

# **Community Service Agency Monthly Report**

## Community Service Agency Monthly Report

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### 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

**Referrals:** Referrals are defined as calls to the CSA requesting ICC services on behalf of a member, 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

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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 has been met and continued services are not required in preventing worsening of behavioral health condition.

Consent withdrawn: Youth/family who indicate they who 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 caretaker.

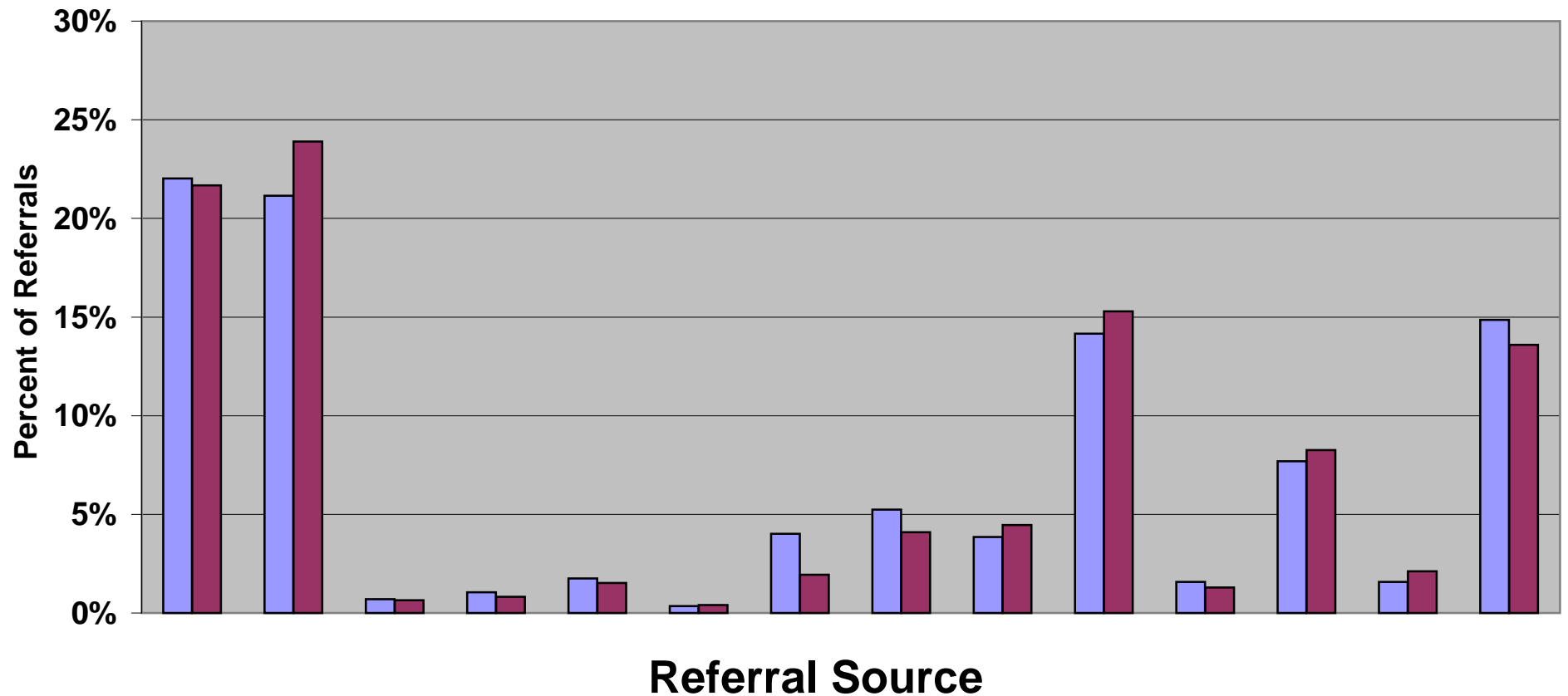
Disenrolled MH: Includes youth disenrolled from MassHealth and youth still enrolled in MassHealth but disenrolled from an ICC eligible benefit category. Does not include youth changing to a different MCE.

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.

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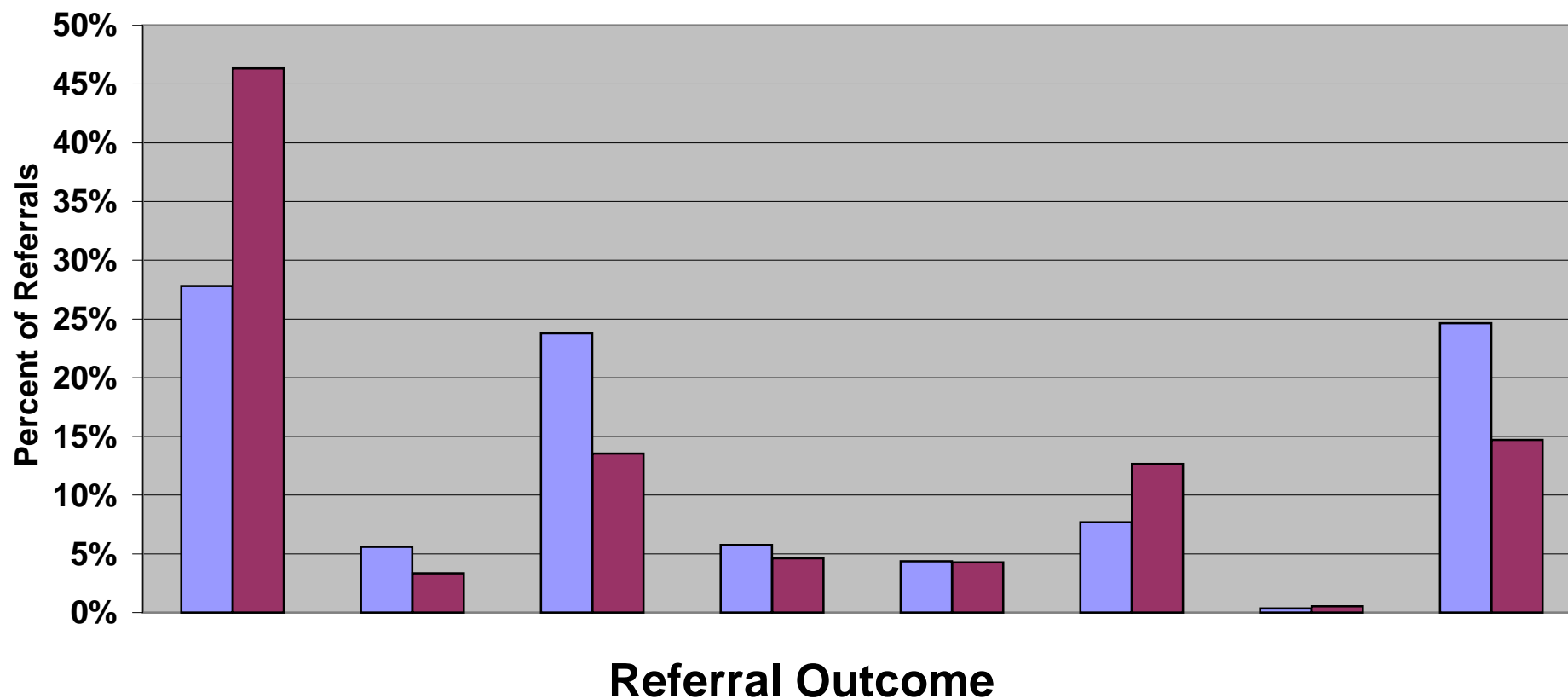
## Sources of All Referrals to ICC for Current Month and Fiscal Year 2011



