Rowan County Board of Commissioners

Zack Shepherd
Community Relations Regional Director
09/19/2022

VAYAHEALTH
BOARD OF DIRECTORS

A whole-person health organization helping people connect to supports and services on their path to healing, recovery, and wellbeing

CURRENT CHALLENGES

INCREASED DEMAND AND LIMITED RESOURCES

- Since the end of the pandemic there has been a rising increase in
  - The need for child and adult mental health and substance use services across NC
  - The loss of mental health, substance use, and I/DD professionals leaving the profession
- Additionally, the expansion of new health plans in NC and the ability for staff to accept remote positions nationally has created significant competition on local limited NC staffing resources
- These factors have created waitlists for services across the healthcare system
- Vaya has been working with providers to meet these unique challenges while trying to expand and develop new service opportunities across the Vaya region.

STABILIZE WALK-IN CENTERS

Vaya increased outpatient rates at Crisis Walk-in Centers to:

1. Stabilize physician and clinical staff (retention of existing staff)
2. Recruit additional staff (increased reimbursement)
3. Improve access to same day care in rural communities
4. Incentivize face to face service in rural communities
5. Expand access to Substance Use services

Strategies to Address Workforce Challenges

- Increased rates across all service area to promote competitive recruitment and retention.
- Targeted rate increases for Direct Support Professionals for more competitive pay for key community-based behavioral health and intellectual/developmental services.
- Targeted work and funding with providers to develop strategies for recruitment and retention.
- Utilizing funding to allow providers to incentive staffing in more rural counties.
- Focused work with Vaya Provider Advisory Council to develop recruitment and retention strategies across service and disability.

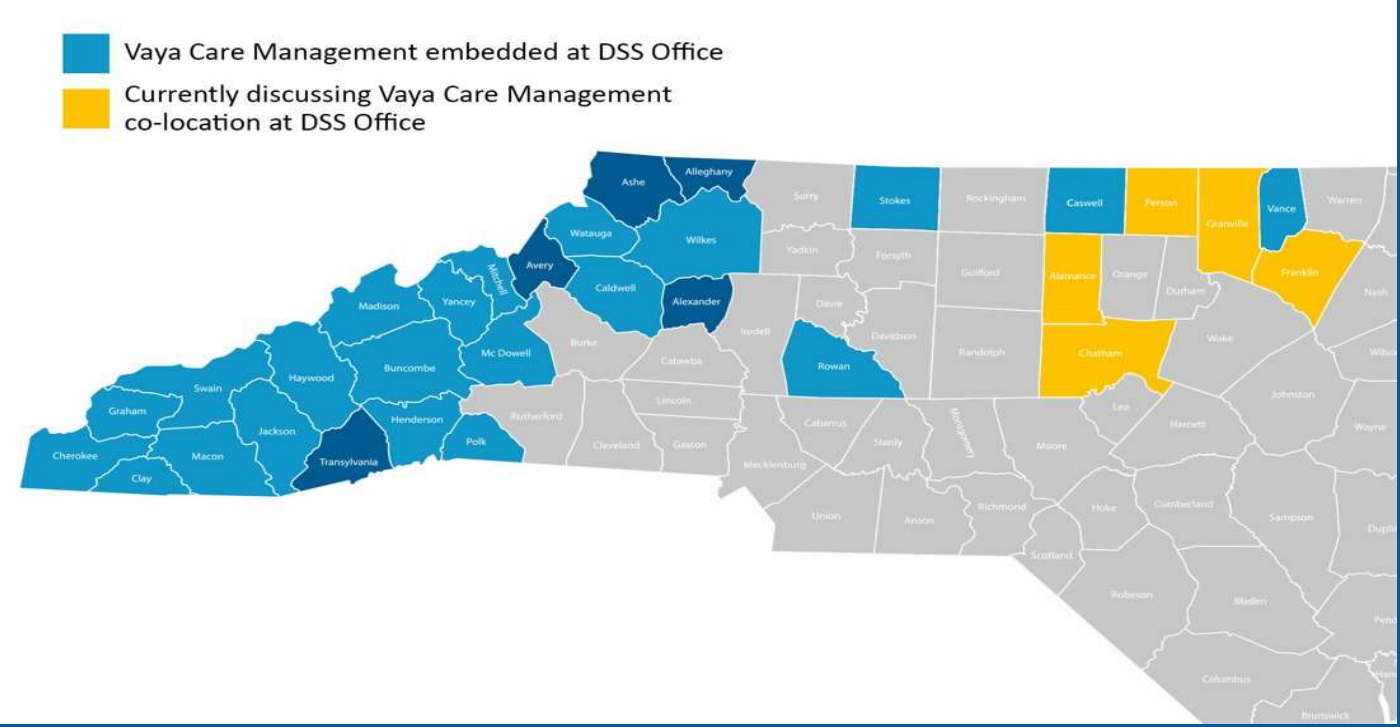
STATE-WIDE CHILD AND YOUTH IMPROVEMENT INITIATIVE

