

Outcomes: Systems Level and CSoc-Specific												
Outcome	Report	Goal of monitoring	Specific Metrics	Reporting period								
				Contract Year Q1	Contract Year Q2	Contract Year Q3	Contract Year Q4	Contract Year 2 Q1	Contract Year 2 Q2	Contract Year 2 Q3	Contract Year 2 Q4	
				12/1/15-2/29/16	3/1/16-5/31/16	6/1/16-8/31/16	9/1/16-11/30/16	12/1/16-3/31/17	4/1/17-6/30/17	7/1/17-9/30/17	10/1/17-12/31/17	
Reduce OOH Placements	CSoc Youth: Children in Restrictive Settings (CSoc report QM3)	Monitor over time for functioning of CSoc, stable or reduced numbers	Percent of CSoc members (under 22) who were served in a psychiatric hospital during the quarter	3.14%	3.28%	3.61%	4.58%	5.49%	4.61%	4.79%	4.30%	
	CSoc Youth: ALOS for children in restrictive settings (CSoc report QM3)	Monitor over time for functioning of CSoc, stable or reduced numbers	ALOS for CSoc members (under 22) in psychiatric hospitalization, in days.	7.45	6.25	6.67	6.04	6.03	6.82	6.74	5.99	
	CSoc Youth: HEDIS Follow up after discharge from hospitalization (CSoc report FUH)	Monitor over time for functioning of CSoc, stable or reduced numbers	Percent of CSoc members under 21 discharging from psychiatric hospitalization who receive a follow-up appointment in 7 days. Reported annually. Note: HEDIS includes waiver service CSoc ILSB only; Modified HEDIS adds waiver services CSoc YST, PST, CS, STR.	1/1/15 - 10/31/15	reported annually	reported annually	reported annually	reported annually	reported annually	1/1/16 - 12/1/16	reported annually	reported annually
				65.82%						HEDIS: 53.38% Modified HEDIS: 78.65%		
	CSoc Youth: HEDIS Follow up after discharge from hospitalization (CSoc report FUH)	Monitor over time for functioning of CSoc, stable or reduced numbers	Percent of CSoc members under 21 discharging from psychiatric hospitalization who receive a follow-up appointment in 30 days. Reported annually. Note: HEDIS includes waiver service CSoc ILSB only; Modified HEDIS adds waiver services CSoc YST, PST, CS, STR.	84.81%	reported annually	reported annually	reported annually	reported annually	reported annually	HEDIS: 67.26% Modified HEDIS: 92.17%	reported annually	reported annually
	CSoc Impact on Inpatient Psychiatric Hospital Use (OBH analytics report)	Direct measure of the ability of CSoc to reduce its members' need to utilize psychiatric hospitalization and ED presentations.	Percent change in the number of CSoc members utilizing psychiatric hospitalization from pre- to post-enrollment, by comparing CSoc members served in inpatient hospital in the 3 months prior to CSoc enrollment to members served in the 3 months post-CSoc discharge. Note: different reporting period noted. Reporting lags by 90 days in order to gather data on post-discharge hospital use.	1/1/16-3/31/16	4/1/16-7/31/15	7/1/16-9/30/16	10/1/16-12-31-16	1/1/17-3-31-17	4/1/17-6/30/2017	7/1/17-9/30/17	10/1/17-12/31/17	
				-64.90%	-67.30%	-74.10%	-75.00%	-75.00%	-91.70%	-81.40%		
	CSoc Impact on Inpatient Psychiatric Hospital Use (OBH analytics report)	Direct measure of the ability of CSoc to reduce its members' need to utilize psychiatric hospitalization and ED presentations.	Percent change in the number of CSoc members presenting at the emergency department (ED) from pre- to post-enrollment, by comparing CSoc members with ED presentations in the 3 months prior to CSoc enrollment to members with ED presentations in the 3 months post-CSoc discharge. Note: different reporting period noted. Reporting lags by 90 days in order to gather data on post-discharge hospital use.	1/1/16-3/31/16	4/1/16-7/31/15	7/1/16-9/30/16	10/1/16-12-31-16	1/1/17-3-31-17	4/1/17-6/30/2017	7/1/17-9/30/17	10/1/17-12/31/17	
				-55.60%	-70.80%	-81.60%	-68.60%	-79.10%	-73.30%	-71.40%		
CSoc Youth: Living Situation at Discharge (CSoc report QM09)	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 family home. (As of 6/30/2017 based on 99.80% reporting.)	87.67%	89.70%	90.05%	90.96%	91.98%	92.13%	94.62%	92.38%		
Improve Outcomes	CSoc Youth: 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)	-19.31	-19.2	-19.24	-23.04	-21.02	-19.64	-20.54	-18.58	
			Percent of youth showing improved clinical functioning (from intake to discharge) on standardized tool (CANS)	75.86%	74.78%	71.69%	76.48%	78.60%	76.10%	74.85%	72.35%	
			Compliance Percentage (% youth with intake and discharge CANS so improvement can be calculated)	23.71%	53.86%	82.70%	81.59%	89.06%	93.71%	91.47%	97.31%	
	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)	72.84%	73.24%	70.39%	78.09%	76.48%	67.98%	70.91%	68.80%	