	Family/ Youth	DCF	DMH	DYS	Probation	DDS	School	MCI	In-Home	Out- patient	PCP	Hospital	TCU/ CBAT	Other	
Sep-10 (%)	22%	21%	1%	1%	2%	0%	4%	5%	4%	14%	2%	8%	2%	15%	
YTD (%)	22%	24%	1%	1%	2%	0%	2%	4%	4%	15%	1%	8%	2%	14%	Total
Sep-10 (N)	126	121	4	6	10	2	23	30	22	81	9	44	9	85	572
YTD (N)	370	408	11	14	26	7	33	70	76	261	22	141	36	232	1707

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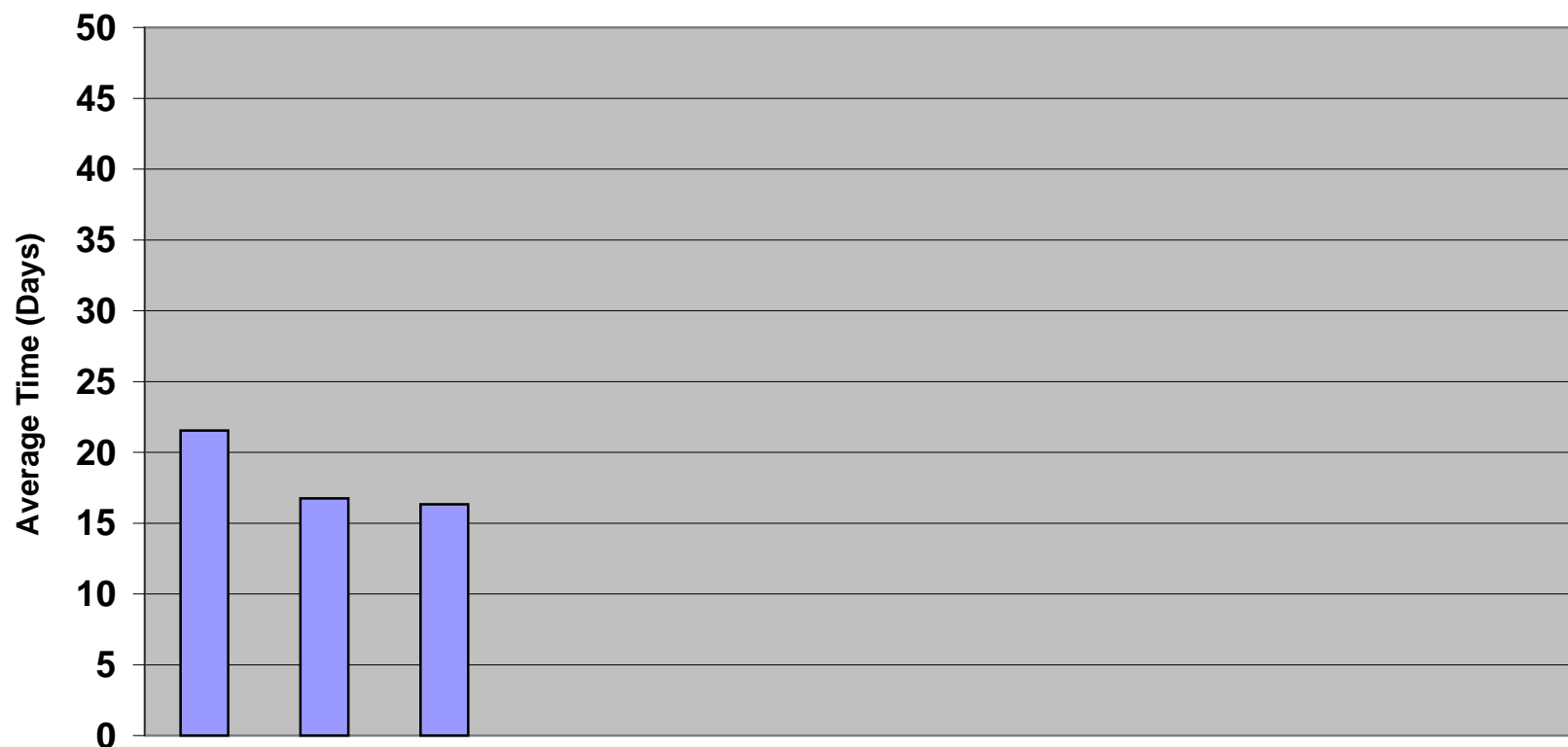
## Outcome of Referrals to ICC for Current Month and Fiscal Year 2011



	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	
Sep-10 (%)	28%	6%	24%	6%	4%	8%	0%	25%	
YTD (%)	46%	3%	14%	5%	4%	13%	1%	15%	Total
Sep-10 (N)	159	32	136	33	25	44	2	141	572
YTD (N)	791	57	231	79	73	216	9	251	1707

