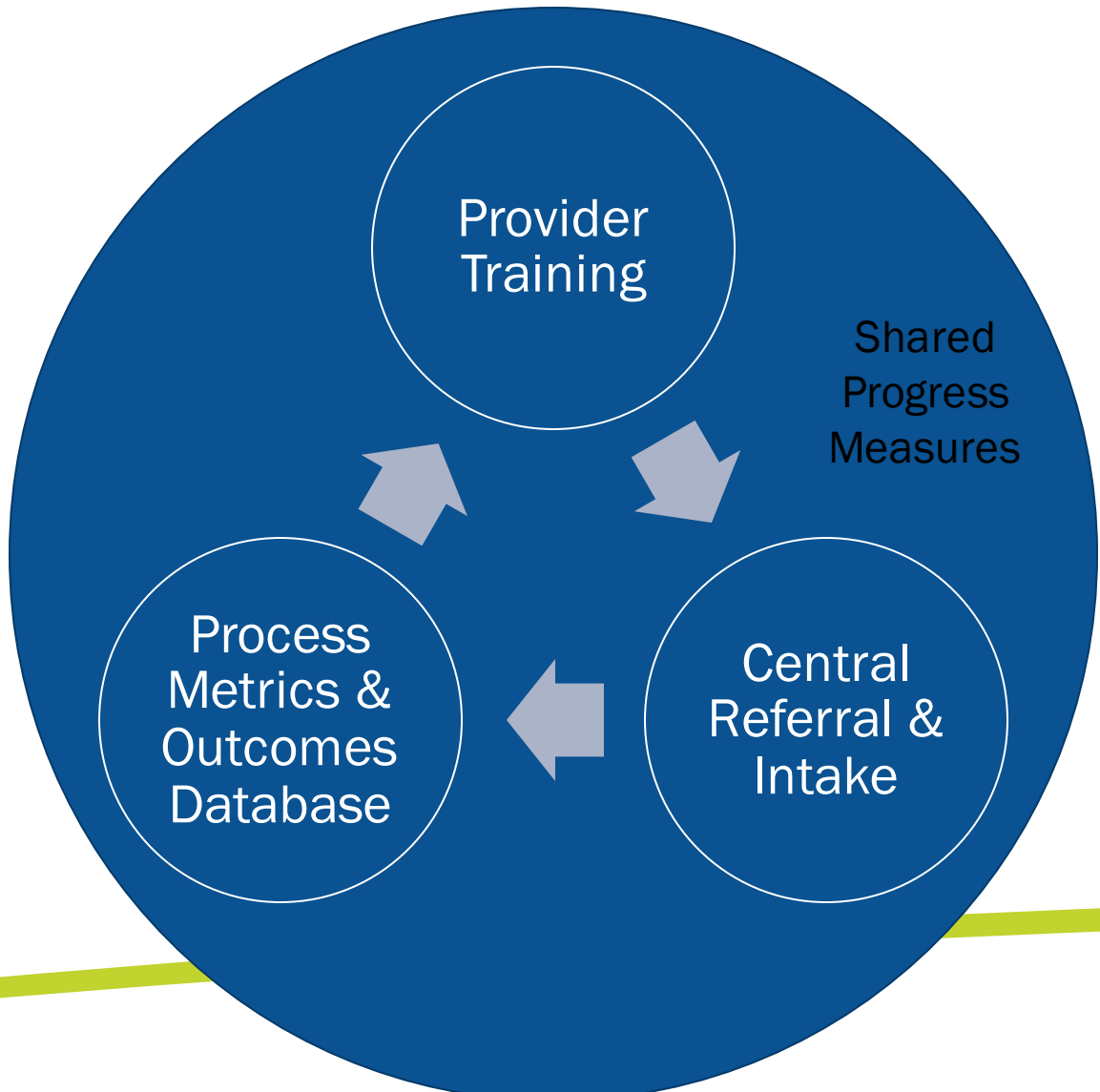# Introduction to
# Shared Measurement Project

