

Aetna Better Health® of West
Virginia

Mountain Health Promise

Kids Thrive Collaborative
September 5, 2024



Aetna's Mountain Health Promise



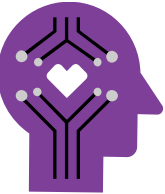
Individualized Care to meet the needs of children & families



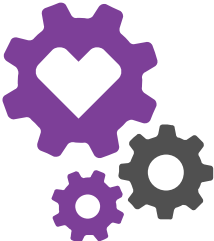
Build Community Capacity with high quality community-based services



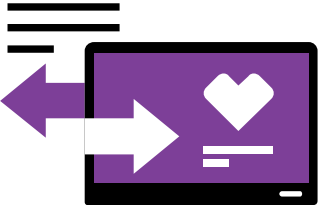
Right level; right time, right length of time



Shift in mindset



Bringing together a culture of collaboration



Meaningful exchange of health information through people and technology

**Individualized Care to meet the
needs of children & families**



Faces to Cases

The Promise Project is designed to ensure that each child receives individualized care tailored to their unique needs and strengths. By focusing on the whole child, the project aims to place youth in the right environment for the appropriate duration, facilitating smoother transitions back to their families and loved ones.

In House Rounds and Tiered Care Coordination

Mountain Health Promise Rounds

PRTF Rounds

Shelter Rounds

19 discharge barriers and CAFAS tracking

Better Together

Qrt Summary Report

Date Resolved / location changed	Referral Status	Number of Placements
(empty)	CWOP	6
(empty)	Needs to leave	22
(empty)	Needs to leave - Administrative	1
(empty)	Runaway	1
Q1 2024	CWOP	4
Q1 2024	Needs to leave	1
Q1 2024	Resolved	35
Q1 2024	Resolved d/t court order	3
Q2 2024	CWOP	16
Q2 2024	Needs to leave	11
Q2 2024	Resolved	113
Q2 2024	Resolved d/t court order	6
Q3 2024	CWOP	2

of PIT Referrals by Type

Referral Status	Number of Placements
CWOP	28
Needs to leave	36
Needs to leave - Administrative	1
Resolved	215
Resolved d/t court order	14
Runaway	1
Totals (6 groups)	295

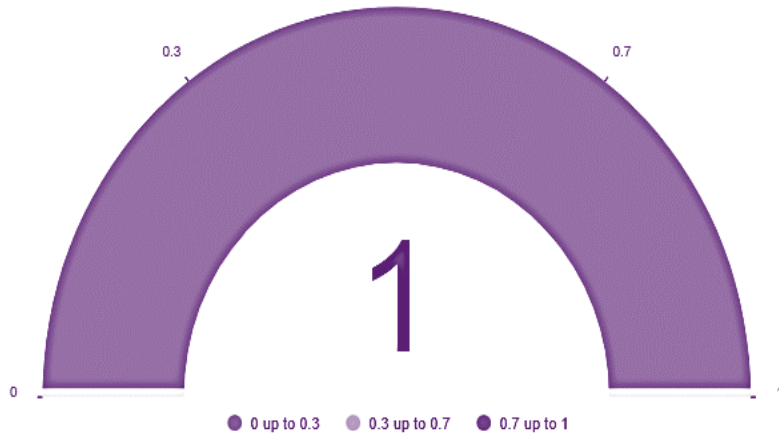
Placement Intervention Team (PIT)

Collaboration between:

- Aetna BH Navigators
- DoHS
- WV Integrated Continuum of Care Coalition (Marshall University)

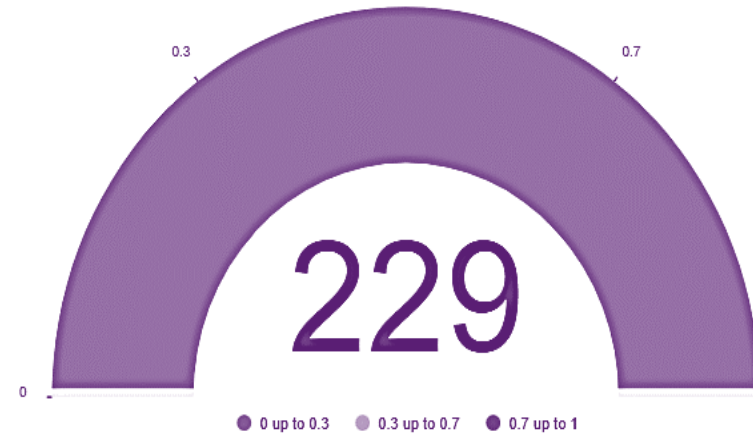
PIT Weekly Move Goal Progress

Displays the number of members moved this week - goal is to move 1 member per week to be in the green zone.



