

Community Service Agency Monthly Report

Explanation of Report

This report provides information on all youth who are members of any of the six MassHealth Managed Care Entities and served by a community service agency.

Data is self reported by the community service agencies and may be slightly different than reports based on billed services.

All data is reported as of the end of the month for each month.

General Acronyms:

CSA: Community Service Agency
ICC: Intensive Care Coordination
FP: Family Partner
FTE: Full Time Equivalent
YTD: Year to Date
LOS: Length of Stay
MCE: Managed Care Entities

Referrals: Referrals are defined as calls to the CSA requesting ICC services on behalf of a youth, where the referral source (if not the family/youth themselves) has spoken with the family and believes the member is appropriate for and interested in the ICC service. Referrals exclude calls regarding people who are out of the age range for the service, or who do not have MassHealth Standard or MassHealth CommonHealth. Date for referral is considered date referral made, even if just a message.

Keys to Referral Sources:

Family/Youth: This is a self referral by family or youth
DCF: Department of Children and Families
DMH: Department of Mental Health
DYS: Department of Youth Services
Probation:
DDS: Department of Developmental Services
School: Includes pre-school or Headstart

MCI: Mobile Crisis Intervention Services

In-Home: In-Home Therapy Services

Outpatient: Includes any outpatient behavioral health provider

PCP: Primary Care Provider

Hospital: Only psychiatric hospitals

TCU/CBAT: Transitional Care Units and Community Based Acute Treatment facilities

Referral Status (Based on status at end of month):

Service Started: Youth/family has provided written consent to participate and has met with a care coordinator, not a family partner.

Initial Appointment Offered: Youth for whom an appointment has been offered but the care coordinator, or family partner has not yet met face to face with the family, or the family has not yet accepted the offered appointment time.

Family Not Yet Reached: Youth for whom a referral has been made, but CSA staff are still attempting to reach the youth/family.

Not MassHealth Eligible: Youth who is no longer eligible for MassHealth Standard or CommonHealth.

Referred to Other Service: Youth/family who are referred to more clinically appropriate service, such as MCI, IHT, or outpatient, and who are not interested in ICC at this provider at this time. This includes youth who choose to go to another ICC provider, or another service and who are not added to the wait list for ICC.

Family Declines Service: Youth/family indicates that they are not interested in ICC services at this time, either verbally or in writing to the CSA, OR by not responding to outreach attempts.

Waiting for Preferred Staff: Youth/family who choose to wait to schedule a first appointment in order to work with a particular family partner or care coordinator, or person with particular characteristic (e.g. gender, etc.).

Waiting to Schedule 1st Appointment: Youth/family is waiting for future appointment that is not yet scheduled, due to CSA capacity.

Discharge Reasons

Goals Met: Youth who no longer meets medical necessity criteria because goals have been met and continued services are not required in preventing worsening of behavioral health condition.

Consent withdrawn: Youth/family who indicate they no longer want services, either by formally withdrawing consent, or by no longer engaging in or participating in services.

Not SED: Youth who no longer meets medical necessity criteria due to SED criteria no longer being met.

Family Moved: Includes youth/family who move too far away for the current CSA or move out of the CSA area because of a change in caregiver.

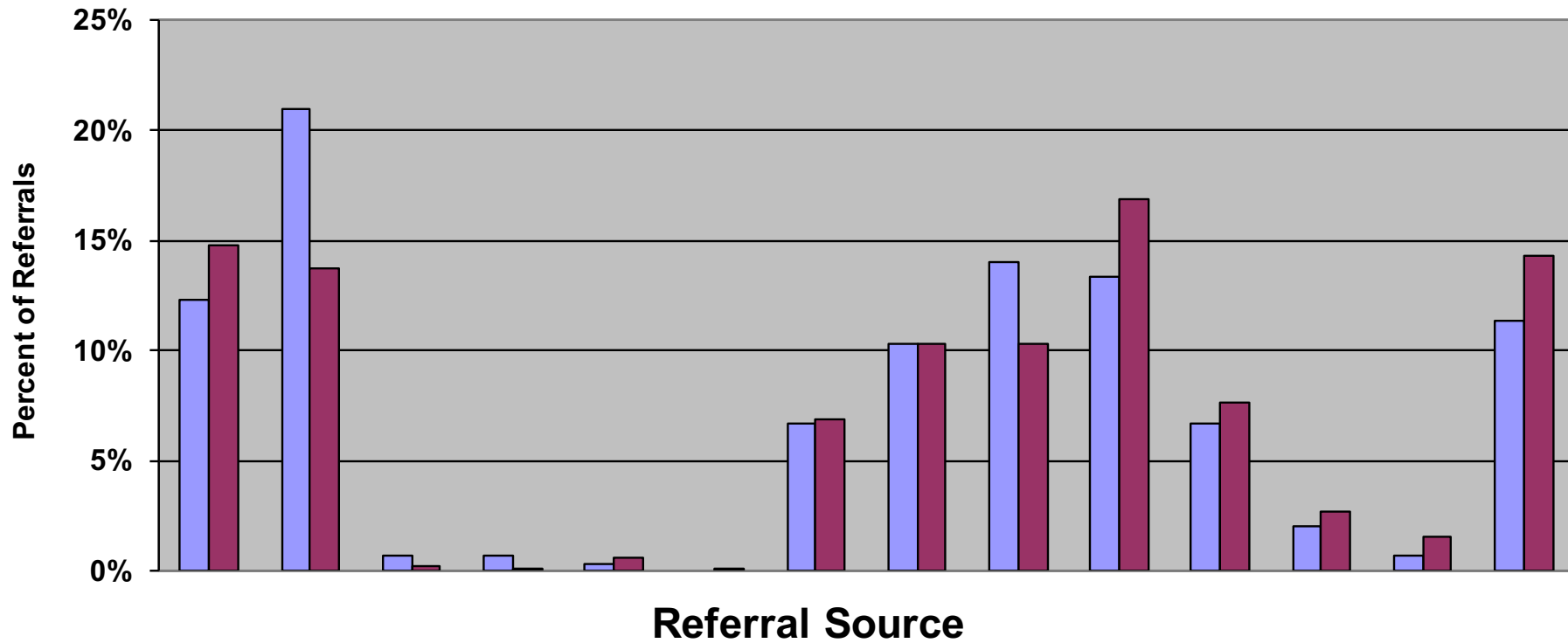
Disenrolled MH: Includes youth disenrolled from MassHealth and youth still enrolled in MassHealth but disenrolled from an ICC eligible benefit category.
Does not include youth changing to a different MCE.

Out of home: Includes youth who are placed out of home and unable to return to community even with ICC supports.

Youth 21: Youth who has aged out because he/she is now 21.

