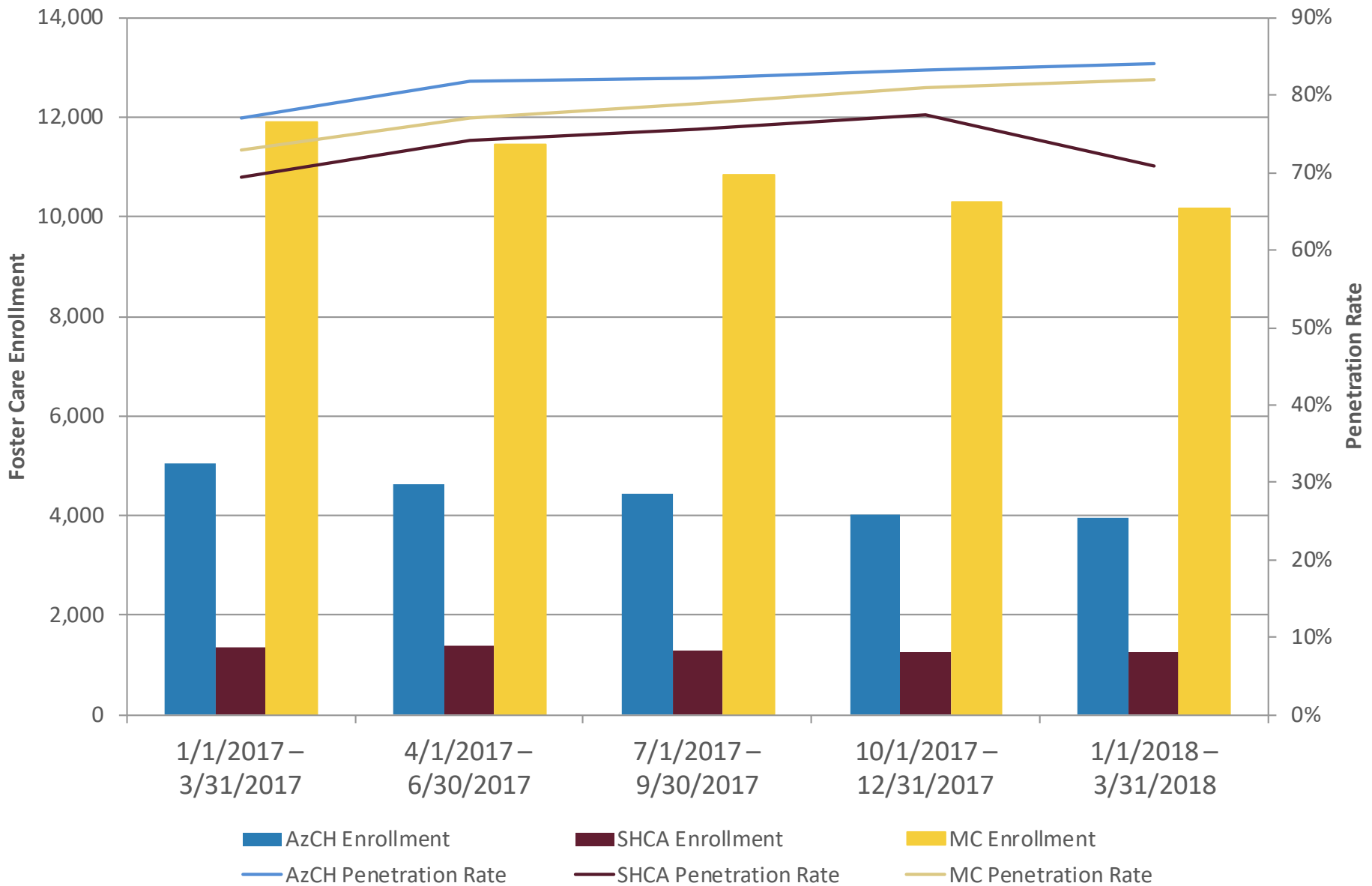
# Newly Enrolled CMDP Members –

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

