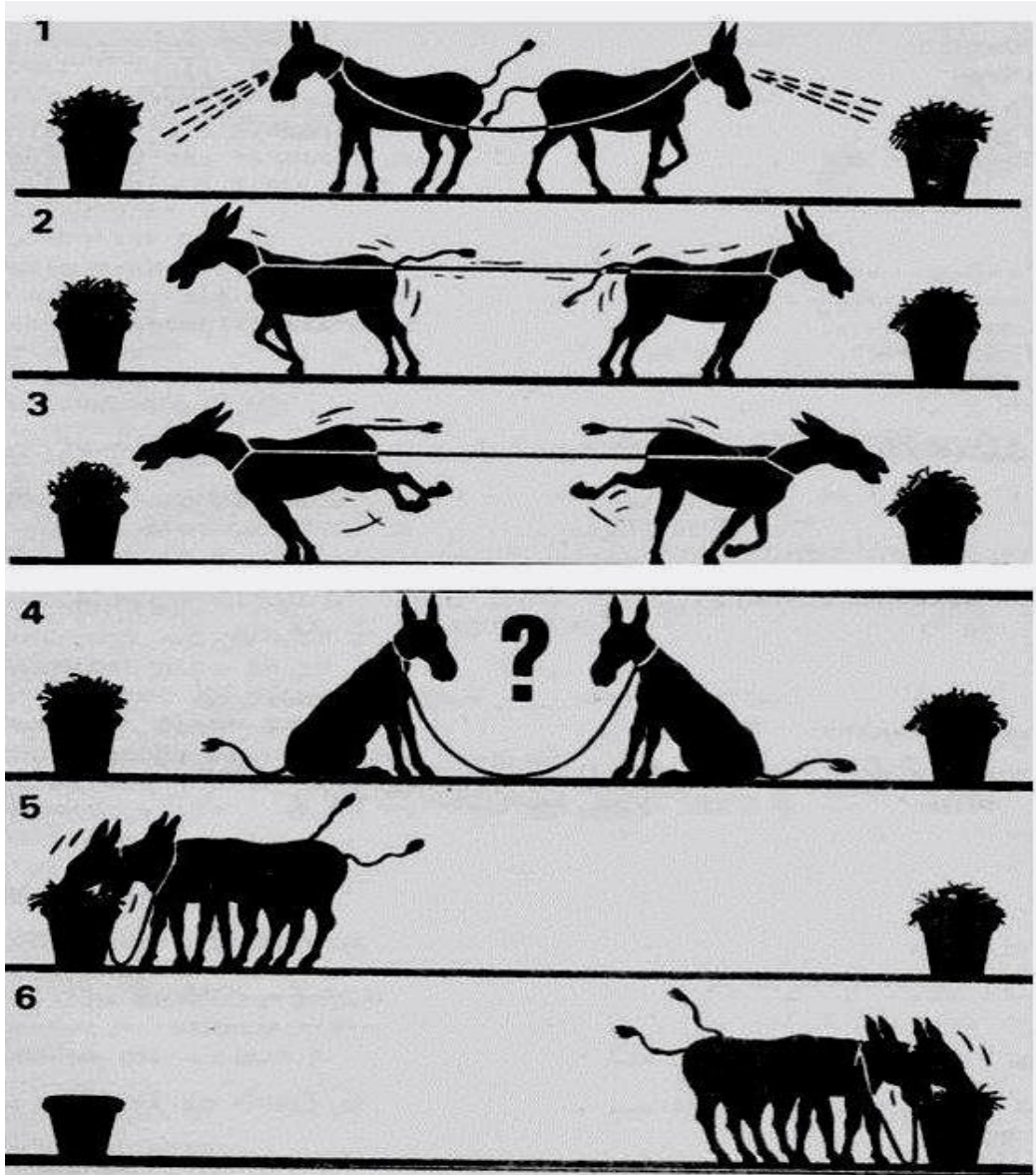


Therapeutic Foster Care: Are we getting what we pay for?



INNOVATIONS IN
COLLABORATION TO
IMPROVE THERAPEUTIC
FOSTER CARE

Good Collaboration



Collaboration is the process of two or more people or organizations working together to complete a task or achieve a goal.



Referral Sources:
needed efficiency in
referring to multiple
agencies



MCO's: wanted to
know how many times
a youth
moves/disrupts,
outcomes of
services/EBP's



TFC Agencies
interested in
outcomes and
comparisons to the
Network

Start with common needs to develop a solution.....