IMPROVEMENT AREAS

- Vaya is working with all LME/MCO's to establish a standardized seamless transition of care for children placed outside of the Vaya Health Plan region
- Vaya is implementing a standardized pass-through authorization process for children entering residential treatment services to eliminate any barriers for children needing to quickly enter residential treatment
- Vaya is working with other LME/MCO's and Benchmarks to develop a standardized referral process for all residential provider
- Vaya continues to expand a statewide open network to improve access to care for child services
- Reduce or eliminate the need for Out of Network Agreements prior to entry to care

IMPROVEMENT AREAS CONT'D

- Vaya continues to support DSS' by co-locating our Care Management with DSS for clinical and system support



IMPROVEMENT AREAS CONT'D

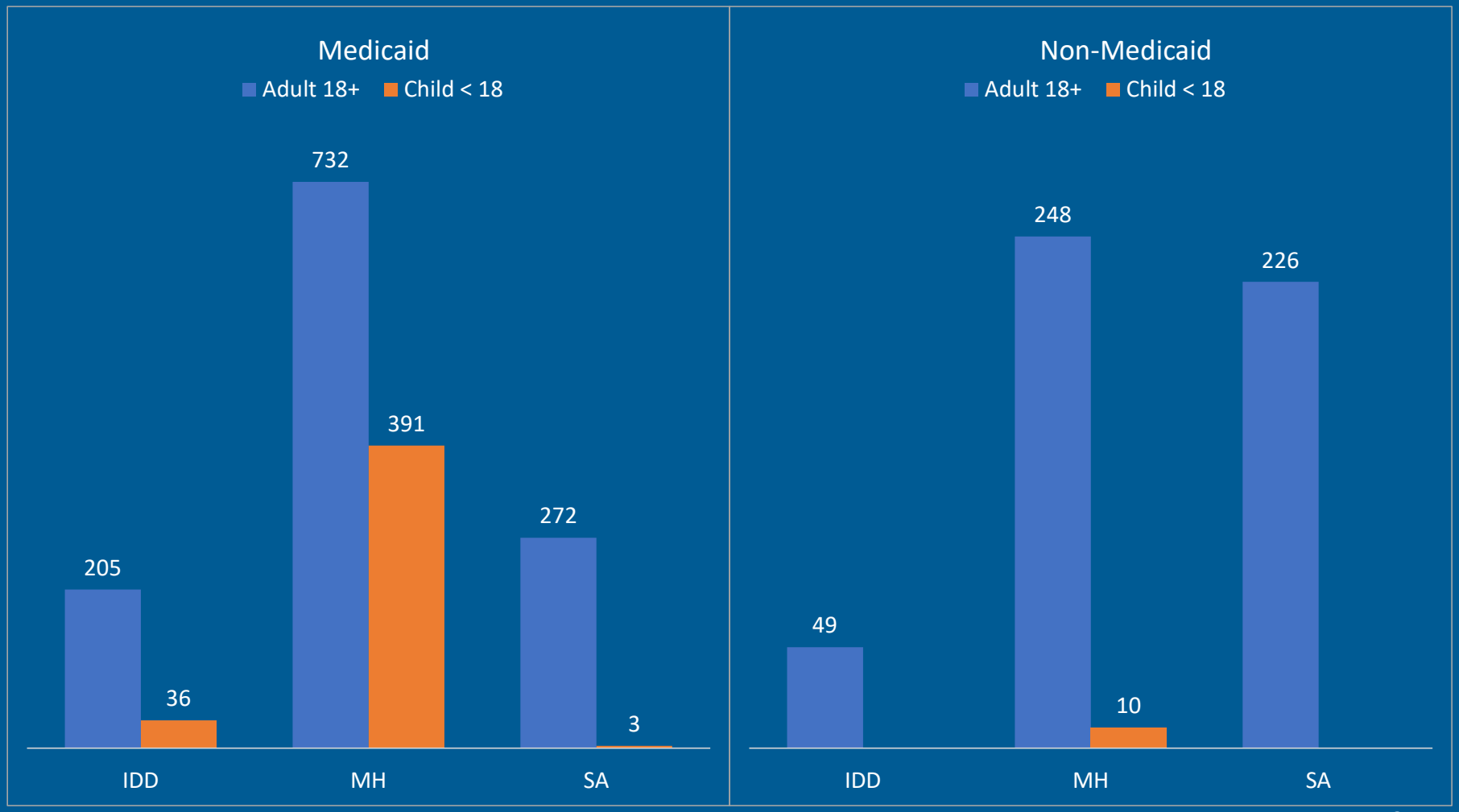
- Vaya has an escalation protocol for DSS' to notify Vaya leadership of acute high risk cases including 24/7 access though the Vaya Call Center outside business hours
- Vaya is raising rates to expand access to crisis/emergency beds to reduce/eliminate the needs for DSS to temporarily house children with an emergency need
  - Vaya currently have 38 crisis beds that are available for Vaya Members
  - Vaya is actively working to add 20 additional crisis beds over the next 3 months (pending DHSR approval)

