

Georgia Families 360°SM

Connecting Transition Age
Foster Youth to Health Services

College Connections for Student
Success Conference:

A Focus on Foster Care, Homeless
Youth and Other Disconnected Youth



Who is Amerigroup Georgia?

- Incorporated as **Amerigroup Georgia Managed Care Company, Inc.**
- Amerigroup is a part of the **Georgia Families Medicaid** program administered by the **Georgia Department of Community Health (DCH)**. DCH is Georgia's **Medicaid** authority.
- Amerigroup was chosen to be the single statewide care management organization (CMO) for the youth in the **Georgia Families 360°_{SM}** program.
 - **Georgia Families 360°_{SM}** is staffed separately from general **Amerigroup** CMO employees.

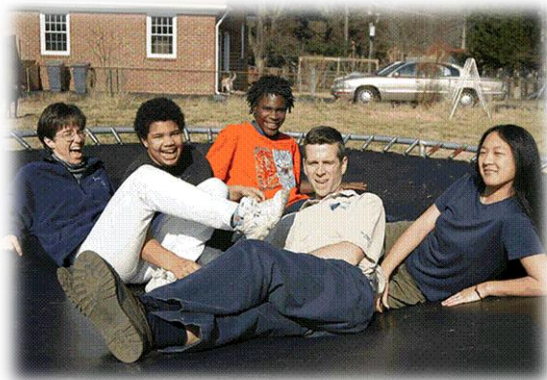
Purpose of the Transition

- The **Department of Community Health (DCH)** analyzed redesign options for managing the care of youth in **Medicaid**.
- **DCH** identified a need for enhanced care coordination and service integration for children in foster care and receiving adoption assistance, and youth in **DJJ** custody who reside in community residential facilities.
- **Georgia Families 360°_{SM}** was created to address this need and a single CMO, **Amerigroup**, was chosen to take on this task.

Georgia Families 360°SM

Main Goals

- Focused integration of care on the physical, behavioral health, and dental needs of Georgia's children in foster care, receiving adoption assistance and in juvenile justice community residential programs
- Improve health and well-being outcomes

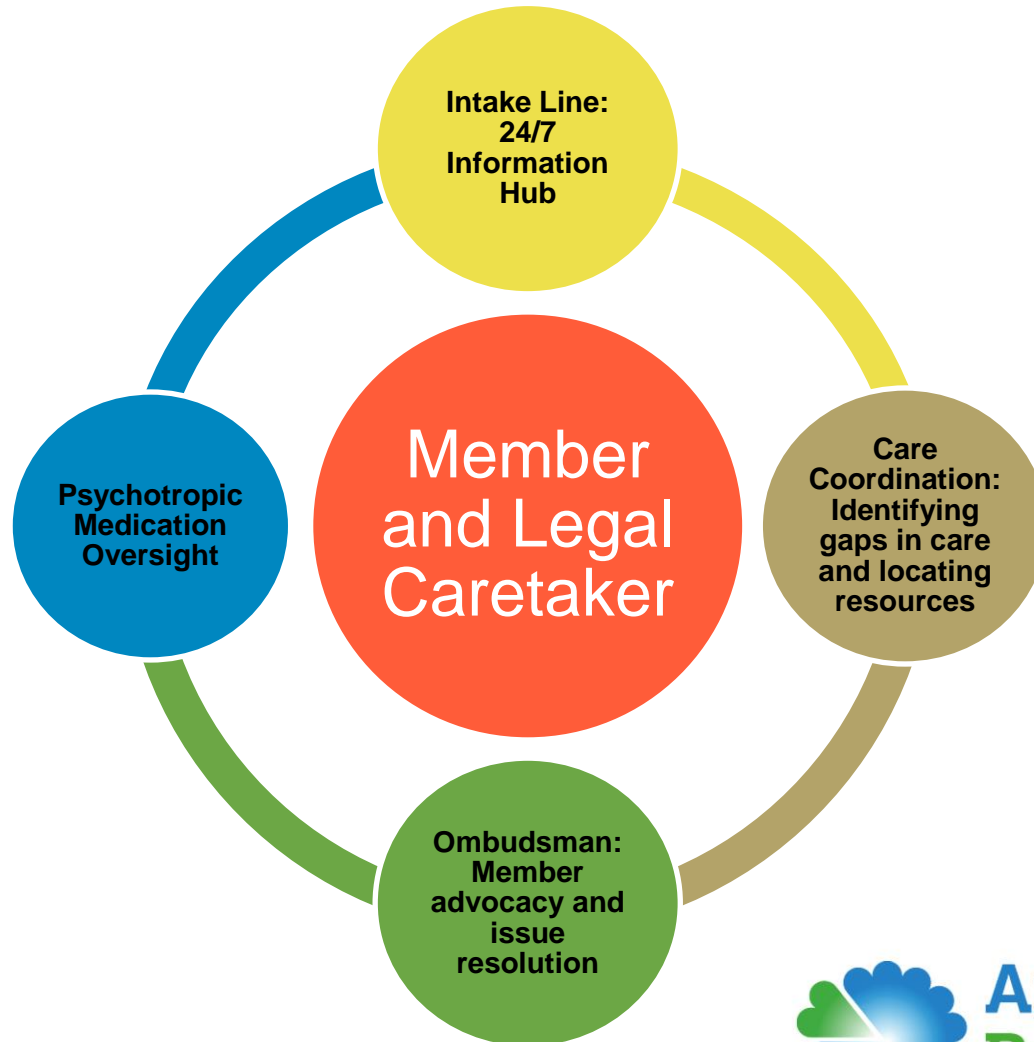


What's Different?