# CSA Monthly Report for September 2010, Report 3

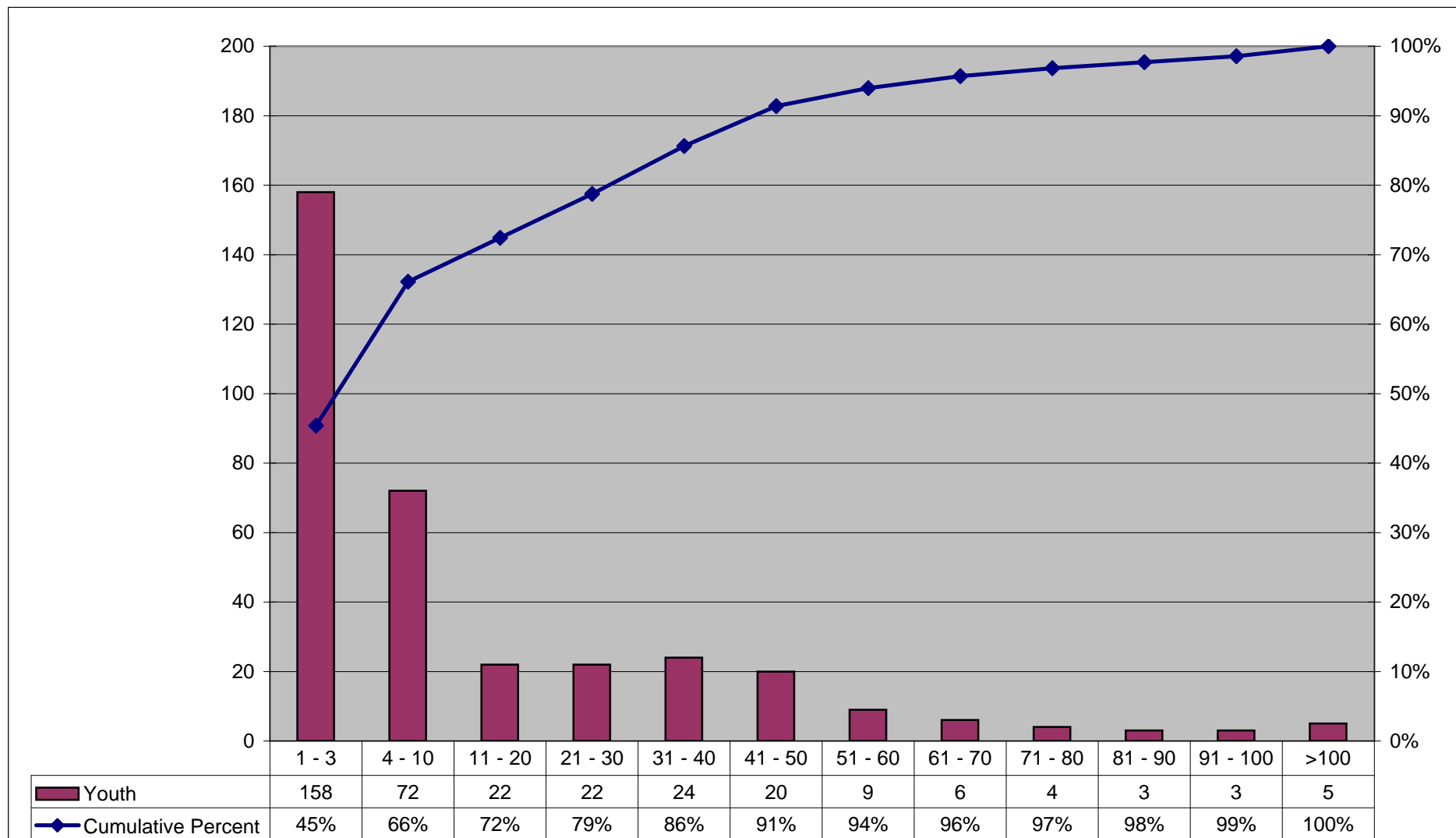
**Time from Family Request to Date Initial Appointment Offered for Youth Starting Service in Fiscal Year 2011**



	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11
Average Time (Days)	21.5	16.7	16.3									
Sep-10 (N)	367	357	348									

# CSA Monthly Report for September 2010, Report 4

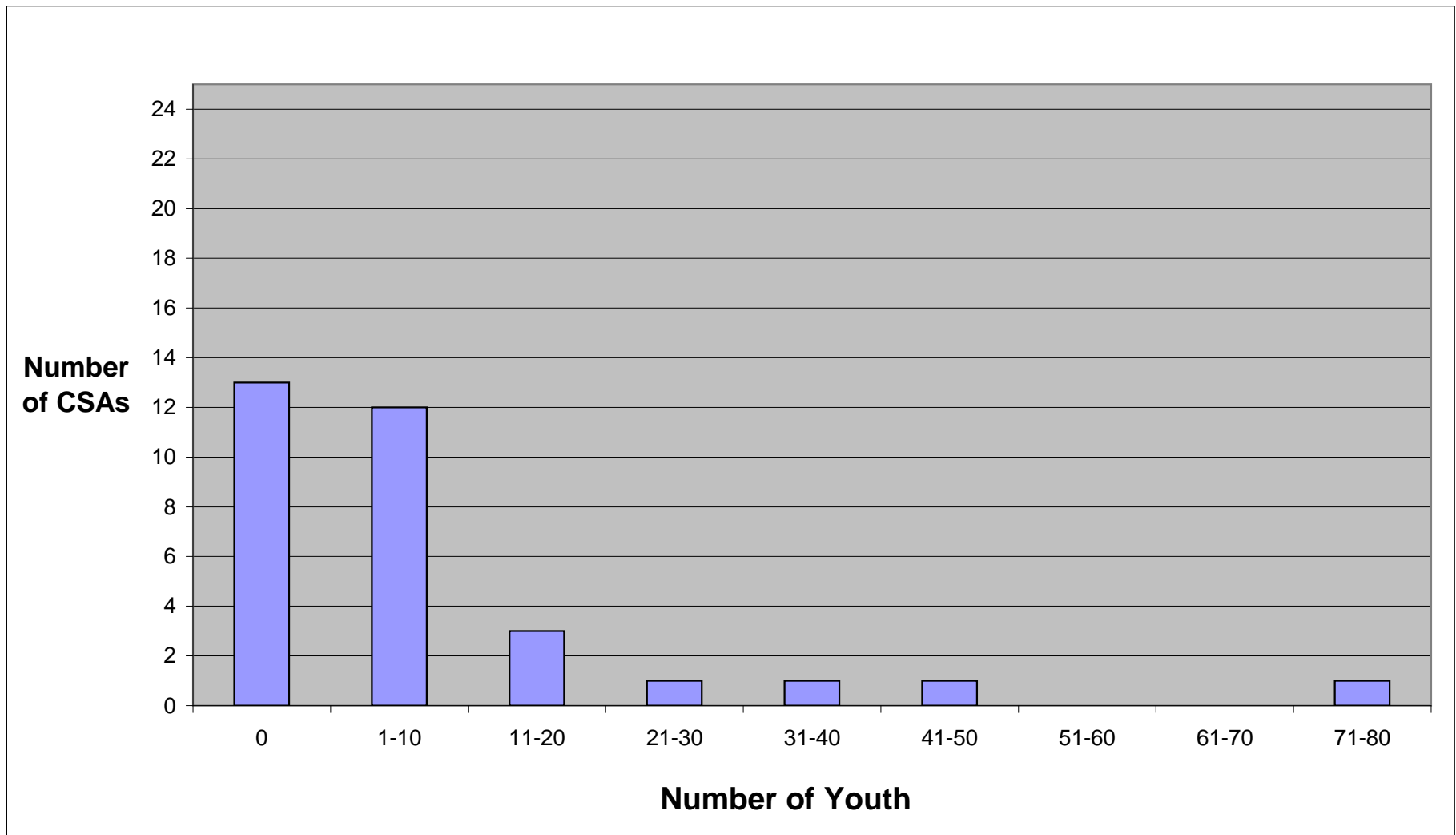
## Distribution of Time from Family Request to Date Initial Appointment Offered for Youth Starting Service in Current Month