EXPANDING ACCESS TO THERAPEUTIC FOSTER CARE - PROFESSIONAL PARENTING

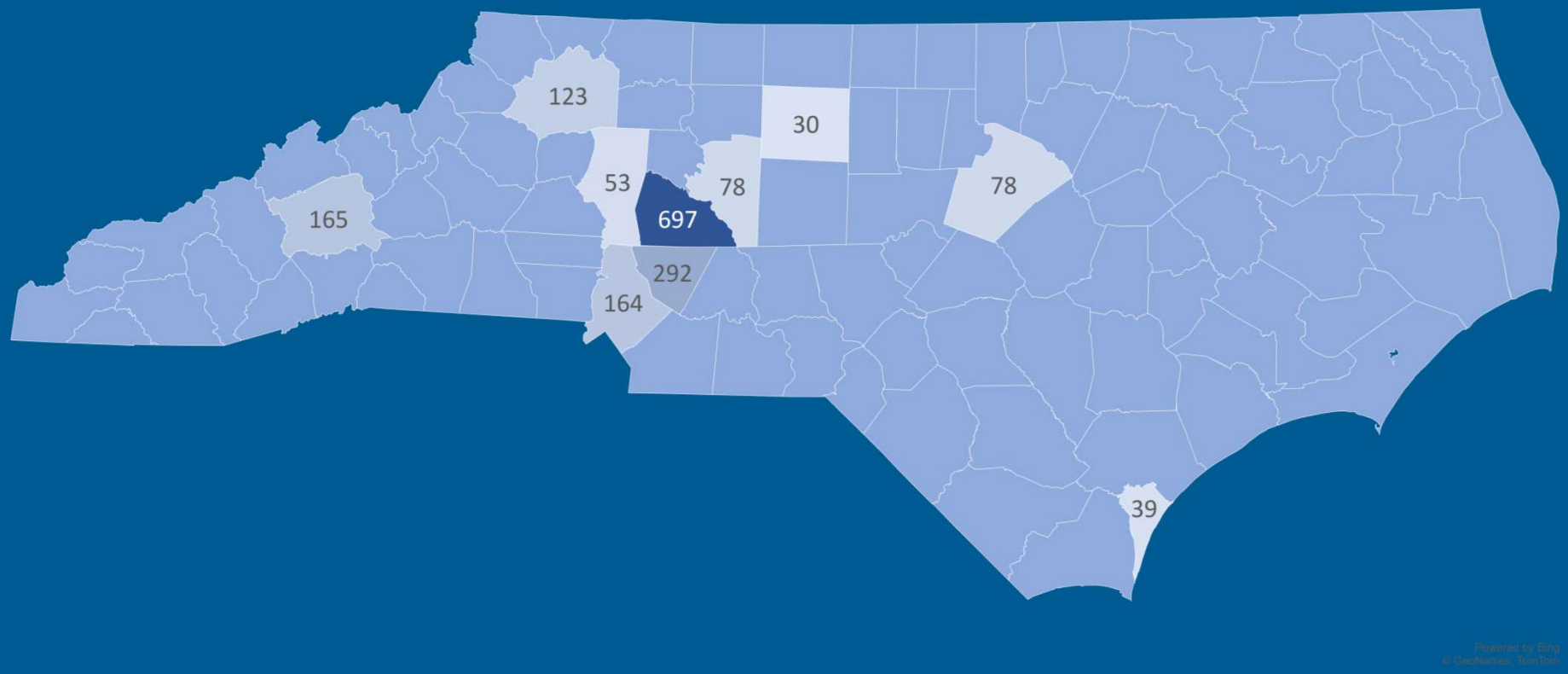
- Vaya increased TFC rate from $97.22 to $175.00 per day (Emergency Respite $360.00 per day)
- Our goal is to create an extensive TFC network that allows our children to remain in their home communities with TFC parents dedicated to children's success and transitioning home
- In the coming weeks Vaya will be reaching out to contracted TFC providers to discuss these goals and to monitor the success of these new rates meeting the following objectives:
  - Improving the retention rate of current TFC families
  - Expanding the number of therapeutic homes across the Vaya region
  - Supporting children being served in their local communities with their local support systems
  - Improving the coordination of services for children in care by assuring children are connected with medical, dental, and behavioral health services
  - Providing additional support and training to TFC families

