



# PANEL: Tuolumne County Children's System of Care Dashboard

**Michelle Clark**, Director, Systems of Care, Tuolumne Department of Social Services

**Annie Hockett**, Assistant Chief Probation Officer, Tuolumne County

**Betty Hoskins**, Program Manager, Tuolumne County Behavioral Health Department

**Tyler Jackson**, Senior Staff Services Analyst for Children's Services,  
Tuolumne County Department of Social Services



Tuolumne County

# Children's System of Care Dashboard

Breaking Barriers Symposium 2023

## Today's Presenters

---



Annie Hockett,  
Probation



Michelle Clark,  
Social Services



Betty Hoskins, LCSW,  
Behavioral Health



Tyler Jackson,  
Social Services





Agency Partners:




# Tuolumne County Children's System of Care



---

## AB 2083: Investing in Interagency Growth

- ❖ MOU included commitment to shared outcomes and collective quality management.
  - ❖ Interagency Leadership Team (executive leaders) and Advisory Committee (senior management leaders)
  - ❖ Interagency Placement Committee (IPC) enhanced and expanded to *Interagency Resource Collaborative (IRC)* to further support community and prevention
  - ❖ Universal Release of Information pilot
  - ❖ Cross Trained Staff to *Integrated Core Practice Model* use and effective teaming
  - ❖ Consistent operational support for the ILT
    - Central Operational Point of Contact-- Agendas, Minutes, Coordination, Scheduling of ILT/Advisory Committee
- 

# Dashboard Development

- In our original 2083 MOU...

## “Quality Management and Outcomes Data

CSOC agencies have many required and varied responsibilities relative to tracking, monitoring, evaluating and reporting its services to state agencies, and additional responsibilities for evaluation of contractors and vendors. While these requirements have many unique forms and processes, there are critical areas where a system partner’s shared goals may be enhanced and where cost savings may be realized.


To that end, partner agencies agree to identify where System Improvement, Child Family Services Review, Case Review, External Quality Review Organization, Local Control Accountability Plans, Triennial MHP Review, Juvenile Justice Coordinating Council planning and reporting and other processes will be coordinated and resources and processes shared via this agreement.

Partner agencies have identified a *Tuolumne CSOC Dashboard*, and have selected initial core measures of success for the System of Care. The Advisory Team will ensure that semi-annually, the ILT is presented with the dashboard’s outcomes so that members may review and discuss its implications. Information may be limited in the instances where the ‘n’ is too small to protect identity of clients. The CSOC Dashboard, currently in development, will likely consist of the following elements:

1. Number of Inpatient Days (All Foster Youth)
2. Number of youth in STRTP/Residential Care
3. Average Days in Residential Care (All Foster Youth)
4. Time to Access for MH services (all enrolled Medi-Cal children)
5. Student MH Services Access (Non Medi Cal)
6. Access to MH for Probation involved youth (Prob has data)
7. Number of Crisis calls to Schools
8. Number of school to Emergency Room transports
9. Number of youth entering Foster Care
10. Number of youth reunified within 12 months or entry
11. Number of youth Reentering Foster Care within 12 months
12. Number of youth receiving Family Urgent Response Services
13. Foster Care Placement Stability
14. Number of AAP children placed out of state”

---

# From Data to Dashboard

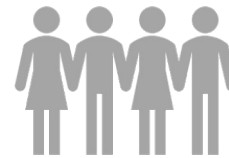
- ❖ Used Monthly Advisory Committee Meeting
  - ❖ Designated Social Services as lead agency to manage initial outcomes work
  - ❖ Contracted Consultant Support
  - ❖ Adapted and expanded original outcomes from MOU
  - ❖ Previewed first iteration/possibilities in an ILT Retreat in November 2022 and again in August 2023
- 

# Our Dashboard work...



## **Moving from datapoints to decision making**

Looking for patterns, and asking questions about them  
Long term, will lead to policy and practice change



## **Challenges we face as a small county**

Low numbers, are they meaningful?  
Small samples eschew potential patterns



# Demo of the dashboard

## Tuolumne County CSOC Data Dashboard

Dashboard Measure by Quarter		FY21-22 Q2	FY21-22 Q3	FY21-22 Q4	FY22-23 Q1	FY22-23 Q2	FY22-23 Q3	FY22-23 Q4
Total Mental Health Inpatient Mental Days (All Youth)		152	314	432	67	120	270	
Average number of inpatient days for foster youth.		6	8	8	8	8	8	
# of children in inpatient		19	23	28	8	12	25	
Average number of days from initial request for MH services to first offered MH appointment		25	24	14	0	6	7	
Total Youth Readmitted to Inpatient Care		5	8	12	1	4	8	
Total Youth in MHSA FSP Care		40	52	53	27	44	49	
Total Youth in MHSA TBS Care		2	3	7	1	0	0	
Crisis services rendered at school		2	2	3	34	75	126	
# of Out of County Foster Youth transferred with Open MH Case		5	5	5	0			
# of children/youth connected to TCHBD		180	207	254	145	216	271	
Dashboard Measure by Quarter		FY21-22 Q2	FY21-22 Q3	FY21-22 Q4	FY22-23 Q1	FY22-23 Q2	FY22-23 Q3	FY22-23 Q3
Youth receiving MH care via IEP/SED status: ERMHS & Psych		105	103	103	105	109	109	109
Students placed in Residential Treatment Centers via IEP		1	1	2	2	2	3	3
# of students receiving mental health services through the AWARE Program		N/A	4	41	25	71	55	110
# of Probation Youth in MH Care TCBHD		9	10	13	16	12	15	15
# of Probation Youth in private or other MH Care		12	21	16	15	15	13	9
Probation Youth in Residential Care/STRTP (602 Status)		2	3	2	2	1	1	1
Dashboard Measure by Quarter		FY21-22 Q2	FY21-22 Q3	FY21-22 Q4	FY22-23 Q1	FY22-23 Q2	FY22-23 Q3	FY22-23 Q3
Total Foster Youth in Residential Care/STRTP		1	2	1	2	2		
Youth entering Foster Care		7	13	17	11	19		
Family Urgent Mobile Response Calls		0	1	4	1			
Foster Care Placement Stability		7.98	6.4	6.4	7.1	6		
# of youth receiving Wraparound Services		8	8	9	7	14		
# of youth in ISFC Level of Care		6	5	4	5	5		



# Insights and Recommendations



**Establish a set of agreed data points that makes sense for your system; keep it simple.**



**Commit to shared outcomes in your MOU; Anchor dashboard aspiration for future leaders.**



**Conduct Functional Analysis--identify which current/known metrics might inform "system work"**



**Engage your analysts and other Data/QI Champions; mine the existing wisdom/workforce.**



**Start where you are; don't let the perfect be the enemy of the good.**



**Agenda Dashboard review and dialogue routinely and consistently in both interagency and department leadership conversations**



# Questions and Reflections?

THANK YOU!