

# Vermont Care Partners FY16 Outcomes and Data Report

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## Goals for today

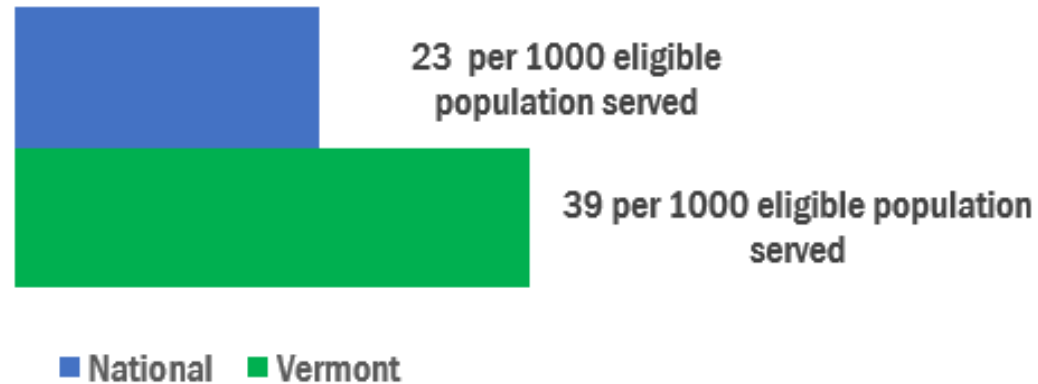
1. Overview of FY16 report
2. Highlight innovations and pressure points
3. Recommendations

## How much did we do?

- 35,000+ Clients supported
- 50,000 Vermonters supported
- Over 2 million services provided
  - Over 50% provided in the community (homes, schools, hospital settings, etc.)
- Core programs:
  - Adult mental health outpatient
  - Community rehabilitation and treatment
  - Children, youth and family services
  - Developmental services
  - Emergency services
  - Substance use disorder programs
- Using over 40 different Evidenced Based Practices

We reach  
Vermonters  
who need us

Network agencies serve more of the target population compared to the **national average**.



In FY16, networks responded to **50 disasters and/or community crises** including homicides and suicides

- 106 network staff provided support and clinical care to community members
- 1,208 staff hours

When  
Vermonters  
are in **crisis** we  
respond  
quickly and  
provide follow  
up care

- Our mobile crisis staff are available **24 hours per day, 7 days per week.**
- In FY16, our crisis programs **supported 7,635 people** experiencing a mental health crisis
- Voluntary follow up care after a mental health crisis was provided
  - within 24 hours (31% of the time)
  - Within 7 days (55% of the time)
- **Crisis services are provided to anyone**, regardless of their status as a client, their insurance, or whether agencies are mandated to provide crisis services through the AHS master grant

We provide  
effective and  
efficient  
alternatives to  
hospitalization

- Vermont Psychiatric Care Hospital ~ \$2,247/day
- Designated hospital ~ \$1400/day
- Intensive Residential ~ \$790/day
- **Designated Agency Crisis Bed ~ \$500/day**
  - 1,128 unique clients (1/3 were CRT clients)
  - 12,795 Crisis Bed Days
  - 11 days – average length of stay
  - 30 day readmission rate – 16%

And when  
hospitalization  
is needed, we  
are there to  
support our  
clients

- Vermonters were admitted to a hospital less than the nationwide average:
  - **Vermont – 29%** of adults with SMI admitted
  - **Nationwide – 71%** of adults with SMI admitted
- There was a **10% decrease in hospital days used by CRT clients** in FY16
- When our clients were discharged, **62%** were seen the **same day** as their discharge, **88%** were seen **within 7 days**

## Our programs promote public safety

- Training with law enforcement
  - **Team Two** – promoting collaboration in responding to mental health crises (176 people trained in Fy16)
  - **Act 80 trainings** – promoting awareness of the needs of people living with mental health conditions (10 trainings provided)
- Public Inebriate Programs
  - **Screening and lodging** for intoxicated and incapacitated individuals due to substance use
    - 54% screened were admitted and not sent to jail
    - 73% of those screened accepted referrals for follow up services
- **Diverse programming** supported by Act 79
- **Adult and Youth Mental Health First Aid**
  - 800 statewide community members trained in first year of implementation
- **Developmental Services** provides supports to individuals who present a public safety risk (**Act 248**)



## Our programs promote housing and housing stability

- 88.1% of Vermont clients with Serious Mental Illness, adults with mental illness, and children with serious emotional disturbance live in private residences, compared to 76.2% nationally.
- 3.4% of our clients reported being homeless

We help  
people engage  
in education  
and maintain  
employment

## Education

- 50% of people served by our agencies were students
- 63% of schools in agency catchment areas had embedded clinical and behavioral interventionist services
- 83% of youth with developmental disabilities enrolled in a post-secondary program were employed upon graduation

## Employment

- 25.2% of adults with Serious Mental Illness or mental illness in Vermont were employed compared to 21.7% nationwide
- Of the 540 youth enrolled in the Jump On Board for Success (JOBS) program, 144 maintained a job placement for 90 days or more.

