

Florida Department of Children and Families
Office of Substance Abuse and Mental Health
Care Coordination Rating System (Managing Entity)

Instructions: The checklist examines the core competencies of Care Coordination activities. This document is intended to be used in partnership with the Care Coordination Technical Assistance Document. This checklist/rating system is a resource that can be used by the Managing Entity as a self-assessment tool or by the SAMH Regional Office as a progress monitoring tool.

Review the key elements for each core competency and indicate if the key elements are present by using the following scale:

- 0 – There is *no evidence*
- 1 – There is *minimal evidence*
- 2 – The evidence identified is *average*
- 3 – The evidence identified is *above average*
- 4 – The evidence identified is *exceptional*

For each item, a description of evidence is required.

KEY ELEMENTS	STATUS	EXPLAIN EVIDENCE
SINGLE POINT OF ACCOUNTABILITY		
ME identifies, through data surveillance, individuals eligible for Care Coordination based on the priority populations identified.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME ensures that there is a single point of accountability identified at the network provider level who is responsible for the coordination of services until the individual is adequately connected to the care that meets their needs.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME ensures one care coordinator follows the individual served from beginning to end, until a warm hand-off is made.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME ensures that the Network Service Provider has adequate staffing of care coordinators.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	

ENGAGEMENT WITH PERSON SERVED AND THEIR NATURAL SUPPORT(S)		
ME ensures that the Network Service Provider is engaging individuals in their current setting (<i>e.g., crisis stabilization unit (CSU), SMHTF, homeless shelter, detoxification unit, addiction receiving facility, etc.</i>) to establish a warm hand-off.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME ensures that the Network Service Provider is maintaining frequent contact, ranging from daily to a minimum of three times per week, for at least the first 30 days of services, for those individuals who agree to receive care coordination services. If the individual refuses care coordination services or they are not responding to the attempts made, the ME ensures the provider has documented the information in the individual's clinical record.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME ensures that the Care Coordinator(s) at the Network Service Provider has a process in place that allows for on call services to be available 24 hours, seven days a week.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
STANDARDIZED ASSESSMENT OF LEVEL OF CARE DETERMINATION PROCESS		
ME ensures that the Network Service Provider utilizes standardized level of care tools and assessments to identify service needs and choice of the individual served. <i>For example the Level of Care Utilization System (LOCUS), the Children and Adolescent Level of Care Utilization System (CALOCUS) or the American Society of Addiction Medicine (ASAM) Criteria.</i>	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
SHARED DECISION-MAKING		
ME ensures that the Network Service Provider staff share the decision-making in care planning and service determination with the individual and family members (where applicable) and emphasizes self-management, recovery and wellness, including transition to community based services and/or supports.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	

ME ensures that the individuals served and their family members are the driver of goals on the Care Plan.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
COMMUNITY-BASED SERVICES		
ME manages care coordination funds and purchases services based on needs identified by Network Service Provider.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME develops diversion strategies to prevent individuals who can be effectively treated in the community from entering SMHTFs.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME ensures provider network adequacy and effectively manages resources.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME provides technical assistance to the Network Service Provider and assists in eliminating system barriers.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME assists in developing a list of community-based services/resources with the Network Service Provider and ensures the list is kept current.	<input type="checkbox"/> 0 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
COORDINATION ACROSS THE SPECTRUM OF HEALTH CARE		
ME ensures that the Network Service Provider has assessed their organizational culture and developed mechanisms to incorporate the core values and competencies of Care Coordination into daily practice.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME subcontracts with Network Service Providers for the provision of Care Coordination using the allowable services outlined in the Guidance Document.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME works collaboratively with the Department of Children and Families to refine practice.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME develops partnerships and agreements with community partners (<i>i.e., managed care organizations,</i>	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	

<i>criminal and juvenile justice systems, community based care organizations, housing providers, federally qualified health centers, etc.) to leverage resources and share data.</i>		
ME tracks service needs and gaps and redirect resources as needed, within available resources.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME makes sure that for individuals who require medications, the Network Service Provider ensures linkage to psychiatric services within 7 days of discharge from higher levels of care. If no appointments are available, this is documented in the medical record and the ME is notified. If the individual refuses services, this is documented in the record.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME ensures that the Network Service Provider assesses the individuals for eligibility of Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Veteran’s Administration benefits, housing benefits, and public benefits, and assist them in obtaining eligible benefits. ME ensures that the Network Service Provider uses SOAR when assessing for SSI and SSDI.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
INFORMATION SHARING		
ME ensures that the Network Service Provider has protocols established and followed for data sharing and releases of information (ROI) that are in compliance with federal and state law.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME ensures that the Network Service Provider has established conditions and infrastructure for quality referrals and transitions.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME ensures that the Network Service Provider is capable of shared Electronic Health Records, web-based e-referrals or has another standardized process in place for the flow of information.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	

EFFECTIVE TRANSITIONS AND WARM HAND-OFFS		
ME ensures Network Service Provider has established protocols for effective transitions and warm hand-offs.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME ensures Network Service Provider adheres to established protocols for effective transitions and warm hand-offs.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME ensures Network Service Provider effectively utilizes Peer Specialists in the workplace to promote engagement, warm hand-offs and assist with daily contact in the community.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
CULTURALLY AND LINGUISTICALLY COMPETENT		
ME ensures the Network Service Provider considers the values, preferences, beliefs, culture, and identity of the individual served, and their community when providing care coordination.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME ensures that the Network Service Provider has protocols for meeting the linguistic needs of the individuals served.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME ensures that quality improvement efforts include reviewing cultural and linguistic competence.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
OUTCOME BASED		
ME assesses and addresses quality of care issues.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME implements a quality improvement process to establish a root cause analysis when Care Coordination fails.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
ME ensures that the Network Service Provider reviews Care Plans regularly.	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	

<p>The ME tracks individuals served through Care Coordination in order to monitor the following outcomes: readmission rates for individuals in acute care settings; length of time between acute care admissions; length of time an individual waits for admission to a SMHTF; length of time an individual waits for discharge from a SMHTF and length of time acute care setting and SMHTF discharge to linkage to services in the community.</p>	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
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