Total youth starting services at end of current month: 348

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



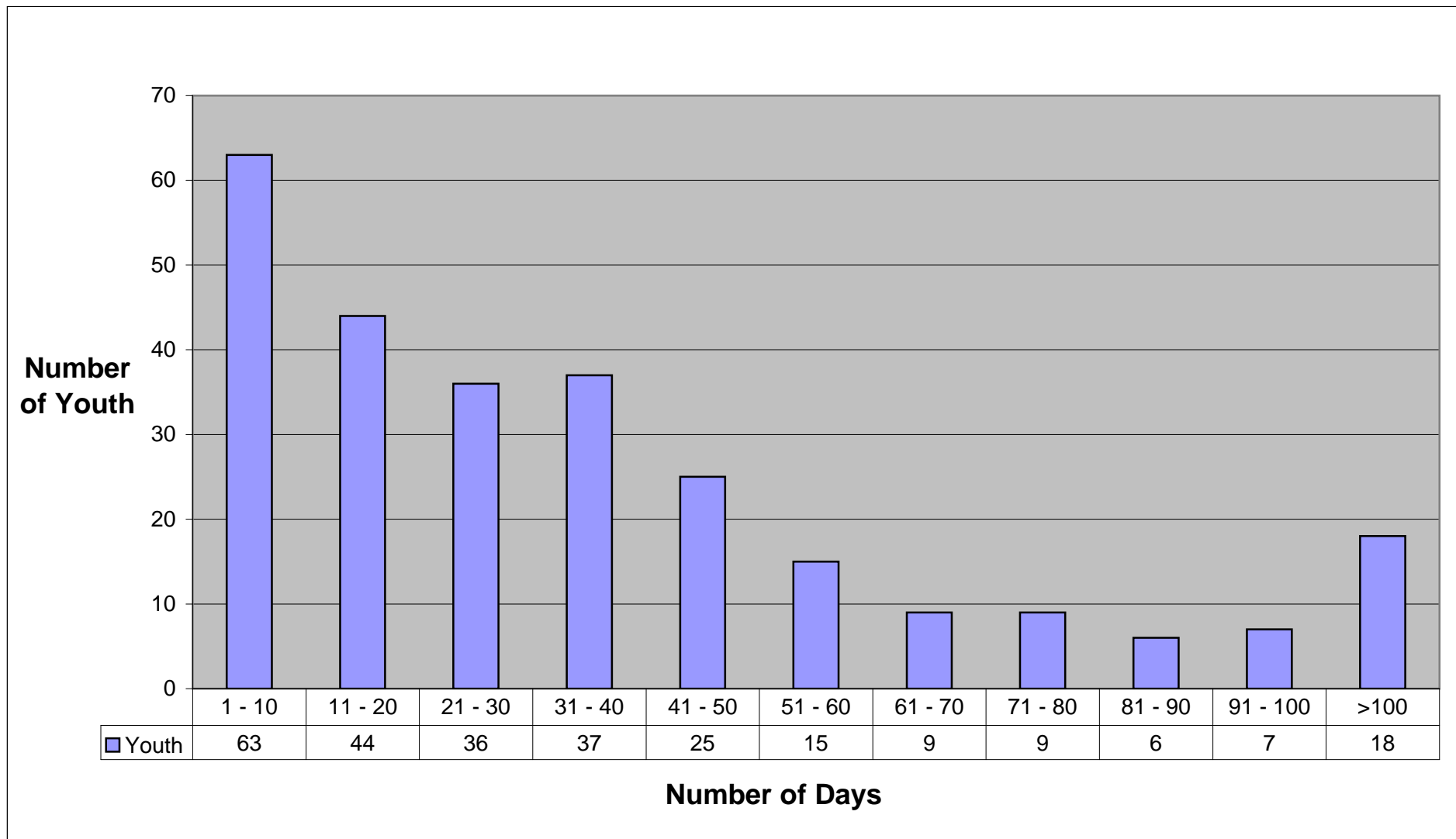
Total youth waiting at end of current month: 269

Prepared by the Massachusetts Behavioral Health Partnership on 10/25/2010.



# CSA Monthly Report for September 2010, Report 6

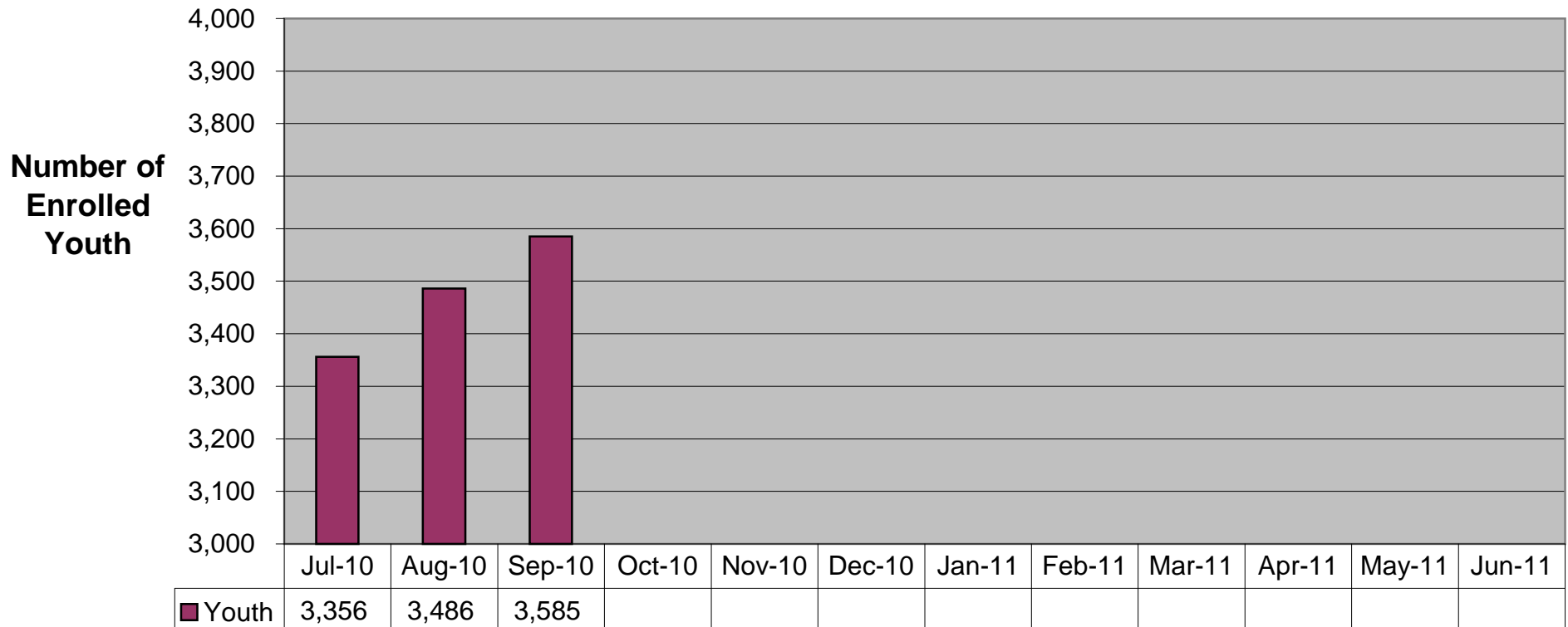
## Distribution of Youth Waiting by Days Waiting for Current Month



