

Coordinated System of Care
Quality Assurance Committee

	A	B	C	D	E	F	G
1		Issue	agency (if specific to one)	level of risk	potential impact	plan	legal/regulatory issue
2	Structural						
3		Education and outreach to stakeholders to establish trust in system and awareness of benefits and resources					
4		Community readiness – state agency, provider, families, youth understanding and being willing participants in a new way of doing business	regional concern				
5		MOU between SMO and LEA	DOE				Y
6		ensuring youth who are not special education and not Medicaid eligible do not slip through the cracks	DOE				
7		IT issues, i.e. - data warehouse, agency coordination with the SMO					
8		fee schedule with the SMO					
9		business intelligence/statistical analysis of the SMO					
10		provider network - adequacy, rates, education, capacity, disparity in access to care by region, distance to access, disparity in levels of care available by region					
11		Residential provider specific issues i.e. transition, rate setting and acuity level estimates					
12		CANS and OJJ's SAVRY (risk) coordination	OJJ				
13		Start-up activities: incurring costs for start-up (infrastructure)	regional concern				
14		electronic behavioral health records and associated issues					Y
15		Coordinating and balancing outreach and “marketing” activities: CSoC is not open to everyone and WAA/FSO services are only for CSoC enrolled youth so need to inform people (providers, families) about the new services and not generat interest that cannot be accommodated	regional concern				
16		Ramp up – can the enrolled # increase at a rate higher than what Mercer projected in their models	regional concern				

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17		Recruitment and hiring of staff	regional concern				
18		Medicaid and non Medicaid eligibility roster					
19		Identifying potential CSoC enrollees in current systems - priority assessments and coordination with other agencies					
20		CSoC Eligible youth currently in a system - transition plans from current services and coordination with SMO and other agencies					
21							
22		Gap - parent perspective					
23							
24							
25	Process						
26		mechanism to measure/data capture of all outcomes					
27		training - providers, agency staff, consumers, cross over training and time commitment					
28		individual agency and SMO communication					
29		communication mechanism between treatment providers and agencies and protocols for use					Y
30		continuity of care - tracking outcomes and records across providers					
31		Timely access to appropriate levels of service or care (especially of concern for court involved cases)					Y
32		Children/services denied by SMO who are in agency custody with court ordered services or for whom specific services have been included in agency case plans prior to CSoC involvement including services currently being ordered by judges which SMO would deem not appropriate/necessary.					
33		Ability to incentivize residential or restrictive care settings to quickly move children to less restrictive environments and family settings as soon as safely possible.					
34		Title IV-E issues with residential youth					
35		transition planning from inpatient/secure care back to school and home setting					

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36		coordination with CFT and other agency specific or multiagency "teams" required by law or agency policy to convene, i.e. IEP teams, ISC teams, DCFS internal teams					Y
37		Coordination among agencies, parents and stakeholders involved in treatment planning and acknowledgment of other agency needs and perspectives					
38		provider procedures for accessing students during school hours	DOE				
39		family engagement/participation at all levels (specifically in case planning process) from both the family perspective and agency/provider perspective					
40		Finance reports/invoicing/payment processes					
41		electronic behavioral health records - implementation of and effect on agencies					Y
42		Understanding the differences between traditional treatment planning and Child and Family Team process	regional concern				
43		Establishing communication processes (between SMO, WAA, FSO and Independent Assessor)	regional concern				
44							
45		Gap - parent perspective					
46							
47							
48	Outcome						
49		Improved school outcomes both academic and behavioral					
50		suspension/expulsion rates					
51		discipline referrals/detentions					
52		attendance/absences					
53		referrals to alternative schools					
54		fewer referrals to FINS					
55		cohort graduation rate					
56		academic performance					
57		grievances					Y
58		incidents					Y

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59		denials of claims					Y
60		costs per person/per month					Y
61		appointment access (time to first appointment)					Y
62		# of hospitalizations including ED visits					
63		# of crisis interventions					
64		# of kids in restrictive out of home placements					
65		Less involvement in juvenile justice system					
66		patient/family satisfaction (questionnaires)					
67		Increase community based services for high risk youth on probation					
68		Shorter length of stay in residential group homes					
69		Fewer FINS youth					
70		More options for youth stepping down from secure facilities/reentry into communities					
71		Fewer youth in secure care					
72		Reduced # of foster care placements for children at risk of abuse or neglect					
73							
74		Gap - parent perspective					
75							