## Innovations

- Network programs focus on **wellness**
- Network agencies are actively involved in developing coordinated and **integrated health care** and support services across their communities with other health care providers
- Network agencies promote **peer services**
- Over 300 **educational and training** events were provided to community members and organizations

# Vermont Care Partners System of Excellence



## Purpose:

- **Articulate** the **value** of the services we provide to community members, stakeholders, and to current and potentially future employees
- **Support assessment and** related continuous **quality improvement** across and within agencies
- **Promote peer learning** and support
- **Create consistent quality** across the network

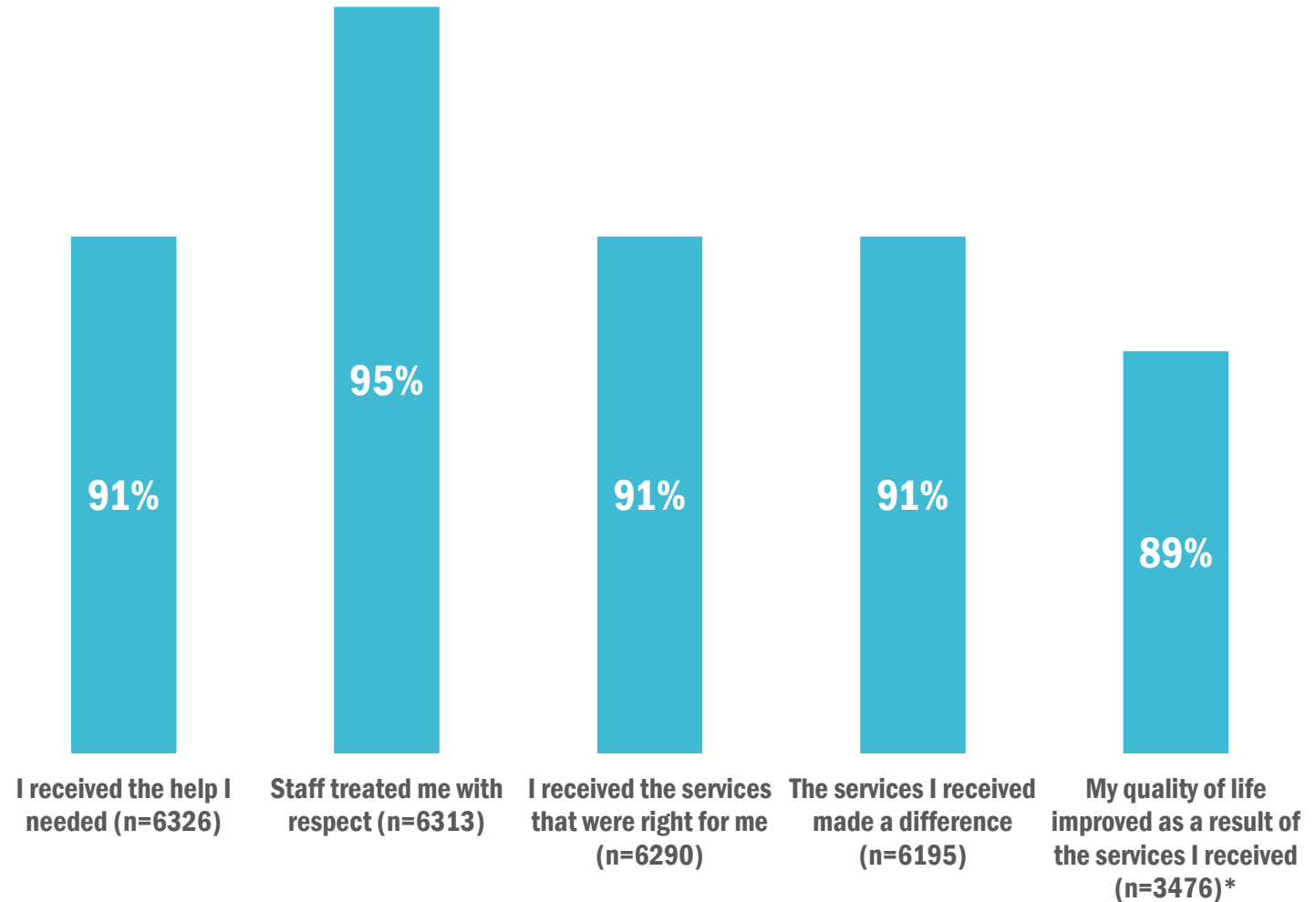
## System of Excellence Elements:

- Element 1: Easy Access
- Element 2: World Class Customer Service
- Element 3: Comprehensive Care
- Element 4: Excellent Outcomes
- Element 5: Excellent Value
- Element 6: Health Care Integration

Currently in pilot phase with 3 agencies, with full implementation across network in FY17.