CSA Monthly Report for May 2020, Report 1

Sources of All Referrals to ICC for Current Month and Fiscal Year 2020

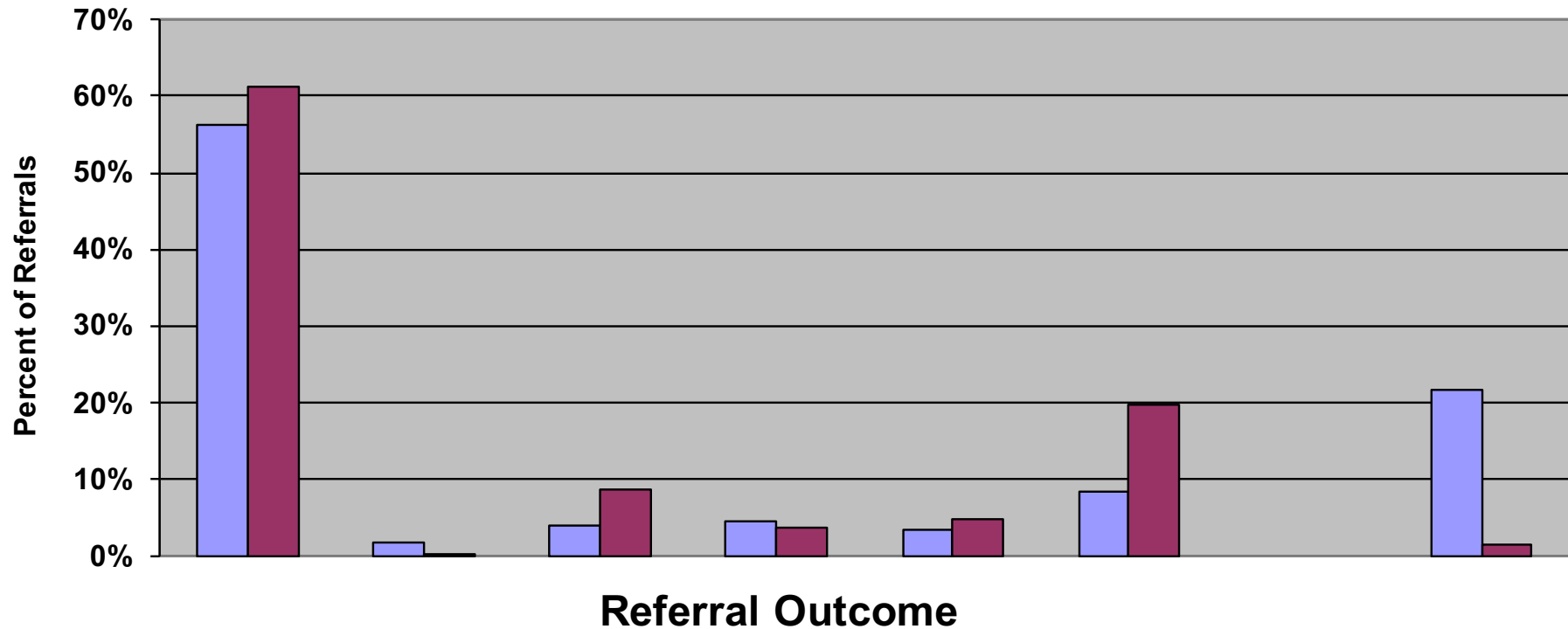


| | Family/ Youth | DCF | DMH | DYS | Probation | DDS | School | MCI | In-Home | Out- patient | PCP | Hospital | TCU/ CBAT | Other | |
|------------|------------------|-----|-----|-----|-----------|-----|--------|-----|---------|-----------------|-----|----------|--------------|-------|-------|
| May-20 (%) | 12% | 21% | 1% | 1% | 0% | 0% | 7% | 10% | 14% | 13% | 7% | 2% | 1% | 11% | |
| YTD (%) | 15% | 14% | 0% | 0% | 1% | 0% | 7% | 10% | 10% | 17% | 8% | 3% | 2% | 14% | Total |
| Youth | 37 | 63 | 2 | 2 | 1 | 0 | 20 | 31 | 42 | 40 | 20 | 6 | 2 | 34 | 300 |
| YTD (N) | 968 | 899 | 13 | 5 | 38 | 3 | 451 | 676 | 672 | 1105 | 499 | 178 | 103 | 939 | 6549 |

Prepared by the Massachusetts Behavioral Health Partnership on 6/28/2020.

CSA Monthly Report for May 2020, Report 2

Outcome of Referrals to ICC for Current Month and Fiscal Year 2020

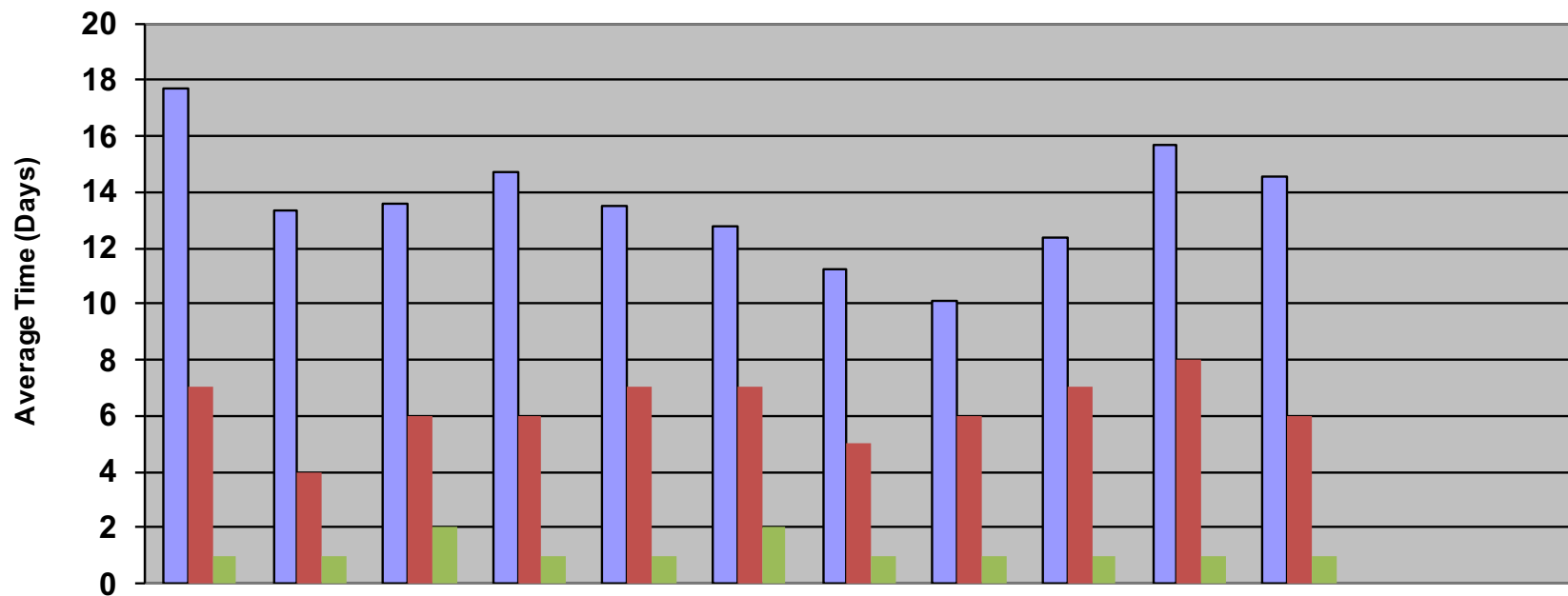


| | | Service Started | Initial Appt Offered | Family Not Yet Reached | Not MH Eligible | Referred to Other Service | Family Declines Service | Waiting for Preferred Staff | Waiting to Schedule 1st Appt | |
|--|------------|-----------------|----------------------|------------------------|-----------------|---------------------------|-------------------------|-----------------------------|------------------------------|-------|
| | May-20 (%) | 56% | 2% | 4% | 5% | 3% | 8% | 0% | 22% | |
| | YTD (%) | 61% | 0% | 9% | 4% | 5% | 20% | 0% | 1% | Total |
| | Youth | 169 | 5 | 12 | 14 | 10 | 25 | 0 | 65 | 300 |
| | YTD (N) | 4004 | 16 | 578 | 238 | 323 | 1296 | 0 | 94 | 6549 |

