

## 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.

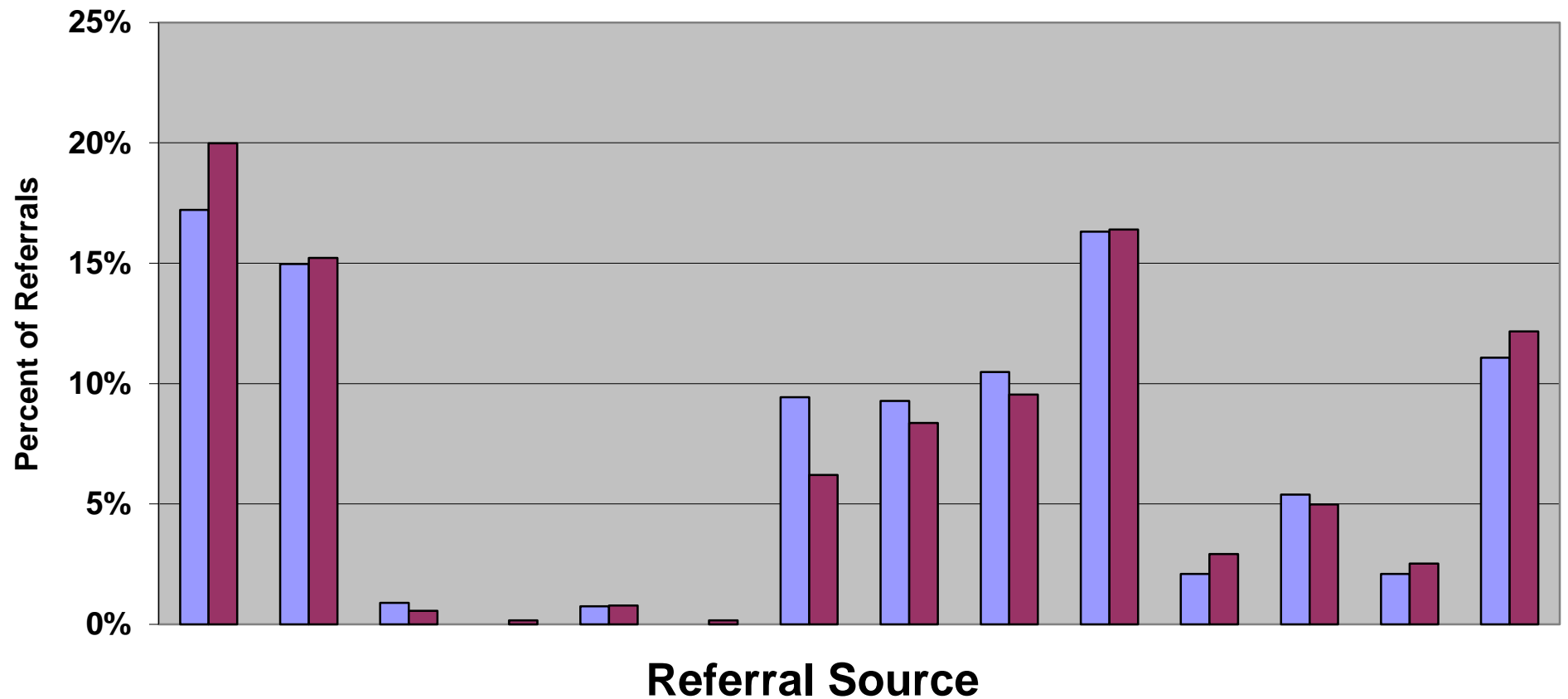
**Disenrolled MH:** Includes youth disenrolled from MassHealth and youth still enrolled in MassHealth but disenrolled from an ICC eligible benefit category. Does not include youth changing to a different MCE.

**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 November 2015, Report 1

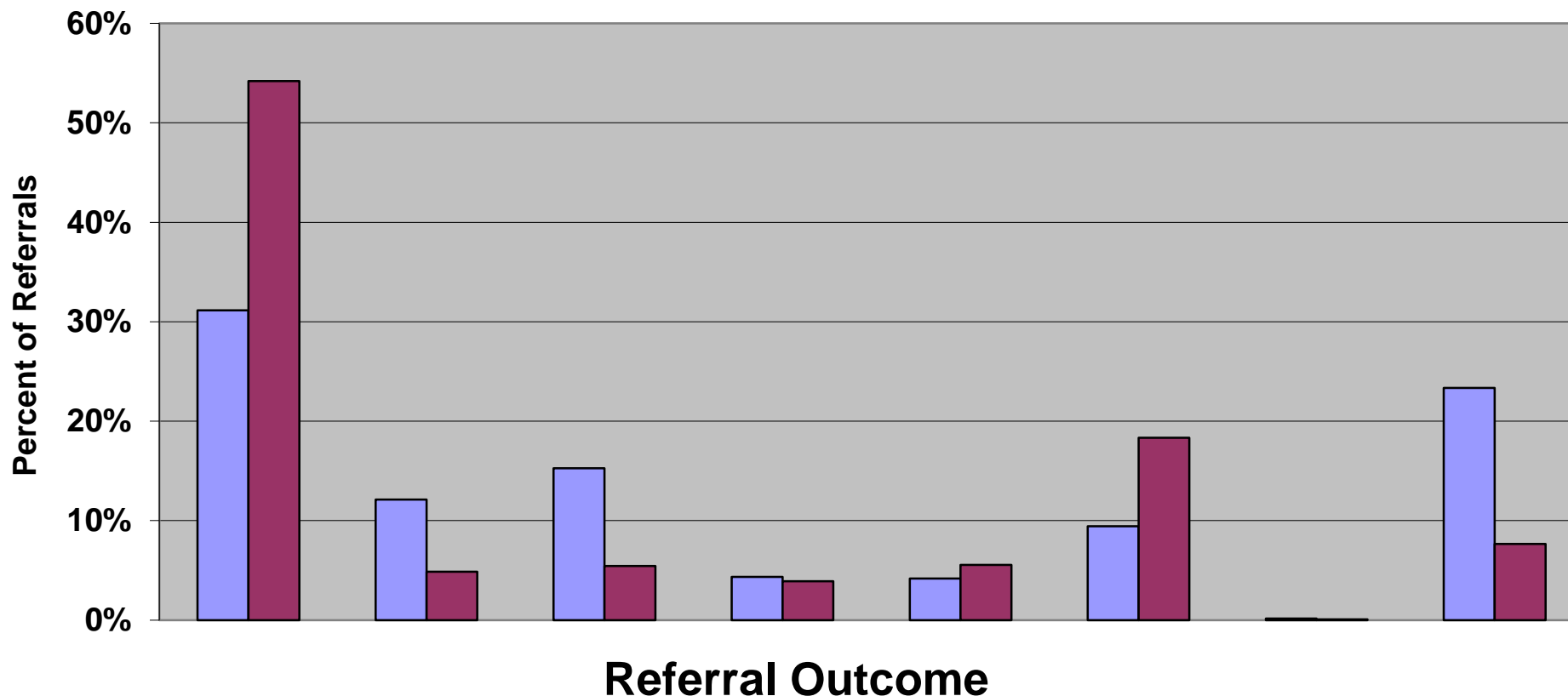
## Sources of All Referrals to ICC for Current Month and Fiscal Year 2016



	Family/ Youth	DCF	DMH	DYS	Probation	DDS	School	MCI	In-Home	Out- patient	PCP	Hospital	TCU/ CBAT	Other	
Nov-15 (%)	17%	15%	1%	0%	1%	0%	9%	9%	10%	16%	2%	5%	2%	11%	
YTD (%)	20%	15%	1%	0%	1%	0%	6%	8%	10%	16%	3%	5%	3%	12%	Total
Youth	115	100	6	0	5	0	63	62	70	109	14	36	14	74	668
YTD (N)	609	464	17	5	24	5	189	255	291	500	89	152	77	371	3048

