



PLAN OF ACTION PROGRESS REPORT

MARCH 2021

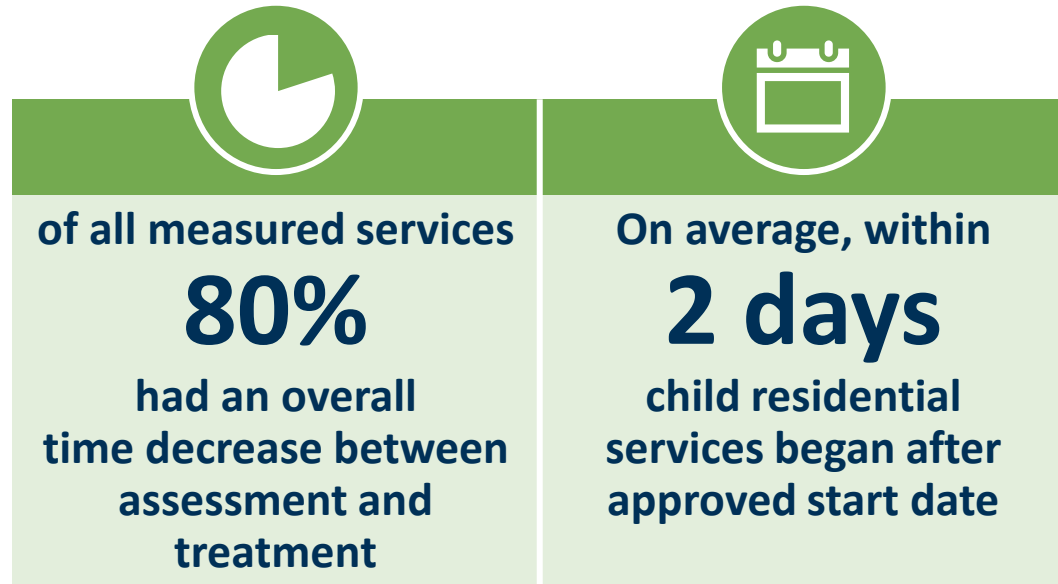


OUR MISSION

To improve the health and wellness of our members and their families.

ACCESS TO CARE

Members **are receiving services faster** through targeted efforts to reduce the amount of time between the completion of a comprehensive clinical assessment and the submission of a treatment authorization.



To raise awareness of available services, we have **expanded our efforts to reach new members**, and have implemented an outreach program

Outreach calls since January 1:

Outreach to
1,987
new members

Connected with
558
members in past 10 weeks

326
links to resources, referrals, or service appointments

NETWORK CAPACITY: AVAILABILITY OF SERVICES AND PROVIDERS

Expansion of High Fidelity Wrap Around

- High Fidelity Wraparound is a team approach to provides coordinated care to meet the needs of children and adolescents involved in the Mental Health, Department of Juvenile Justice, Department of Social Service systems.
- Cardinal Innovations works in partnership with the NC High Fidelity Wraparound Training Program/Team to help providers expand or begin implementing the service
- This service is now available in the following counties:



Carolina Therapeutic Services – Mecklenburg



Thompson Child & Family Focus – Cabarrus, Mecklenburg, Union



Youth Villages – Alamance, Chatham, Franklin, Granville, Orange, Person, Vance

We are working to expand this service into eight other counties throughout the Triad and Southern Regions

CARING FOR CHILDREN AND FAMILIES

- Cardinal Innovations has **aligned licensed, clinical staff with county DSS offices across all 20 counties**. Through this program, our team provides resources and support to social workers, and helps them connect families to services.
- We are now assisting in-home teams to support pre-custody efforts in Mecklenburg and Forsyth Counties. This focus on **early intervention and prevention is critical to helping families remain intact and stable**.
- Orange and Rowan Counties have finalized agreements to receive supplemental funding to support children entering foster care. **This includes an initial payment of \$795,900 to Rowan County and \$487,200 to Orange County** for the first eight months of this fiscal year.
- 16 of 20 counties are now referring families to the Youth Villages' Intercept program, which is available in all twenty counties. By teaching parents essential skills that help keep families together, Intercept by Youth Villages takes a proactive approach to **safely prevent children from having to enter the custody of social service agencies**

PROGRESS TO DATE

Cardinal staff alignment to local DSS offices



CARING FOR MEMBERS WITH INTELLECTUAL AND/OR DEVELOPMENTAL DISABILITIES

- We have expanded our training on the adult service continuum, including:
 - The state-funded registry and efforts Cardinal has made to **improve how the registry is managed** and collaborate with providers on timely filling of open vacancies for residential treatment.
 - The Registry of Unmet Needs (Innovations Waiver Waitlist) with Medicaid services, and how we are **improving our referral process to be more member and community friendly**. This includes connection to (b)(3) services, as well as non-Medicaid services.
 - Additional ways and services that Cardinal offers beyond the state service array, including for non-Medicaid residential placements.
- Training is now available on demand via our [website](#)

TRAININGS HELD

7

Since January

ATTENDEES

75

Completed Training

IMPACT

94%

found training valuable



THANK YOU