of PIT Referrals moved this year

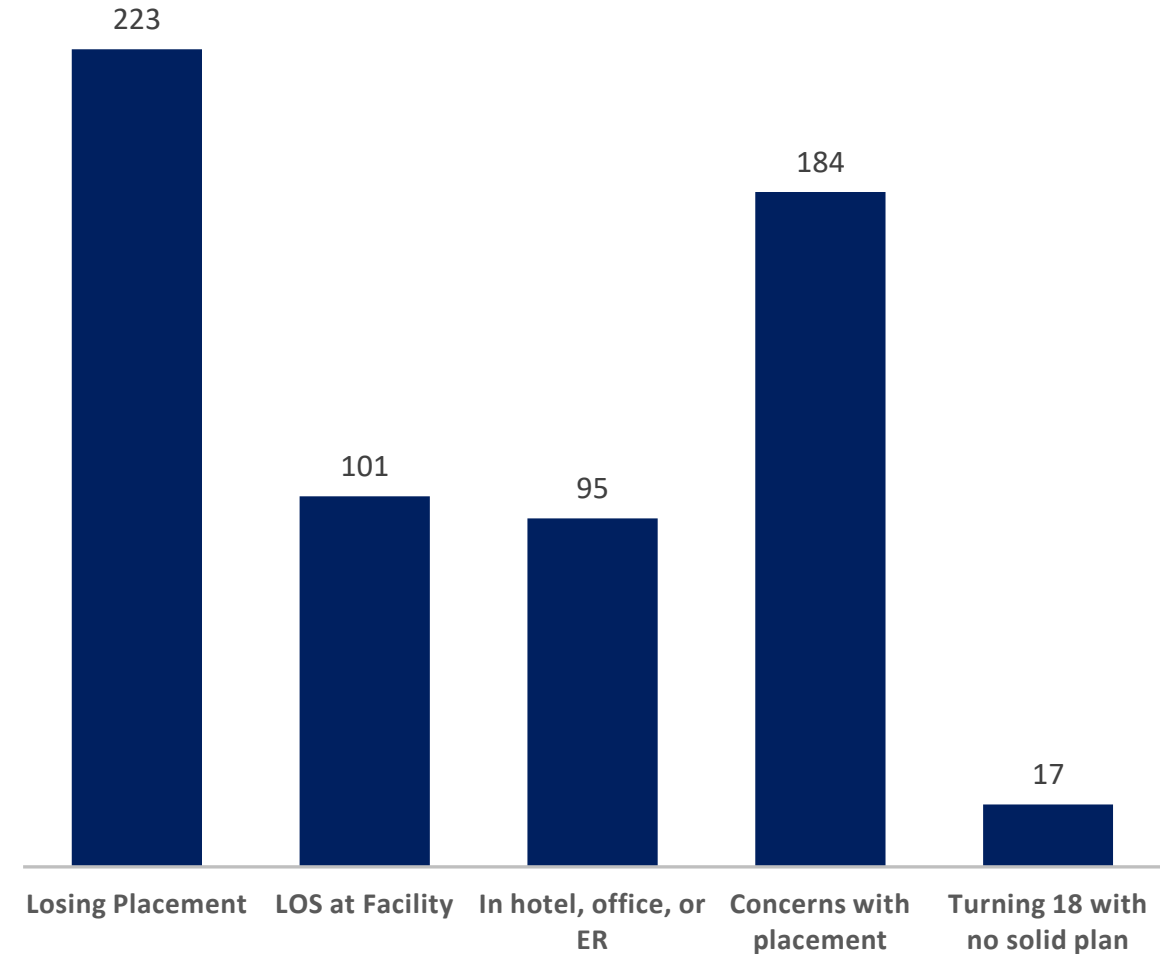
Displays the number of members moved this year - goal is to move 1 member per week to be in the green zone.