# CSA Monthly Report for November 2015, Report 2

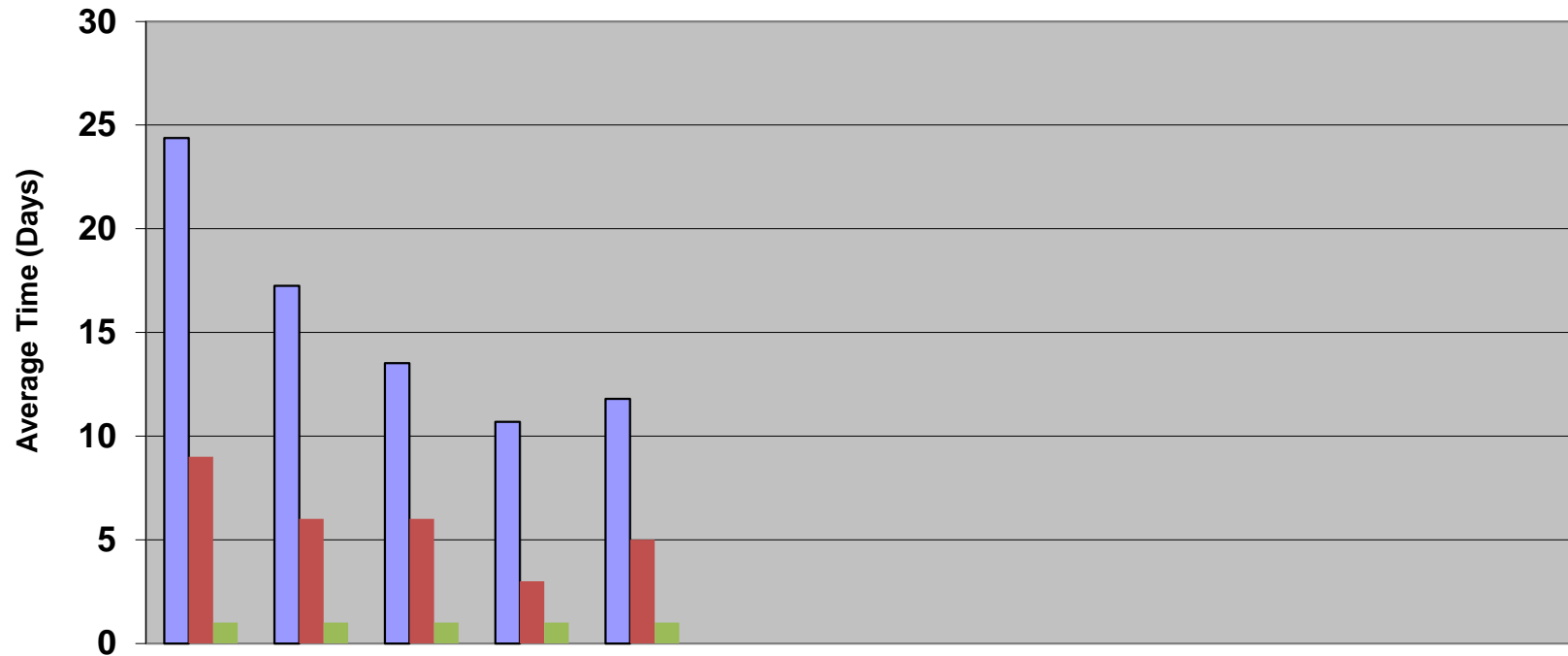
## Outcome of Referrals to ICC for Current Month and Fiscal Year 2016



	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	
Nov-15 (%)	31%	12%	15%	4%	4%	9%	0%	23%	
YTD (%)	54%	5%	5%	4%	6%	18%	0%	8%	Total
Youth	208	81	102	29	28	63	1	156	668
YTD (N)	1652	148	166	119	169	559	2	233	3048

# CSA Monthly Report for November 2015, Report 3

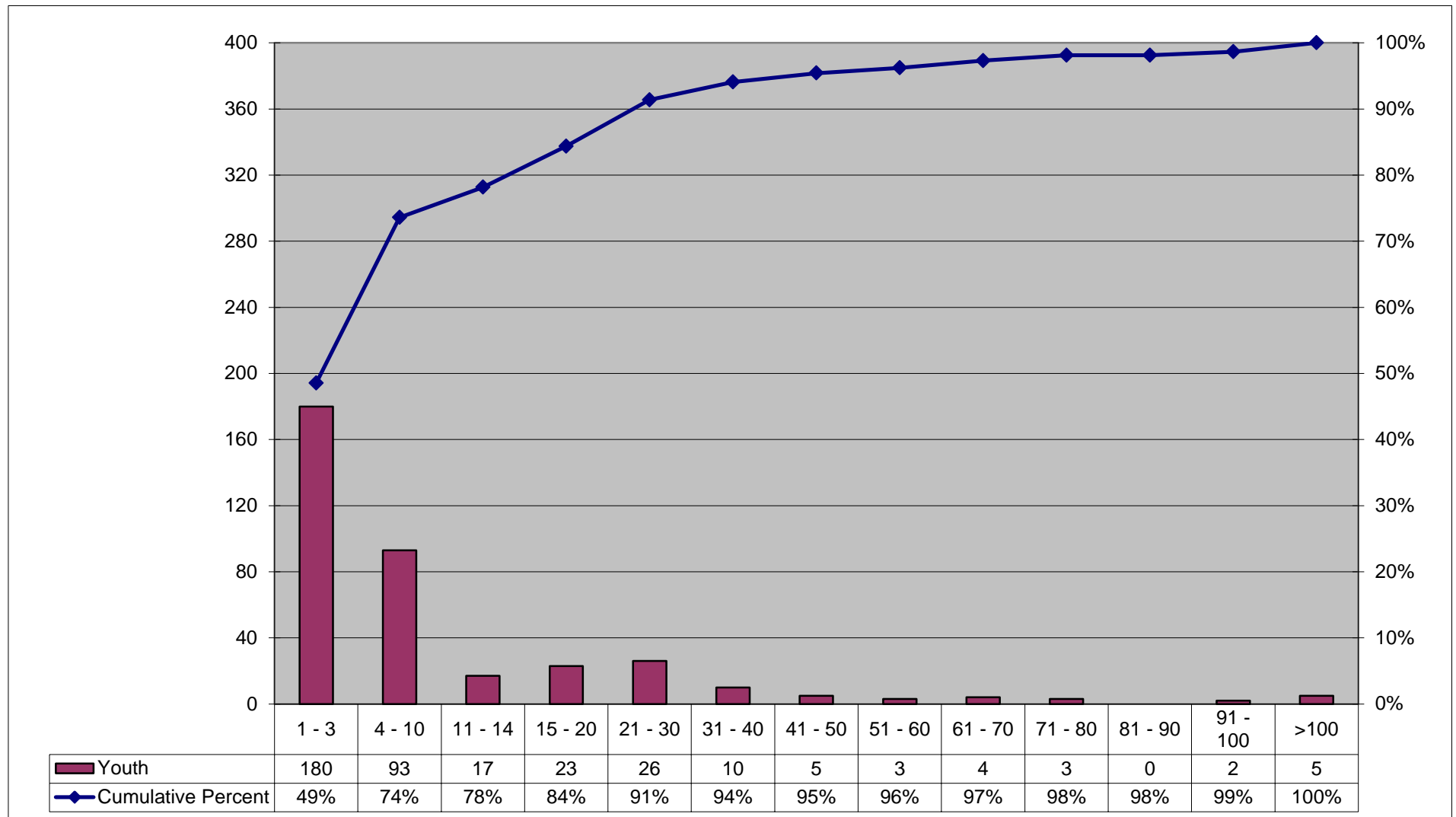
## Time from Family Request to Date Offered for Initial Appointment to Occur for Youth Starting Service in Fiscal Year 2016



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Average Time (Days)	24.4	17.2	13.5	10.7	11.8							
Median Time (Days)	9.0	6.0	6.0	3.0	5.0							
Mode Time (Days)	1	1	1	1	1							
Youth	368	332	348	385	384							