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Time from Family Request to Date Offered for Initial Appointment to Occur for Youth Starting Service in Fiscal Year 2020

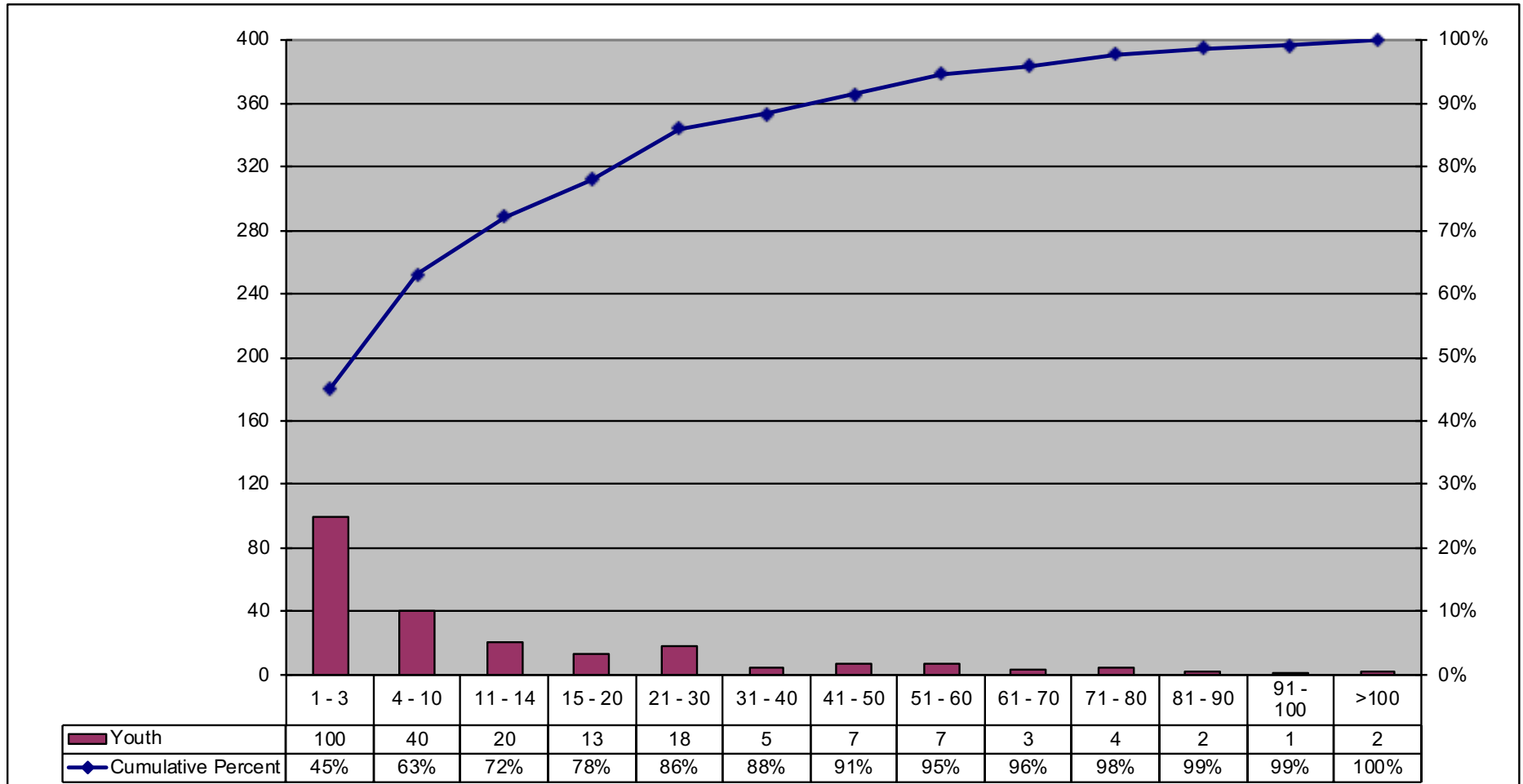


| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---------------------|------|------|------|------|------|------|------|------|------|------|------|-----|
| Average Time (Days) | 17.7 | 13.3 | 13.6 | 14.7 | 13.5 | 12.8 | 11.2 | 10.1 | 12.4 | 15.7 | 14.5 | |
| Median Time (Days) | 7.0 | 4.0 | 6.0 | 6.0 | 7.0 | 7.0 | 5.0 | 6.0 | 7.0 | 8.0 | 6.0 | |
| Mode Time (Days) | 1 | 1 | 2 | 1 | 1 | 2 | 1 | 1 | 1 | 1 | 1 | |
| Youth | 406 | 374 | 308 | 520 | 426 | 341 | 496 | 413 | 392 | 266 | 222 | |

