

CommOCARE

Annual Summary FY2023



A Community That Cares



MISSION

CommCARE is a not-for-profit behavioral health management organization that works in collaboration with Community Behavioral Health Centers and other providers to continually improve access to affordable, high quality, behavioral health services.

VISION

Our vision is a community where people are connected with high quality behavioral health services supporting, wellness, and productivity of all.



WHY DO WE EXIST?

CommCARE exists to improve lives through access to quality behavioral health services

HOW DO WE BEHAVE?

INTEGRITY:

Doing what is in the best interest of our members, clients, and staff.

QUALITY:

Timely and compassionate 24/7 accessibility to services and professionals.

EXPERTISE:

Highly qualified and trained behavioral health professionals.

HOW WILL WE SUCCEED?

QUALITY SERVICE:

Helping individuals engage in the right services and have 24/7 access.

EXPERT STAFF:

Engaged, stable, trained for quality

BUSINESS DEVELOPMENT:

Building new relationships

Accomplishments and Performance

Improving lives through Behavioral Health & Wellness

CommCARE believes that a critical component in achieving our mission and vision is an organization with commitment to quality and continuous improvement. We maintain a Quality Improvement Program that provides the structures, resources, and processes to ensure high quality and client-centered care. We annually evaluate the effectiveness of our Quality Improvement Program by tracking progress towards completion of goals, monitoring positive outcomes and implementing action plans to meet or exceed the needs of our community, members and operations. The Annual Summary provides information about our key performance indicators and an overview of our Quality Improvement Program's key accomplishments in FY23.

What We Do

Timely and compassionate 24/7 accessibility to services

Crisis Call Center Services

- Answers crisis calls for the 988 Suicide and Crisis Lifeline and for the local ACI crisis line offering 24/7/365 help and support to residents in our service area.
- Provides after hours crisis line support for the First Call line.
- Supports callers seeking EPICC and Alternatives EAP services.

Engaging Patients in Care Coordination (EPICC)

- Provides 24/7/365 referral and support services to individuals seeking assistance with opioid, stimulant, and/or alcohol use that live in Jackson, Clay, Platte, or Ray counties in Missouri.

Children's Enhancement Program (CEP)

- Partners with eight Certified Community Behavioral Health Clinics (CCBHC's) to support children and youth affected by serious mental, emotional or behavioral disorders in their home and community.

Alternatives EAP

- Provides a variety of employee assistance services to organizations of all sizes across all industries.
- Manages a network of over 300 affiliate providers.