# CSA Monthly Report for November 2015, Report 4

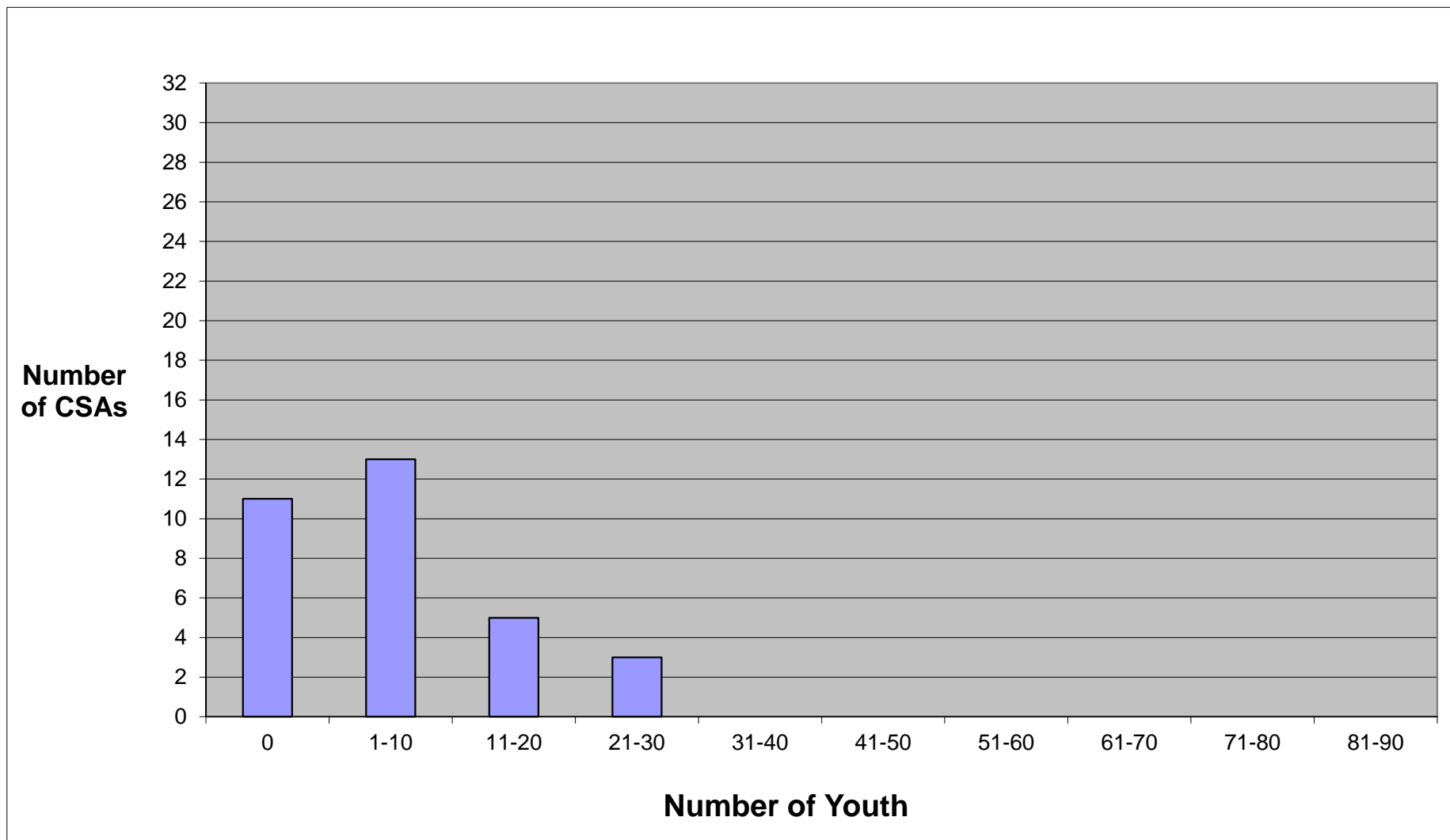
## Distribution of Time from Family Request to Date Offered for Initial Appointment to Occur for Youth Starting Service in Current Month



Total youth starting services at end of current month: 371

# CSA Monthly Report for November 2015, Report 5

## Distribution of Youth Waiting at End of Month by CSA



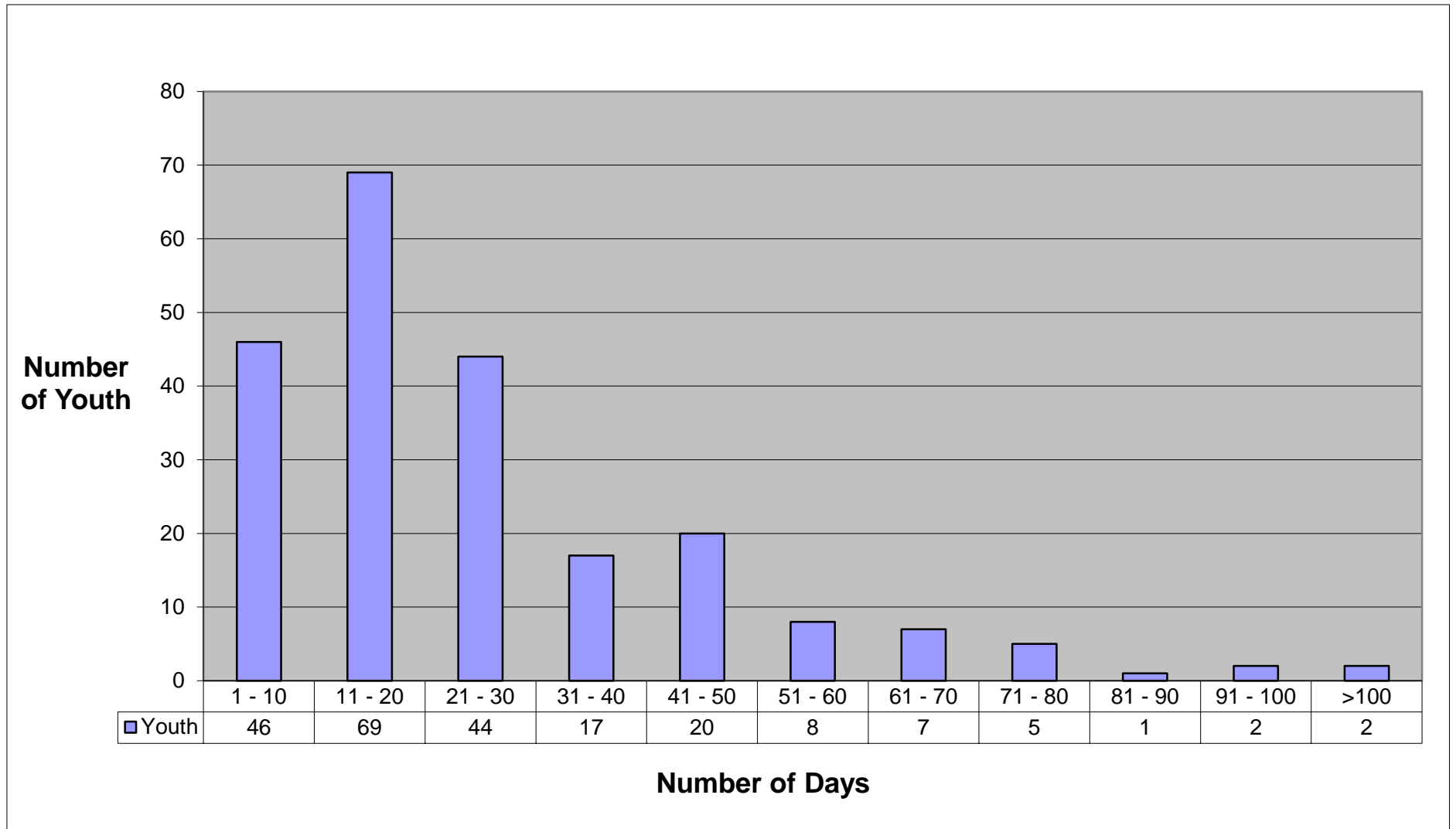
Total youth waiting at end of current month: 221

Prepared by the Massachusetts Behavioral Health Partnership on 12/30/2015.



# CSA Monthly Report for November 2015, Report 6

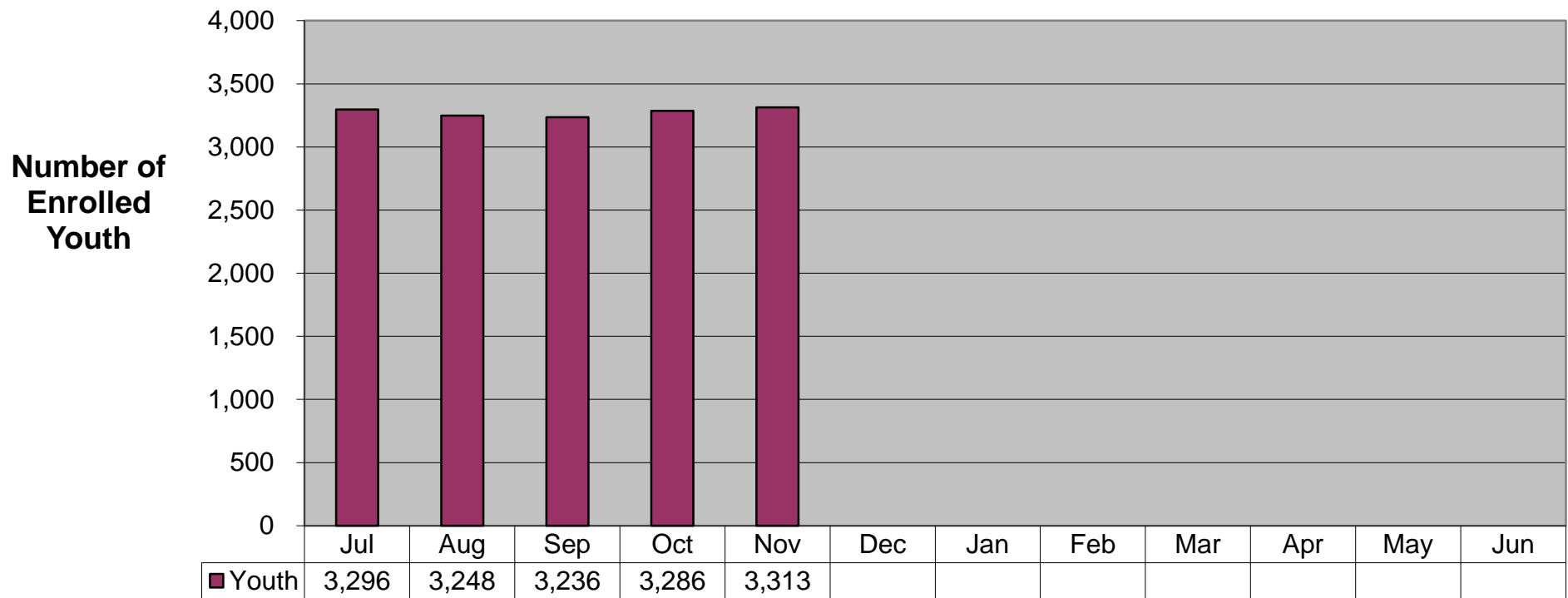
## Distribution of Youth Waiting by Days Waiting for Current Month