Total youth waiting at end of current month: 269

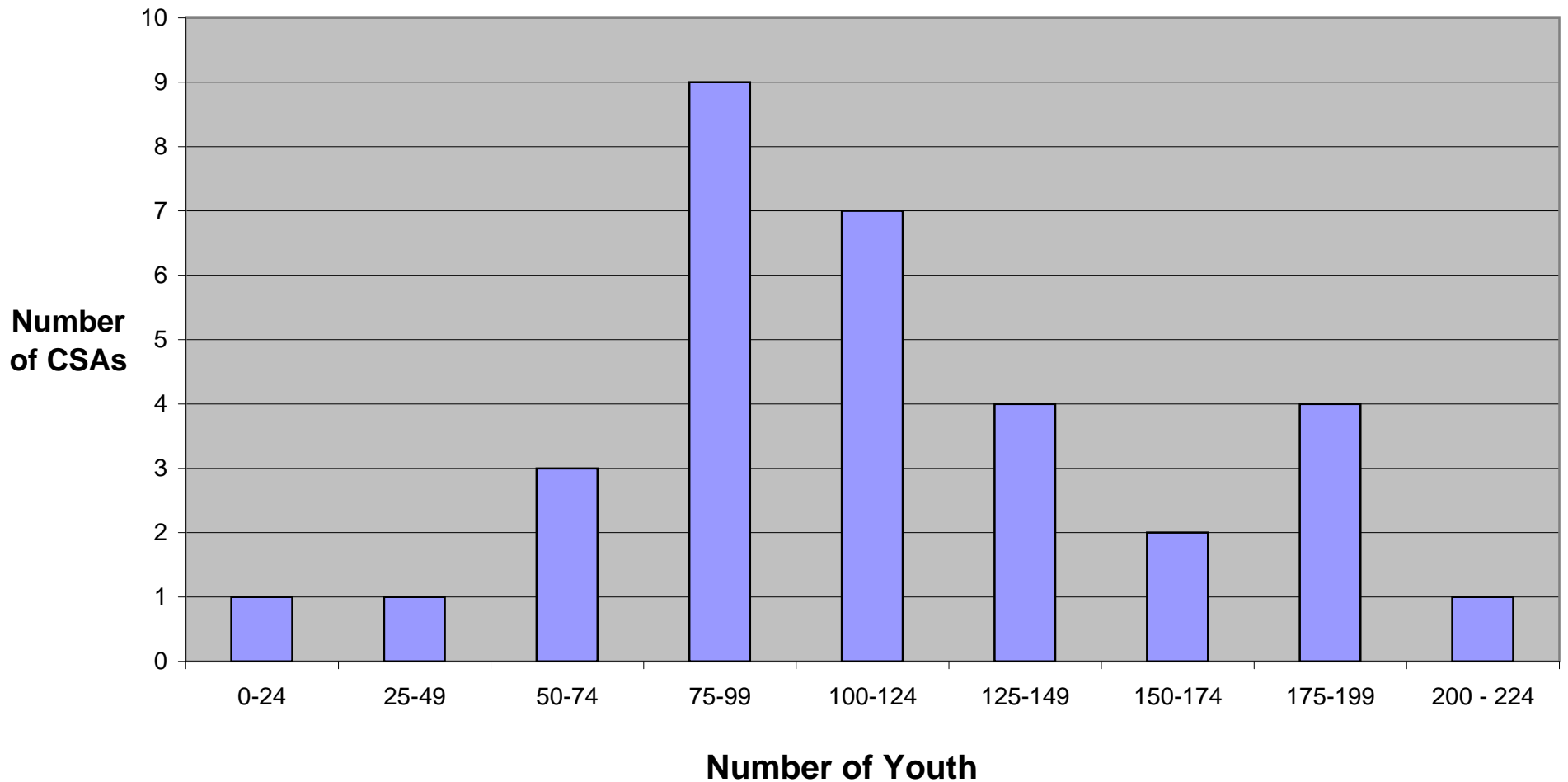
# CSA Monthly Report for September 2010, Report 7

## Number of Youth Enrolled in ICC at End of Month for Fiscal Year 2011



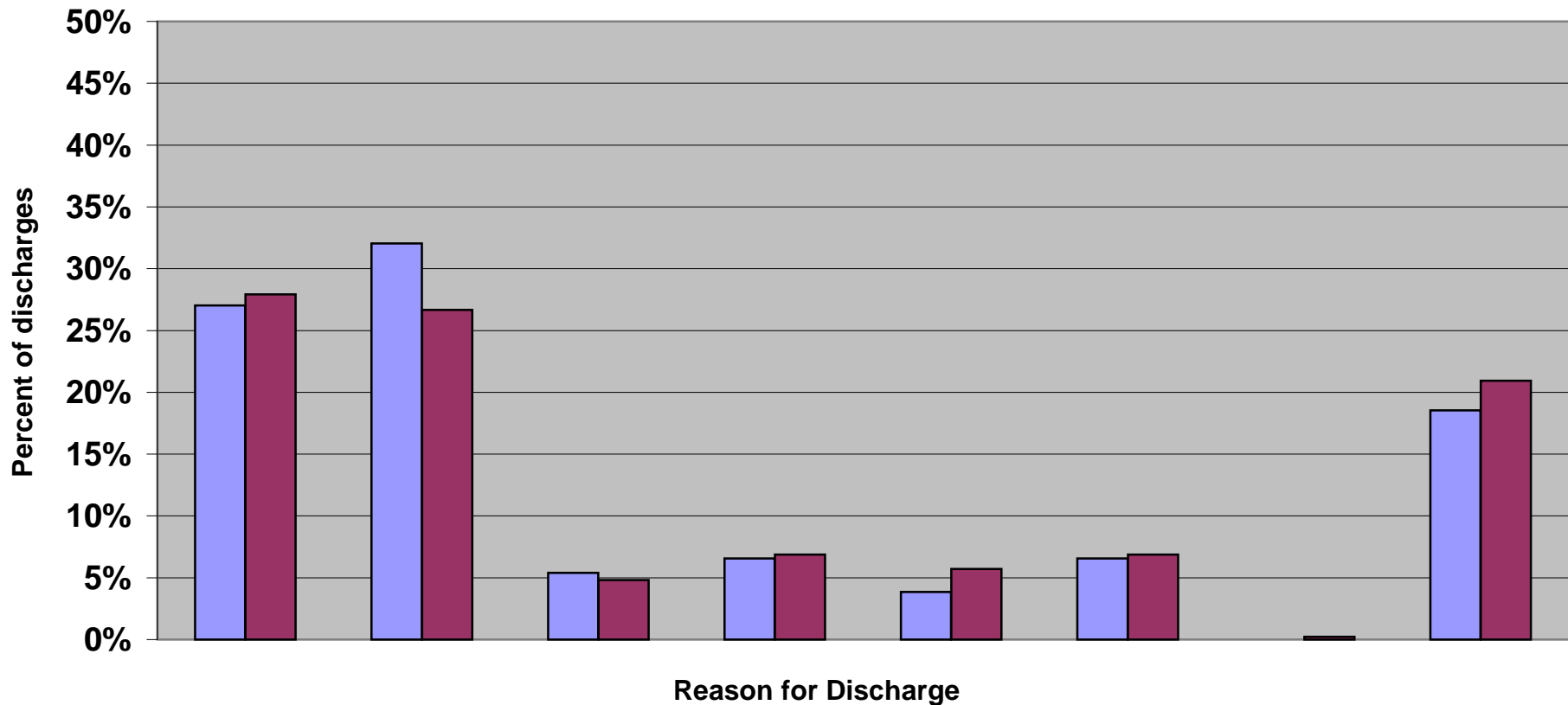
# CSA Monthly Report for September 2010, Report 8