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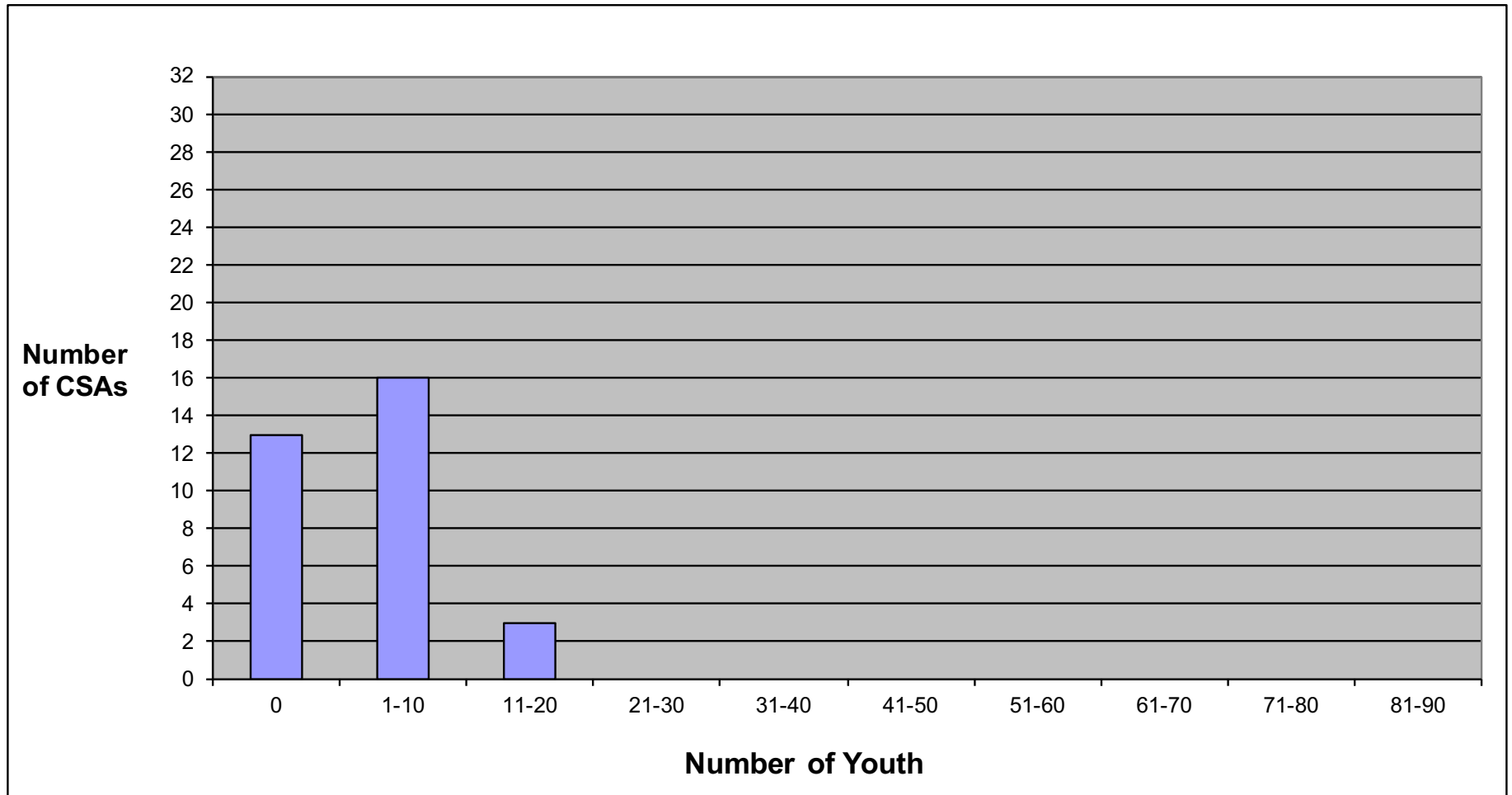
Distribution of Time from Family Request to Date Offered for Initial Appointment to Occur for Youth Starting Service in Current Month



Total youth starting services at end of current month: 222

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Distribution of Youth Waiting at End of Month by CSA

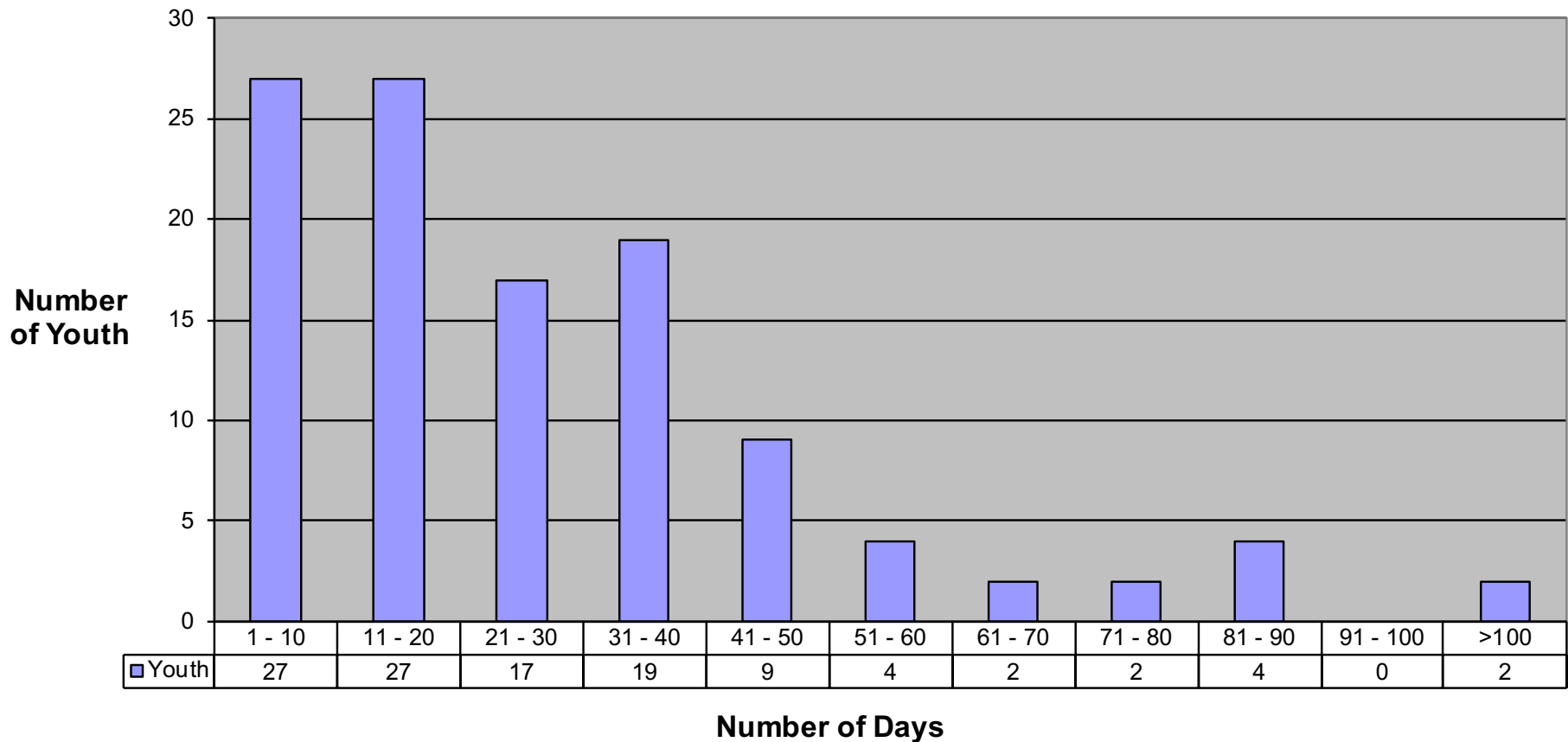


Total youth waiting at end of current month: 113

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Distribution of Youth Waiting by Days Waiting for Current Month