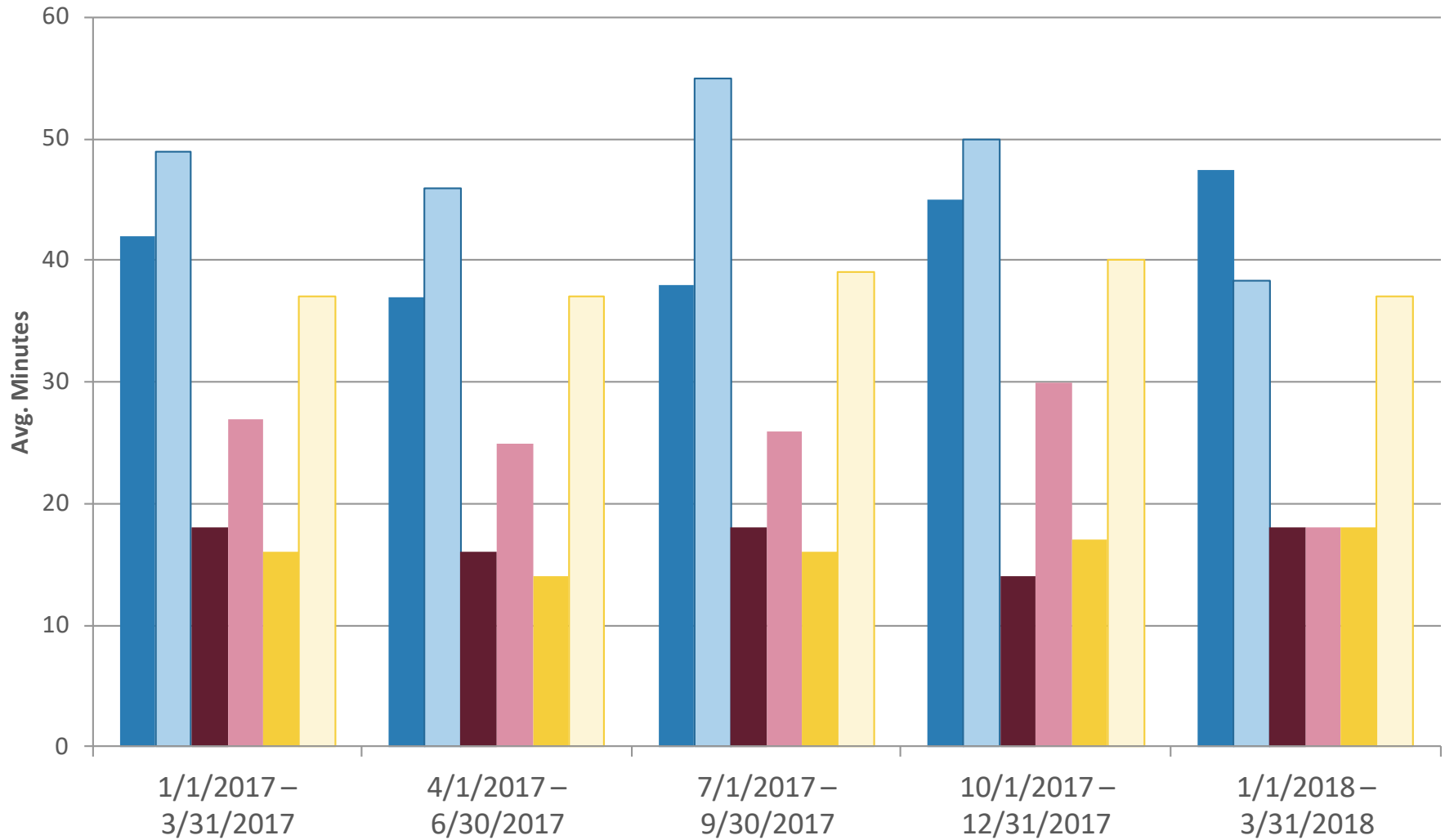




# Penetration

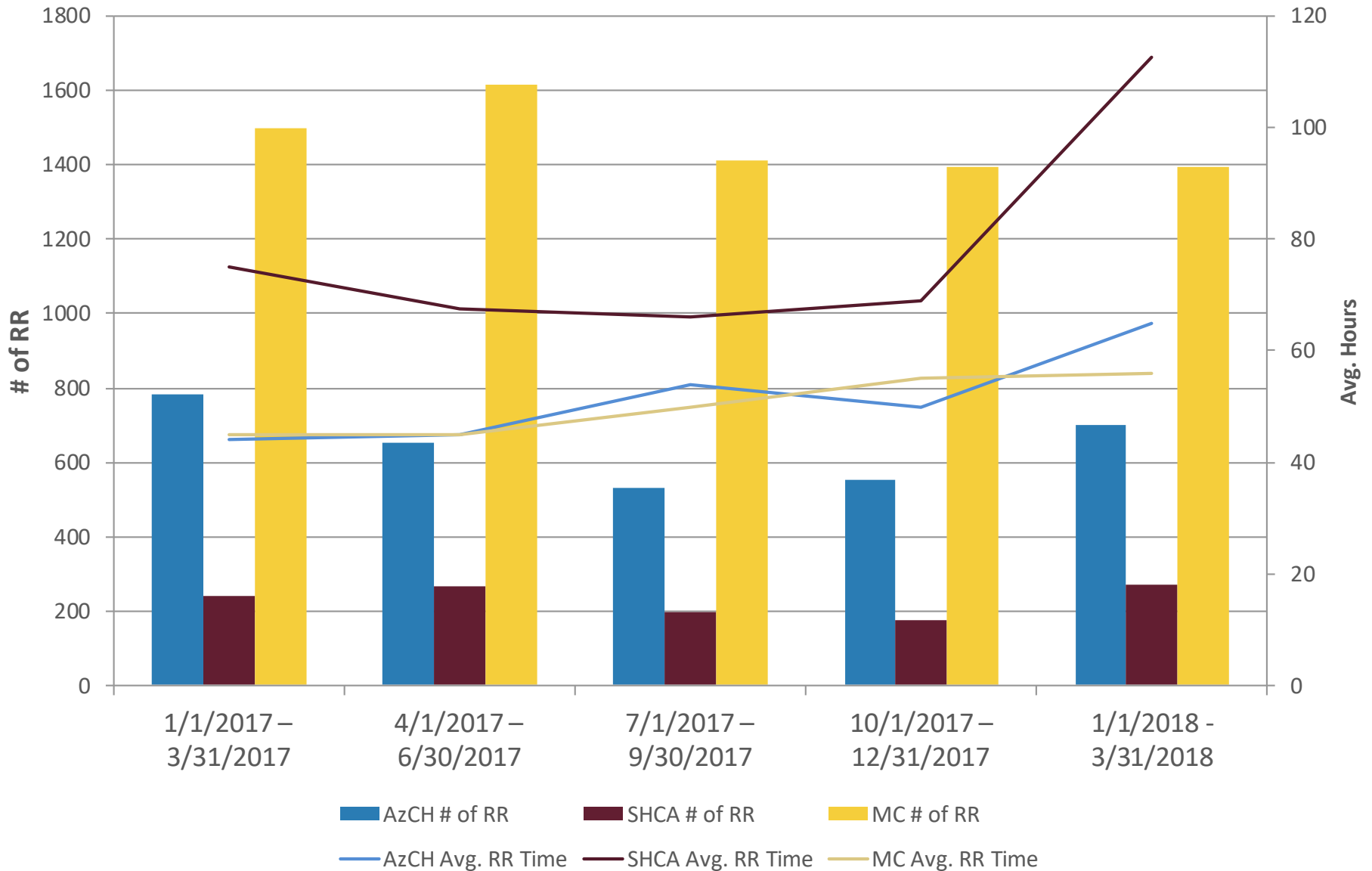