Total youth waiting at end of current month: 221

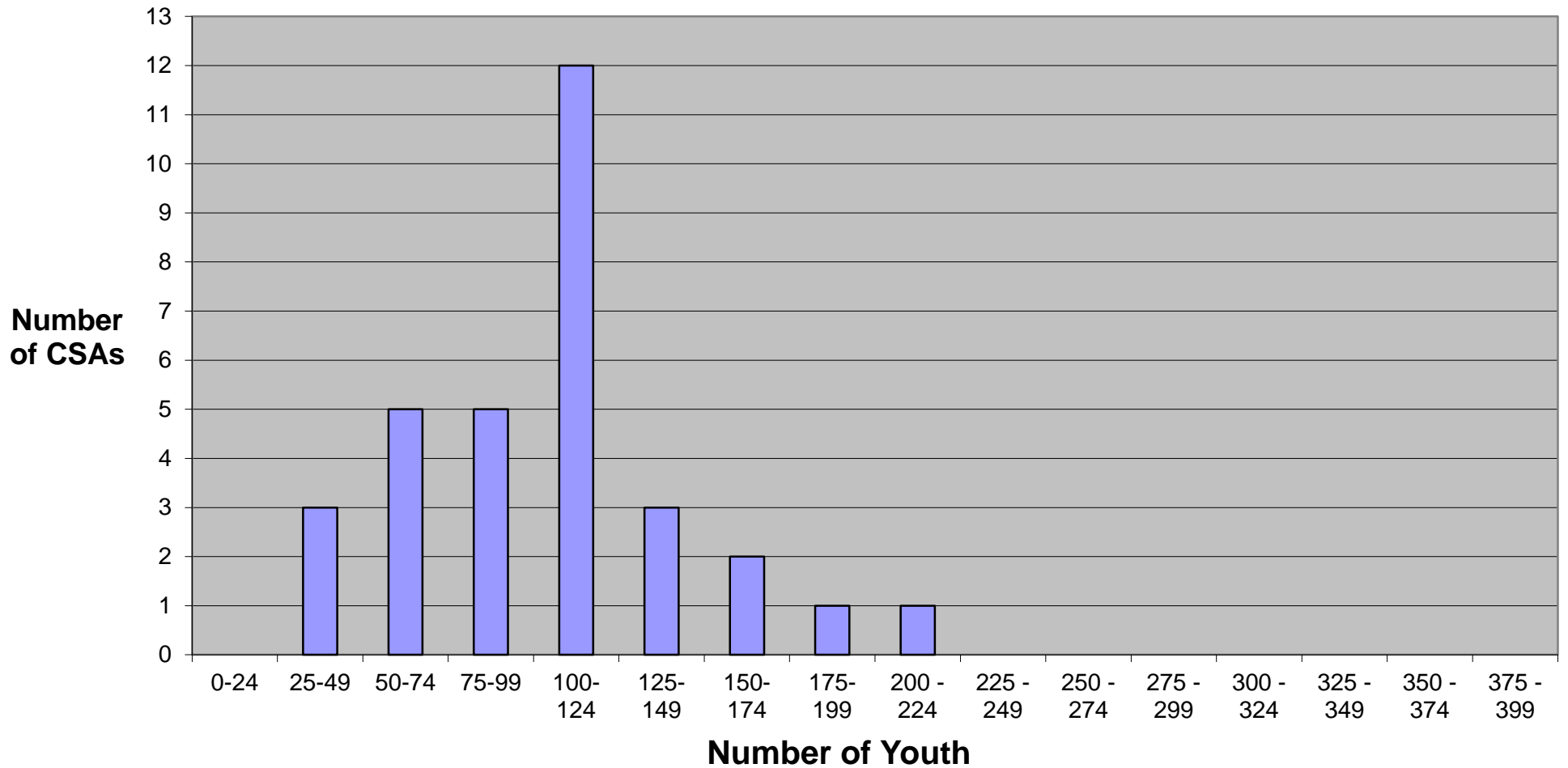
# CSA Monthly Report for November 2015, Report 7

## Number of Youth Enrolled in ICC at End of Month for Fiscal Year 2016



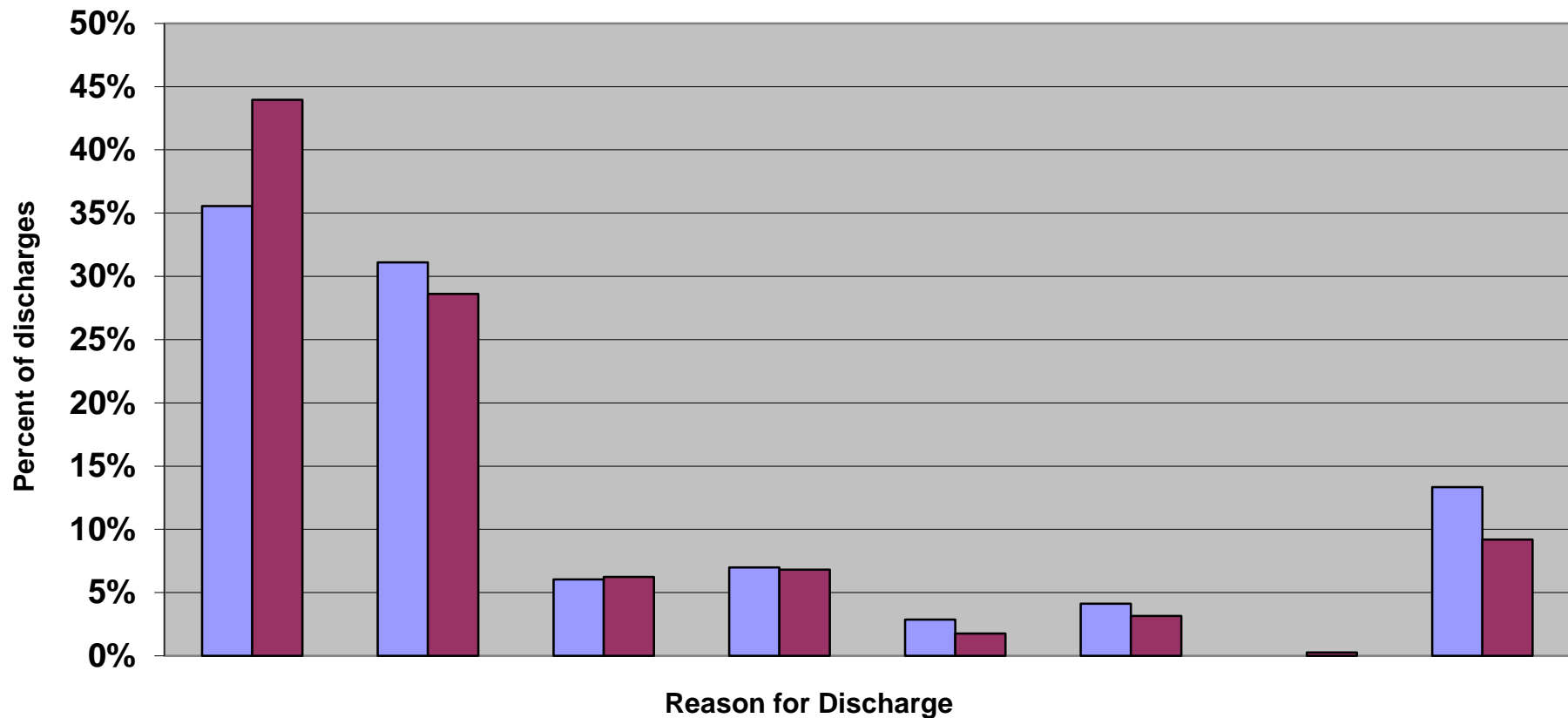
# CSA Monthly Report for November 2015, Report 8

