



**Department  
of Health**

**Office of  
Health Insurance  
Programs**

# **Children's Complex Trauma: Readiness Assessment Results**

**March 29, 2017**

# Our Agenda

- **Welcome & Introductions**
- **Review of the Readiness Assessment**
- **Aggregate Results from the Readiness Assessment**
- **Overview of Individual Readiness Reports**
- **Next Steps**
- **Questions**

# Welcome & Introductions

# McSilver Institute's Role

The NYS Department of Health has engaged the McSilver Institute to provide training and technical assistance around the implementation of Complex Trauma within Children's Health Homes.

The Readiness Assessment (RA) is a key piece of our work together as the information provided by Health Homes and Care Management Agencies will help to guide and tailor trainings and resources.

# Readiness Assessment Review

# Complex Trauma Readiness

- The McSilver Institute in collaboration with DOH and other State Partners has prepared a Complex Trauma Readiness Assessment (RA) to help Care Management Agencies and Health Homes assess their organizational strengths and challenges related to implementing Complex Trauma-specific work.
- The Complex Trauma RA was sent to Health Home Serving Children and Care Management Agencies on January 26, 2017
- The completed assessment was due February 8, 2017
- Lead Health Homes were granted additional time to ensure that all 16 HHSC were able to respond

# Complex Trauma Readiness

- The RA was designed to capture the level of preparedness of Health Homes and Care Management Agencies to implement the Complex Trauma definition, process and tools as a single qualifying condition to enroll children in Children's Health Home
- It also identifies key areas in which additional support is needed to improve efforts to respond to children and their families with complex trauma histories
- When successfully completed, this tool offers a snapshot of Health Homes and Care Management Agencies levels of readiness as well as an assessment of the need for specific areas of technical assistance

# Readiness Assessment Domain Areas

Domain 1: Defining and Understanding Complex Trauma - Assesses the Health Home and Care Management Agency's overall understanding of Complex Trauma and readiness to educate staff

Domain 2: Health Home Complex Trauma Screening and Service Referral Process - Assesses the overall understanding of the referral process

Domain 3: Service Plan Development and Providing Trauma Informed Services - Assesses the service plan development and treatment process as well as efforts to develop a feedback loop to improve services