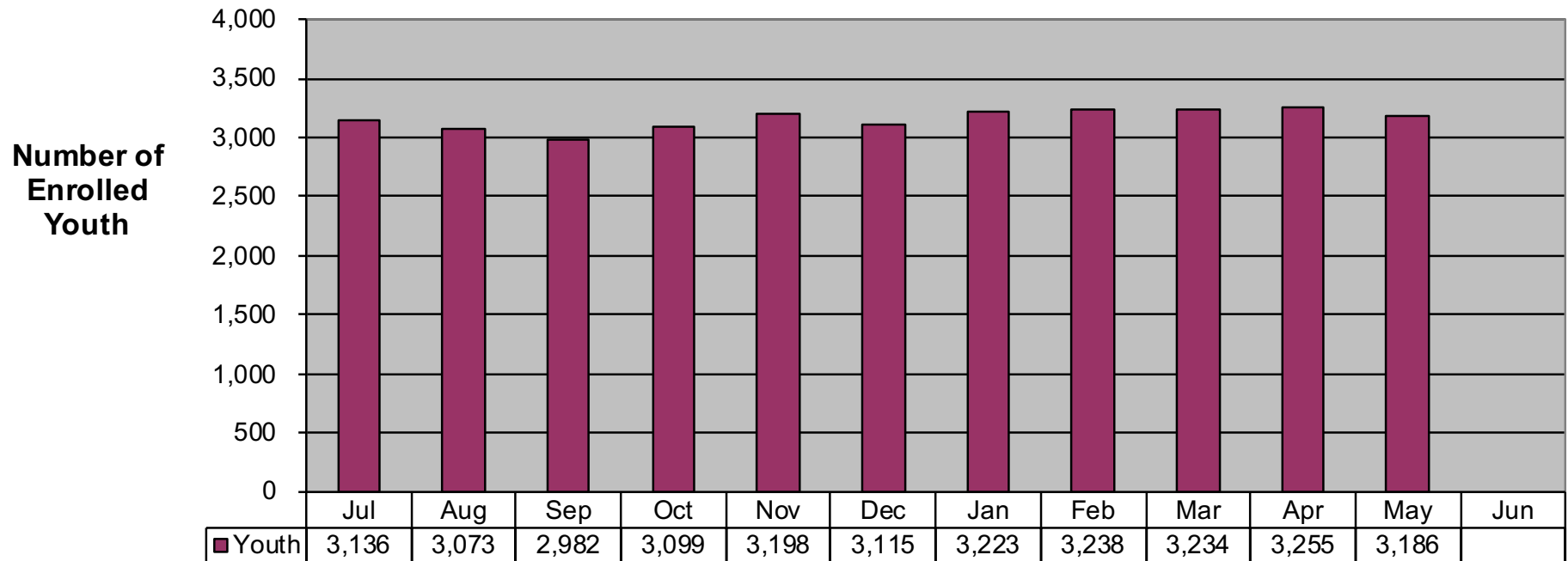


Total youth waiting at end of current month: 113

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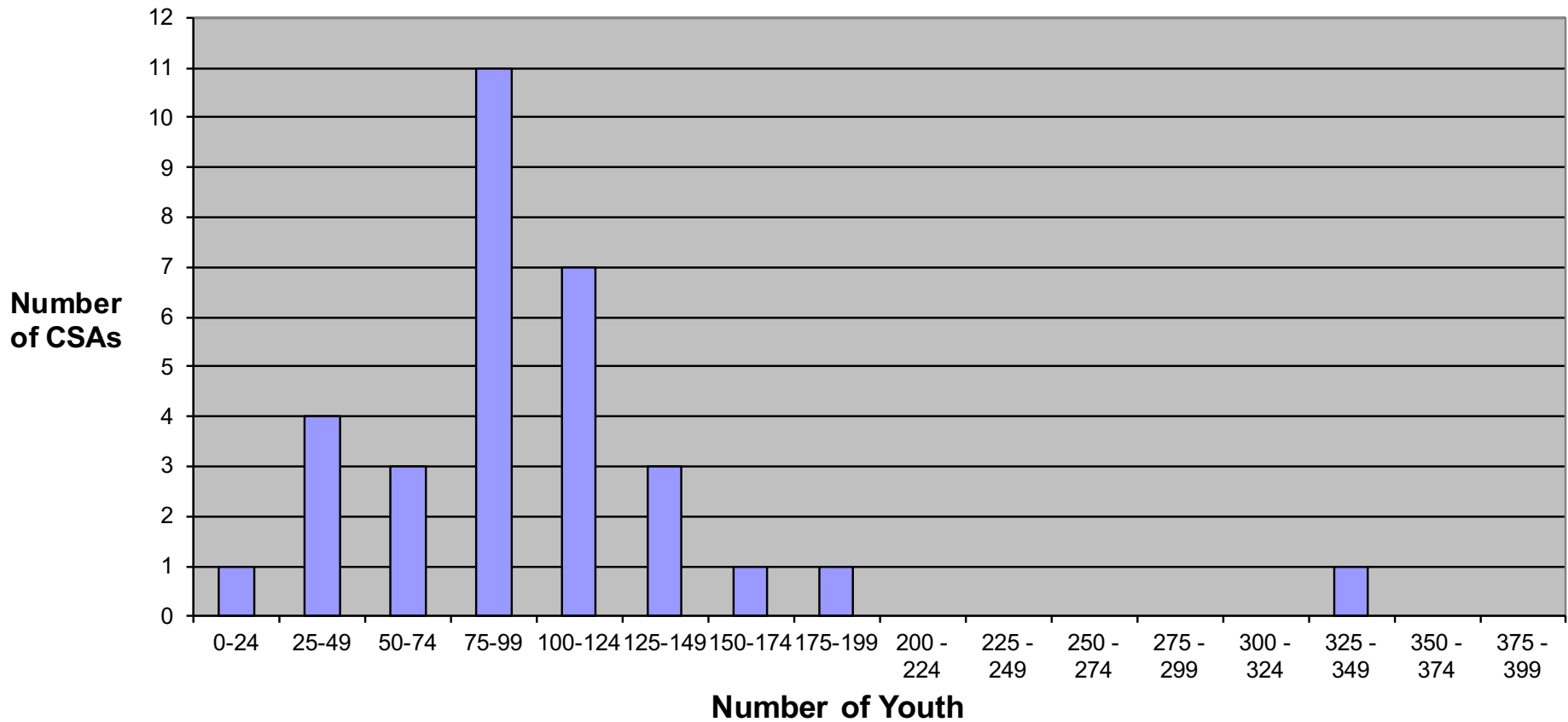
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Number of Youth Enrolled in ICC at End of Month for Fiscal Year 2019