What We Do Continued

Timely and compassionate 24/7 accessibility to services

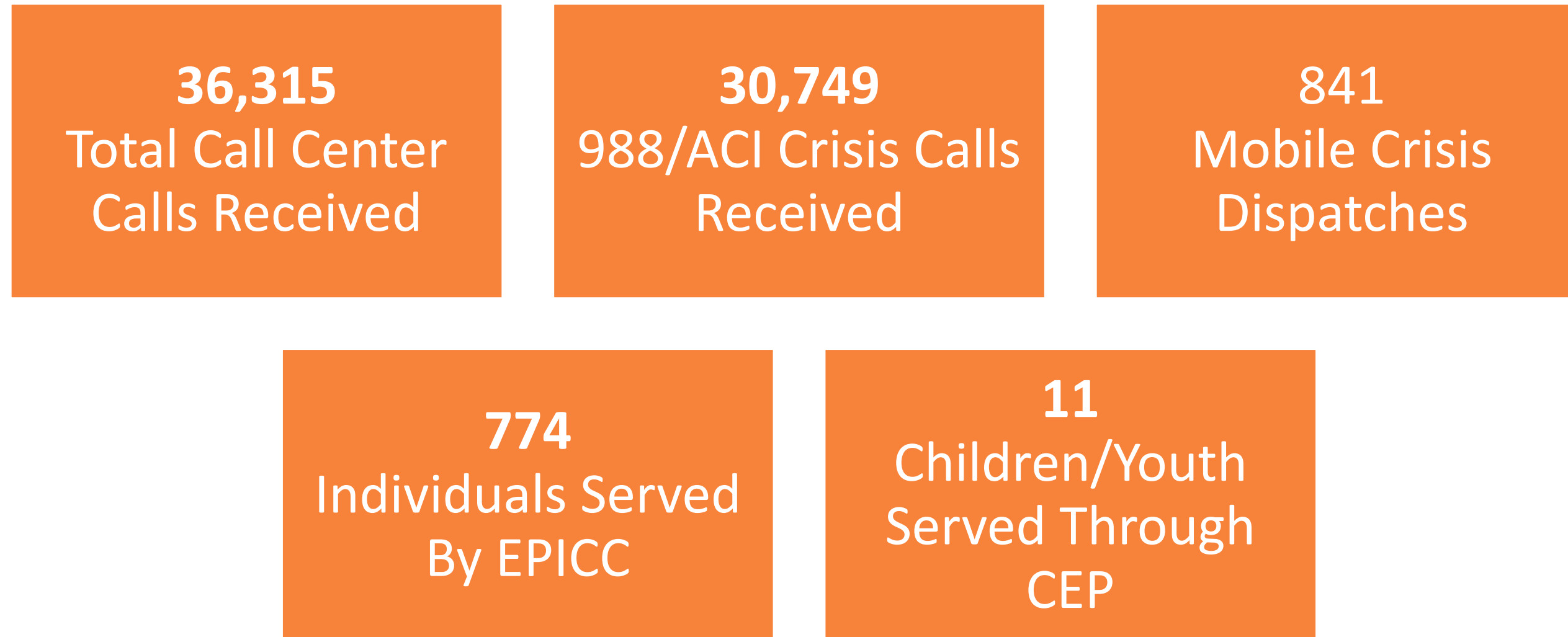
Virtual Health

- Helps underserved communities access highly qualified professionals for clinical assessment and medication services.
- Practitioners are licensed, certified, and credentialed to help your organization.

Credentialing


- Assists organizations by providing expert credentialing/payor enrollment services.
- Verifies credentials following NCQA standards.

Performance Numbers FY2023



ACI Crisis Line Callers Served FY2023

CommCARE is an organization that respects and appreciates diversity and inclusion. CommCARE’s cultural competency philosophy fosters an environment throughout the organization that recognizes the differences in each of us, capitalizes on our strengths and maximizes our individual and collective potential. CommCARE seeks to ensure that service provision reflects the diversity of the community and supports efforts to end discrimination and disparities among diverse and underserved populations.

DEMOGRAPHICS			
AGE:		RACE:	
Under 13	48	American Indian/Alaska Native	11
13-17	106	Asian/Asian American	12
18-24	526	Black/African American	963
25-34	906	Hispanic or Latino	569
35-44	1,102	Native Hawaiian or Other Pacific Islander	10
45-54	1,422	White	1,850
55-64	1,021	Other	51
65-84	261	Multiple Races	473
85+	10	Unknown	6,082
Unknown	4,619		
GENDER:			
Female	4,483		
Male	4,837		
Transgender/Non-binary	50		
Unknown	651		

Performance and Quality

PERFORMANCE AND QUALITY IMPROVEMENT AGGREGATE ANALYSIS AND SUMMARY REPORT

KEY PERFORMANCE INDICATORS:

Indicator/Project Title	Objective Target	Results Achieved	Completion Date
988 Call Timeliness (Average speed of answer)	Goal \geq 95% of incoming calls are answered within 30 seconds	Average speed of answer was met for all four quarters of FY 23 with an average of 16 seconds.	Ongoing
988 Call Abandonment	Goal \leq 10% of incoming calls are abandoned	Call abandonment rate was not met for all four quarters of FY23 with an average of 13.08%.	Ongoing
ACI Call Timeliness (Average speed of answer)	Goal \leq 95% of incoming calls are answered within 30 seconds	Average speed of answer was met for all four quarters of FY with an average of 15 seconds.	Ongoing
ACI Call Abandonment	Goal \leq 5% of incoming calls are abandoned	Call abandonment rate was met for all four quarters of FY23 with an average of 2.68%.	Ongoing
EAP Call Timeliness (Average speed of answer)	Goal \geq 95% of incoming calls are answered within 30 seconds	Average speed of answer was met for all four quarters of FY23 with an average of 11 seconds.	Ongoing
EAP Call Abandonment	Goal \leq 5% of incoming calls are abandoned	Call abandonment rate was not met for Q1 but was met for the remaining three quarters of FY23 with an average of 3.05%.	Ongoing
EPICC Call Timeliness (Average speed of answer)	Goal \geq 95% of incoming calls are answered within 30 seconds	Average speed of answer was met for all four quarters of FY23 with an average of 11 seconds.	Ongoing
EPICC Call Abandonment	Goal \leq 5% of incoming calls are abandoned	Call abandonment rate was met for all four quarters of FY23 with an average of 3.01%.	Ongoing
First Call - Call Timeliness (Average speed of answer)	Goal \geq 95% of incoming calls are answered within 30 seconds	Average speed of answer was met for all four quarters of FY23 with an average of 13 seconds.	Ongoing
First Call - Call Abandonment	Goal \geq 25% of incoming calls are recovered for FY24Q1. Changed to $<$ 5% of incoming calls are abandoned for remaining quarters	Call recovery rate was not met for Q1 at 13.33%. Call abandonment rate was met for Q2, but not met for Q3 and Q4 of FY23 with the last three quarters of FY23 having an average of 5.23%.	Ongoing

Performance and Quality Continued

SATISFACTION SURVEYS:			
Indicator/Project Title	Objective/Target	Results Achieved	Completion Date
ACI Consumer Satisfaction Survey	Goal \geq 3.5 rating on 5-point Likert scale for monthly ACI Consumer Satisfaction Surveys.	Goal met at an overall weighted average of 4.41 for FY23.	Ongoing
EAP Consumer Satisfaction Survey	Goal \geq 3.5 rating on a 5-point Likert scale for monthly EAP Consumer Satisfaction Surveys.	All standards were met for the first three quarters of FY23 and not met for quarter four with an overall weighted average of 3.40.	Ongoing
ACI Stakeholder Satisfaction Survey	Goal \geq 4.0 rating on a 5-point Likert scale for annual ACI Stakeholder Satisfaction Survey.	All standards were met for FY23 with an overall weighted average of 4.10.	Annually
EAP Client Satisfaction Survey	Goal \geq 3.75 rating on a 5-point Likert scale for annual ACI Stakeholder Satisfaction Survey.	The EAP Client Satisfaction Survey was not completed in FY23.	Annually

Performance and Quality Continued

QUALITY IMPROVEMENT PLANS:			
Indicator/Project Title	Objective/Target	Results Achieved	Completion Date
988 Call Answer Rate	Goal \geq 90% of incoming 988 calls are answered each month.	988 Call answer rate was not met for all four quarters of FY23 with an average of 87.33%.	Ongoing
Call Center Screen Audits	Goal-95% of all cases will meet audit standards for completeness and clinical appropriateness.	ACI Screen audit clinical appropriateness was met for all four quarters of FY23. ACI screen audit standards for completion were met for Q1 and Q2 but not met for Q3 and Q4 with an average of 6.03% for FY23.	Ongoing
EAP Provider File Documentation	Goal-100% of provider files have complete documentation, proof of insurance, and current licensure.	This was unable to be tracked for Q1 and Q2 in FY23 due to technical issues. Goal not met for Q3 and Q4 in FY 23 with an average of 62.5% for proof of insurance and 92.5% for current licensure.	Ongoing