# Readiness Assessment Overview

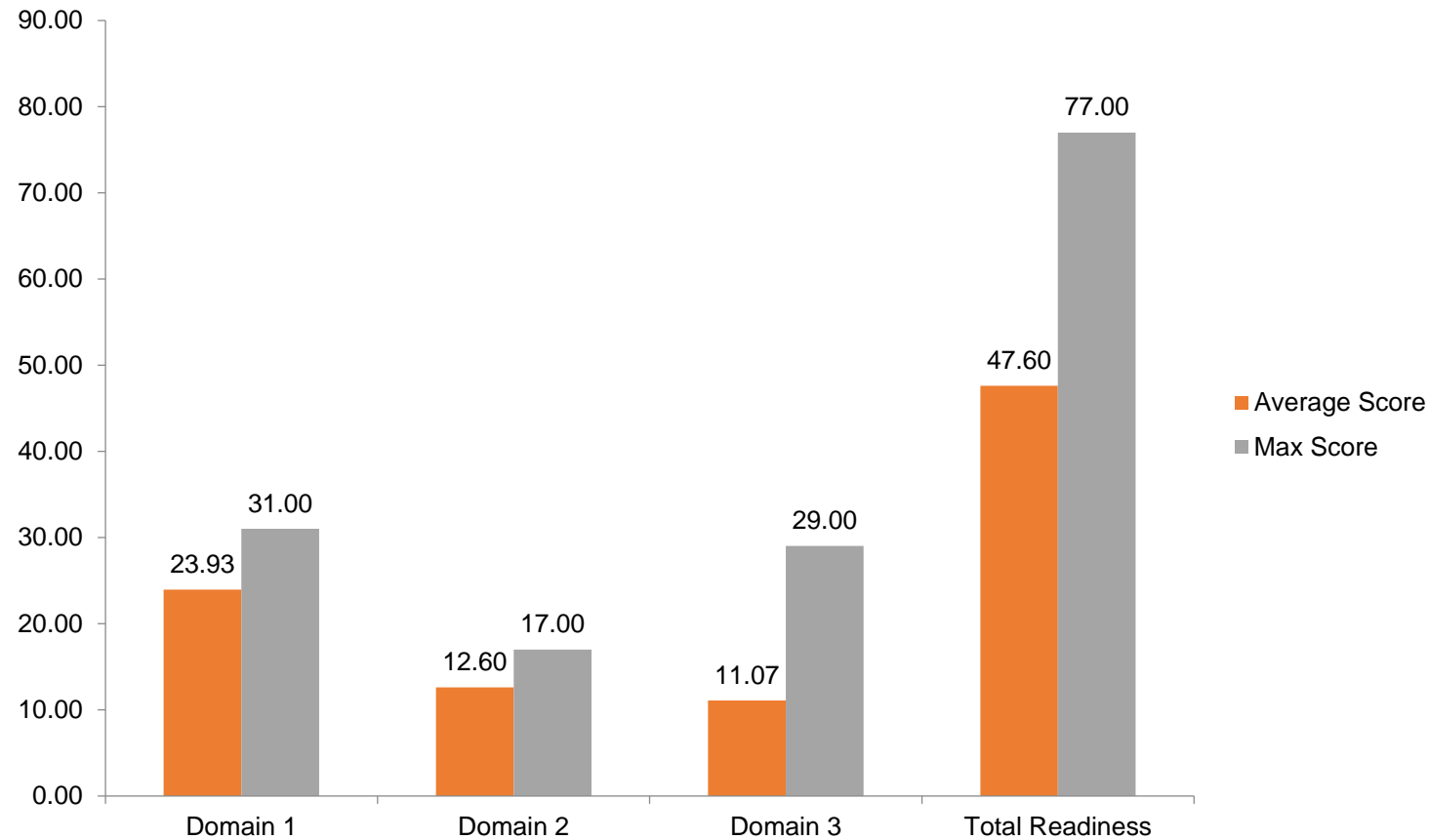
- A total of **16** or **100%** of all **Health Homes** completed the Readiness Assessment
- A total of **135** or **38%** of all **Care Management Agencies** completed the Readiness Assessment
- Only completed assessments were included in analysis
- For each domain, a higher score indicates greater levels of readiness

# Readiness Assessment Results: Health Homes

# Health Home Aggregate Results

Domain	Area	Possible Score Range	Average Score (S.D)
1	Defining and Understanding Complex Trauma	6 to 31	23.93 (3.03)
2	Health Home Complex Trauma Screening and Service Referral Process	0 to 17	12.60 (3.54)
3	Service Plan Development and Providing Trauma Informed Service	4 to 29	11.07 (5.73)
TOTAL	Total Readiness Score	10 to 77	47.60 (8.30)

# Health Home Aggregate Results



# Health Homes' Areas of Strength

- Domain 1:
  - On average, Health Homes indicated they are definitely ready (4.47) to communicate to CMAs that children and their caregivers are integral in services
- Domain 2:
  - Overall, strength was demonstrated in this domain
  - 100% of Health Homes indicated that they understand the differences between the two referral processes and 100% were familiar with the Complex Trauma Referral Cover Sheet and Complex Trauma Exposure Screen (CTES) form and has a plan to implement them
- Domain 3:
  - On average, Health Homes indicated that they are moderately ready (2.60) to identify and address organizational barriers that prevent families from engaging in services related to complex trauma