Process Indicator: Youth Receiving Services in their Homes and Communities											
Process Indicator	Report	Goal of monitoring	Specific Metrics	Reporting period	Reporting period	Reporting period	Reporting period	Reporting period	Reporting period	Reporting period	Reporting period
				12/1/15-2/29/16	3/1/16-5/31/16	6/1/16-8/31/16	9/1/16-11/30/16	12/1/16-3/31/17	4/1/17-6/30/17	7/1/17-9/30/17	10/1/17-12/31/17
Increase Utilization of HCBS	CSoC Youth: Access to Wraparound (Bayou Health report 313, CSoC report QM12)	Ensure that Wraparound is accessible and responsive to immediate needs.	Percent of CSoC members for whom: Timely referral standard was met	80.83%	67.24%	57.66%	47.28%	65.98%	60.12%	92.76%	95.16%
			Timely first contact standard was met	85.45%	84.39%	90.07%	87.30%	90.08%	95.87%	92.65%	94.49%
			Timely face-to-face contact was met	61.82%	56.92%	60.05%	57.91%	54.25%	71.69%	70.17%	70.96%
	CSoC Youth: Enrollment and Agency Involvement (CSoC reports QM6)	Monitor number of youth in CSoC and agency involvement.	Total number of CSoC Enrollees	2193	2552	2503	2214	2214	2735	2095	2666
			Number of CSoC Enrollees involved with OJJ	39	122	227	227	234	328	309	299
			Number of CSoC Enrollees involved with DCFS	13	66	138	145	150	216	236	244
	CSoC Youth: Utilization of Natural Supports (CSoC report QM13)	Ensure Wraparound is helping families build sustainable teams with natural supports.	Percent of CSoC members who have at least one natural/informal support person on their Child and Family Team.	76.50%	84.90%	87.30%	86.60%	87.30%	90.90%	89.70%	87.40%
	CSoC Youth: Youth receiving services in sufficient amount, frequency, and duration (CSoC report POC 6)	Ensure that CSoC members are able to access the services that their CFT determined they need.	Percent of members receiving services in sufficient amount, frequency, and duration. Month 1 of reporting quarter	84.73%	84.82%	84.86%	89.14%	85.68%	81.41%	67.78%	93.57%
			Month 2 of reporting quarter	85.03%	82.54%	87.39%	89.08%	86.74%	77.07%	76.71%	93.93%
			Month 3 of reporting quarter	86.71%	84.11%	89.11%	86.03%	86.11%	73.76%	87.68%	94.76%
			Month 4 of reporting quarter (12/1/16-3/31/17 only)	N/A	N/A	N/A	N/A	84.50%	N/A	N/A	N/A

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>	75.30%	74.40%	
					<i>National</i>	72%	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>	1.5	1.5	
					<i>National</i>	1.41	1.18	
						<i>June 2017</i>	<i>September 2017</i>	<i>December 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		77.1%	82.3%	79.8%
	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 eligibility POC that showed observable changes over time		99.6%	98.7%	N/A - PIP was discontinued
Increase participation of Natural/ Informal Supports in Child and Family Team meetings	Performance Improvement Project Outcomes (*CSoC report QM17)	Ensure high-quality Wraparound care coordination	Percentage of members with at least one Natural/Informal Support who actively participated in at least one CFT meeting during the reporting month		52.6%	53.0%	55.1%	