

## VALUEOPTIONS® SERVES AS THE STATEWIDE CONTRACTED SYSTEMS Administrator for the Division of Child Behavioral Services (DCBHS), a complex plan with a simple mission: to create happier endings for most troubled children.

DCBHS, by a previous name, was created in January 2001 as part of a statewide reform initiative, which pooled \$167 million from state agencies (child welfare, juvenile justice, mental health and Medicaid programs), federal, county and local funding sources into a *single* system for at-risk children.

DCBHS makes services accessible, regardless of the child's entry point, through local service delivery systems. DCBHS also aims at maximizing family involvement and ensuring that residential facilities keep children on the path to recovery and integrate them into the community.

ValueOptions® adds extra value to the statewide reform effort by infusing the system with state-of-the-art clinical information systems, implementing statewide quality improvement and outcomes initiatives, monitoring and improving children's access to needed services and partnering with families and local providers to strengthen local systems of care.

### Accomplishments include:

- **Robust outcomes measurement and quality improvement systems:** ValueOptions® worked with state officials and family advocates during two separate "data" retreats to identify and prioritize the outcomes and indicators that will measure the progress of the statewide reform initiative. DCBHS has identified, through extensive research of national indicators and benchmarks, 87 indicators to be quantified and built into the partnership's reporting schedule as high priority.

Monitoring the success of the reform initiative as measured by these indicators is the charge of the Quality Assessment and Improvement committee (QAPI) and its four subcommittees, which include a total membership of over 200 family advocates, providers, and state agency representatives. Analysis and recommendations from these committees form the foundation for all of our quality improvement efforts and activities.

### AT A GLANCE

**Client:** Department of Children and Families

**Individuals Served:** 37,915 children current (85,444 enrollees from the onset)

**Contracted Services:** care coordination, quality improvement, information technology, manage access to services

**Type of Contract:** ASO contract

**Revenue:** \$10.1 million annually

**Employees:** 70      **Location:** Hamilton, NJ

**Date Started:** January 2002

- **Automation of DCBHS' Information Management Decision Support Assessment Tools:** As part of a broader effort by the Department of Children & Families (DCF), along with its system partners, families, and stakeholders, ValueOptions® has developed a unique set of Information Management Decision Support Assessment Tools (IMDS). John S. Lyons, Ph.D., of Northwestern University Medical School, has guided DCBHS in this groundbreaking endeavor. Custom forms have been created in an electronic format that can be accessed and completed online by an unlimited number of users, improving completeness, legibility, accuracy, turnaround time, and timely access to assessment information.
- **Single common electronic clinical record:** ValueOptions® has set up sophisticated clinical information systems to manage and store child and family records, implemented security and confidentiality protocols and trained more than 350 DCF staff on how to access and use these systems. As a result, one protected electronic record keeps all child and family information in one place, with the capacity for 5,000 users statewide to access these electronic records as needed with 500 concurrent users at any time. This clinical and electronic systems infrastructure – which drives communication and coordination among multiple agencies – was simply unobtainable under the traditional behavioral system.

- **Innovative mobile response and stabilization services:**

These are designed to stabilize a child and their caregivers during a crisis and provide flexible and supportive services over the next few weeks to the child’s parents, caregivers or guardians, so that the child can stay in his or her current living arrangement and avoid unnecessary hospitalizations.

- **Residential bed tracking:** Historically, it had been difficult to find residential placements for children due to the need to work through multiple agencies and systems. Extensive paperwork and long delays due to inefficiencies and communication lags had created unnecessary barriers. ValueOptions<sup>®</sup> now serves as the single clearinghouse and point of entry for residential treatment services by processing all requests; tracking current openings on a “real time” basis through an electronic, online reporting system used by more than 200 residential providers; providing quick turnaround times for authorizing requests; and then matching children’s needs with the corresponding residential programs. ValueOptions<sup>®</sup> also provides oversight of the residential centers to make sure that children leave as soon as they are ready.

- **Furthering families’ roles in overseeing the initiative:** DCBHS’ philosophy is that family involvement in decision making at all levels of the statewide reform efforts is essential to its success. Family advocates are members of all oversight and management committees, including the DCBHS management team, family caregiver, clinical and quality improvement advisory councils.

- **Improved eligibility and claims coordination:** ValueOptions<sup>®</sup> has worked together with Medicaid officials, staff from Medicaid’s claims vendor and providers to identify and resolve systems issues, which impacted the claims payment process. For example, ValueOptions<sup>®</sup> devised a creative solution when providers that had multiple Medicaid provider numbers were having difficulties getting their claims paid because the wrong Medicaid provider number was attached to the service authorization. New processes ensure use of the proper Medicaid provider number, resulting in accurate claims payment to providers.

**Breakthrough results:**

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- **Keeping kids out of facilities:** 90 percent of children receiving mobile response and the follow-up support services have been able to stay in their current living situation compared to an 85 percent nationwide success rate for comparable services.
- **Expanded services:** ValueOptions<sup>®</sup> introduced data mining technology that has helped produce an annual \$64 million in incremental Medicaid reimbursement for the state, which has been invested in care.
- **Increased family involvement:** Family members now regularly review and sign off on program materials and service standards. 93 percent of families surveyed indicated that they felt more involved with their child’s treatment. The maturity of the program is underscored by family and staff collaboration as ValueOptions<sup>®</sup> and family members actively grapple with conflicts that sometimes arise over how to best implement the advocates’ roles in overseeing the reform initiative.
- **Faster placement turnaround times:** ValueOptions<sup>®</sup> built an electronic, online reporting system as a central point of entry to process all requests for residential service and track current bed openings on a “real time” basis. Used by over 200 residential providers, we have been able to provide quick turnaround times for authorizing requests and to match children’s needs with specific programs.
- **Improved health outcomes:** Families and care managers both reported health improvements. The inpatient readmission rate is at 10.5 percent, which is well below the national benchmark of 15 percent.