# Health Homes' Areas of Weakness

- Domain 1:
  - 73% of Health Homes indicated that they have not determined the impairment scales/tools their CMAs are going to use
- Domain 2:
  - 73% of Health Homes indicated that they cannot track whether those identified to complete the CTEA-Complex Trauma Assessment and Determination Form will also have the capacity to provide treatment for the child and family
- Domain 3:
  - Overall, Health Homes need assistance creating inventories of the qualifications and advanced training on specific trauma treatments that their licensed professionals and service provider networks may provide to children and families affected by complex trauma

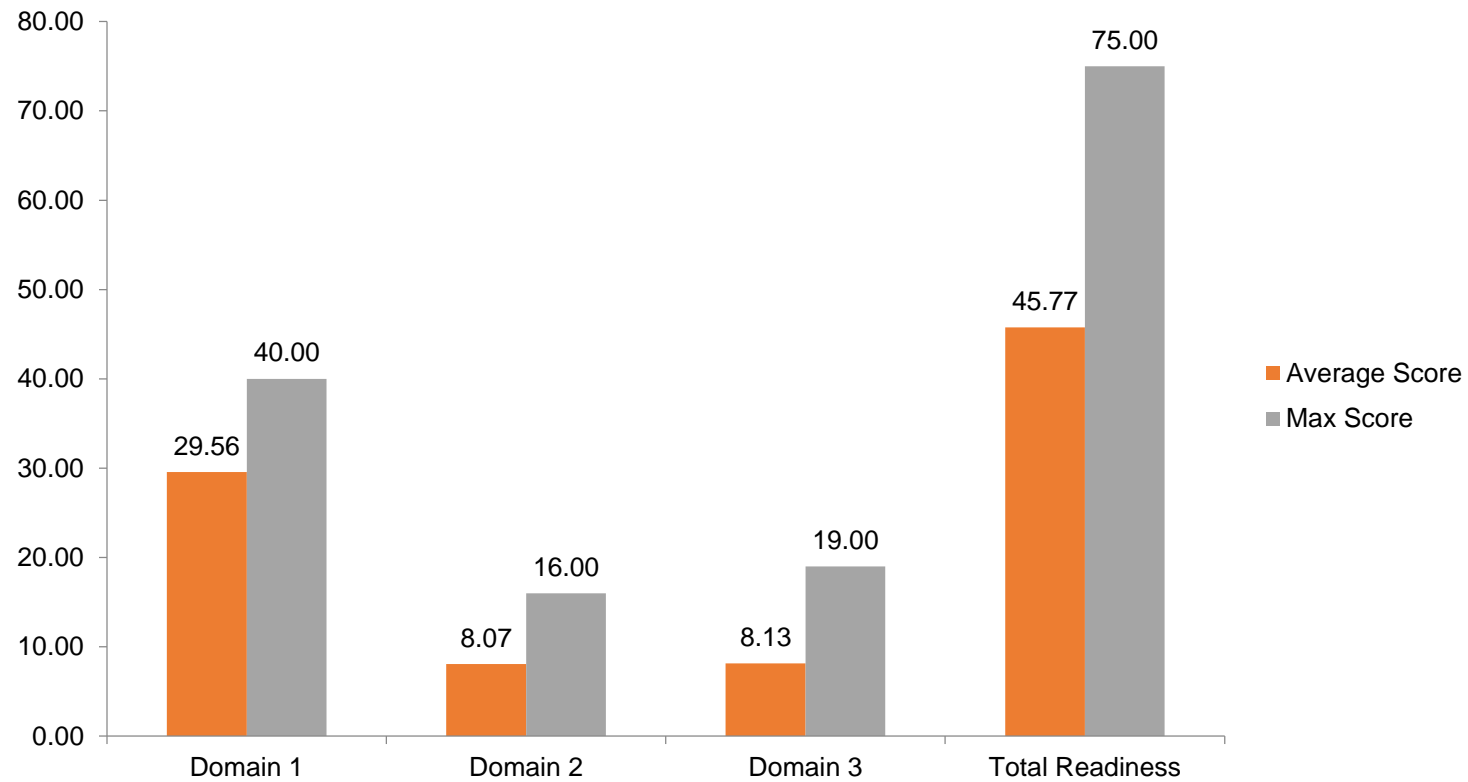
# Readiness Assessment Results: Care Management Agencies