- Electronic Medical Records
- Care Coordination Team
- 24/7 Intake Line for members only
- Psychotropic Medication Oversight
- Standardized reporting and monitoring of health outcomes and key performance indicators
- Ombudsman for member advocacy



A System of Supports



Georgia Families 360°_{SM} Intake Line

- A centralized information hub that can be reached for a variety of member needs, including notification of new members (after business hours only)
- Available 24/7 (including holidays)
- For **Georgia Families 360°_{SM}** members only – staffed here in Georgia by nonclinical case specialists
- Language line is available for non-English speakers
- Not a crisis line



Psychotropic Medication Management Program

- Every youth with one or more psychotropic medication(s) will have their meds reviewed by **Georgia Families 360°SM** Medical Director or pharmacy review team.
- Goal is to ensure evidence based medication guidelines are followed for youth and that the medication is appropriate for the identified diagnosis.



Ombudsman Role

- The **Amerigroup Ombudsman Office** provides confidential, impartial assistance to members, their representatives and caregivers of **Georgia Families 360°_{SM}** who are experiencing health care-related issues.
- We also work with advocacy groups and state agencies to discuss trends and issues within the community.

Care Coordination Teams



What is a Care Coordinator?

- Every youth in the **Georgia Families 360°_{SM}** program will be assigned to a **Regional Care Coordination Team** with a specified **Care Coordinator**.
- Regional teams are assigned based on county of custody/residence for youth.
- **Care Coordinators** partner with families to identify gaps in health care-related needs for the child and help find services to address those gaps.

What does an Amerigroup Care Coordinator do?

- **Care Coordinators** address gaps in the care of youth for both physical and behavioral health.
- All youth will have an individualized care plan that will address their identified physical and behavioral health needs.
- **Care Coordinators** educate families and team members about the service needs of youth.

Care Coordination Case Study

- **16 years old**
 - Entered **Georgia Families 360°_{SM}** March 2014
 - End-stage renal failure
 - Diagnosed July 2014
 - Major Depressive Disorder with psychosis
 - Diagnosed March 2014
 - Suicidal Ideation
 - Self-harm

Care Coordination Case Study (cont'd)

- **Care Coordination Activities**
 - Coordinated/facilitated numerous FTMs to discuss with various providers, DFCS CMs/Supervisors/Directors, CPA staff, MH providers, medical facilities
 - Outreach to various psychiatric treatment facilities (PRTF)
 - Coordinated with dialysis provider
 - Ensured necessary medical equipment was delivered to PRTF to address her medical issues

Care Coordination Case Study (cont'd)

- **Care Coordination Activities**
 - Coordination facilitated placement in a treatment center where member's psychiatric and medical needs are addressed, treated and managed
 - Member is doing very well
 - Participating in therapy and activities
 - Making progress toward her mental health well-being
 - Receiving weekly dialysis treatments

Care Coordination for Transitioning Youth



Youth Transitioning Out of Foster Care

Transitioning Youth

- Ages 18-25
- Chafee **Foster Care Medicaid**
- Former **Foster Care Medicaid**

The numbers in Georgia

- 2013
 - 25,000 to 30,000 transitioning youth in the U.S.
 - 5,935 of those youth in Georgia
- 2015
 - 241 in **Georgia Families 360°SM**

Eligibility

- **Former Foster Care Medicaid**
 - Age
 - In foster care, the month of his/her 18th birthday
 - Under the age of 26
 - Citizenship/immigration status/identity
 - **Georgia Foster Care only**
 - Exempt from providing additional documentation
- **Income**
 - No income or resource limits
- **Application**
 - **Right From the Start Medicaid (RSM) Outreach Project**
 - **DFCS** office

Challenges of Transitioning

- Housing
 - Housing circumstances have direct and indirect impacts on access to health care.
 - Emerging adults experience repercussions of institutional life including the suspicion of authority and mistrust of medical providers.
- Physical Health
 - Multiple chronic conditions
 - Higher risk than those not in foster care
 - Higher risk than those with similar economic status

Challenges of Transitioning (cont'd)

- Mental Health
 - Lifetime diagnoses among 19-year-olds
 - PTSD
 - 30% higher than the general population
 - 21% higher than Afghanistan and Iraq veterans
 - Depression
 - Panic Disorder
 - Drug Dependence
 - Alcohol Dependence
 - Bulimia

Transition Care Coordination

- Objective
 - Members gain self-sufficiency
 - Members assume primary responsibility for managing all aspects of their overall well-being
- Population
 - Existing members
 - Potential members, currently unknown to **Georgia Families 360°SM**
 - 17 to 25-year-olds