# Crisis Services

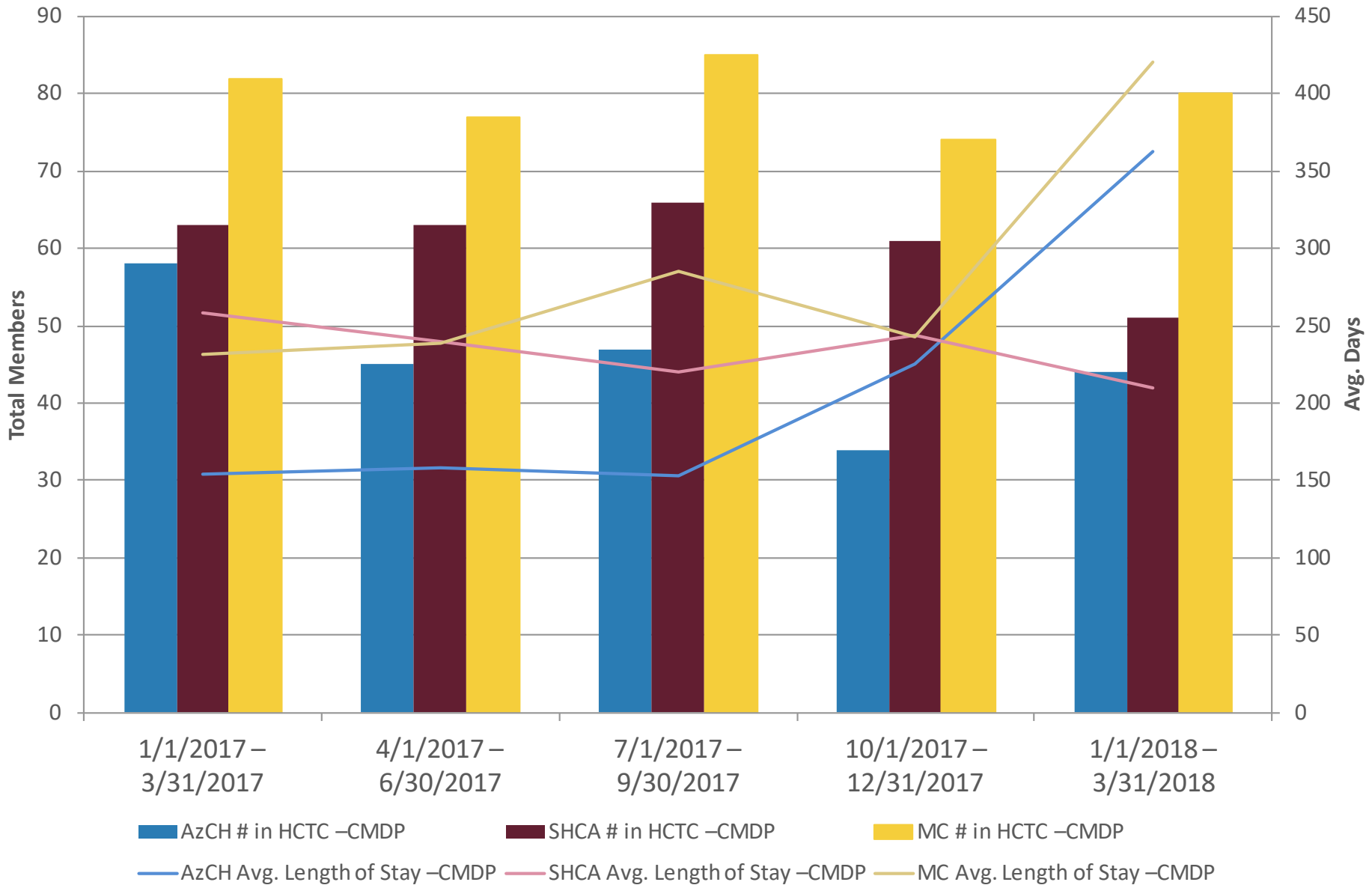


■ AzCH Avg. Dispatch Time   
 ■ AzCH Avg. Mobile Team Time   
 ■ SHCA Avg. Dispatch Time  
■ SHCA Avg. Mobile Team Time   
 ■ MC Avg. Dispatch Time   
 ■ MC Avg. Mobile Team Time

