

**Coordinated System of Care (CSoC) Dashboard
Quality Assurance Committee - 8/19/2024**

Outcomes: Systems Level and CSoC-Specific							
Outcome	Report	Goal of Monitoring	Specific Metrics	Reporting Period			
				7/1/23-9/30/23	10/1/23-12/31/23	1/1/24-3/31/24	4/1/24-6/30/24
Reduce Out of Home (OOH) Placements	CSoC Youth: Children in Restrictive Settings (CSoC report QM3)	Monitor over time for functioning of CSoC, stable or reduced numbers	Percent of <u>CSoC members</u> who were served in a psychiatric hospital during the quarter	6.15%	6.75%	5.90%	6.68%
	CSoC Youth: Average Length of Stay (ALOS) for Children in Restrictive Settings (CSoC report QM3)	Monitor over time for functioning of CSoC, stable or reduced numbers	Average Length of Stay (ALOS) for <u>CSoC members</u> in psychiatric hospitalization, in days	8.28	6.14	6.01	6.16
	CSoC Youth: Living Situation at Discharge (CSoC report QM9)	Direct measure of the ability of CSoC to maintain youth in the home and community and avoid out of home placement	Percent of youth whose living situation at discharge from CSoC is a Home and Community Based (HCB) setting	97.5%	96.5%	95.5%	94.0%
Improve Outcomes	CSoC Youth: Child and Adolescent Needs and Strengths (CANS) Outcomes (CSoC report QM8)	Direct measure of the ability of CSoC to improve youths' clinical functioning	Average decrease (intake to discharge) on standardized tool measuring clinical functioning (CANS)	-12.54	-14.93	-15.06	-10.53
			Percent of youth showing improved clinical functioning (from intake to discharge) on standardized tool (CANS)	62.7%	76.3%	57.2%	59.1%
			<i>Compliance Percentage (% youth with intake and discharge CANS so improvement can be calculated)</i>	<i>70.5%</i>	<i>90.4%</i>	<i>98.2%</i>	<i>99.2%</i>
	CSoC Youth: Improved School Functioning (CSoC report QM10)	Direct measure of the ability of CSoC to improve youths' school functioning	Percent of youth showing improved school functioning (intake to discharge) on standardized tool (CANS: School Module)	58.4%	66.5%	59.4%	52.8%

Please note: Data from previous reporting periods available upon request.

Effective 10/1/23: CANS Compliance Percentage excludes youth discharged without valid change scores due to disengagement

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Process Indicator: Youth Receiving Services in their Homes and Communities							
Process Indicator	Report	Goal of Monitoring	Specific Metrics	Reporting period			
				7/1/23-9/30/23	10/1/23-12/31/23	1/1/24-3/31/24	4/1/24-6/30/24
Increase Utilization of HCBS	CSoC Youth: Access to Wraparound (CSoC report QM12)	Ensure that Wraparound is accessible and responsive to immediate needs.	Percent of CSoC members for whom: Timely referral standard was met	99.86%	99.87%	99.89%	100.00%
			Timely first contact standard was met	97.98%	97.59%	98.60%	98.49%
			Timely face-to-face contact was met	67.88%	58.80%	56.80%	64.87%
	CSoC Youth: Enrollment and Agency Involvement (CSoC report QM6)	Monitor number of youth in CSoC and agency involvement.	Total number of CSoC Enrollees	2,839	2,645	2,716	2,797
			CSoC Enrollees with Juvenile Justice involvement	280 (9.9%)	253 (9.6%)	266 (9.8%)	274 (9.8%)
			CSoC Enrollees with Department of Children & Family Services (DCFS) involvement	358 (12.6%)	392 (14.8%)	359 (13.2%)	417 (14.9%)
			CSoC Enrollees with both Juvenile Justice and DCFS involvement	53 (1.9%)	48 (1.8%)	66 (2.4%)	59 (2.1%)
			CSoC Enrollees with any Child-Serving Agency involvement (Juvenile Justice or DCFS)	691 (24.3%)	693 (26.2%)	691 (25.4%)	750 (26.8%)
	CSoC Youth: Utilization of Natural Supports (CSoC report QM13)	Ensure Wraparound is helping families build sustainable teams with natural supports.	Percent of fully enrolled CSoC members with at least one natural/informal support person on their Plan of Care (POC)	90.7%	93.0%	93.5%	90.8%
	CSoC Youth: Youth receiving services in sufficient amount, frequency, and duration (CSoC report POC6)	Ensure that CSoC members are able to access the services that their CFT determined they need.	Percent of members receiving waiver services in sufficient amount, frequency, and duration: Month 1 of reporting period	86.8%	85.9%	90.1%	85.5%
Month 2 of reporting period			87.4%	91.9%	88.2%	87.0%	
Month 3 of reporting period			85.8%	91.8%	85.8%	86.7%	

Please note: Data from previous reporting periods available upon request.

Effective 10/1/23: Natural support calculations exclude members without valid data regarding natural/informal supports for any month in the quarter

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Process Indicator: Youth Receiving High-Quality Wraparound Care Coordination					
Outcome	Process Indicator	Report	Goal of Monitoring	Specific Metric	Reporting Period
					1/1/2023 - 12/31/2023
Reduce Out of Home (OOH) Placements Manage Costs Improve Outcomes	High-Fidelity Wraparound	Fidelity to Practice (QM15-annual)	Ensure high-quality wraparound care coordination that aligns with wraparound practice standards	Family Voice & Choice Range of compliance rates for Family Voice & Choice key element items	99.2% to 99.9%
				Strength-Driven Range of compliance rates for Strength-Driven key element items	97.8% to 99.8%
				Needs-Based Range of compliance rates for Needs-Based key element items	96.8% to 99.8%
				Outcomes-Based Range of compliance rates for Outcomes-Based key element items	91.1% to 99.9%
				Natural & Community Supports Range of compliance rates for Natural & Community Supports key element items	87.3% to 99.3%
				Effective Teamwork Range of compliance rates for Effective Teamwork key element items	97.6% to 99.7%

Please note: Data from previous reporting periods available upon request.