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



# CSA Monthly Report for November 2015, Report 9

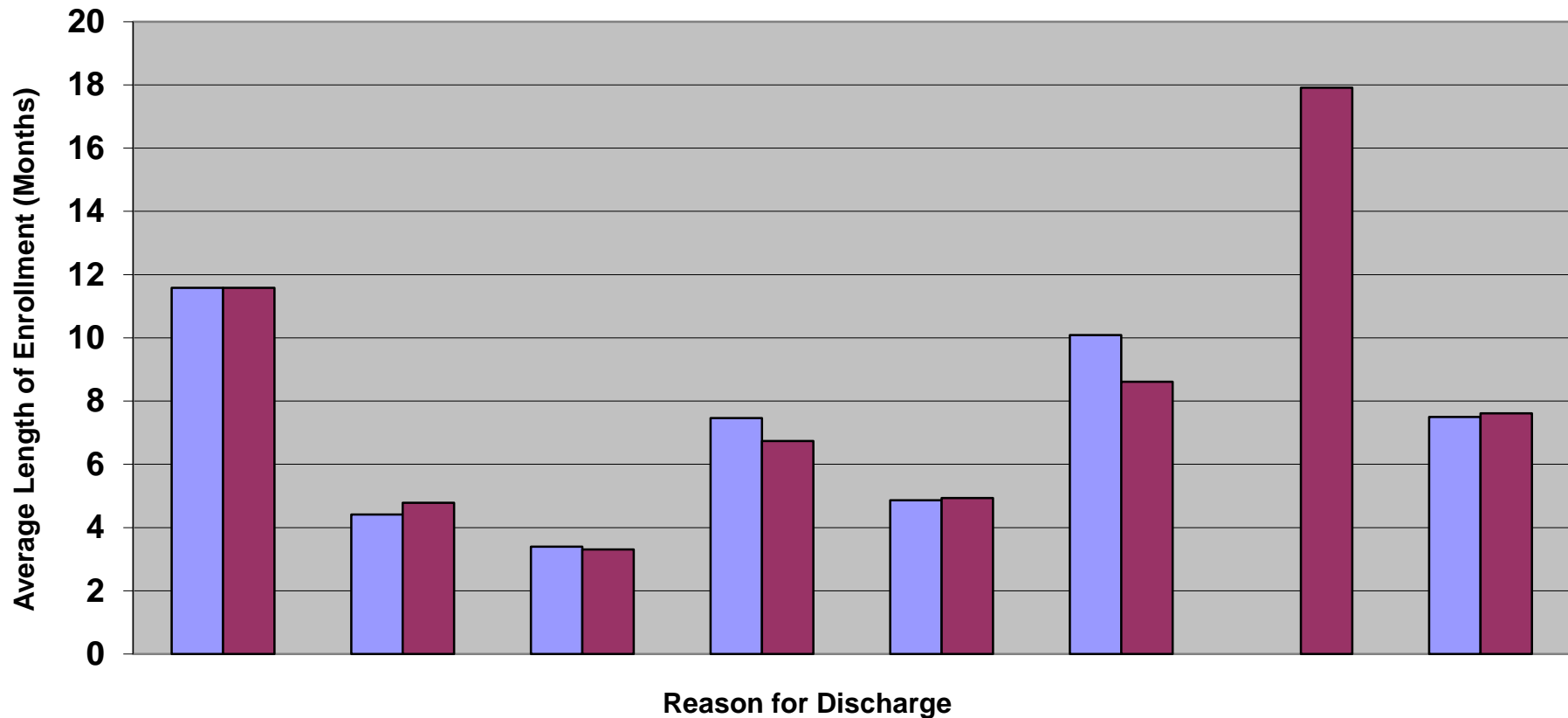
## Discharge Reasons for Current Month and Fiscal Year 2016



	Goals Met	Consent Withdrawn	Not SED	Family Moved	Disenrolled MH	Out of Home	Youth 21	Other	
Nov-15 (%)	36%	31%	6%	7%	3%	4%	0%	13%	
YTD (%)	44%	29%	6%	7%	2%	3%	0%	9%	Total
Youth	112	98	19	22	9	13	0	42	315
YTD (N)	851	554	121	132	34	61	5	178	1936

# CSA Monthly Report for November 2015, Report 10

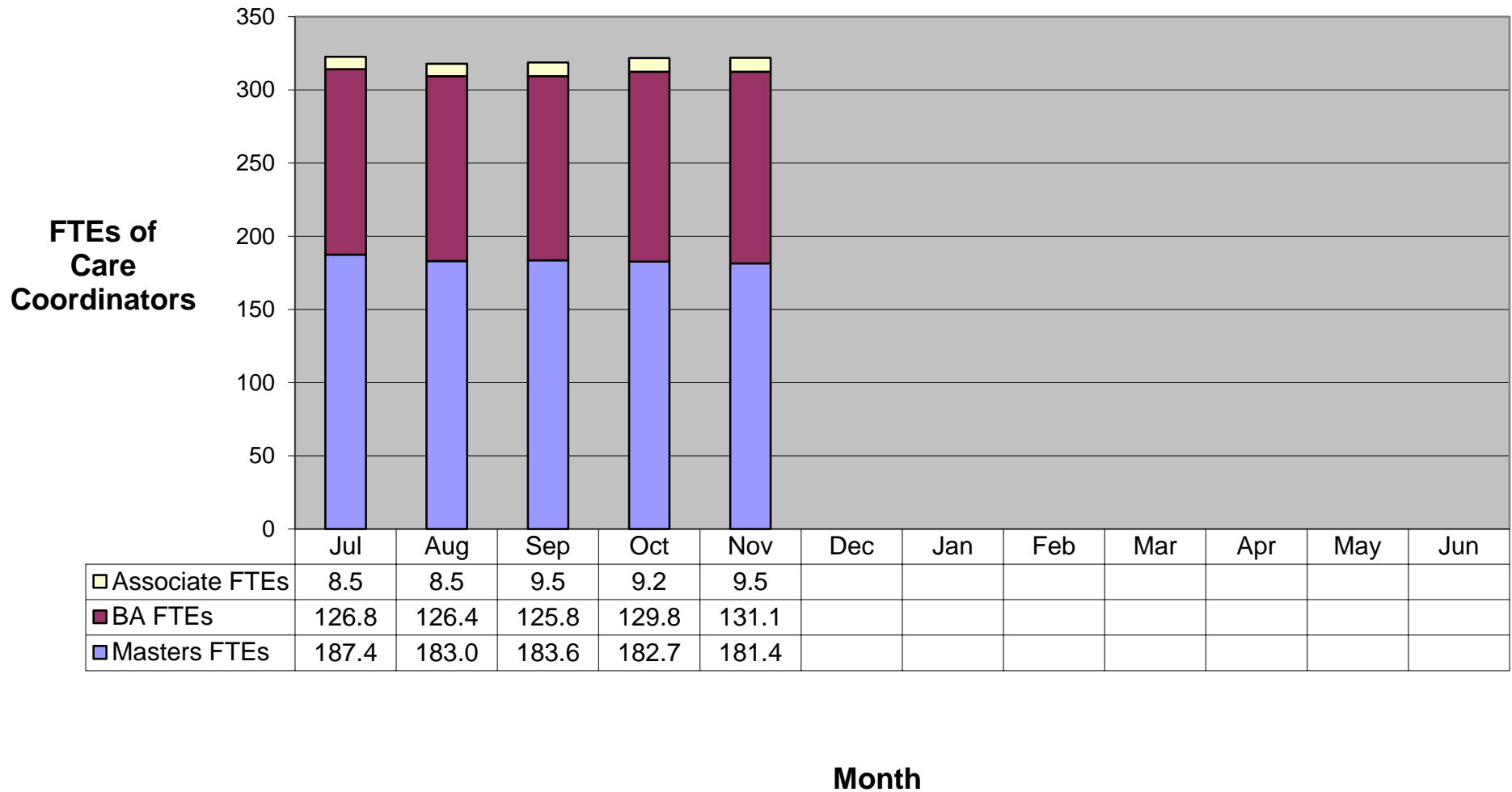
## Average Length of Enrollment by Discharge Reason Fiscal Year 2016



	Goals Met	Consent Withdrawn	Not SED	Family Moved	Disenrolled MH	Out of Home	Youth 21	Other	
Nov-15 (LOS)	11.6	4.4	3.4	7.5	4.9	10.1	0.0	7.5	
YTD (LOS)	11.6	4.8	3.3	6.7	4.9	8.6	17.9	7.6	Total
Youth	112	98	19	22	9	13	0	42	315
YTD (N)	851	554	121	132	34	61	5	178	1936