# Care Management Agency Aggregate Results

Domain	Area	Possible Score Range	Average Score (S.D)
1	Defining and Understanding Complex Trauma	8 to 40	29.56 (7.72)
2	Health Home Complex Trauma Screening and Service Referral Process	0 to 16	8.07 (4.66)
3	Service Plan Development and Providing Trauma Informed Service	1 to 19	8.13 (3.85)
TOTAL	Total Readiness Score	9 to 75	45.77 (14.00)



# Care Management Agency Aggregate Results



# CMAs' Areas of Strength

- Domain 1:
  - Overall, strength was demonstrated in this domain
  - On average, Care Management Agencies indicated they are mostly ready (4.18) to communicate to staff that children and their caregivers are integral in services
- Domain 2:
  - 69% of Care Management Agencies indicated that they understand the differences between the two referral processes
- Domain 3:
  - 82% of Care Management Agencies indicated that they think about complex trauma determinations in a way that incorporates a thorough understanding of the prevalence and impact of trauma

# CMAs' Areas of Weakness

- Domain 1:
  - On average, Care Management Agencies indicated that they are moderately ready (3.21) to engage children and families around the Complex Trauma determination
- Domain 2:
  - 84% of CMAs indicated that they have not been provided with information from their HHs on licensed professionals or service providers who are ready to complete the Complex Trauma referral process
  - 50% of Care Management agencies have not identified licensed professionals or services providers who are ready to complete the Complex Trauma referral process
- Domain 3:
  - Overall, Care Management Agencies need assistance figuring out who is eligible in their network to provide specific trauma treatment services

# Readiness Assessment Individual Reports

# Individual Reports

- Individual Readiness Assessment reports will be sent to each Health Home and Care Management Agency who completed the assessment online
- Reports will be emailed to the person who submitted the online assessment to the email address they provided
- Reports will be sent in PDF format and are expected to arrive beginning 4/12/17

# Reviewing Reports

- When your Care Management Agency or Health Home receives your individual report we suggest:
  - Sit down with staff
  - Review and discuss results
  - Identify areas of need
  - Discuss strategy to address areas of need

# Report Features

- Average Score: the mean of the population in the domain
- Health Home or CMA Score: your individual Health Home's or Care Management Agency's score in the domain
- Percentile: The percentage of Health Homes or Care Management Agencies scoring less than your score

# Sample Report Information

Domain	Average Score	HH Score	Percentile
Defining and Understanding Complex Trauma	29.93	21.00	13.33
Health Home Complex Trauma Screening and Service Referral Process	12.60	16.00	80.00
Service Plan Development and Providing Trauma Informed Service	11.07	7.00	26.67
Total Readiness Score	47.60	44.00	46.67



# Next Steps

- McSilver and DOH HHSC team will review overall Health Home and CMAs RA results
- We will work with Health Homes and their network partners to determine assistance they may need
- TA opportunities will be offered
- Review of Complex Trauma HH enrollment will be conducted by DOH to assist where there may issues and or gaps

# Questions About Reports?

# Upcoming TA Offering Topics

- Developing a Care Plan
  - Workflow
  - Best Practices
  - Rules & Requirements
  - Engagement
- Synthesizing Treatment Models for Trauma Exposure
  - Conducting an environmental scan to identify NYS providers
  - Trauma treatment best practices
- Trainings will be offered both in-person and online

## Questions or Concerns?

**If you have additional questions or technical assistance needs, please email us here:**

**[HHcomplextrauma.info@nyu.edu](mailto:HHcomplextrauma.info@nyu.edu)**

**You can access documents here:**

**<http://ctacny.org/complextrauma>**