COLLABORATION BENEFITS

**ONGOING MUTUAL
PARTNERSHIP B/W PUBLIC &
PRIVATE AGENCIES**

**MONTHLY PERFORMANCE REPORT
FOR THE MCO OF PROVIDERS
SERVING THEIR CATCHMENT**

**OUTCOMES-INITIAL
DATA METRICS AND
COLLECTION**



PAY FOR PERFORMANCE

**CONTINUUM OF CARE
(BASIC FOSTER, THERAPEUTIC
FOSTER CARE, IAPT SERVICE)**

**MONTHLY PERFORMANCE
REPORT FOR EACH PROVIDER**

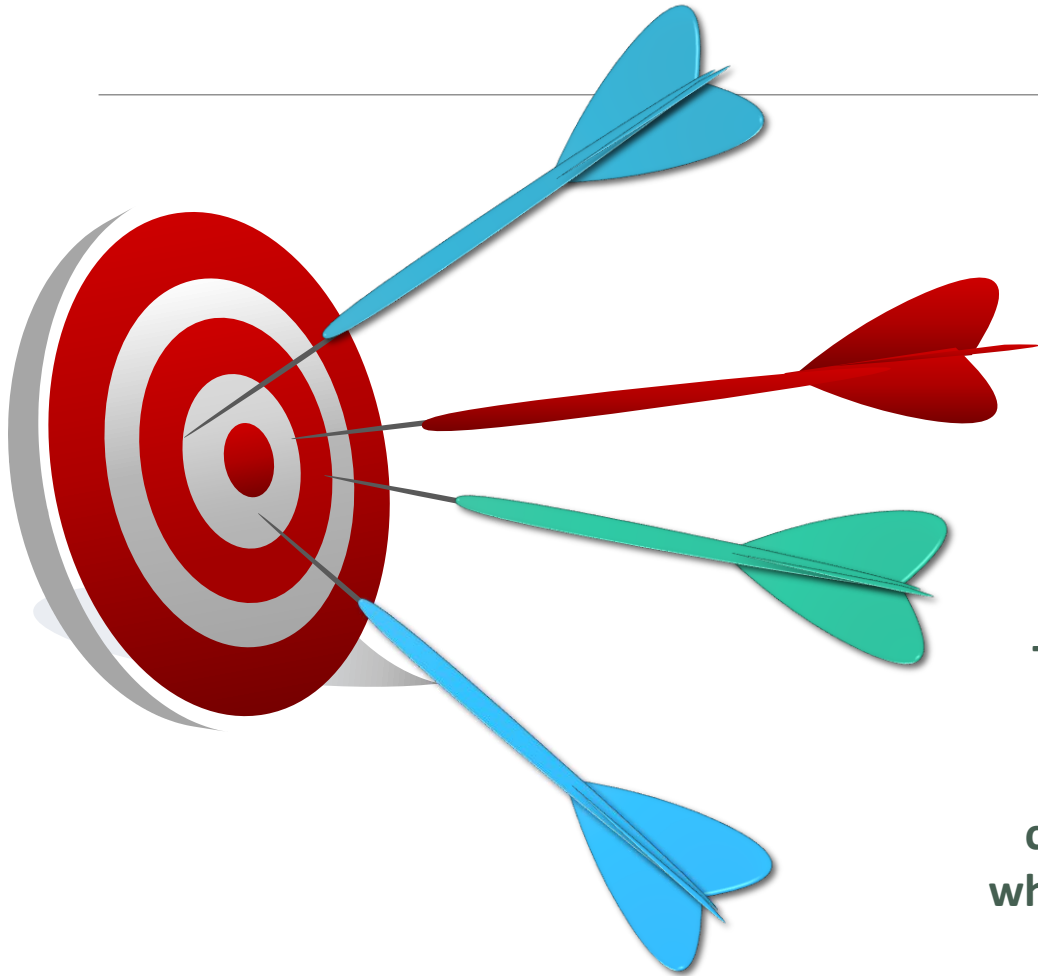
What we set out to do for TFC through Collective Impact & Collaboration



This pilot project is based on a shared vision to use data to ascertain effectiveness of Therapeutic Foster Care while impacting the efficiency of referral submission and placement response.

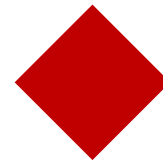
Tackling complex factors within the TFC service array

TFC- Can we collect and analyze outcomes?

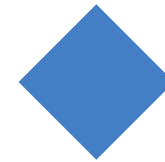


HOW IS VALUE DEFINED IN TFC?

-VALUE BASED PAYMENTS- CAN WE INCENTIVIZE PROVIDERS TO PRODUCE BETTER OUTCOMES?