GenerateHealth

*Champions of Family and Community*
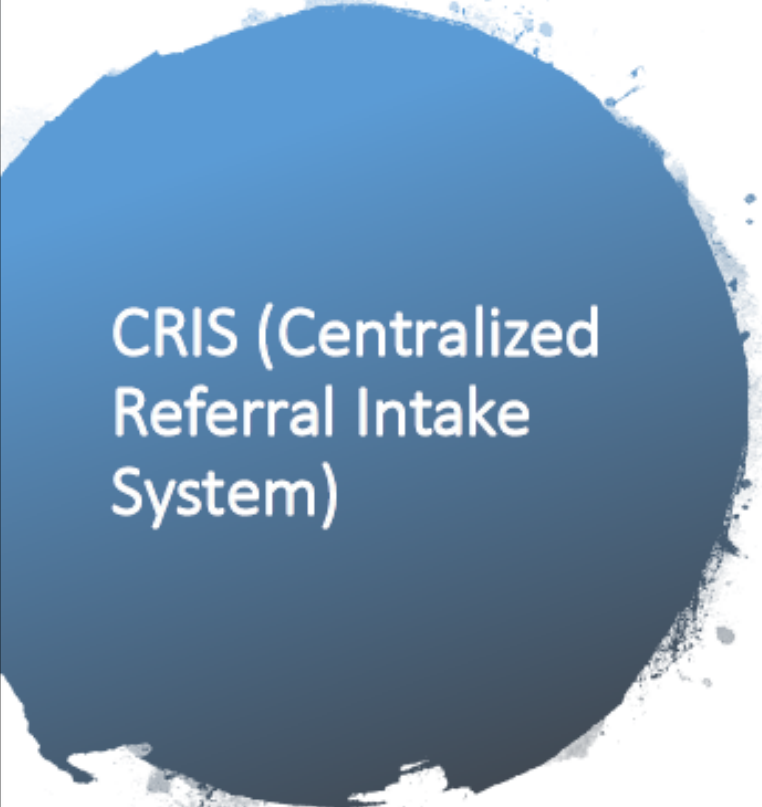
# 3 Inter-related Elements Informed by the Shared Progress Measures



Provider Training

Shared Progress Measures

Process Metrics & Outcomes Database

Central Referral & Intake

GenerateHealth

# Central Referral Intake System (CRIS)

## CRIS (Centralized Referral Intake System)

➢ Development of Basic Elements of the CRIS questionnaire

- ➢ What does each agency need at intake/enrollment?
- ➢ Collapsing questions down to one form
- ➢ Identifying minimal necessary information for outward facing referral form & for eligibility criteria for algorithm logic
- ➢ Identifying other information needed at intake/enrollment
- ➢ Developing consent language for form (if needed)
- ➢ Agreement on final CRIS form
  - ➢ Collaborative Agreements for evidence-based HVAs to be a part of CRIS regardless of funding