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



# CSA Monthly Report for September 2010, Report 9

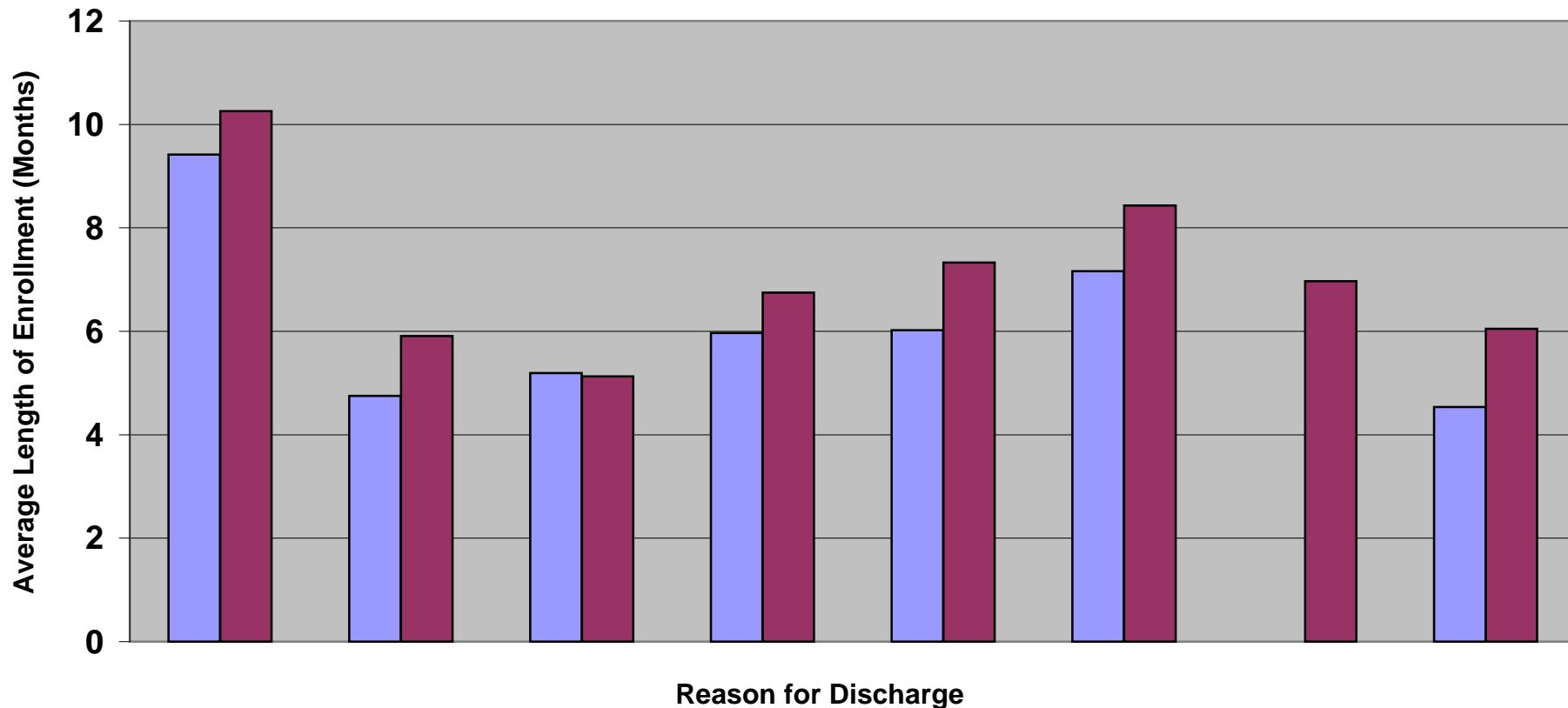
## Discharge Reasons for Current Month and Fiscal Year 2011



	Goals Met	Consent Withdrawn	Not SED	Family Moved	Disenrolled MH	Out of Home	Youth 21	Other	
Sep-10 (%)	27%	32%	5%	7%	4%	7%	0%	19%	
YTD (%)	28%	27%	5%	7%	6%	7%	0%	21%	Total
Sep-10 (N)	70	83	14	17	10	17	0	48	259
YTD (N)	244	233	42	60	50	60	2	183	874