**Leverage
Technology to
streamline
referrals and
collect data on
why youth are not
placed**



**Shared
Measurement on
data collection**

**Data driven
treatment**



**Population
Management**

Foster Care FAQ



TFC

Currently how do we know if the following expectations of the TFC Service Definition are being delivered:

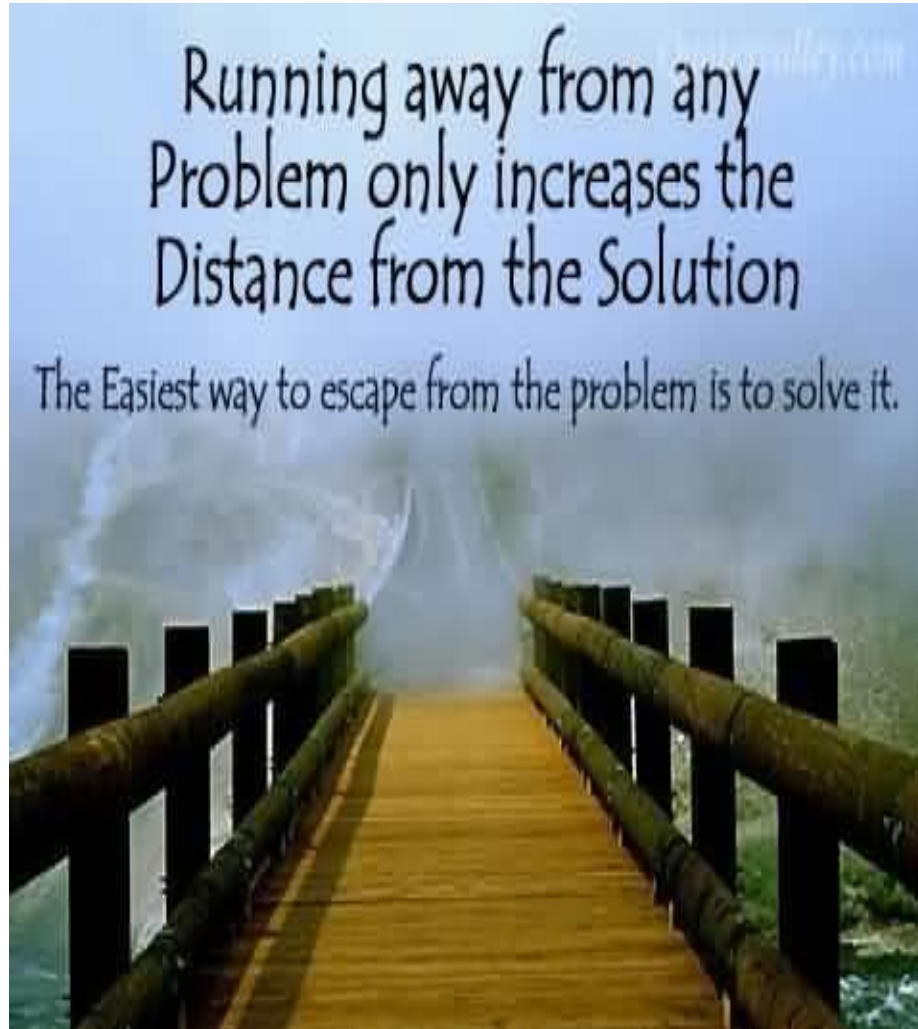
1. Improvement in functioning,
2. Progress (or regression) on treatment goals as identified in the PCP,
3. Stability in the current “TFC Family setting” to ensure continued stay and movement towards discharge criteria .

FEDERAL REPORT for Child Welfare

CFSR Report of NC found deficiencies in several areas and the State was issued a Performance Improvement plan to return to “conformity”

- Inability to track placement history which impacts permanency
- Inability to link information regarding placements, permanency planning efforts and intra-agency data.
- No clear method (system) to implement program quality improvement to evaluate improvement measures
- Placement Stability (disruptions)
- Gaps in services for MH needs of children





3 FACTORS FOR AN INCREASE IN FOSTER CARE

MORE PARENTS ARE STRUGGLING WITH OPIOIDS AND OTHER DRUGS

MORE JUDGES HAVE RESERVATIONS ABOUT JUVENILE JUSTICE FACILITIES AND MAKE REFERRALS TO CHILD WELFARE (NC RAISE THE AGE CHANGE)

MANY CHILD WELFARE AGENCIES ARE GRAPPLING WITH INADEQUATE DECISION MAKING PRACTICES (INVOLVING MORE PEOPLE/SUPPORTS IN DECISIONS), A LACK OF FUNDING, A LACK OF SUPPORTIVE RESOURCES, NO INFORMED EVIDENCE BASE MODELS USED.

1757 CHILDREN IN TFC IN NC

A hand is shown placing a blue 3D letter 'U' into the word 'SOLUTION', which is also rendered in large blue 3D letters. The background is a gradient from light grey to dark grey.