*See Example.......................................
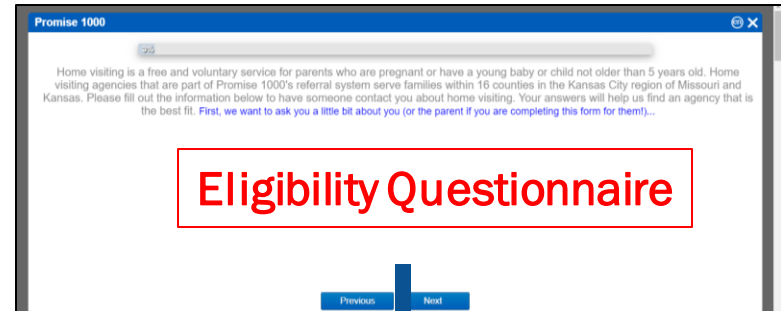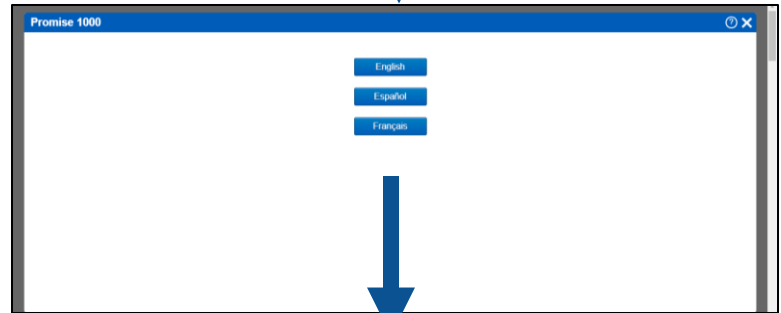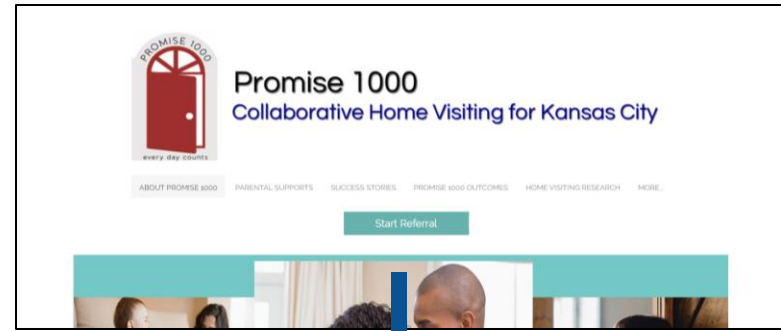
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**CRIS (Centralized Referral Intake System)**

Round robin queue system that assigns referrals based on an agency's criteria (i.e. pregnant at enrollment, zip code/county, etc...)

Efficiently manages referrals and gets them reassigned appropriately when agencies and families don't match

Couple ways for referrals to get into CRIS

Promise 1000
Collaborative Home Visiting for Kansas City

ABOUT PROMISE 1000   PARENTAL SUPPORTS   SUCCESS STORIES   PROMISE 1000 OUTCOMES   HOME VISITING RESEARCH   MORE...

Start Referral

Promise 1000

English
Español
Français

Promise 1000

Home visiting is a free and voluntary service for parents who are pregnant or have a young baby or child not older than 5 years old. Home visiting agencies that are part of Promise 1000's referral system serve families within 16 counties in the Kansas City region of Missouri and Kansas. Please fill out the information below to have someone contact you about home visiting. Your answers will help us find an agency that is the best fit. First, we want to ask you a little bit about you (or the parent if you are completing this form for them!)...

Previous     Next

**Eligibility Questionnaire**

**Agency is Emailed Referral Information**

**Qualified Agencies Appear Family Chooses Agency**

ealth     5

## Referral Emails

**Follow Up Email-(Every 7 days until accepted/declined)**

| | |
|---|---|
| Other adults living in the home are employed | Yes |
| Income covers needs | Yes |
| Family and/or Friends for Support | Yes |
| Mother's Education Level | High School/GED |
| Father's Education | High School/GED |
| Moves Last 6 Months | 2 |
| Service for Mental Health | No |
| Depressed | No |
| Substance Abuse before knowledge of Pregnancy | Yes |
| Drugs and/or alcohol creating a problem now or in the past | No |
| TANF | No |
| WIC | Yes |
| SNAP (Food Stamps) | No |
| Medicaid | Yes |
| Housing Benefits | No |
| Disability | No |
| No Benefits | No |
| init_homesurvyes | 0 |

| | |
|---|---|
| Employment | Unemployed |
| Other adults living in the home are employed | Yes |
| Income covers needs | Yes |
| Family and/or Friends for Support | Yes |
| Mother's Education Level | High School/GED |
| Father's Education | High School/GED |
| Moves Last 6 Months | 2 |
| Service for Mental Health | No |
| Depressed | No |
| Substance Abuse before knowledge of Pregnancy | Yes |
| Drugs and/or alcohol creating a problem now or in the past | No |
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| SNAP (Food Stamps) | No |
| Medicaid | Yes |
| Housing Benefits | No |
| Disability | No |
| No Benefits | No |
| init_homesurvyes | 0 |

| Accept | Decline |
|---|---|

| Accept | Decline | In Progress |
|---|---|---|

*NOTE: These graphics do not represent all the questions asked on the referral form, but agencies receive all of the questions/answers.