The Promise Project

Special Reviews

- ♥ Individualized Reviews are for members experiencing a crisis or unexpected placement disruption.
- ♥ A review can be requested by any member of the child's MDT.
- ♥ Target is to hold the review within 24 hours of the request.
- ♥ All members of the child's MDT are invited.
- ♥ 116 completed from March 1, 2021, through December 31, 2021.
- ♥ 222 Special Reviews completed in 2022.
- ♥ 242 Special Reviews completed in 2023.
- ♥ 106 Special Reviews completed in 2024 as of Sept 3, 2024



Grace

- ▶ Grace is a 8-year-old female from Randolph County who is currently at WV Children's Home.
- ▶ Grace is in the 3rd grade with an IEP. She attended Elkins Elementary School. She is smart, a good student and attends regularly.
- ▶ She is currently at WV Children's Home where she has had no behaviors. She has threatened to abscond and is currently wearing a monitor.
- ▶ Grace has been in care for 3 years and wants to be reunified with her father.
- ▶ She varies in her interests. She likes to do hair and makeup and she likes horses. She is very polite and gets along with her peers. Grace longs to find a home setting.
- ▶ IQ:N/A
- ▶ Diagnoses: Other Specified Disruptive, Impulse-Control and Conduct Disorder
- ▶ Plan: Reunification
- ▶ Charmayne Cromer – Charmayne.L.Cromer@wv.gov
- ▶ Meghan Linn - LinnM@aetna.com



Putting Face to Cases

Provider Specific Reviews

- Began Provider Specific Reviews in February 2022
- Each level of care has a set monthly meeting in which youth are presented; Foster Care, and Level I & II
 - Level III and Transitional Living are on a 1:1 case by case basis
- Bring 3-4 youth per meeting to the attention of providers that seem to meet the needs of the children
- Information is shared to ensure the right fit. Members of the youth's MDT are invited to attend
- The current referral system at times has gaps in information that make it difficult for providers to make quick decisions
- 61 Provider Specific Meetings held;
 - Foster Care:
 - 242 youth have been presented since 2/2022
 - 52 youth have found foster homes
 - 2 youth went to a kinship home
 - 8 youth returned home
 - 43 youth found appropriate placement for their needs
 - Level 1 & 2:
 - 143 youth have been presented since 3/15/2022
 - 57 of those youth have found appropriate placement for their needs

HEERO and Family Seeing updates

HEERO

- ❑ This year alone, 7 onsite workshops, 8 virtual and 2 in-person staff trainings have been held:
 - ✓ 121 youth participated in the H.E.E.R.O. Youth Workshop (in 2024)
 - ✓ 2 in-state facilitators have been trained, while 6 more are in progress to become certified HEERO facilitators
 - ✓ 2 youth completed the necessary trainings to become a WV peer navigator
 - ✓ 42 youth (at least) reconnected with an identified someone in which they wished to connect with
 - ✓ 84 youth participants have developed a network list and are at various stages of holding their own individual network meetings, with the assistance of ABHWV Case Managers and Providers
- ❑ Youth that have participated have openly expressed feeling empowered to take back the pen and write the story of their own lives. They want these connections and are completely deserving of such

Family Seeing

- ❑ 2024 Boot Camps – April and July
 - ✓ 48 total staff attended the 3-day bootcamps
- ❑ Individual coaching – As needed/requested
 - ✓ 25 individual coaching sessions for youth completed April – August
- ❑ Orientation – Monthly
 - ✓ 61 total staff attended April – August
- ❑ Partnering with Pale Blue on investing in 6 new trainers statewide. Training to start this month
- ❑ Collaboration with Connect Our Kids to bring 100 superusers on board to aid in Family Seeing efforts

Additional Initiatives

- CSEDW Expansion. 17 new CSEDW providers currently in the onboarding process
- Continue ACE's Trauma Informed Care Trainings in collaboration with the ACE's Coalition
- WeFosterWV - Foster Care Recruitment Campaign
- Family Care Central enhancements
- Aetna's Care Management team orchestrated a book drive with Burlington United Methodist Family Services for youth
- Family Centered Treatment demonstration projects
- Continue supporting youth needing urgent psychiatric evaluations through our CAPPWV program