SOLUTIONS & DATA NEEDED.....

1. HOW OFTEN ARE CHILDREN MOVED?
2. WHY ARE MOVES OCCURRING?
3. IS TREATMENT A REAL FOCUS OF CARE?
4. DO CHILDREN GO TO A HIGHER OR LOWER LEVEL OF CARE AT DISCHARGE?
5. WHERE ARE OUR CHILDREN PLACED AT DISCHARGE?
6. IF WE HAVE THESE ANSWERS WHERE DOES THIS DATA LIVE? HOW EASY IS IT TO EVALUATE ACROSS THE STATE, COMPARE AGENCY TO AGENCY?

Therapeutic Foster Care Referrals and Tracking

OPENING THE REFERRAL DATABASE TO ALL TFC
PLACEMENT AGENCIES WITHIN A PARTICULAR MCO
CATCHMENT, FOR MATCHING TFC PLACEMENT AND
CREATION OF NEW REFERRALS

Centralized Database

**Providing data collection
across a continuum of care
for youth within the
system.**

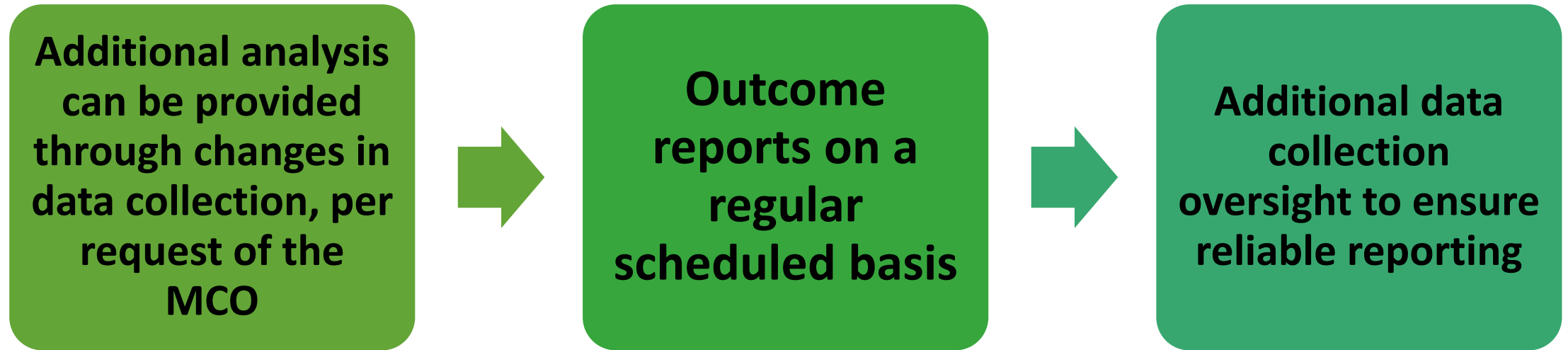
**Central database for
referrals across BFFC, TFC
and IAFT® services**