**Promise 1000 Monitors Referrals to Make Sure Agencies are Responsive**



## CRIS Dashboard (Queue) Example

| Record ID: 488<br>2019-09-12 14:43:58, 53 day(s)<br>OVERDUE (13th notice) | Jackson MO<br>1 yrs, 10 mo old | Parents As Teachers MO ▾ | GO<br>Accept · Decline · In Progress |
| Record ID: 562<br>2019-10-08 10:51:41, 28 day(s)<br>OVERDUE (4th notice) | Clay MO<br>36 weeks Pregnant | Cornerstones of Care ▾ | GO<br>Accept · Decline · In Progress |
| Record ID: 570<br>2019-10-23 13:47:30, 13 day(s)<br>Waiting for placement confirmation | Jackson MO<br>23 weeks Pregnant | CMH HFA ▾ | GO<br>Accept · Decline · In Progress |
| Record ID: 573<br>2019-10-23 17:52:16, 12 day(s)<br>Waiting for placement confirmation | Jackson MO<br>38 weeks Pregnant | CAPA ▾ | GO<br>Accept · Decline · In Progress |
| Record ID: 577<br>2019-10-29 13:59:57, 7 day(s)<br>Waiting for placement confirmation | Jackson MO<br>16 days old | Front Porch Alliance ▾ | GO<br>Accept · Decline · In Progress |
| Record ID: 484<br>2019-11-01 15:15:30, 3 day(s)<br>Waiting for placement confirmation | Jackson MO<br>3 mo, 14 days old | Cornerstones of Care ▾ | GO<br>Accept · Decline · In Progress |
| Record ID: 582<br>2019-11-01 15:27:08, 3 day(s)<br>Waiting for placement confirmation | Jackson MO<br>14 days old | Cornerstones of Care ▾ | GO<br>Accept · Decline · In Progress |
| Record ID: 584<br>2019-11-04 09:28:49, 1 day(s)<br>Waiting for placement confirmation | Wyandotte KS<br>18 weeks Pregnant | Project Eagle ▾ | GO<br>Accept · Decline · In Progress |
| Record ID: 586<br>2019-11-05 13:01:54, 1 hr(s) and 11 min(s)<br>Waiting for placement confirmation | Clay MO<br>6 mo, 29 days old<br>Drug Use | Easter Seals ▾ | GO<br>Accept · Decline · In Progress |

*Agencies can only see their individual dashboards/remains confidential

GenerateHealth

*Can click on the record ID# in the dashboard to see full referral form and progress notes

| Details | | | History | | | |
| --- | --- | --- | --- | --- | --- | --- |
| Record ID | 186 | | Location | Status | Date | |
| Date | 2017-12-22 | | Douglas County HFA | Unable to Place | 2017-12-22 11:53:49 | |
| County | Douglas KS | | Promise 1000 | Initial email sent to preston@ldchealth.org | 2017-12-22 11:51:05 | |
| Zipcode | 66210 | | Douglas County HFA | Waiting for placement confirmation | 2017-12-22 11:51:05 | |
| Filled out By | Dad | | | | | |
| Parent's Name | TEST - Please IGNORE | | | | | |
| Currently Pregnant | Yes | | | | | |
| Gestational Age (weeks) | 4 | | | | | |
| Prenatal Care | Yes | | | | | |
| Attended(s) All Prenatal Appointments | No | | | | | |
| First Time Parent | Yes | | | | | |
| Mother's Age | 4 | | | | | |
| Gross Income | 0 | | | | | |
| Housing | Other | | | | | |
| Race | Caucasian | | | | | |
| English | Yes | | | | | |
| Spanish | No | | | | | |
| Chinese | No | | | | | |
| German | No | | | | | |
| French | No | | | | | |
| Vietnamese | No | | | | | |
| Arabic | No | | | | | |
| Somali | No | | | | | |
| Other | No | | | | | |
| Mother's Insurance | Public | | | | | |
| Child's Insurance | Public | | | | | |
| Single | Yes | | | | | |
| Married | No | | | | | |
| Divorced | No | | | | | |
| Unmarried Partners | No | | | | | |
| Widowed | No | | | | | |
| Single Parent | Yes | | | | | |
| Smokes | Yes | | | | | |
| Employment | Employed Part Time | | | | | |
| Return to work after birth of the baby? | Yes - Full Time | | | | | |