Existing Members Ages 14 to 17

- Learning **Independent Living Skills (ILS)**
 - While in placement
 - Through the **DFCS Independent Living Program (ILP)**
- **Care Coordinators**
 - Advocate for the member's enrollment in **ILP**
 - Promoting member participation in **ILP**

Former Foster Care Members

- [5,694] are not known to **Georgia Families 360°_{SM}**
- Potential member identification and referrals
 - Community resources
 - **Primary Care Providers**
 - **Georgia Youth Opportunity Initiative**
 - **EmPowerment**
 - **Embark**
 - **Families First**
- Former Foster Care Medicaid
 - **Right From the Start Medicaid (RSM) Outreach Project**
 - **DFCS** office

Self-Sufficiency Plan

- Focuses on member
 - Gaining life skills
 - Navigating life domains
 - Gaining and maintaining self-sufficiency
 - Collaborative effort
 - Member is the final authority
- Satisfaction With Life Scale (SWLS)
- Self-Sufficiency Matrix

Satisfaction with Life Scale

Below are five statements that you may agree or disagree with. Using the 1-7 scale below, indicate your agreement with each item by placing the appropriate number on the line preceding that item. Please be open and honest in your responding.

Questions:

- _____ In most ways, my life is close to my ideal.
- _____ The conditions of my life are excellent.
- _____ I am satisfied with my life.
- _____ So far, I have gotten the important things I want in life.
- _____ If I could live my life over, I would change almost nothing.

Scale:

- 7 - Strongly agree
- 6 - Agree
- 5 - Slightly agree
- 4 - Neither agree nor disagree
- 3 - Slightly disagree
- 2 - Disagree
- 1 - Strongly disagree

Answers:

- 31-35 Extremely satisfied
- 26-30 Satisfied
- 21-25 Slightly satisfied
- 20 Neutral
- 15-19 Slightly dissatisfied
- 10-14 Dissatisfied
- 5-9 Extremely dissatisfied

Self-Sufficiency Matrix

- Transpiration/Mobility
- Legal and Criminal History
- Noncriminal Legal Issues
- Domestic Violence History
- Child Welfare Status
- Parenting Skills
- Community Involvement
- Welfare/TANF Status
- Food
- Job training/Vocational Rehab
- Financial Literacy
- Credit History
- Adult Education
- Life Skills
- Mental Health
- Substance Abuse
- Healthy Behaviors
- Health Care
- Child Care
- Family Relations

How Georgia Families 360°_{SM} Can Assist With College Success

- **Care Coordination**
 - Encourage enrollment and participation in the **DFCS ILP**
 - Self-Sufficiency Plan
 - Provide regular health/behavioral health support through provider network
- **Embark Georgia**
 - Connectivity
 - Best Practices

Self-Sufficiency Plan Worksheet Example

	1	2	3	4	5
Domain: ADULT EDUCATION	Literacy problems and/or no high school diploma/GED are serious barriers to employment; not willing able to increase educate to contribute to increased employment/income	No high school diploma/GED	Has high school diploma/GED	Needs additional education/training to improve employment situation; willing and able to obtain additional education/training; and/or to resolve literacy problems to where they are able to function effectively in society	No literacy problems; has completed education/training needed to become employable to maintain permanent housing

Please review the above self-sufficiency matrix and answer the following questions to the best of your ability:

According to this scale, I feel I am **currently** at Level **3** (1-5).

Please Explain: **High school was all I felt I could do.**

In **30 days**, I would like to be at Level **4** (1-5).

Please explain: **I want to know more about college options**

Below is my Action Plan with concrete steps I can take to achieve this Goal.

Short Term (One Month) Goal: **Figure out what I should study.** Completed?

Action 1	Take an interest survey	
Action 2	Look for job descriptions with similar interests	
Action 3	Identify education requirements for that type of job	

Self-Sufficiency Plan Worksheet Example

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In **90 days** I would like to be at Level 4 (1-5).

Please explain: Figure out how to pay for college

Long Term Goal: Take a class in September Completed? _____

Action 1	Talk to an admissions and financial aid counselors	
Action 2	Follow- up with counselors' recommendations	
Action 3		

Comments/Updates: _____

Member Engagement

Member engagement resources include:

- Website
- Resource Pocket Card
- Transition Handbook
- Member Handbook
- Provider Blasts
- Community Partners

Contact Information

For more information on the program, please contact:

Amerigroup

- **Intake Number:**
 - 1-855-661-2021 (phone)
 - 1-888-375-5064 (fax)
 - gf360@amerigroup.com *for member documents only* (email)
- **Training Team**
 - ga360training@amerigroup.com
- **Ombudsman**
 - 1-855-558-1436 (phone)
 - helpOMB@amerigroup.com (email)
 - 1-888-375-5067 (fax)
- **Amerigroup Member website:** www.myamerigroup.com/GA
- **Georgia Families 360[°]_{SM} website:** www.myamerigroup.com/GF360

Questions?



References

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- Pecora, P.J. (2010). Why current and former recipients of foster care need high quality mental health services. *Administration and Policy in Mental Health*, v.37 (1-2), p. 185-190.