PLAN OF ACTION PROGRESS REPORT

FEBRUARY 2021
OUR MISSION

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

• We committed to processing 50% all treatment authorization requests within 72 hours, by December 31st, and we continue to exceed our goals across three critical areas.

• 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. **88% of all measured services had a time decrease of 20% or more through this effort.**
  - Reduce the amount of time between authorization of treatment and receipt of first service. **63% of all measured services begin within 3 days.**

• To raise awareness of available services, we began conducting outreach calls to new members in December. Since January 1st, we have contacted **1,304 new members and connected 351 to meaningful services.**

![Bar chart](image)

- 2+ ED Visits in 60 days:
  - Goal: 50%
  - Actual: 79%

- Foster Authorizations:
  - Goal: 50%
  - Actual: 95%

- All Authorizations:
  - Goal: 50%
  - Actual: 72%

*Reporting for month of January*
We are actively expanding our provider network to increase capacity for our most critical services. In addition to enhanced rates, we are making targeted investments to reduce gaps in care and ensure our members have access to the providers they need to be well.

**Therapeutic Foster Care**

- Completed an agreement with Lutheran Family Services to launch a specialized Level II TFC program to support survivors of human trafficking.
- Finalized an agreement with Carolina Therapeutic Services for 38 TFC homes in Mecklenburg County.

**Peer Support**

- We have partnered with Promise Resource Network to fund the start-up of a Peer Run Respite program and a Peer-Run Warm Line that will serve residents in all 20 Counties and throughout NC. This initial investment of $161,000 will support individuals on their recovery to well-being.

**Hospital Partners**

- To promote quality of care and continuity of care, we increased the rate for behavioral health inpatient and emergency department services by 25% for a year of claims beginning July 1, 2020. This represents a $6.7M investment in hospitals across our 20 counties.
CARING FOR CHILDREN AND FAMILIES

• We are expanding our Youth Villages’ Intercept program to all twenty counties. By teaching parents essential skills that help keep families together, Intercept by Youth Villages – a national leader in children’s behavioral health – takes a proactive approach to **safely prevent children from having to enter the custody of social service agencies**

• Cardinal Innovations expanded our initial goal of **aligning licensed, clinical staff with county DSS offices staff and has assigned** staff to remaining counties. Formal programs are now being finalized for Alamance, Chatham, Davie, Person and Stokes County

• To help support youth and families involved in the child welfare system, Cardinal Innovations Healthcare has created **four new downloadable resources for children and families** including training, wellness, advocacy and contacts across all twenty counties
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.
  - **Two additional trainings** are scheduled on February 25 and March 3, and will be recorded and available on demand via our website

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<tr>
<th>TRAININGS HELD</th>
<th>ATTENDEES</th>
<th>COUNTY REACH</th>
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<tbody>
<tr>
<td>4 Since January</td>
<td>49 Completed Training</td>
<td>10 Counties Represented</td>
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THANK YOU