Full Referral Information & Demographics

ateHealth

# Promise 1000 Monitors Referrals by Agency

## CRIS Reporting

- Transparency
- Statistics
- Percentages
- Queue Times

Promise 1000  Queue  Charts  Reports  Data  Sync DB  Import  Settings  Users  Languages  Logs  REDCap

Queue Times ▼ | All ▼ | 07/01/2016 to 07/31/2016 | GO

| Status | Count | Average Wait |
|---|---|---|
| Successfully Placed | 136 | 90.6 hours |
| Unable to Place | 13 | 17.6 hours |
| Rejected | 4 | 34.5 hours |
| Total | 153 | 85.6 hours |

Download

Promise 1000  Queue  Charts  Reports  Data  Sync DB  Import  Settings  Users  Languages  Logs  REDCap

Placement Stats ▼ | All ▼ | 07/01/2016 to 07/31/2016 | GO

| Location | Status | Count | Percent |
|---|---|---|---|
| Unassigned | Unable to Place | 12 | 7.6% |
| TIES | Successfully Placed | 8 | 5.1% |
| Easter Seals | Successfully Placed | 11 | 7.0% |
| CMHHFA | Successfully Placed | 17 | 10.8% |
| Cornerstones of Care | Successfully Placed | 7 | 4.5% |
| Front Porch Alliance | Successfully Placed | 10 | 6.4% |
| Child Abuse Prevention | Successfully Placed | 7 | 4.5% |
| Project Eagle | Successfully Placed | 8 | 5.1% |
| Parents As Teachers KS | Successfully Placed | 16 | 10.2% |
| Start at Zero | Successfully Placed | 12 | 7.6% |
| 1ST Home Visit Location | Successfully Placed | 16 | 10.2% |
| Healthy Families America - Douglas | Successfully Placed | 2 | 1.3% |
| The Family Conservancy - Early Head Start | Successfully Placed | 6 | 3.8% |
| KCSL - Healthy Families America | Successfully Placed | 6 | 3.8% |
| Platte County Health Special Deliveries | Successfully Placed | 1 | 0.6% |
| Nurse Family Partnership | Successfully Placed | 8 | 5.1% |
| Parents As Techers MO | Successfully Placed | 7 | 4.5% |
| Healthy Families America - Wyandotte | Successfully Placed | 3 | 1.9% |
| Status Total | Unable to Place | 12 | 7.6% |
| Status Total | Successfully Placed | 145 | 92.4% |
| Cases: 157 | | | |

Download

Children's Mercy

# Useful Customizations



Individual Mom/Child Pop-Up Window

Follow your Reminder Window!

