

COORDINATED CARE SERVICES, INC.

The Work We Do...

Creating Integrated Systems of Care for Children & Families

THE OPPORTUNITY

Over the years, counties across New York State have relied on out of home placements for children with significant behavioral and emotional challenges. This was largely motivated by the prevailing belief that these children could not be safely maintained at home and that their needs could not be adequately met within the community. Out of home placements are a very expensive and negligibly effective intervention when faced with the constellation of needs and issues that often impact these families.

In response, New York State and many other states across the country have begun to explore alternative approaches to service provision for children and families with the intent of utilizing a more cost effective and clinically relevant strategy. An integrated system of care approach also referred to as Wraparound or Care Coordination, has demonstrated positive outcomes from both a clinical and fiscal standpoint in a variety of settings including several counties within New York State. The approach intends to empower children and families to achieve success in their homes and communities and reduce dependence and reliance on the formalized system.

CCSI staff has successfully supported NY State counties in planning and implementing system of care initiatives. Our work has been highlighted at several national system of care conferences.

APPROACH TAKEN BY CCSI:

CCSI offers an array of services to support localities in the development of integrated systems of care for children and their families. CCSI can assist you with the following:

- **Planning and Implementation Process**

CCSI has guided counties through design and implementation phases that ensure an appropriate and credible model for the locality. CCSI's approach generally begins with meetings with County Leadership to identify project goals and intent. Based on these discussions, an array of model options will be presented which offer different staffing, clinical infrastructure and financing mechanisms.

Once an appropriate model is selected, CCSI will offer consultative expertise on the myriad tasks, processes and decisions which exist, including, identifying the target population, defining referral and selection processes, communicating with stakeholders to facilitate collaboration and buy-in, defining a training plan, developing clinical processes and practices, and creating an appropriate plan for monitoring, evaluation and continuous quality improvement.

- **Financing**

To support financial planning for alternative models, CCSI has developed a number of tools which can accommodate the unique features and experience of any county. These templates include: a Residential Cost Finding Analysis, Alternative Model Cost Savings Analysis, Monthly

Savings Projections, Alternative Model Operating Budget and Alternative Model Utilization/Cost Projections.

- **Training & Information System Support**

CCSI has partnered with other national experts to provide Care Coordination/Wraparound training and specialized information management capabilities to support integrated systems of care.

At current, CCSI has developed local capacity to offer intensive Care Coordination and Wraparound training to New York State counties. CCSI will partner with the locality to design a customized training program that will meet identified needs. The training program is comprised of orientation to the philosophy and model as well as experiential components which facilitate the acquisition of new skills that are essential to operating a wraparound program. If desired, the training also integrates the use of an information system to support the principles and practices of wraparound care.

- **Evaluation and Continuous Quality Improvement**

Sustaining lasting systemic reform requires a commitment to effective monitoring and oversight. As such project evaluation and Continuous Quality Improvement (CQI) planning are critical elements of emerging system of care initiatives. CCSI has extensive experience in the design, development and implementation of effective evaluation and quality improvement plans for counties in New York State. Our approach includes working with local leadership to design an individualized evaluation plan that includes clinical (functional) outcomes, fidelity measures, consumer satisfaction and cost indicators.

RESULTS OF CCSI'S WORK:

CCSI has worked extensively with Monroe and Oswego counties to plan for and implement integrated systems of care and has served as a consultative partner in the emerging system of care in Erie County. We have effectively worked with County Leadership to formulate credible plans supporting the financing, start-up and ongoing operations of alternative models.

VALUE PROVIDED TO THE CUSTOMER:

Our work with partner counties to date has led to the evolution of a strategy which reinvests savings resulting from the avoidance of residential placements to finance an alternative Care Coordination model. This approach has typically used the flexibility of Social Service Preventive funding and availability of other existing resources to support an alternative approach which does not require the infusion of new resources and still has the capability to generate a net savings in county dollars. To date, substantial savings have been demonstrated in both Monroe and Oswego counties.

Further, the family engagement and planning approach utilized in wraparound initiatives has allowed counties to experience increased success in developing family-driven strengths based plans that meet identified needs and result in substantial functional improvements for youth and their families.