

Outcomes: Systems Level and CSoC-Specific								
Outcome	Report	Goal of Monitoring	Specific Metrics	Reporting Period				
				4/1/18-6/30/18	7/1/18-9/30/18	10/1/18-12/31/18	1/1/19-3/31/19	
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 <u>CSoC members</u> (under 22) who were served in a psychiatric hospital during the quarter	4.60%	4.41%	5.00%	4.99%	
	CSoC Youth: 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> (under 22) in psychiatric hospitalization, in days.	8.18	7.51	6.55	7.13	
	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. <i>Note: HEDIS includes waiver service CSoC ILSB only; Modified HEDIS adds waiver services CSoC YST, PST, STR.</i>	1/1/2018 to 12/01/2018 (Reported Annually)				
			Percent of CSoC members under 21 discharging from psychiatric hospitalization who receive a follow-up appointment in 30 days. <i>Note: HEDIS includes waiver service CSoC ILSB only; Modified HEDIS adds waiver services CSoC YST, PST, STR.</i>	HEDIS: 52.37% Modified HEDIS: 65.46% Run Date: 1/21/2019				
					HEDIS: 71.31% Modified HEDIS: 83.29% Run Date: 1/21/2019			
					4/1/18-6/30/18	7/1/18-9/30/18	10/1/18-12/31/18	1/1/19-3/31/19
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	Percent of youth whose living situation at discharge from CSoC is a family home.		93.01%	92.09%	94.59%	92.21%	
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)	-16.09	-17.02	-16.08	-17.16	
			Percent of youth showing improved clinical functioning (from intake to discharge) on standardized tool (CANS)	72.28%	76.10%	75.75%	76.79%	
			<i>Compliance Percentage (% youth with intake and discharge CANS so improvement can be calculated)</i>	95.46%	94.27%	96.88%	95.92%	
	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)		66.32%	71.43%	71.71%	68.75%

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

Coordinated System of Care (CSoC) Dashboard
Quality Assurance Committee - 5/20/2019

Process Indicator: Youth Receiving Services in their Homes and Communities							
Process Indicator	Report	Goal of monitoring	Specific Metrics	Reporting period			
				4/1/18-6/30/18	7/1/18-9/30/18	10/1/18-12/31/18	1/1/19-3/31/19
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	37.27%	69.73%	22.45%	27.53%
			Timely first contact standard was met	93.91%	95.96%	95.86%	94.13%
			Timely face-to-face contact was met	68.10%	71.70%	69.55%	67.28%
	CSoC Youth: Enrollment and Agency Involvement (CSoC report QM6)	Monitor number of youth in CSoC and agency involvement.	Total number of CSoC Enrollees	2791	3007	2887	2954
			Number of CSoC Enrollees involved with Juvenile Justice	329 (11.8%)	361 (12%)	334 (11.6%)	356 (12.1%)
			Number of CSoC Enrollees involved with DCFS	222 (8.0%)	249 (8.3%)	244 (8.5%)	240 (8.1%)
	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 had at least one CFT during the reporting period who had at least one natural/informal support person on their Child and Family Team.	83.80%	87.80%	87.80%	87.84%
			Month 1 of reporting quarter				
			Month 2 of reporting quarter	84.30%	88.10%	85.80%	85.69%
			Month 3 of reporting quarter	87.40%	87.70%	87.90%	86.83%
	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.	96.29%	95.40%	95.89%	97.29%
			Month 1 of reporting quarter				
			Month 2 of reporting quarter	95.91%	96.69%	95.71%	97.33%
		Month 3 of reporting quarter	95.70%	95.55%	97.09%	97.18%	

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

Process Indicator: Youth Receiving High-Quality Wraparound Care Coordination							
Outcome	Process Indicator	Report	Goal of Monitoring	Specific Metric	Reporting Period		
					2017 (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	Louisiana	75.50%	72.50%
					National	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	Louisiana	1.5	1.3
					National	1.41	1.18
	Performance Improvement Project - in Development	Performance Improvement Project Outcomes - TBD					
		Performance Improvement Project Outcomes - TBD					
	Performance Improvement Project Outcomes - TBD						

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

Performance Improvement Project TBD