➤ Overdue/missing data appears in YELLOW – correct immediately

➤ Coming due in less than 30 days in ORANGE

➤ "To-Do" list with timeline appears in WHITE

Seeing the screening schedule in **REDCap™**

Quality Assurance Reminders

Add Sibling/Additional Child Record

• Click green + in bottom right of reminder window

• Enter required information

• New record opens without duplication of parent info
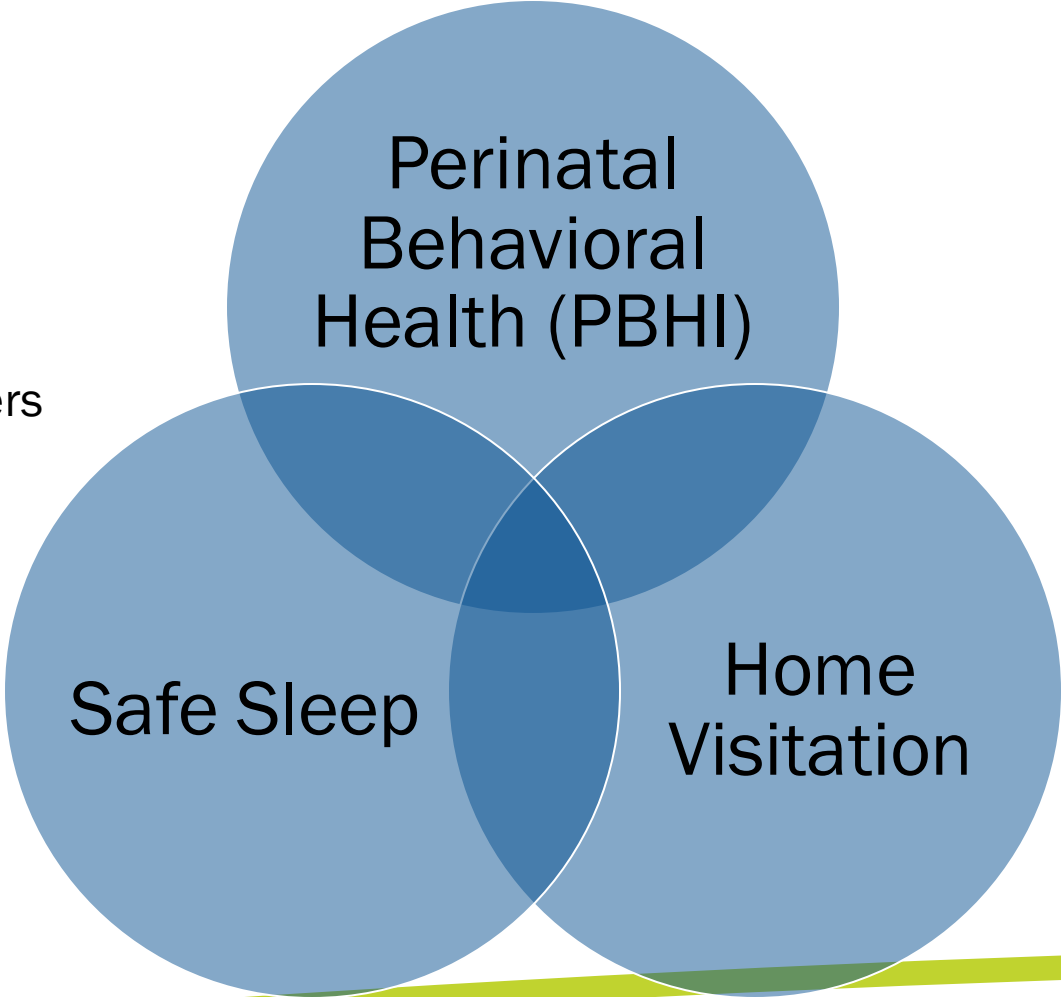
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10

Generate Health's Previous Experiences & Considerations

# Generate Health–
# 3 Shared Measurement Systems

Each System has:
Unique Partners + Overlap Partners

# Perinatal Behavioral Health

- System Developed
- St. Louis City Only
- Tracks Screening Results, Referrals
- Connected to Mental Health Board Bi-annual Reporting
- Demographics collected by Generate Health separate from results
- All partners can see each other's data (difficult to export agency's data)
- Partners sign annual MOU agreements
- No dashboarding capabilities

# Safe Sleep Shared Measurement

- Engaged funders and service providers to determine key metrics

- Compared 7 different regional surveys to determine key metrics.

- REDCap built and piloted by 4 partners

- Linked to reporting for FLOURISH Aligned Activities Partners

- Interest in statewide expansion

- Demographics collected in the database

- Partners have access to their data only and its easy to export their own data

- Partners sign a Business Associates Agreement with UMSL MIMH

- Generate Health signs a Data Sharing Agreement with UMSL MIMH for access to all data.

# Home Visitation

- Planning stages with the Home Visitation Collaborative
- Work Groups:
  - Data Work Group
  - Central Referral Intake Work Group
  - Provider Training Work Group
- Built by Promise 1000 & potentially available for adaption by Generate Helath
- Outstanding Question: How does community voice & expertise play into the planning phase for the central referral system?