

Process Indicator: Youth Receiving High-Quality Wraparound Care Coordination								
Outcome	Process Indicator	Report	Goal of monitoring	Specific Metric	2016 (reported annually)			
					Caregiver	Youth		
Reduce OOH Placements Manage Costs Improve Outcomes	High-Fidelity Wraparound	Fidelity to Practice (CSoC report QM15-annual)	Ensure high-quality Wraparound care coordination	Overall Fidelity: Total Fidelity Score	<i>Louisiana</i> <i>National</i>	75.30% 72%	74.40% 69.30%	
	Youth and Family Satisfaction	Member Satisfaction Survey (QM15 - annual)	Ensure high-quality Wraparound care coordination	Overall satisfaction: I am satisfied with the wraparound process in which my family and I have participated	<i>Louisiana</i> <i>National</i>	1.5 1.41	1.5 1.18	
						<i>November 2016</i>	<i>March 2017</i>	<i>June 2017</i>
	A minimum of one Child and Family Team (CFT) meeting per month	Performance Improvement Project Outcomes (*CSoC report QM17)	Ensure high-quality Wraparound care coordination	Percent of CSOC members with at least one Child and Family Team meeting during the reporting month	*N/A	*N/A	77.1%	
	Observable changes to the Plan of Care (POC) over time	Performance Improvement Project Outcomes (*CSoC report QM17)	Ensure high-quality Wraparound care coordination	Percent of CSOC members who had an eiligibility POC that showed observable changes over time	*N/A	*N/A	99.6%	
	Increase provider participation in Child and Family Team meetings	Performance Improvement Project Outcomes (*CSoC report QM17)	Ensure high-quality Wraparound care coordination	Percent of CSOC members with at least one provider participating in Child and Family Team meeting	In-person: 47.8% By phone: 4.08% Other means: 11.5% Total: 63.4%	In-person: 43.48% By phone: 3.8% Other means: 12.6% Total: 59.8%	*Total: 70.2%	

*In March 2017, LDH determined that due to provider participation levels above the goal as well as the inability to directly address the main barrier, the PIP would be discontinued effective 3/31/2017. The contract year one PIP was closed and replaced by a new project to establish baseline data on monitoring best practice indicators, including CFT frequency, Plan of Care strategies changing over time, and team composition.