Turning High-Utilizers into Partners: Pay for Success & Behavioral Health

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About Telecare

**28,748**

Persons Served in FY17-18

89%

Of clients said, “Staff believed I could grow, change, and recover.”

Telecare’s Mix of Services in FY17-18

PFS Model: Why Now?

- $100M in federal funding
- 1115 & Specialty MH Waivers – renewal in 2020
- More focus: value based purchasing

Growing Opportunity for Innovation and Impact

Increased Attention & Funding Likely

More PFS Models to Come

Resources:

Urban Institute

Social Impact Partnerships to Pay for Results Act (SIPPRA)
PFS Model: Potential

How Does PFS Relate to These Larger System of Care Challenges?

- Effective across systems
- Reduces barriers within the system
- Creates new strategies for collaboration
- Shared effort to address shared system challenges
PFS Model: Goals

- Connect private sector
- Jump-start innovation
- Increase social service rigor

PFS Model: Highlights

- Investors Partnering with Government
- Incentives for Outcomes
- Impact Measured over Time
- Data-Driven, Rigorously Evaluated

Resources:
[payforsuccess.org/learn/basics/]
Go to www.menti.com and use the code 25 63 85

Tell us about the complex individuals not well served in your system of care. What 4 words come to mind?

Our PFS:

Typical Partner

• We See It All – Complex Needs
  • Mental Health (psychosis, mania, depression, anxiety...)
  • Active Substance Use
  • Physical Health (diabetes, hypertension, hyperlipidemia...)
  • Complex Life Needs (unhoused, not working, isolated, history of violence)

• Meet Enrollment Criteria
  • High Utilization
  • SMI (severe MH diagnosis)
  • Life Needs can be met

• Randomized In/Out
  • Partners in Wellness
  • Control Group

Accept all Referrals
Cristiano

- Age 41
- Schizoaffective Disorder, Bipolar Type
- Before
  - Graduated high school
  - 6 years as plumber
  - Age 25, first break
  - For 14 years
    - In PES 2-3 times a year (assault, drunk & disorderly)
    - In outpatient case management, including forensic
    - Meth & Alcohol
    - Unhoused
  - First 6 months of 2016 in PES, Jail, IMD
  - Dec 2016 randomized into our program

His Goals:
- obtain independent living
- get off probation
- reduce alcohol & meth
- get off conservatorship
- volunteer in community
Our PFS: Clinical Services

- Partnerships
- Whole Health
- Self Management
- Data- and Performance-Driven Treatment
- Flexible Array of Clinical Services

Our PFS: How It’s Different

Pay for Success
- Responsible in & out of program
- Highest risk population, can’t say no to referrals
- Accountability (even after graduation)
- Outcome measures
- At risk – financial/clinical

Typical Outpatient Mental Health
- Responsible within clinic
- Discretion on referrals
- Accessibility ends with episode
- Process measures (typically measure access)
- Fee for Service
Go to www.menti.com and use the code 99 96 72
What would you like to hear about next?

Key Criteria for a PFS Project

Government Leadership
Targetable Populations
Safeguards for the Target Population
Proven Interventions
Reliable and Available Data
Ability to Scale

Source: Santa Clara County Pay for Success Case Study provided for RFP
Social Impact Bond Overview: Flow of Funds and Services

Project Construction Timeline
Our PFS: Lessons Learned

- **Data matters** (historical data analysis & modeling, real-time data dashboards, leadership comfort & skill)
- **Reduce novelty** (new customer, new program-type, new payment model)
- **Organizational size & culture matter** (entrepreneurial, bench strength, investment)
- **Relationships & candor are vital** (internal, customer, system of care)
- **Share the risk** (reputation and financial)
- **Triple check high-risk costs** (housing)

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Our PFS: Clinical Impact

![Graph showing clinical outcomes](chart.png)
Our PFS: Financial Impact

(1st year, preliminary)

SAVE COSTS - Reduced Utilization $508,482 beyond Target Savings

- Acute Days
- Subacute Days
- Psychiatric Emergency Services Visits
- State Hospital Days
- Crisis Residential Days

Go to www.menti.com and use the code 68 64 50

What have you heard that excites you or seems to offer promise to your system of care?
For Hospitals: Practical Benefits

Resources:
Telecarecorp.com/pfs

Moving People Out of ERs to Appropriate Levels of Care

Conserving resources for other community needs

Reducing Disruption in Waiting Rooms, ER, Etc.

Challenging Partners Served More Quickly & Effectively

Cristiano

• Schizoaffective Disorder, Bipolar Type

• Progress on His Goals
  ✓ Obtain independent living
  ✓ Get off probation
  ✓ Reduce alcohol & meth use
  ✓ Get off conservatorship
  ❑ Volunteer in community
Cristiano

• His Outcomes: Whole Health

![Graph showing outcomes](chart.png)

• His Outcomes: Utilization

![Graph showing utilization](chart.png)
In 2015, Telecare celebrated 50 years of providing support to people with co-occurring conditions and complex needs. Founded in 1965, we’re a family- and employee-owned organization delivering a wide range of services. Learn more about Telecare at www.telecarecorp.com.
Thank You

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