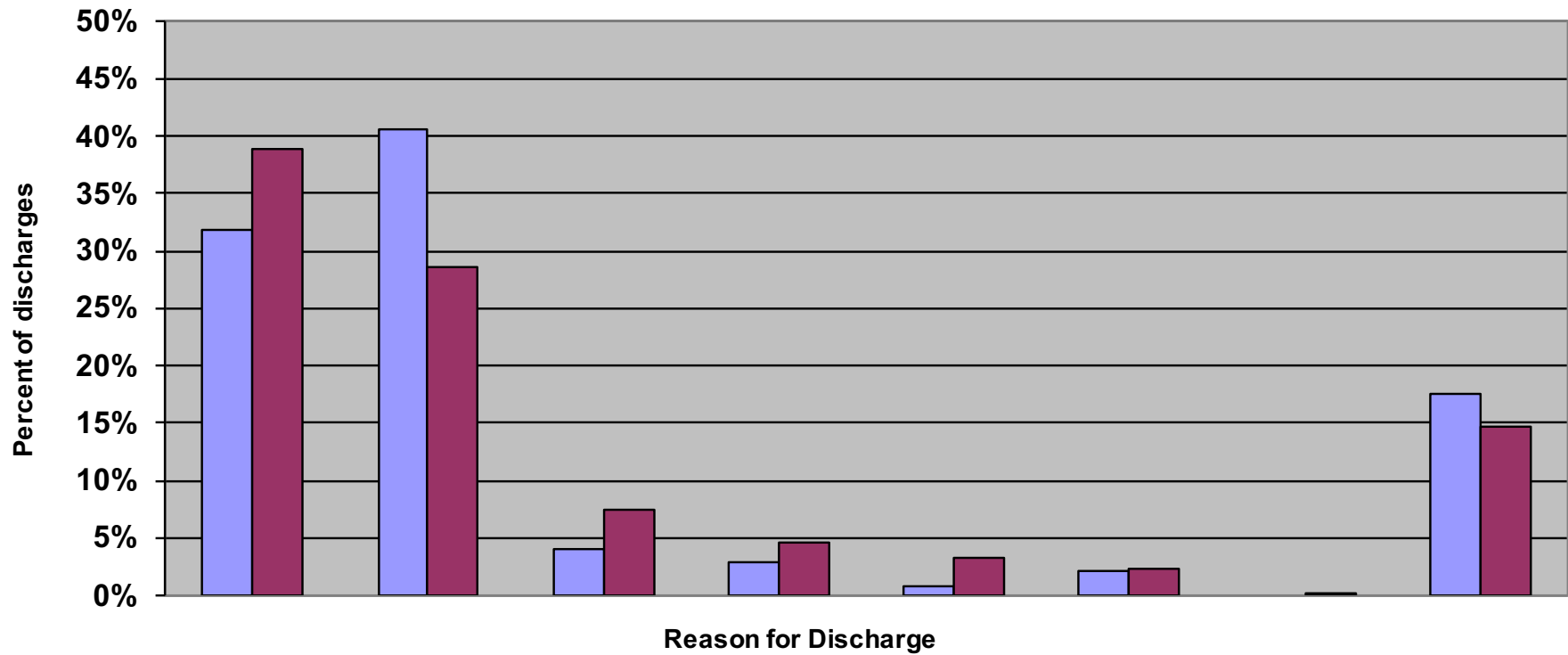
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Distribution of ICC Youth At End of Month by CSA for Current Month



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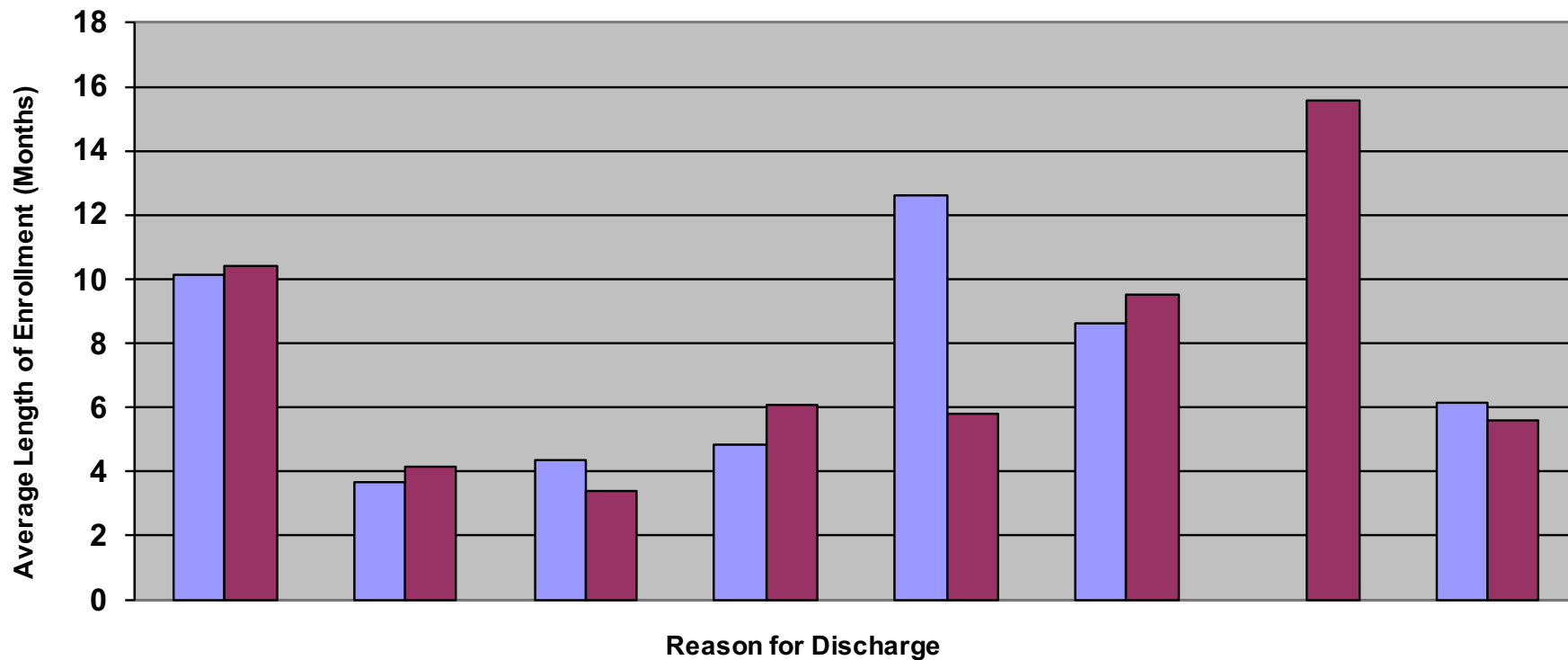
Discharge Reasons for Current Month and Fiscal Year 2019



| | Goals Met | Consent Withdrawn | Not SED | Family Moved | Disenrolled MH | Out of Home | Youth 21 | Other | |
|------------|-----------|-------------------|---------|--------------|----------------|-------------|----------|-------|-------|
| May-20 (%) | 32% | 41% | 4% | 3% | 1% | 2% | 0% | 18% | |
| YTD (%) | 39% | 29% | 7% | 5% | 3% | 2% | 0% | 15% | Total |
| Youth | 87 | 111 | 11 | 8 | 2 | 6 | 0 | 48 | 273 |
| YTD (N) | 1642 | 1204 | 313 | 191 | 142 | 99 | 8 | 621 | 4220 |