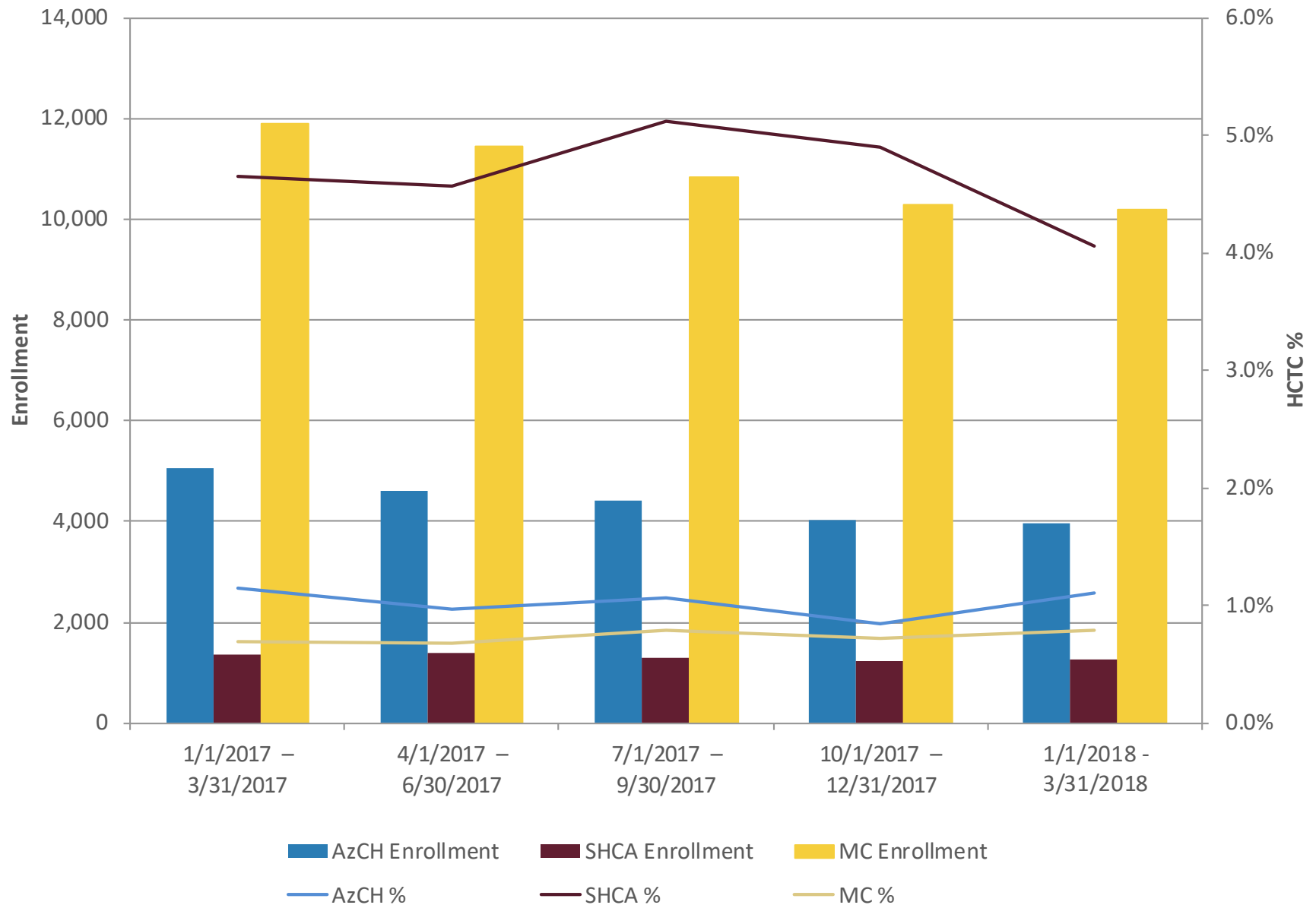
# Rapid Response



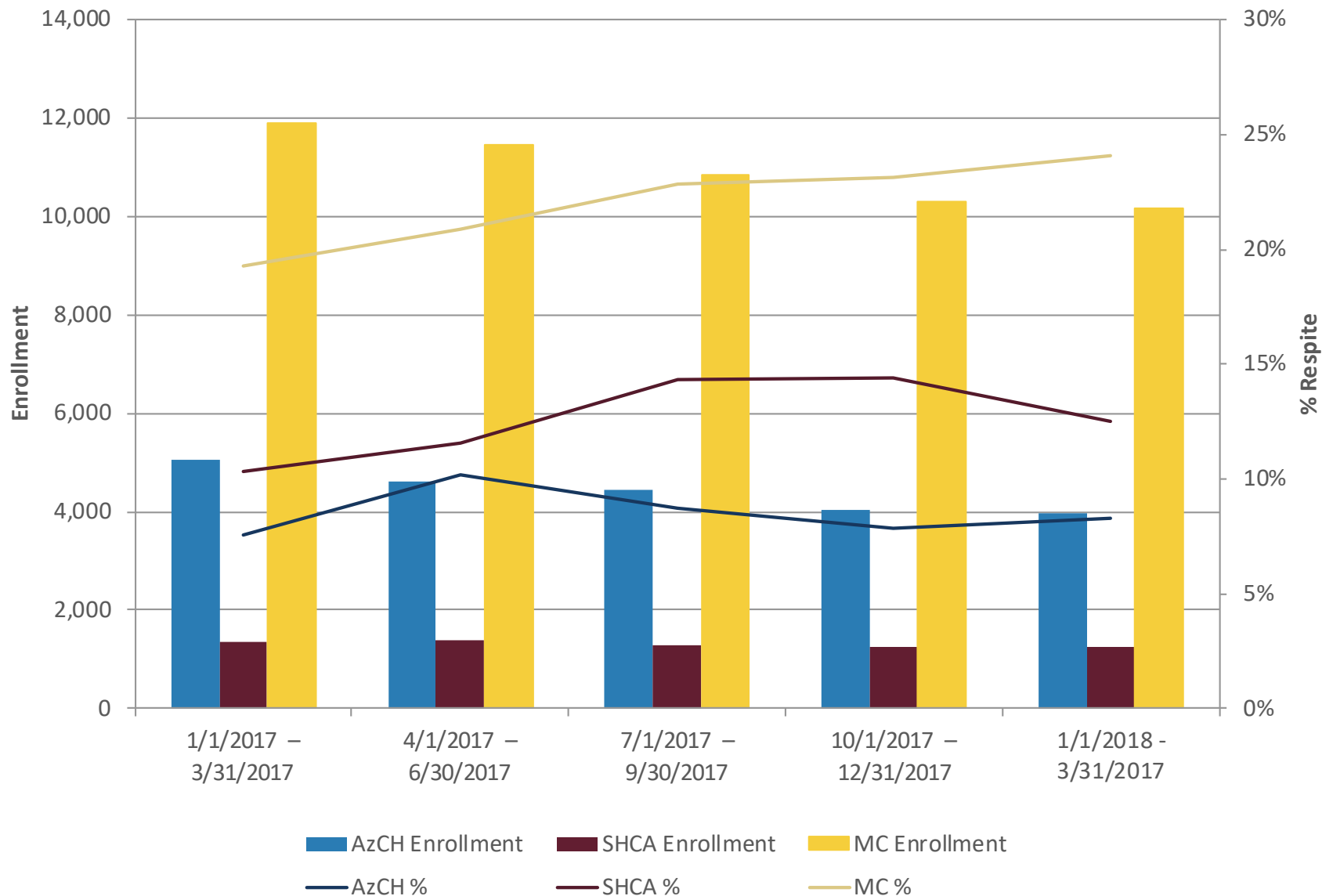
# HCTC Utilization



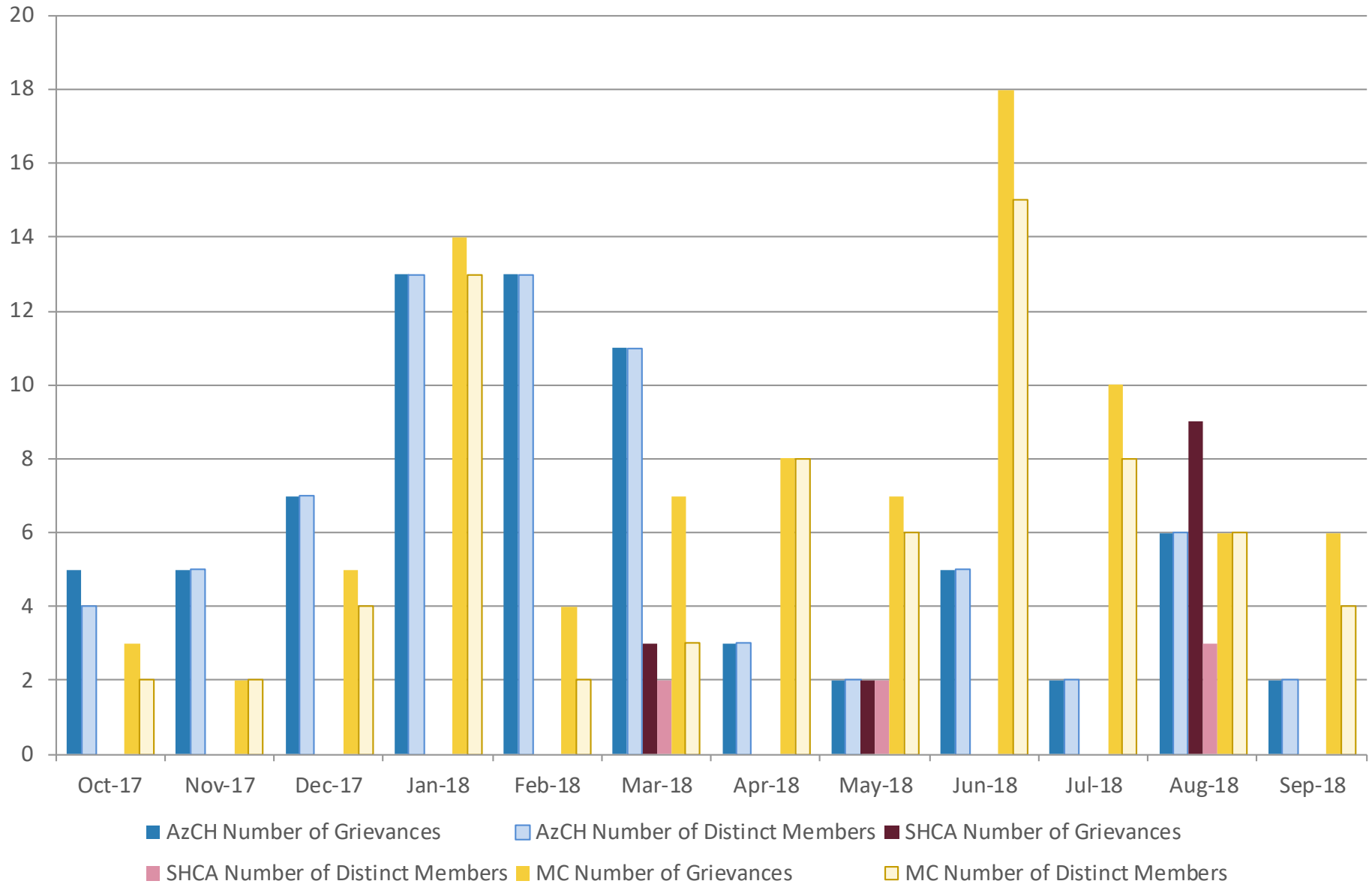
# HCTC Utilization



# Respite Utilization



# Grievances



# 21-day Shelter Standard Work

- Purpose - Recurring review of foster children to ensure that current circumstances are supported with the identification and delivery of services to the youth and caregiver to stabilize current placement and support transition to a less restrictive placement
- Provided data since August 20,2018 inception

| Week Ending   | Days in Placement | Avg # of Days | # of new members on list | # of members off the list | Total # of members on the list | Average Age | Male | Female |
|---------------|-------------------|---------------|--------------------------|---------------------------|--------------------------------|-------------|------|--------|
| Week 1 08-20  | 7242              | 88            | 0                        | 0                         | 76                             | 14          | 65   | 11     |
| Week 2 08-27  | 5940              | 90            | 2                        | 7                         | 61                             | 13          | 53   | 11     |