Working with the Jeffords Institute for Quality at the University of Vermont Medical Center

The people we serve tell us our programs are effective and make a difference in their lives



And ....

People supported by Developmental Services reported:

95% like where they work

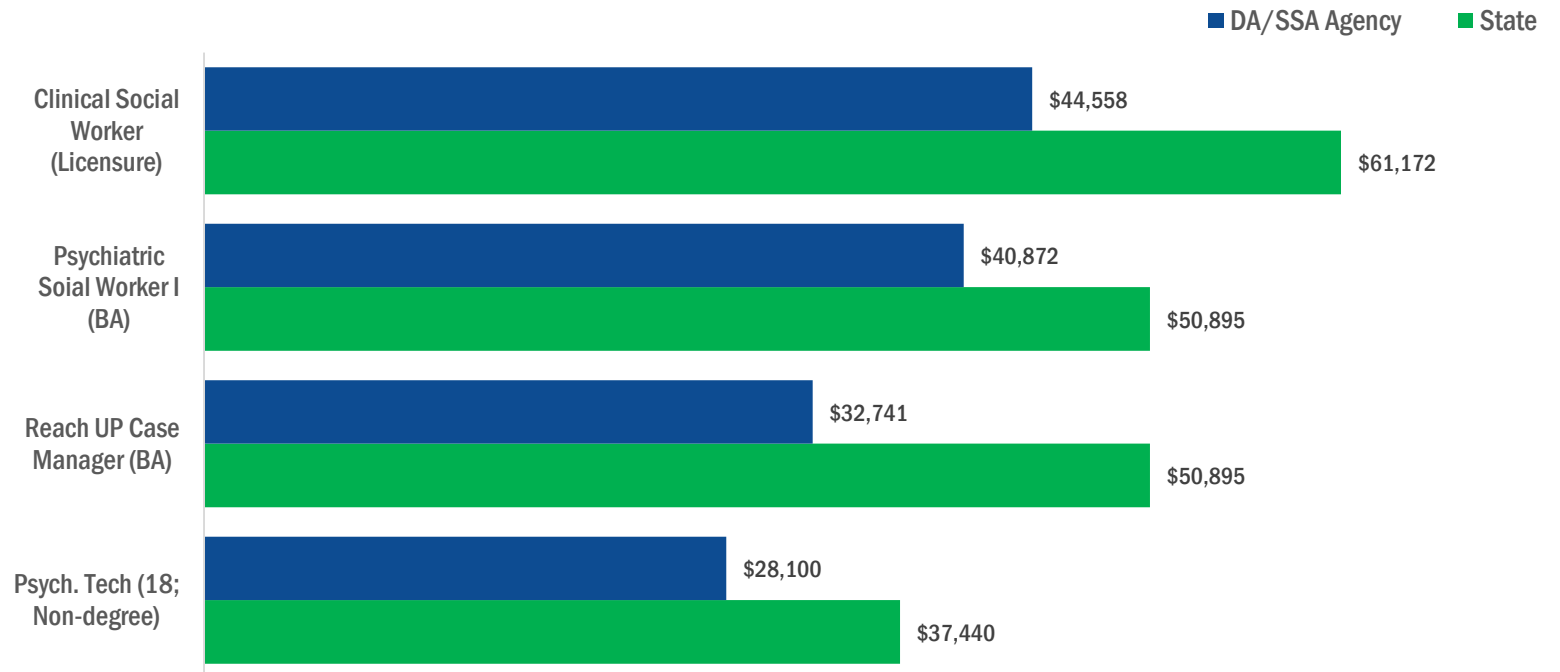
94% of their support workers treat them with respect

93% like where they live

Our staff make a difference

- Our network employs and contracts with **13,000 Vermonters**
- Staff provide care to some of our most vulnerable Vermonters, in some cases, 24 hours per day, 7 days per week

DA/SSA Annual Salary Compensation Comparison to Comparable State Positions (2016)



## Challenges and Conclusions

### **Challenges:**

- Low Medicaid rates lead to inadequate compensation to 13,000 employees and contractors
- Inadequate staff compensation results in high turnover (26%) and impacts quality and continuity of care
- Funding that is capped impedes our ability to meet increasing demands

### **Conclusions:**

Our network provides the infrastructure for the delivery of necessary services to Vermonters in need.

Our network provides necessary services to Vermonters in need achieving significant outcomes in reducing institutional and hospital utilization, supporting students to learn, keeping communities safe, developing jobs and supporting employment and helping people improve their lives.

To continue to achieve these outcomes we need investments in our workforce.