

Impact of Collaborative Systems of Care on the Larger Service System

Counties with Integrated Services Projects (ISP) and Coordinated Services Team Initiatives (CST) are asked to fill out an annual "Collaborative Systems of Care Update" survey which captures information on the impact of their collaborative initiative on the larger service system.

Sites were asked to share their comments and recommendations in the following four areas:

- The positive and/or negative impacts of ISP/CST on other parts of the child and family service delivery system
- The cost effectiveness of ISP/CST
- Concerns, issues and challenges
- Recommendations for improvement

Below is a summary from 31 sites that completed the survey:

_____ ***How has the formal collaborative system of care (ISP/CST) positively or negatively impacted other parts of the child and family service delivery system in your county?*** _____

Positive Impacts:

Expansion of the Coordinated Team Process as a "way of doing business" throughout the Service System was identified by 10 sites. Selected Comments:

Staff at Human Services are more readily accepting of the team process as a way to work with families. We see the use of the informal team process growing and expanding and becoming a "normal" way of doing business.

The Coordinated Services Team process is used in all areas of the child and family services delivery system to serve families who have multiple needs and are involved in multiple systems.

Increased collaboration between agencies & with families was identified by 9 sites. Selected Comments:

Increased involvement of law enforcement as proactive, prevention-oriented team members

I continue to believe that the integrated services program positively affects the other aspects of what we do by increasing the tendency of people to get together and talk about problems.

Provider and Family Satisfaction with Services was identified by 9 sites. Selected Comments:

One family stated that the integrated experience provided, "a much broader opportunity...the dynamics of team members helped influence our family situation...we needed the experience of others and their expertise."

We hear frequently from the school personnel that our program has been a huge help for some very difficult clients and their families. They appreciate the support that we offer and feel that we are very accessible when they need us.

One family stated they appreciated, "The willingness of everyone to stay on the same page and listen regarding my child and our family situations."

Specific Positive Impacts on Children & Families were identified by 9 sites. Selected Comments:

Less police involvement with children who have mental health problems because of crisis response plans

Improved transition into adult services

One family commented, "There is always someone available to my family that cares"

Specific Positive Impacts on Human Service System were identified by 7 sites. Selected Comments:

ISP provides a continuum of care for families served within the child welfare and mental health systems...as a family moves through the system, they continue to work with the same people – strengthening the relationships and intervention.

The Integrated Services Project continues to have a positive impact on the Children and Families Unit and other units within our agency, including the Adult and Economic Support Units, evidenced by the increased number of collaborative teams

Increase in awareness of ISP/CST process and an increase in referrals was identified by 6 sites.

Selected Comments:

We continue to receive a steady amount of referrals from the various referral sources. The number of referrals coming directly from family members has increased to 30 this year from 20 last year.

Increased referrals from the community demonstrates to us broader support of the value of using this process to assist families

Increase in flexible funding options was identified by 2 sites. Selected Comments:

Funding practices are changing within the community. Private agencies are encouraged to include flexible funds as a line item when submitting child/family services proposals.

Increased Training Opportunities was identified by 2 sites. Selected Comments:

The Coalition for Children of Differing Abilities sponsored two separate trainings in our community entitled "Moving toward an Integrated System of Support", which continues to have a positive impact.

Negative Impacts

Child is not as involved/vested as others on the team was identified by 1 site.

_____ **Is supporting the children and families in your ISP/CST cost effective?** _____

Financial Savings were identified by **28 sites.** Selected Comments:

In comparing the cost of children in placement, we have reduced costs significantly by keeping children in the community instead of in placement. In the year 2000, we had 17 youth at Lincoln Hills at a cost of \$734,255. Since then, placements have dropped to 1 youth at Lincoln Hills at a cost of \$47,994.

The number of children placed in out-of-home care went from 375 children in 2001 to 217 children in 2005.

We diverted 2-4 foster care placements that could have cost us in upwards of \$450-\$1,000/month each. Furthermore, the program was instrumental in expediting reunification with an adolescent female who was placed in a treatment foster home and has made significant progress since returning home. This case alone saved us over \$20,000.

Between 80 – 90% of youth have been maintained in their home. When placement out of the home has been necessary there have been coordinated efforts to transition them back home as soon as possible. Teams work hard to develop and utilize natural supports and informal resources as much as possible.

In 55 out of 60 teams the child has maintained placement in the family's home.

As of 11/30/05, we've spent \$27,420 on services to keep children in homes. The estimated cost of out of home placement, either residential, treatment foster care, or regular foster care would be \$167,008.

During 2005 our project served 17 children. Of them, 15 children are in their parental homes and 2 are in foster care. Utilizing numbers from our foster care payroll in October of 2005 on 31 children in care the average cost for those children was \$1,341. By applying a formula of 15 children x \$1,341 per child = \$20,115 per month for foster care. This is an overall cost savings per year of \$241,380

3 Sites commented they were **too new to the process to realize monetary savings**