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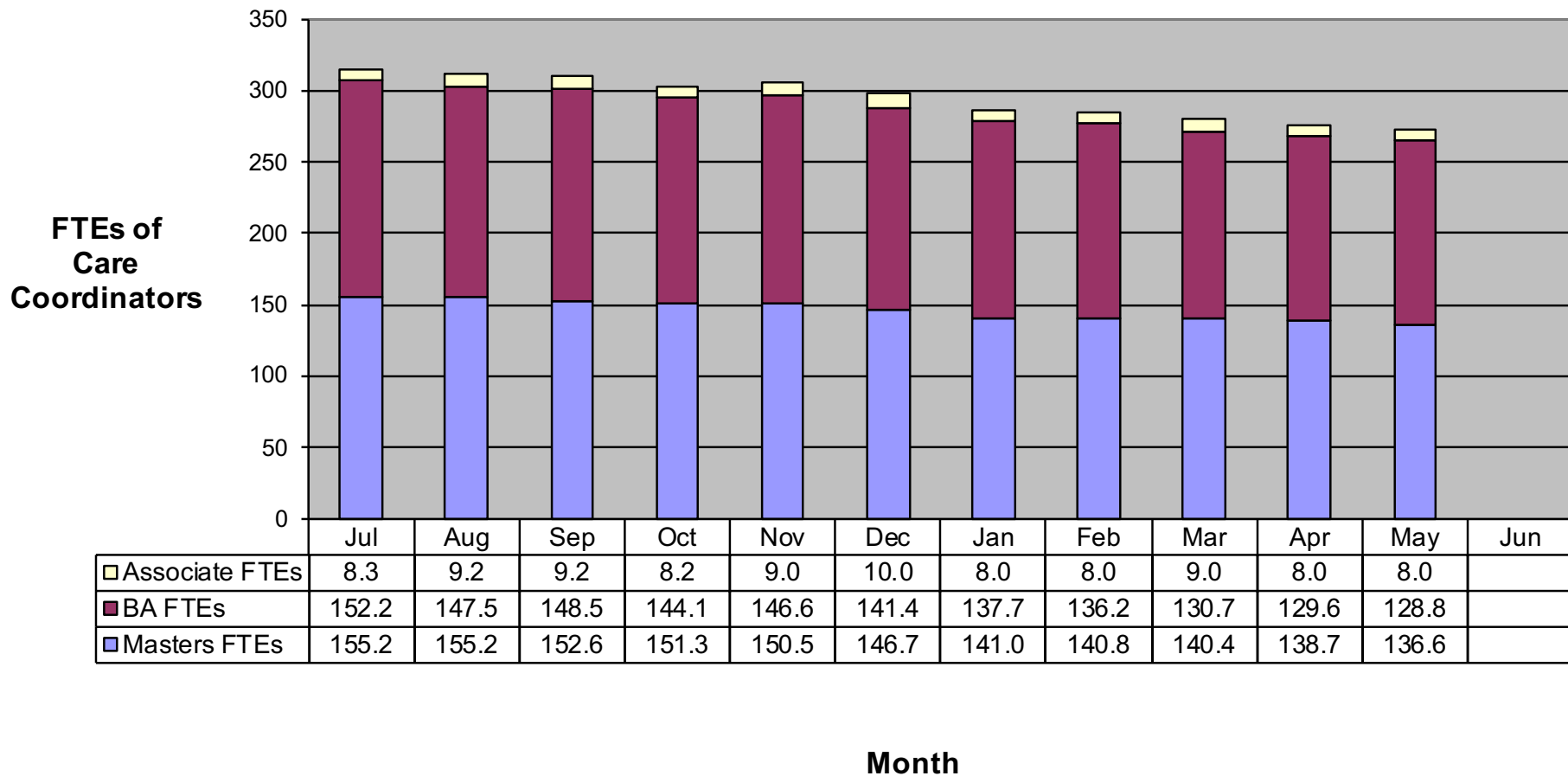
Average Length of Enrollment by Discharge Reason Fiscal Year 2019



| | Goals Met | Consent Withdrawn | Not SED | Family Moved | Disenrolled MH | Out of Home | Youth 21 | Other | |
|--------------|-----------|-------------------|---------|--------------|----------------|-------------|----------|-------|-------|
| May-20 (LOS) | 10.1 | 3.7 | 4.4 | 4.9 | 12.6 | 8.6 | 0.0 | 6.2 | |
| YTD (LOS) | 10.4 | 4.2 | 3.4 | 6.1 | 5.8 | 9.5 | 15.6 | 5.6 | Total |
| Youth | 87 | 111 | 11 | 8 | 2 | 6 | 0 | 48 | 273 |
| YTD (N) | 1642 | 1204 | 313 | 191 | 142 | 99 | 8 | 621 | 4220 |

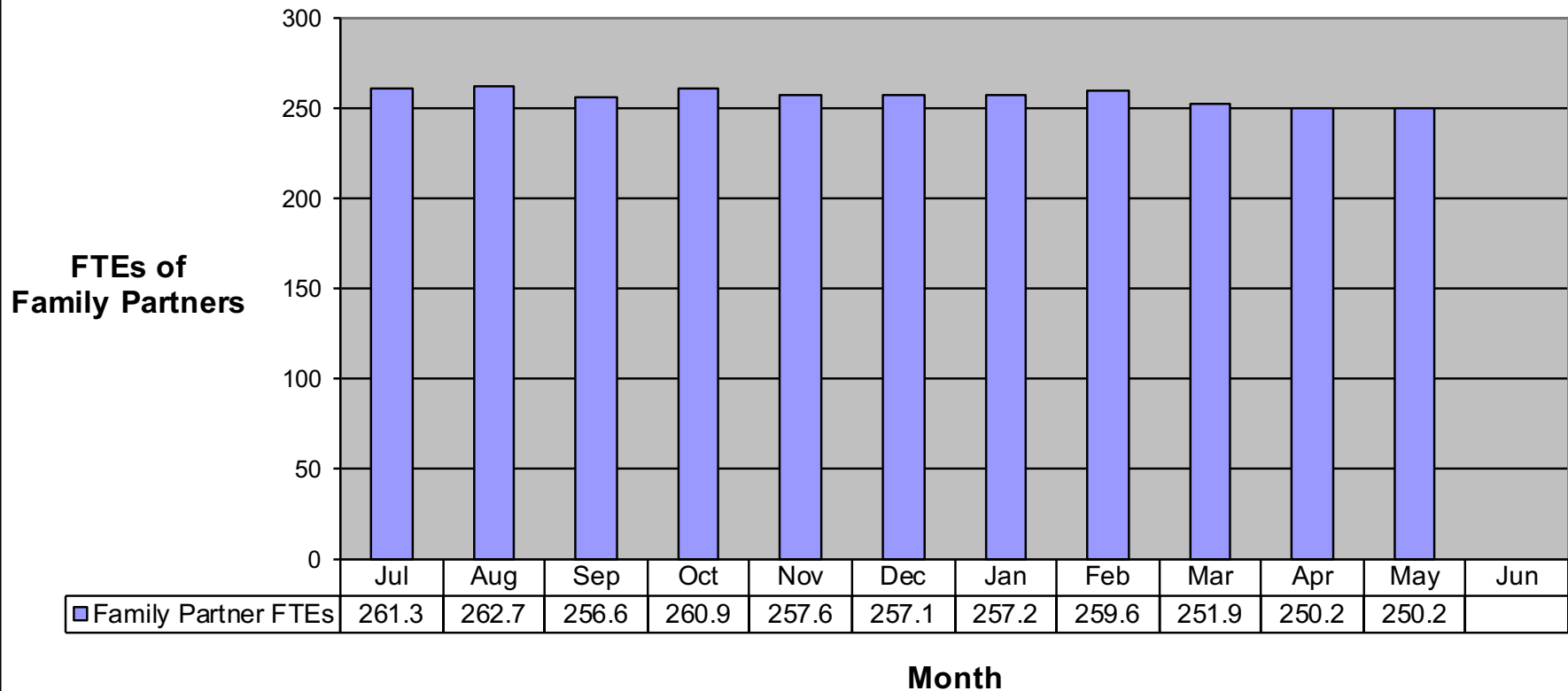
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YTD Care Coordinator FTEs by Training for Fiscal 2019



