

## Residential Care: It's Everyone's Business!

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## Framework for Culture Change: Setting the Local Tone

- ▶ Key Concepts for All Providers – Community-Based, Out-of-Home and Family Run Organizations
  - Family Involvement
  - Community Involvement and Service Integration
  - Targeted Discharge Planning
  - Provider Integration



## Identifying Outcomes and Metrics

### System Wide Functional Outcomes

- ▶ Lives with Family
- ▶ Success in School
- ▶ Avoid Delinquency
- ▶ Increased Stability
- ▶ Decreased Safety Risk
- ▶ Stable/Productive Transition to Adulthood

### Targeted Metrics

- ▶ Monthly Census & Bed Day Utilization
- ▶ Average Length of Stay
- ▶ Admissions & Discharges
- ▶ Cost of Care
- ▶ Out-of-Home Risk
- ▶ Out-of-Home (OOH) diversion

## Strengthening Child & Family Team (CFT) Treatment Model

### Operational Process

- Incorporate Consultation Approach
  - Clinical/Medical
  - Family Expertise
- Family Support and Education
  - Creating Localized Expertise/Structure
  - Building off National Models
- Treatment Intervention According to Need

### Guiding Tools

- Case Consultation
  - Periodic Progress Review
  - CFT Checklist
  - Family Run Organization Case Consultation
- Family and Youth FAQs
  - CFT Process
  - Community-based Service Options
  - What to know when considering OOH treatment
- Operational Workflows
  - Front-end education and diversion
    - CASII
  - Back-end integration and management
    - CANS

## Strategic Timeline

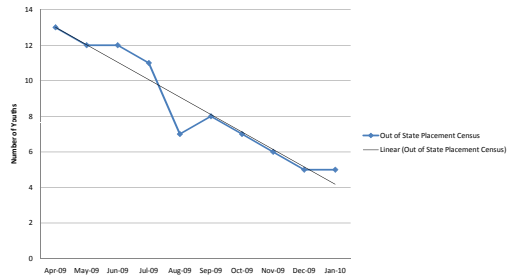
Magellan White Paper Completed	Maricopa County White Paper Application	Outcomes and Metrics Identification	Joint Provider Meeting Rollout by OOH Level	Process and Tool Development	Implementation Rollout	Joint Provider Monthly Planning/Strategy
October 2008	January 2009	February 2009	March 2009	April – May 2009	June 2009	August 2009 – Present



## OUTCOMES/RESULTS



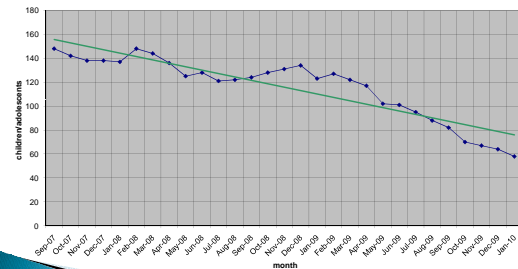
### Child and Adolescent Out of State Placement



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### Child/Adolescent Residential Census

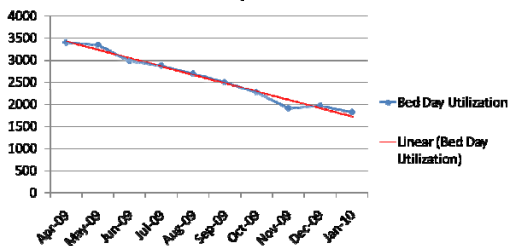
RTC census over time



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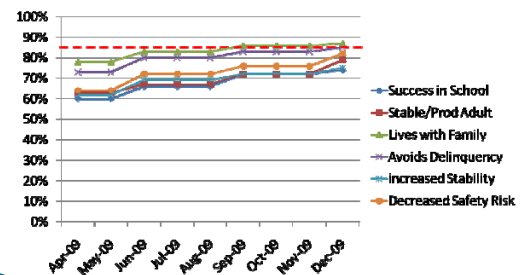
### Child/Adolescent Residential Bed Days

Bed Day Utilization



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### Functional Outcomes Performance Compared to Target Threshold

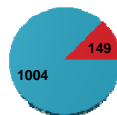


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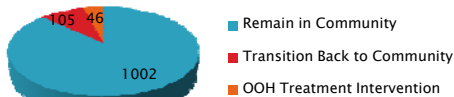
### Meet Me Where I Am: Impact on Out-of-Home(OOH) –Jan 09–Dec 09

OOH Status at Referral (N=1153)

- At risk for OOH at referral
- OOH at referral



Outcome Impact (N=1153)



### Continuing Evolution

#### Areas for Continued Improvement

- Early outreach and continued inclusion of families
  - Treatment Intervention
  - Consultation Model
- Reducing Length of Stay
  - Out-of-home
  - Overall Service
- Strengthen Back-End Approach
  - CANS tool
  - Maintain community, school, social connections
  - Reintegration of Community-based services

#### Additional Positive Impact

- Cross sector communication
  - Understanding each others value
  - Solution Focused
  - Sharing Risk
- Out-of-home Providers are shifting culture
  - Rethinking practice based on need versus program