**Providing a greater insight
into referral demand for
MCO management, gaps
and service needs.**

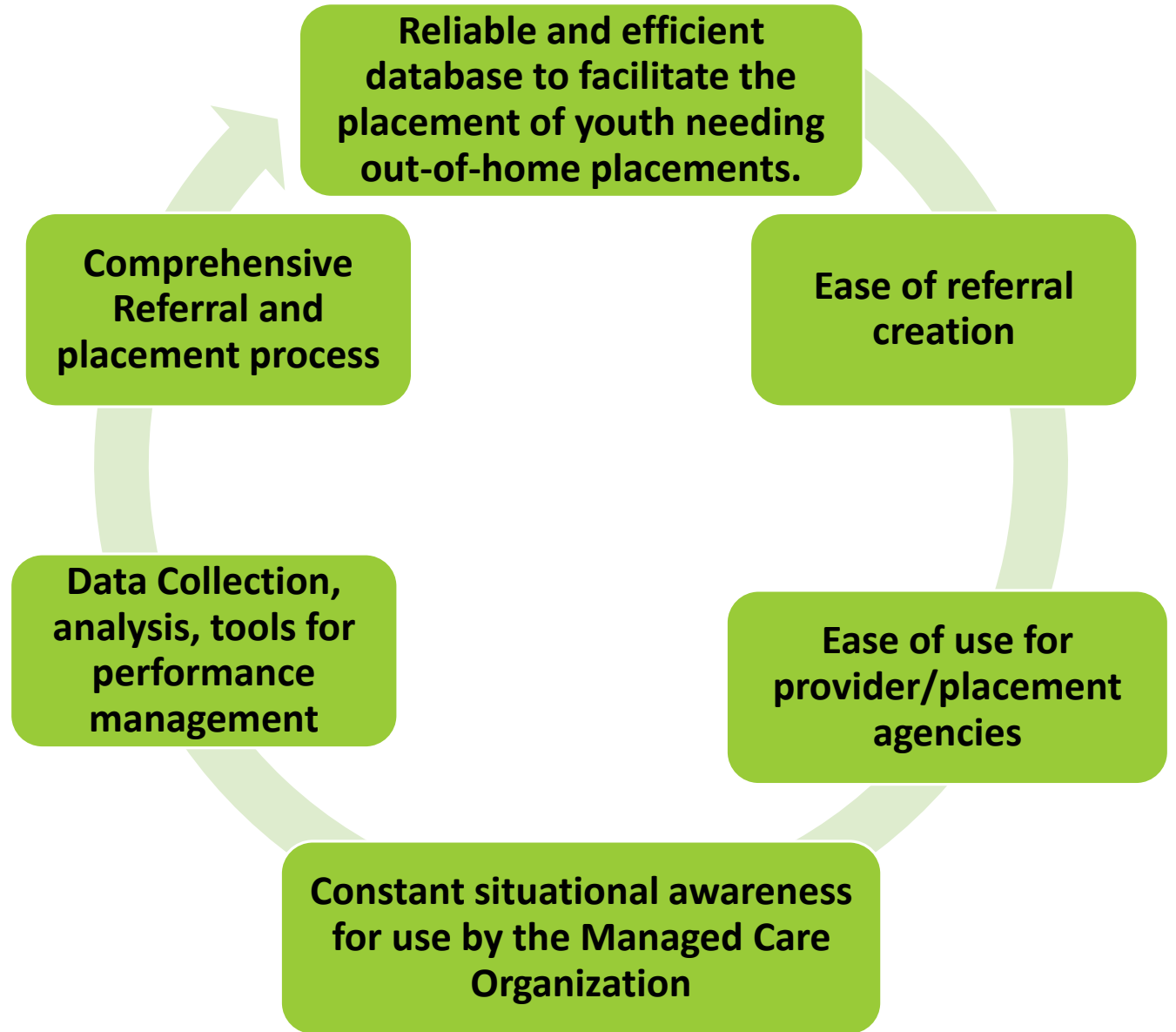
**Demographic tracking for
better population
management**

**Tracking lateral moves
within individual
placement agencies; length
of stay; discharge
outcomes and nature of
discharge**

Centralized Database



Goals of the Database platform



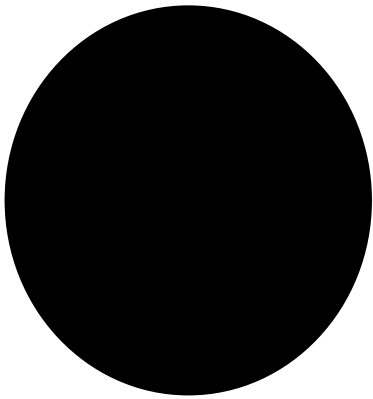


Referral Streamling

IMPROVED EFFICIENCY FOR REFERRAL
SOURCES

The Referral process

The Youth



Youth Requiring out of home placement

Possible referral sources:

Hospital

Crisis center

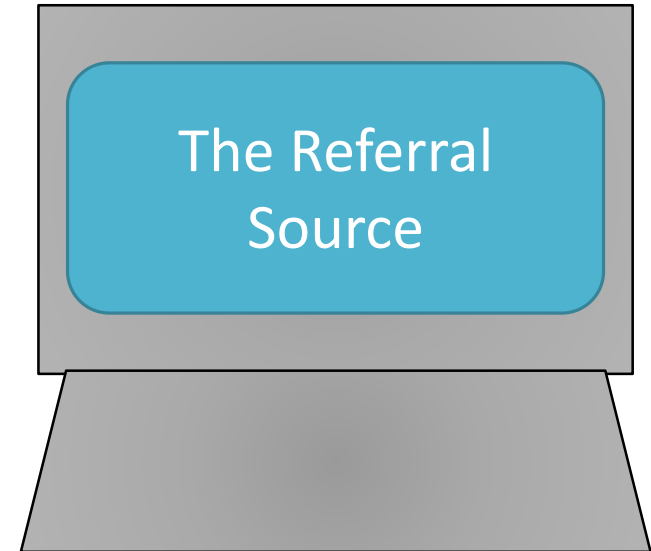
DSS

IHH Teams

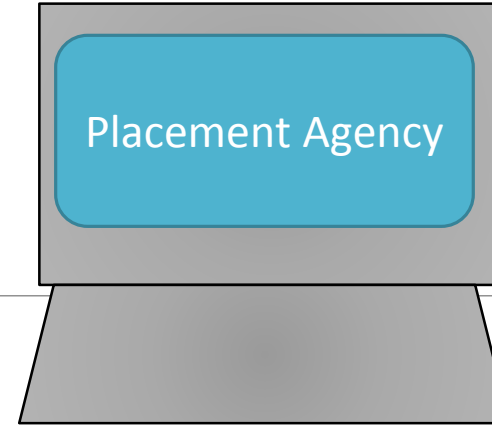
MCO Care Coordination

Other Mental Health Providers

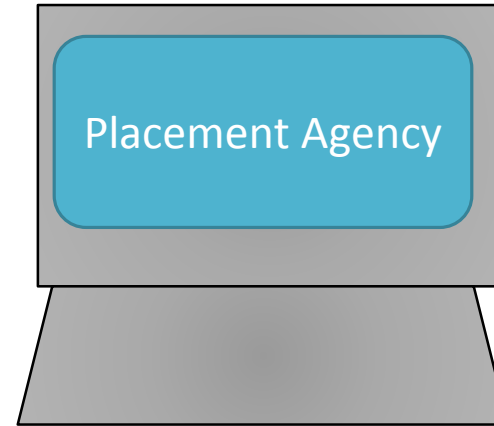
Individuals, family members



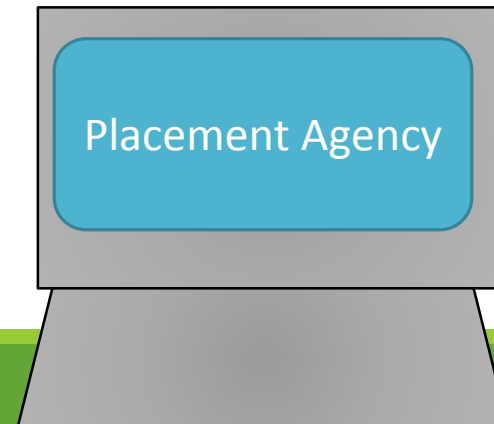
The Referral process



Placement Agencies
providing out-of-home
services



Opening the database to a
larger number of CPAs will
increase the likelihood of
appropriate matching



The Referral process

- An account with the “public” database can be made by any stakeholder.
- The Initial referral is made
- Referral receives its referral ID

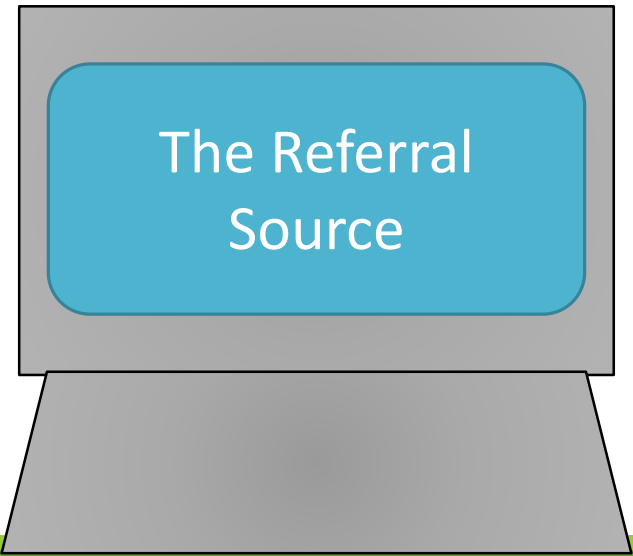
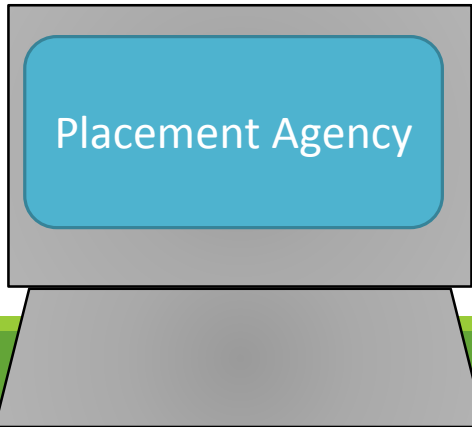
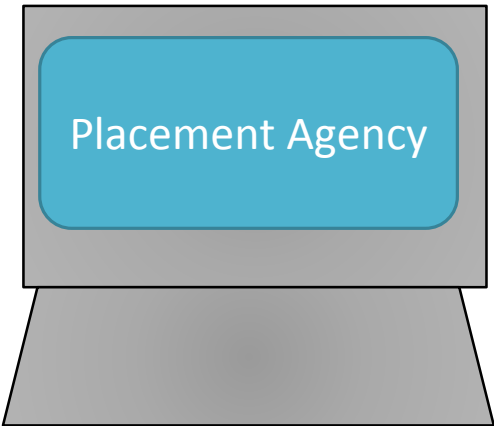
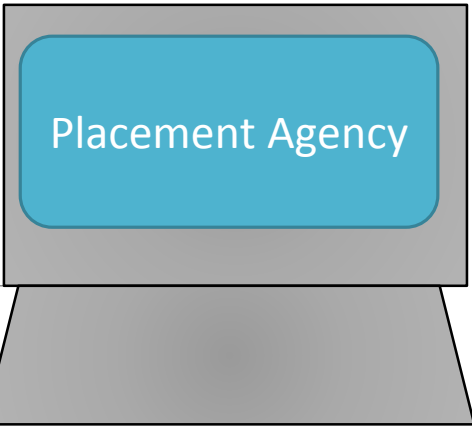