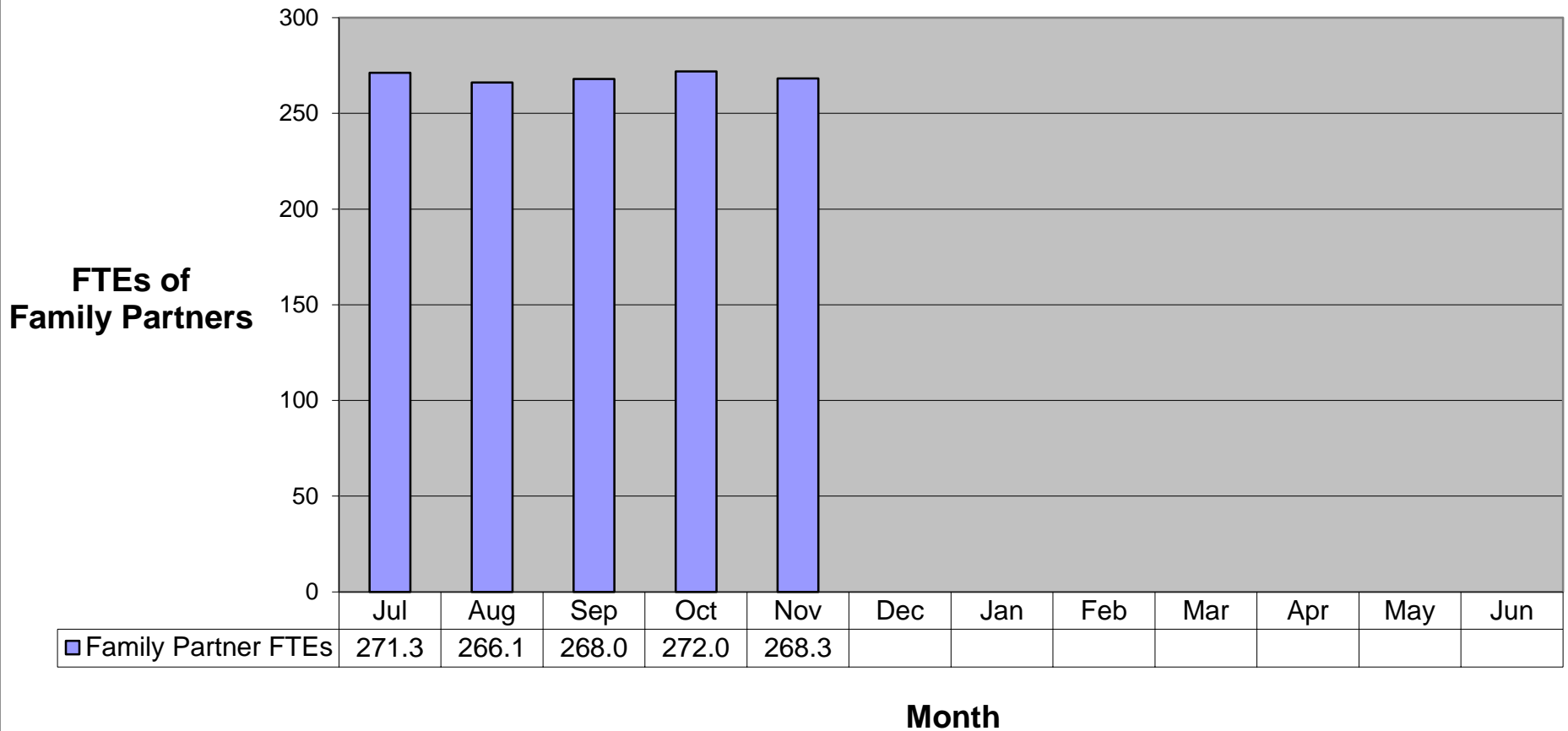
# CSA Monthly Report for November 2015, Report 11

## YTD Care Coordinator FTEs by Training for Fiscal 2016



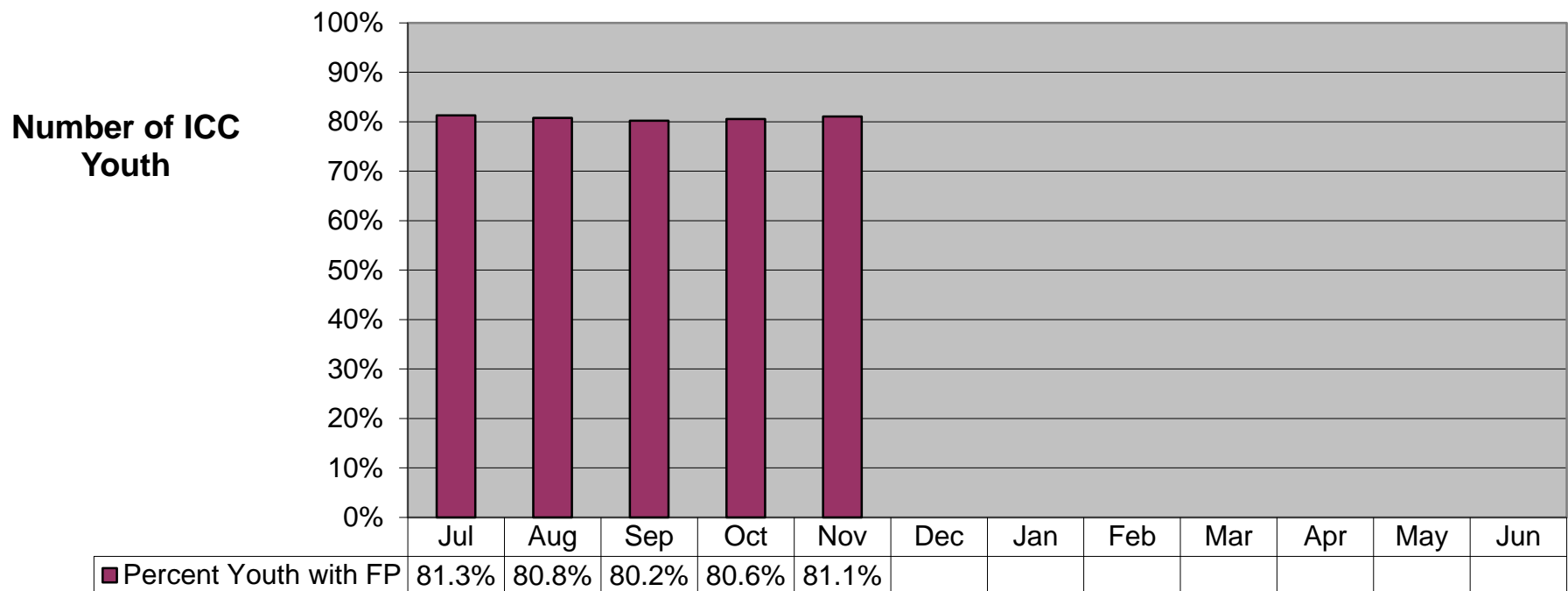
# CSA Monthly Report for November 2015, Report 12

## YTD Family Partner FTEs for Fiscal Year 2016



# CSA Monthly Report for November 2015, Report 13

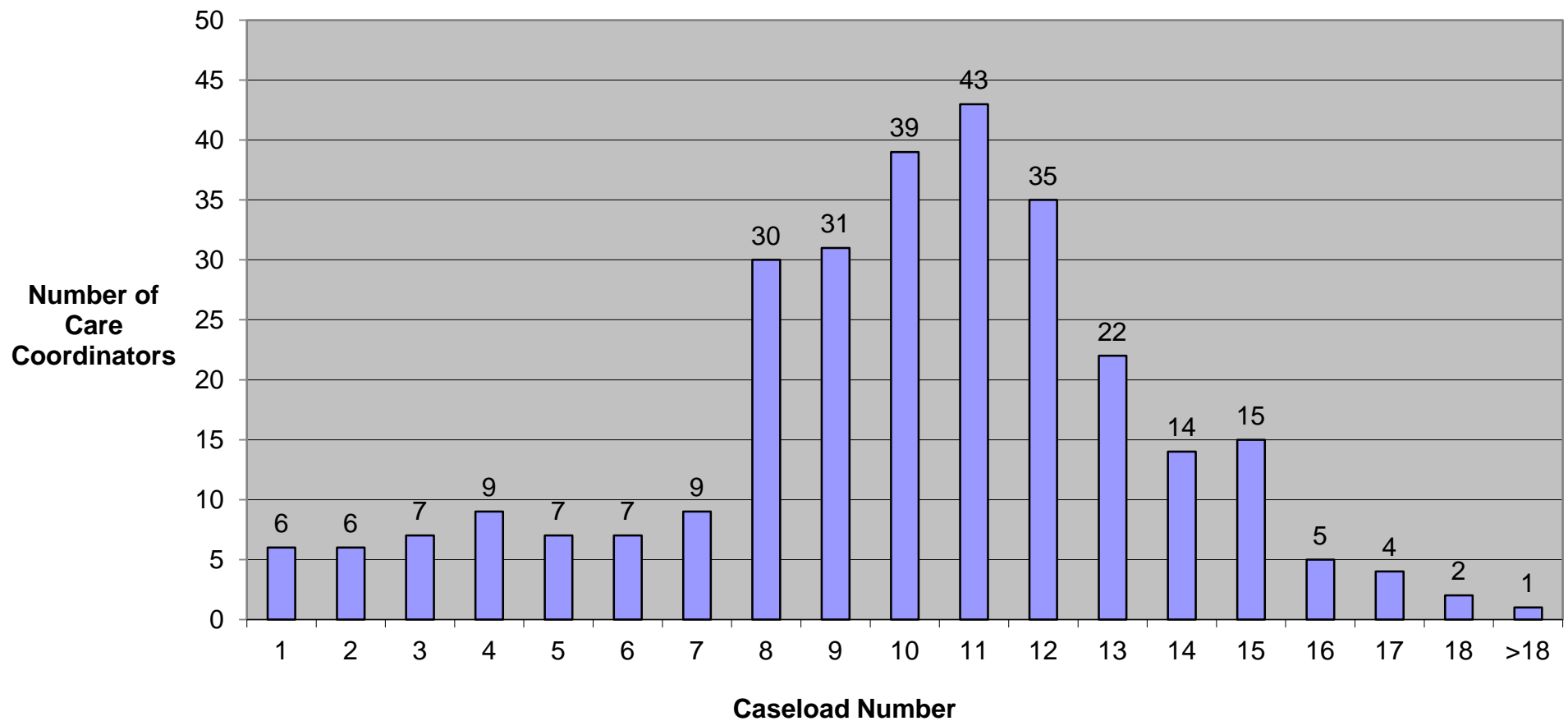
## Percent of Youth Enrolled in ICC with a Family Partner for Fiscal Year 2016