# CSA Monthly Report for September 2010, Report 10

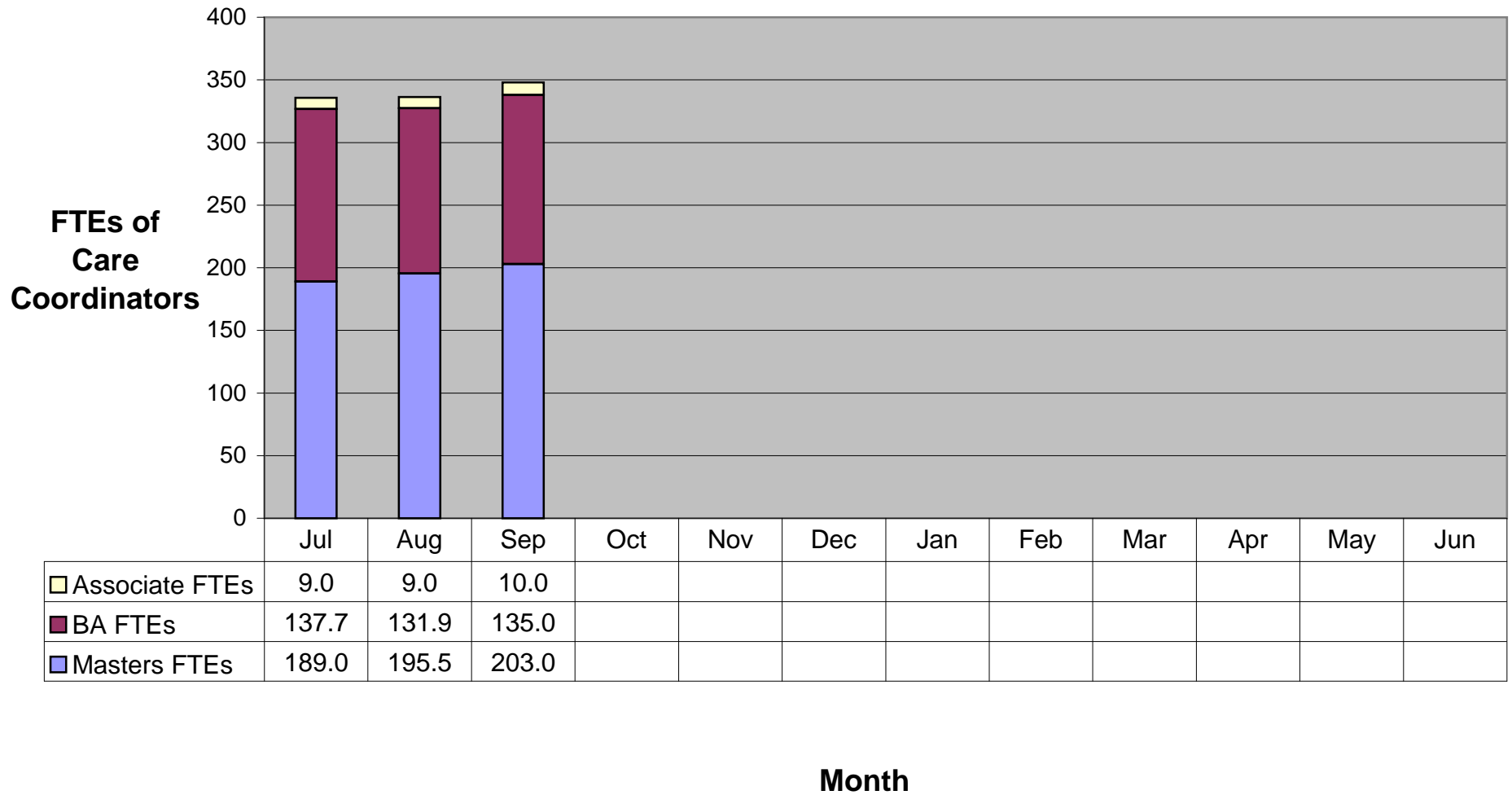
## Average Length of Enrollment by Discharge Reason Fiscal Year 2011



	Goals Met	Consent Withdrawn	Not SED	Family Moved	Disenrolled MH	Out of Home	Youth 21	Other	
Sep-10 (LOS)	9.4	4.8	5.2	6.0	6.0	7.2	0.0	4.5	
YTD (LOS)	10.3	5.9	5.1	6.7	7.3	8.4	7.0	6.0	Total
Sep-10 (N)	70	83	14	17	10	17	0	48	259
YTD (N)	244	233	42	60	50	60	2	183	874

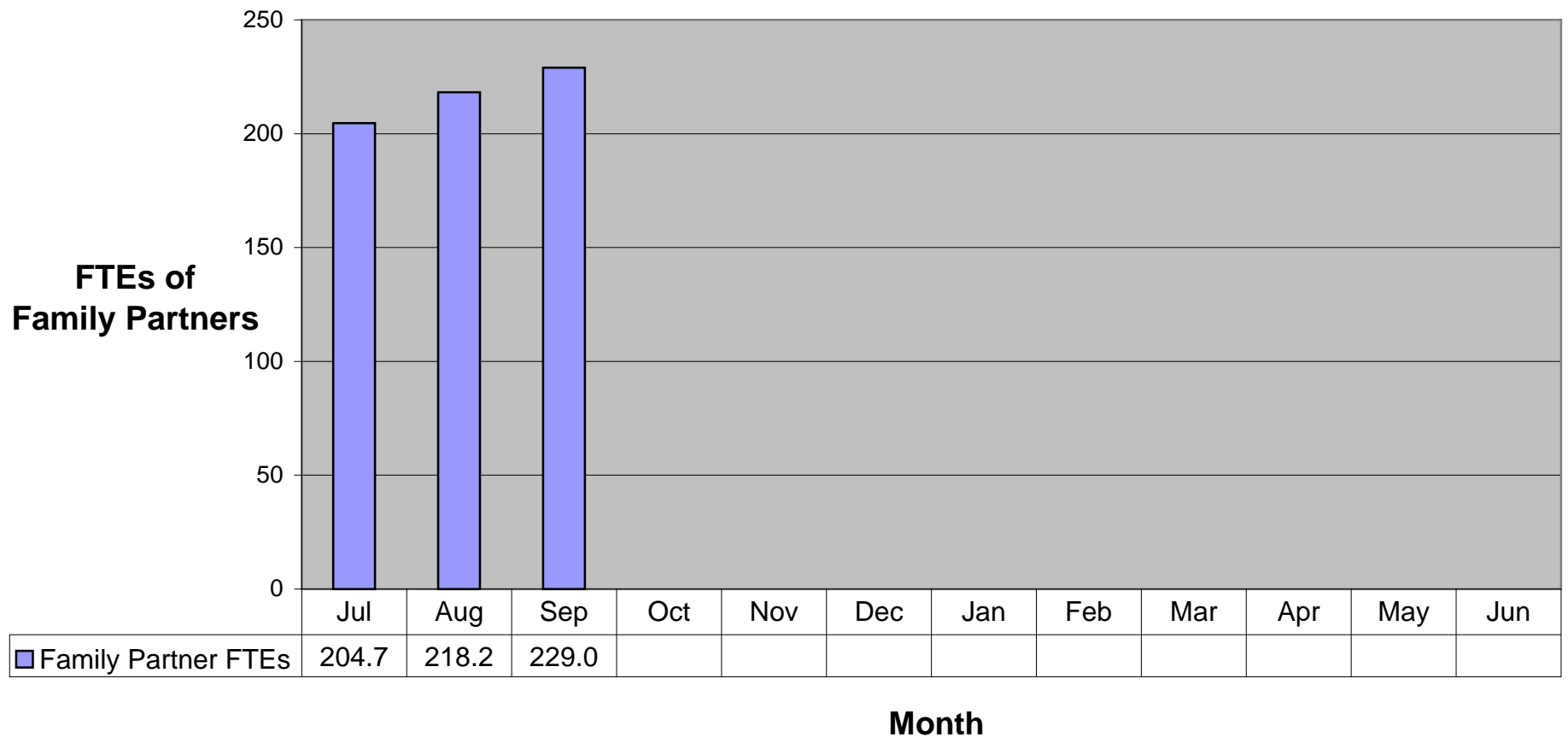
# CSA Monthly Report for September 2010, Report 11