The Referral
Source



REF_ID
32000

The Referral process



The Referral process

MCO

Initial Responses are entered

The Referral
Source

All Beds Full

Placement Agency

Maybe

Placement Agency

Yes

Placement Agency

The Referral process

MCO

Initial Responses are entered

The Referral
Source

All Beds Full

Placement Agency

Maybe

Placement Agency

Yes

Placement Agency



The Referral process

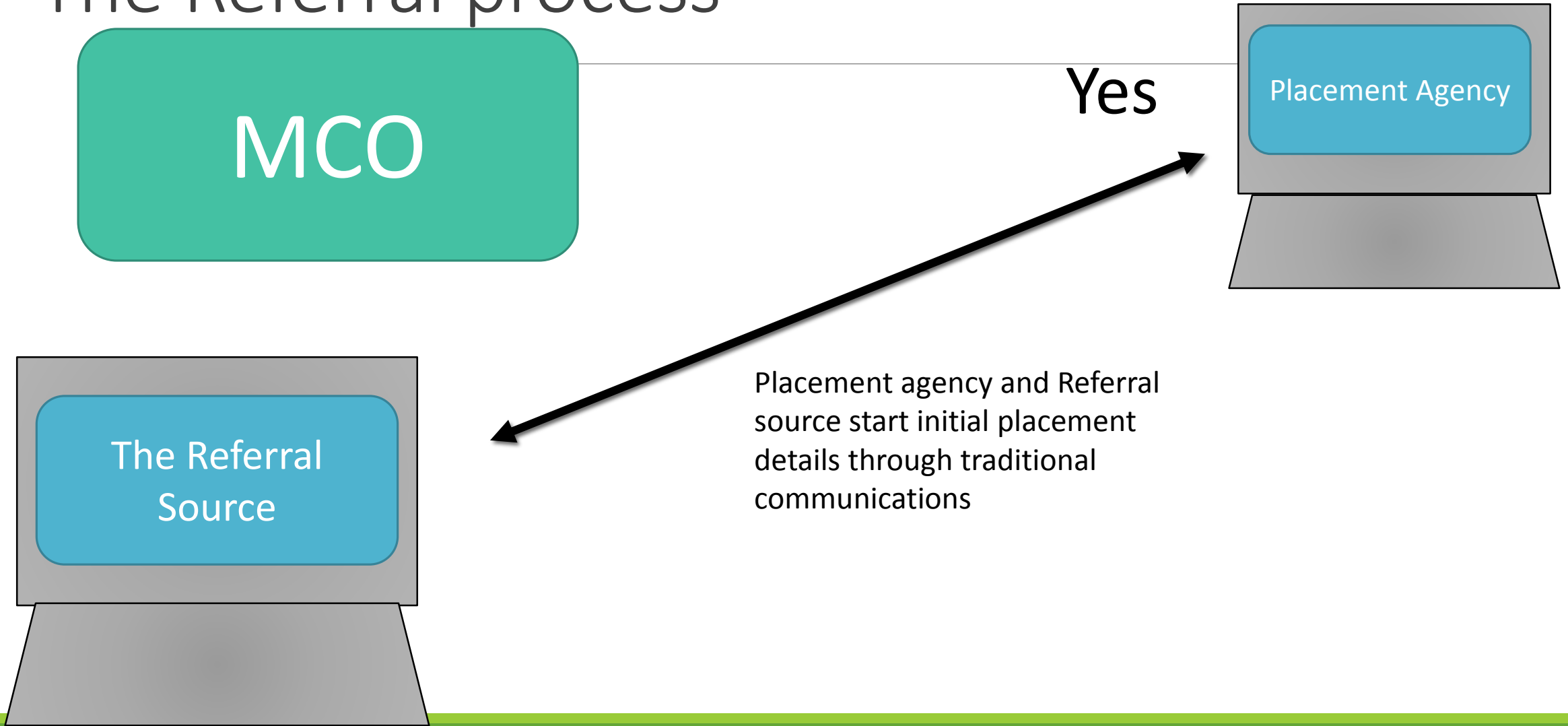
MCO

Yes

Placement Agency

The Referral
Source

Placement agency and Referral
source start initial placement
details through traditional
communications