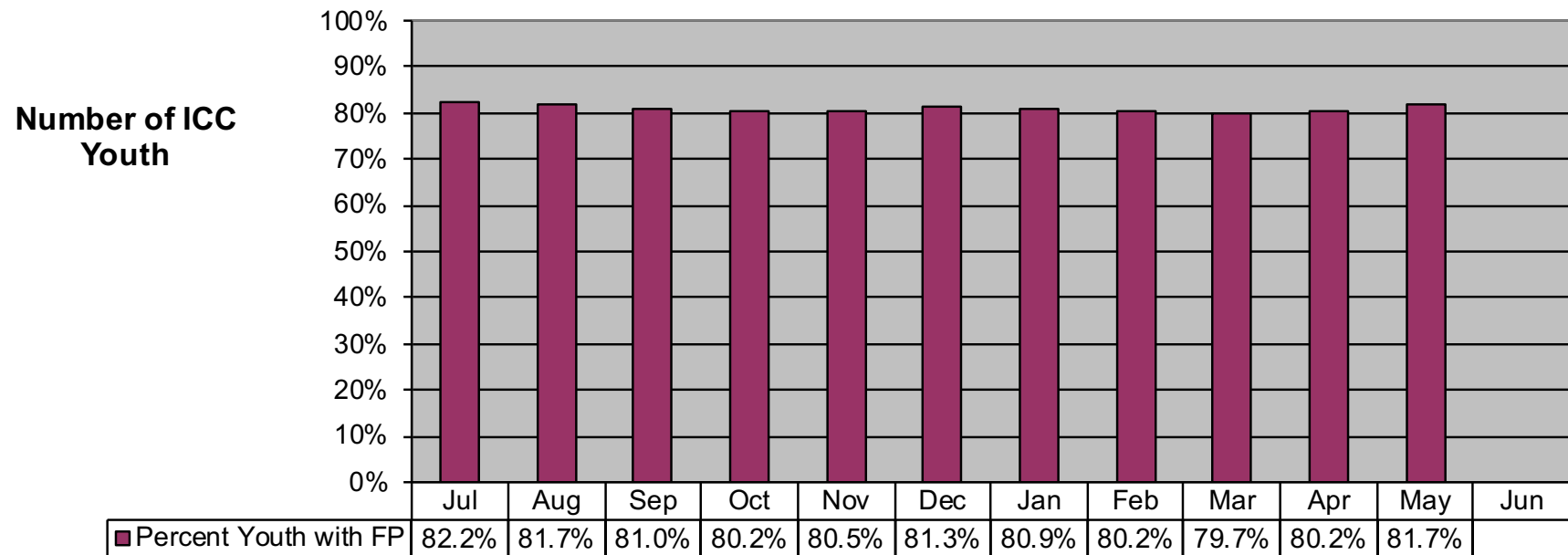
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YTD Family Partner FTEs for Fiscal Year 2019



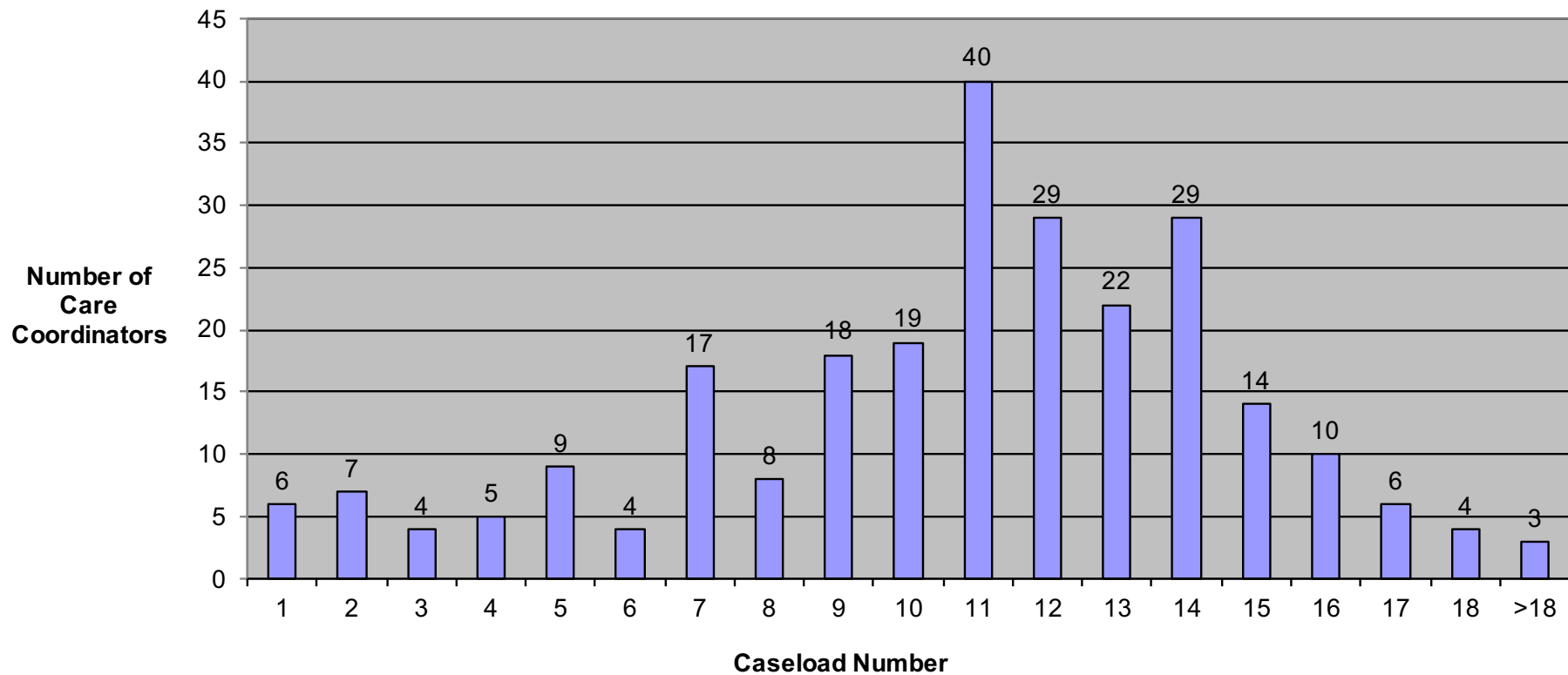
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Percent of Youth Enrolled in ICC with a Family Partner for Fiscal Year 2019



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ICC Caseload Distribution For Full Time Care Coordinators



Average Caseload (All FTEs) = 10.8

Based on caseload per FTE rounded to nearest whole number.

Does not include Senior Care Coordinator caseloads.

Full Time = >.7 FTE. Graph shows 85% of youth enrolled.

Prepared by the Massachusetts Behavioral Health Partnership on 6/28/2020.