# CSA Monthly Report for November 2015, Report 14

## ICC Caseload Distribution For Full Time Care Coordinators



**Average Caseload (All FTEs) = 10.0**

Based on caseload per FTE rounded to nearest whole number.

Does not include Senior Care Coordinator caseloads.

Full Time = >.7 FTE. Graph shows 88% of youth enrolled.

Prepared by the Massachusetts Behavioral Health Partnership on 12/30/2015.

Date	Jul	1	2	3
		Aug	Sep	
Masters FTEs		187.4	183.0	183.6
BA FTEs		126.8	126.4	125.8
Associate FTEs		8.5	8.5	9.5
Family Partner FTEs		271.3	266.1	268.0

Percent Masters	58%	58%	58%
Total Care Coordinators	322.6	317.9	318.8

### Distribution of ICC Youth by CSA

Number	Category	Youth Distribution by CSA
0	0-24	0
1	25-49	3
2	50-74	5
3	75-99	5
4	100-124	12
5	125-149	3
6	150-174	2
7	175-199	1
8	200 - 224	1
9	225 - 249	0
10	250 - 274	0
11	275 - 299	0
12	300 - 324	0
13	325 - 349	0
14	350 - 374	0
15	375 - 399	0

32

### Referral D

Current Month Referral Source	Referral Source	Youth
Family/ Youth	115	17%
DCF	100	15%
DMH	6	1%
DYS	0	0%
Probation	5	1%
DDS	0	0%
School	63	9%
MCI	62	9%
In-Home	70	10%

Out-patient	109	16%
PCP	14	2%
Hospital	36	5%
TCU/ CBAT	14	2%
Other	74	11%
Total	668	100%

## Referral D

Current Month		
Referral Status	Youth	Nov-15 (N)
Service Started	208	31%
Initial Appt Offered	81	12%
Family Not Yet Reached	102	15%
Not MH Eligible	29	4%
Referred to Other Service	28	4%
Family Declines Service	63	9%
Waiting for Preferred Staff	1	0%
Waiting to Schedule 1st Appt	156	23%
Grand Total	668	100%

## Discharge Re

Current Month		
Discharge Reason	Youth	Nov-15 (N)
Goals Met	112	36%
Consent Withdrawn	98	31%
Not SED	19	6%
Family Moved	22	7%
Disenrolled MH	9	3%
Out of Home	13	4%
Youth 21	0	0%
Other	42	13%
Grand Total	315	100%

## LOS by Discharg

Current Month	
Discharge Reason	LOS
Goals Met	11.6
Consent Withdrawn	4.4
Not SED	3.4
Family Moved	7.5
Disenrolled MH	4.9
Out of Home	10.1
Youth 21	0.0
Other	7.5
All Reasons	7.8

## Referral Sources of Youth Starting Service

Current Month		
Referral Source	Referral Source	Nov-15 (N)
Family/		
Youth	79	11%
DCF	63	9%
DMH	1	0%
DYS	0	0%
Probation	2	0%
DDS	18	2%
School	25	3%
MCI	38	5%
In-Home	64	9%
Out-		
patient	10	1%
PCP	15	2%
Hospital	5	1%
TCU/		
CBAT	47	6%
Other	367	50%
Total	734	100%

Ca

Number	All Full Time ICCs	Seasoned Full Time ICCs Only
1	6	5

2	6	3
3	7	6
4	9	5
5	7	6
6	7	6
7	9	9
8	30	28
9	31	27
10	39	34
11	43	41
12	35	31
13	22	21
14	14	14
15	15	11
16	5	5
17	4	4
18	2	2
>18	1	1

292

259

Average Caseload 10.0  
Seasoned Caseload 10.2

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12

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Staffing Data

	4	5	6	7
Oct	Nov	Dec	Jan	
	182.7	181.4		
	129.8	131.1		
	9.2	9.5		
	272.0	268.3		

57%  
321.7

56%  
322.0

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Distribution of Waiting Time by CSA		
Number	Category	Youth Distribution by CSA
0	0	11
1	1-10	13
2	11-20	5
3	21-30	3
4	31-40	0
5	41-50	0
6	51-60	0
7	61-70	0
8	71-80	0
9	81-90	0
		32

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## ata

YTD Referral Source	Referrals	YTD
Family/Youth	609	20%
DCF	464	15%
DMH	17	1%
DYS	5	0%
Probation	24	1%
DDS	5	0%
School	189	6%
MCI	255	8%
In-Home	291	10%



Outpatient	500	16%
PCP	89	3%
Hospital	152	5%
TCU/CBAT	77	3%
Other	371	12%
Total	3048	100%

## ata

YTD		
Referral Status	Youth	YTD
Service Started	1652	54%
Initial Appt Offered	148	5%
Family Not Yet Reached	166	5%
Not MH Eligible	119	4%
Referred to Other Service	169	6%
Family Declines Service	559	18%
Waiting for Preferred Staff	2	0%
Waiting to Schedule 1st Appt	233	8%
Grand Total	3048	100%

## Reason

YTD		
Discharge Reason	Youth	YTD
Goals Met	851	44%
Consent Withdrawn	554	29%
Not SED	121	6%
Family Moved	132	7%
Disenrolled MH	34	2%
Out of Home	61	3%
Youth 21	5	0%
Other	178	9%
Grand Total	1936	100%

## e Reason

YTD	
Discharge Reason	LOS
Goals Met	11.6
Consent Withdrawn	4.8
Not SED	3.3
Family Moved	6.7
Disenrolled MH	4.9
Out of Home	8.6
Youth 21	17.9
Other	7.6
All Reasons	8.2

## e in FY11

Referral Source	Referrals	YTD
Family/ Youth	392	11%
DCF	310	9%
DMH	7	0%
DYS	2	0%
Probation	8	0%
DDS	91	2%
School	129	3%
MCI	189	5%
In-Home	305	9%
Out- patient	50	1%
PCP	76	2%
Hospital	32	1%
TCU/ CBAT	220	6%
Other	1811	50%
Total	3622	100%

## eload Distribution

Number	Distribution Care Coordinators	Distribution Family Partners
1	0	0

2	0	1
3	0	1
4	0	0
5	3	0
6	4	6
7	4	6
8	2	3
9	2	4
10	4	3
11	3	3
12	2	1
13	2	3
14	1	1
15	0	0
16	2	0
17	1	0
18	2	0
19	0	0
20	0	0
21	0	0
22	0	0
23	0	0
24	0	0
25	0	0
26	0	0
27	0	0
28	0	0
29	0	0
30	0	0

## ICC Youth Enrolled/Discharged

3,313 2687 81% 221

Date	Percent Youth			
	Youth	With FP	with FP	Number Waiting
Jul	3,296	2,680	81.3%	127
Aug	3,248	2,624	80.8%	108
Sep	3,236	2,596	80.2%	126
Oct	3,286	2,647	80.6%	165
Nov	3,313	2,687	81.1%	221
Dec				
Jan				
Feb				
Mar				
Apr				
May				
Jun				
	315	7.8	5.0	1
Date	Median Time to			
	Youth	Average Length	Initial	Mode Time to
	Discharged	of Enrollment	Appointment	Initial Appointment
Jul	408	8.6	9.0	1
Aug	340	8.0	6.0	1
Sep	326	8.0	6.0	1
Oct	323	8.4	3.0	1
Nov	315	7.8	5.0	1
Dec				
Jan				
Feb				
Mar				
Apr				
May				
Jun				