## YTD Care Coordinator FTEs by Training for Fiscal 2011



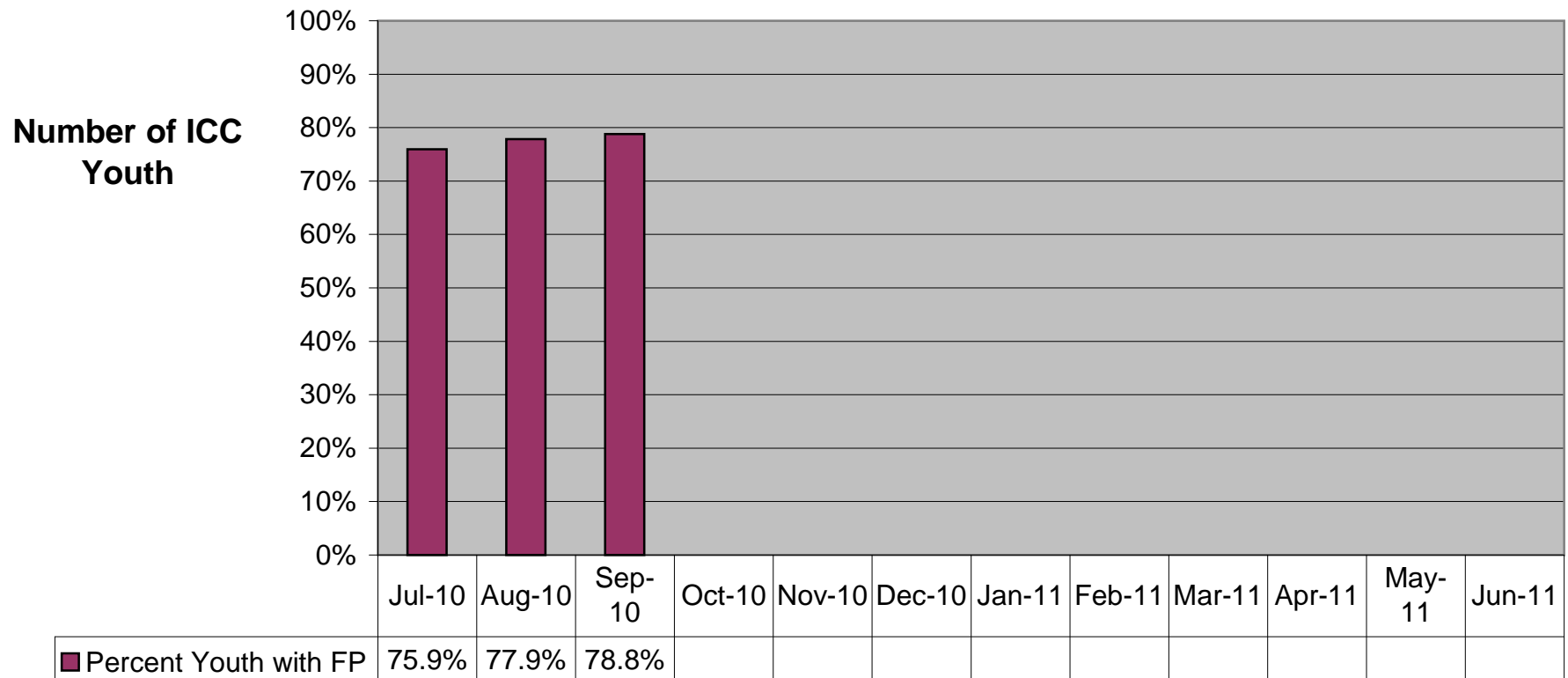
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## YTD Family Partner FTEs for Fiscal Year 2011



# CSA Monthly Report for September 2010, Report 13

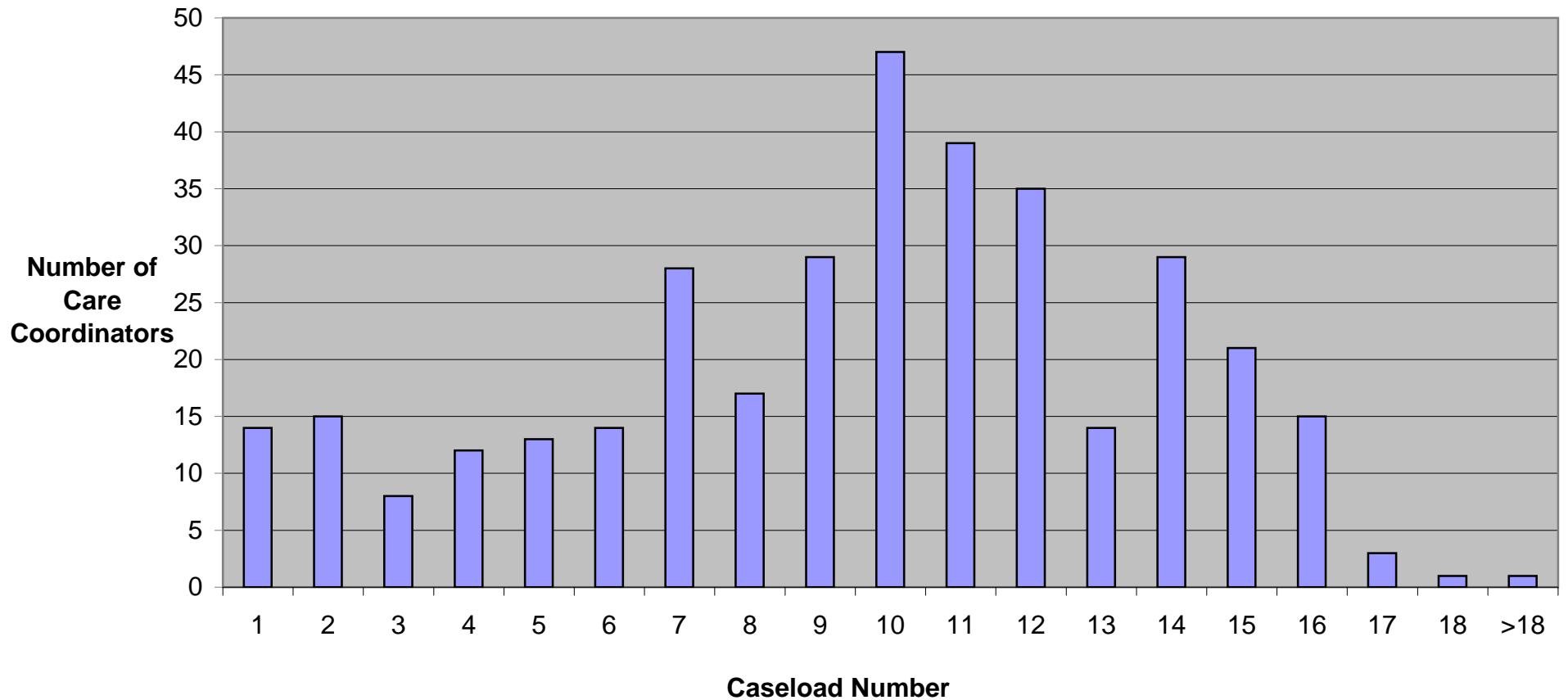
## Percent of Youth Enrolled in ICC with a Family Partner for Fiscal Year 2011





# CSA Monthly Report for September 2010, Report 14

## ICC Caseload Distribution by Care Coordinator



**Average Caseload = 9.8**

Base on caseload per FTE rounded to nearest whole number.

Does not include Senior Care Coordinator caseloads.

Prepared by the Massachusetts Behavioral Health Partnership on 10/25/2010.