| Week 3 09-04  | 5856              | 93            | 7                        | 9                         | 62                             | 14          | 52   | 10     |
| Week 4 09-10  | 5483              | 71            | 1                        | 7                         | 56                             | 13          | 48   | 8      |
| Week 5 09-17  | 5615              | 84            | 3                        | 3                         | 57                             | 13          | 51   | 6      |
| Week 6 09-24  | 5219              | 89            | 4                        | 4                         | 57                             | 13          | 49   | 8      |
| Week 7 10-01  | 4919              | 76            | 10                       | 6                         | 61                             | 13          | 54   | 7      |
| Week 8 10-08  | 4307              | 74            | 3                        | 11                        | 51                             | 13          | 46   | 5      |
| Week 9 10-15  | 6342              | 76            | 27                       | 6                         | 72                             | 13          | 60   | 12     |
| Week 10 10-22 | 6100              | 74            | 4                        | 9                         | 67                             | 13          | 57   | 10     |
| Week 11 10-29 | 4692              | 69            | 4                        | 4                         | 67                             | 13          | 56   | 11     |



# Dashboard Measure Sources

| Dashboard Measure                             | Source   | Occurrence |
|---|--|------------|
| CMDP Enrollment                               | 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                                | BH Utilization and Timeframes Del.   | Quarterly  |
| Service Provided Out of Network               | ACOM449 Deliverable  | Quarterly  |
| Governor's Scorecard – Newly Enrolled Members | AHCCCS Data Warehouse  | Monthly    |
| RBHA Penetration Rates                        | BH Utilization and Timeframes Del.<br>Individual RBHA methodology utilized | Quarterly  |
| Grievance Data                                | BH Utilization and Timeframes Del.   | Quarterly  |
| Shelter Status Standard Work                  | RBHA Deliverable   | Weekly     |