Feb 8 Mar 9 Apr 10 May 11 Jun 12

## Distribution of Waiting Time by Youth

Category	Youth
1 - 10	46
11 - 20	69
21 - 30	44
31 - 40	17
41 - 50	20
51 - 60	8
61 - 70	7
71 - 80	5
81 - 90	1
91 - 100	2
>100	2
Total	221

Referral Source	1 Jul-15	2 Aug-15	3 Sep-15	4 Oct-15
Family/Youth	113.0	100.0	139.0	132.0
DCF	84.0	90.0	73.0	105.0
DMH	1.0	1.0	2.0	7.0
DYS	1.0	3.0	1.0	0.0
Probation	4.0	8.0	4.0	3.0
DDS	2.0	0.0	1.0	0.0
School	7.0	8.0	41.0	60.0
MCI	23.0	43.0	52.0	70.0
In-Home	45.0	47.0	59.0	57.0

Out-Patient	88.0	63.0	83.0	128.0
PCP	9.0	14.0	19.0	33.0
Hospital	23.0	26.0	34.0	27.0
TCU/OBAT	17.0	13.0	13.0	20.0
Other	59.0	74.0	85.0	70.0
Total	476	490	606	712

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Date	1	2	3	4
Referral Status	Jul-15	Aug-15	Sep-15	Oct-15
Service Started	163.0	168.0	197.0	237.0
Initial Appt Offered	67.0	76.0	95.0	103.0
Family Not Yet Reached	78.0	74.0	83.0	92.0
Not MH Eligible	20.0	18.0	19.0	32.0
Referred to Other Service	19.0	25.0	35.0	34.0
Family Declines Service	42.0	56.0	68.0	84.0
Waiting for Preferred Staff	5.0	73.0	1.0	2.0
Waiting to Schedule 1st Appt	82.0	490.0	108.0	128.0
Grand Total	476	980	606	712

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	1	2	3	4
Discharge Reason	Jul-15	Aug-15	Sep-15	Oct-13
Goals Met	205	146	134	143
Consent Withdrawn	117	102	97	95
Not SED	22	23	23	28
Family Moved	26	20	36	18
Disenrolled MH	2	11	5	3
Out of Home	8	10	10	12
Youth 21	1	1	1	1
Other	27	27	20	23
Grand Total	408	340	326	323

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	1	2	3	4
Discharge Reason	Jul-15	Aug-15	Sep-15	Oct-13
Goals Met	11.3	11.6	12.4	11.6
Consent Withdrawn	5.3	5.1	3.7	4.9
Not SED	3.6	1.9	4.1	3.6
Family Moved	5.5	5.7	6.4	6.5
Disenrolled MH	8.4	4.7	4.9	3.2
Out of Home	8.1	7.5	6.7	10.2
Youth 21	9.9	14.4	1.4	47.1
Other	9.4	7.6	7.7	7.7
All Reasons	8.6	8.0	8.0	8.4

	1	2	3	4
Referral Source	Jul-15	Aug-15	Sep-15	Oct-13
Family/ <del>Y</del> outh	90	71	73	79
DCF	63	59	62	63
DMH	3	1	1	1
DYS	2	0	0	0
Probation	1	1	2	2
DDS	20	17	18	18
School	29	24	26	25
MCI	40	37	37	37
In-Home	57	57	63	64
Out- <del>P</del> atient	10	10	10	10
PCP	17	14	15	15
Hospital	12	5	5	5
TCU/ <del>P</del> BAT	35	44	47	47
Other	379	340	359	366
Total	758	680	718	732

Cumulative  
Caseload

12  
21  
36  
35  
42  
63  
240  
279  
390  
473  
420  
286  
196  
225  
80  
68  
36  
19  
2927  
3,313  
8800%

Graph shows  
% of youth enrolled.  
Graph shows 88% of youth enrolled.



	24.8	11.8	384
Average Waiting Time	Average Time to Initial Appointment		Number Starting
	27.8	24.4	368
	27.5	17.2	332
	17.5	13.5	348
	20.0	10.7	385
	24.8	11.8	384

Current Month
181.4
131.1
9.5
268.3

Month 5  
Year 2016 16

1 Jul-15	Jul
2 Aug-15	Aug
3 Sep-15	Sep
4 Oct-15	Oct
5 Nov-15	Nov
6 Dec-15	Dec
7 Jan-16	Jan
8 Feb-16	Feb
9 Mar-16	Mar
10 Apr-16	Apr
11 May-16	May
12 Jun-16	Jun
Nov-15 (LOS)	
Nov-15	
Nov-15 (N)	
Nov-15 (%)	

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DRAFT CSA Monthly Report for

November 2015

CSA Monthly Report for November 2

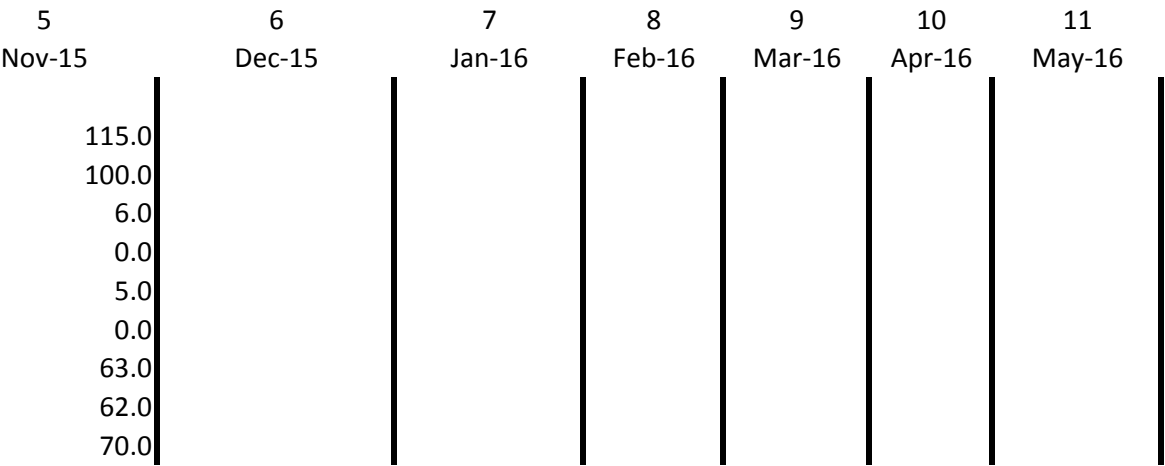
Distribution of Youth Waiting by Day

Distribution of ICC Youth At End of M

56%  
322.0

**Distribution of Waiting Time for Youth Starting in  
Current Month**

Category	Youth	Cumulative Percent	
1 - 3	180	49%	180
4 - 10	93	74%	273
11 - 14	17	78%	290
15 - 20	23	84%	313
21 - 30	26	91%	339
31 - 40	10	94%	349
41 - 50	5	95%	354
51 - 60	3	96%	357
61 - 70	4	97%	361
71 - 80	3	98%	364
81 - 90	0	98%	364
91 - 100	2	99%	366
>100	5	100%	371
Total	371		



109.0							
14.0							
36.0							
14.0							
74.0							
668	0	0	0	0	0	0	0

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5	6	7	8	9	10	11
Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
208.0						
81.0						
102.0						
29.0						
28.0						
63.0						
1.0						
156.0						
668	0	0	0	0	0	0

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5	6	7	8	9	10	11
Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
112						
98						
19						
22						
9						
13						
0						
42						
315	0	0	0	0	0	0

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5	6	7	8	9	10	11
Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
11.6						
4.4						
3.4						
7.5						
4.9						
10.1						
0.0						
7.5						
7.8						

5	6	7	8	9	10	11
Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
79						
63						
1						
0						
2						
18						
25						
38						
64						
10						
15						
5						
47						
367						
734	0	0	0	0	0	0



15 15	July
15 15	August
15 15	September
15 15	October
15 15	November
15 15	December
16 16	January
16 16	February
16 16	March
16 16	April
16 16	May
16 16	June

avioral Health Partnership on  
12/30/2015 12/30/2015

avioral Health Partnership on 12/30/2015.

!015, Report

's Waiting for Current Month

Month by CSA for Current Month

## Distribution of Waiting Time for Youth Starting YTD

Category	Youth	Cumulative Percent	
1 - 3	730	37%	730
4 - 10	529	64%	1259
11 - 20	228	75%	1487
21 - 30	162	83%	1649
31 - 40	81	87%	1730
41 - 50	72	91%	1802
51 - 60	59	94%	1861
61 - 70	35	96%	1896
71 - 80	29	97%	1925
81 - 90	23	98%	1948
91 - 100	13	99%	1961
>100	19	100%	1980
Total	1980		





12  
Jun-16

12  
Jun-16

0