The Referral process

MCO

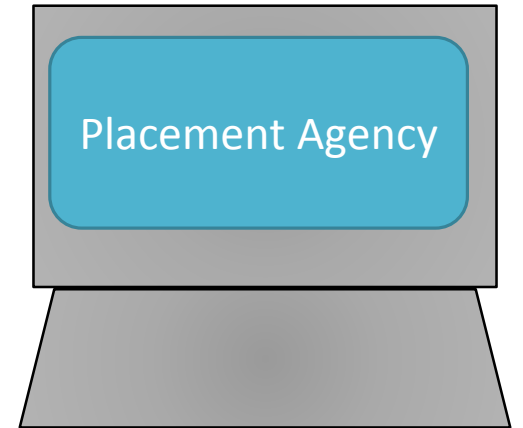
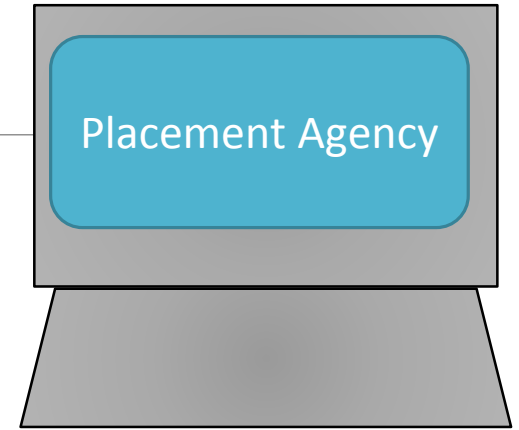
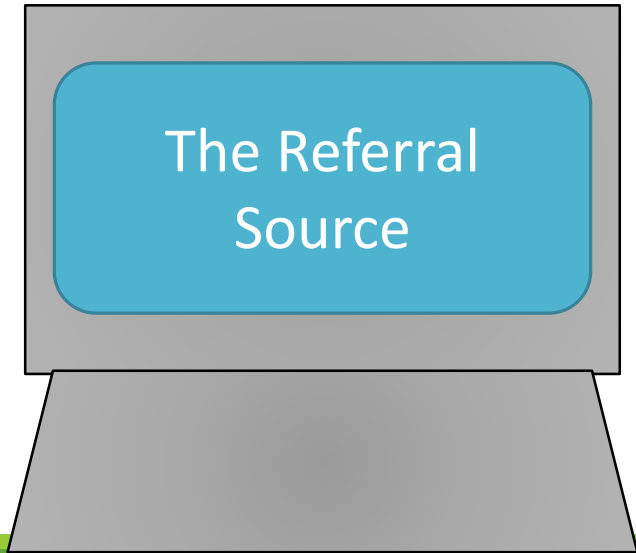
Yes

Placement Agency

Yes

Placement Agency

The Referral
Source



MCO Monitoring

Real-time responses from agencies

Agency	Response	Note	Date of Response	User	Delete
Agency Name	No - Geography	No homes in county	4/22/2013 2:03:53 PM	USER NAME	Delete
Agency Name	No – All Beds Full		4/22/2013 2:04:53 PM	USER NAME	Delete
Agency Name	No - Geography		4/22/2013 2:26:08 PM	USER NAME	Delete
Agency Name	No - Family skill set	Unable to serve client	4/22/2013 2:34:22 PM	USER NAME	Delete
Agency Name	No - Geography		4/22/2013 2:40:40 PM	USER NAME	Delete
Agency Name	Yes	TFCS	4/22/2013 2:48:52 PM	USER NAME	Delete



DATA



KNOWLEDGE



ACTION

Sample Report

Metric Tracking:

- Response Times
- Referral to placement time
- Placement and discharge, length of stay
- Demographic Data mining
- Discharge outcomes (where the youth is being discharge to)....treatment success/PCP goal success
- Tracking of lateral home moves within provider agencies

Performance
Management,
Analysis, and
Reporting

Data gives us a look into the following



1. clear look at where consumers discharge to,
2. gap analysis....where services are needed
3. performance level of providers
4. success of tx. efforts (were goals achieved)
5. outcomes for a number of metrics required by the MCO

(we can customize what is needed)

6. success rate of consumers—which providers seem to get the best results
7. total of consumers in care and the number and location of homes



Questions & Answers

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1-704-516-4870