County Data Highlights

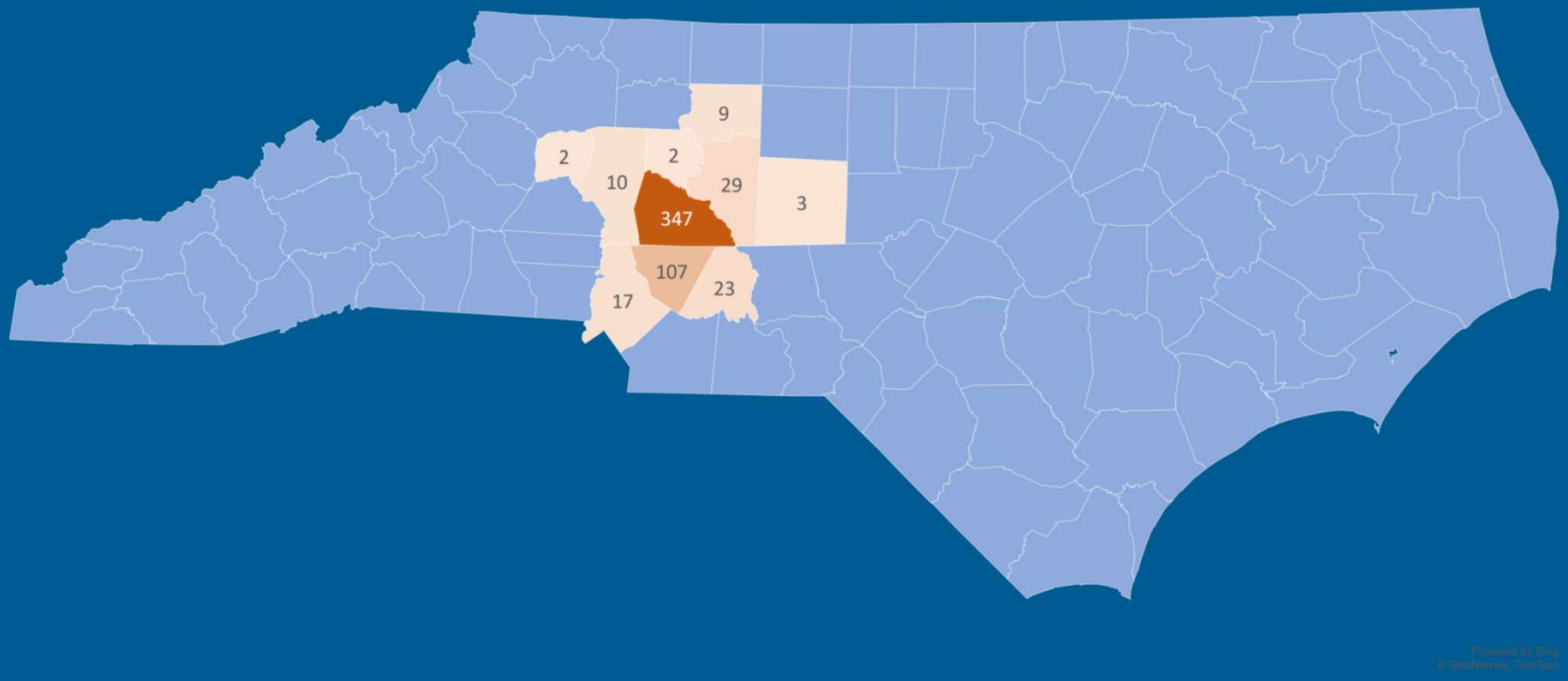
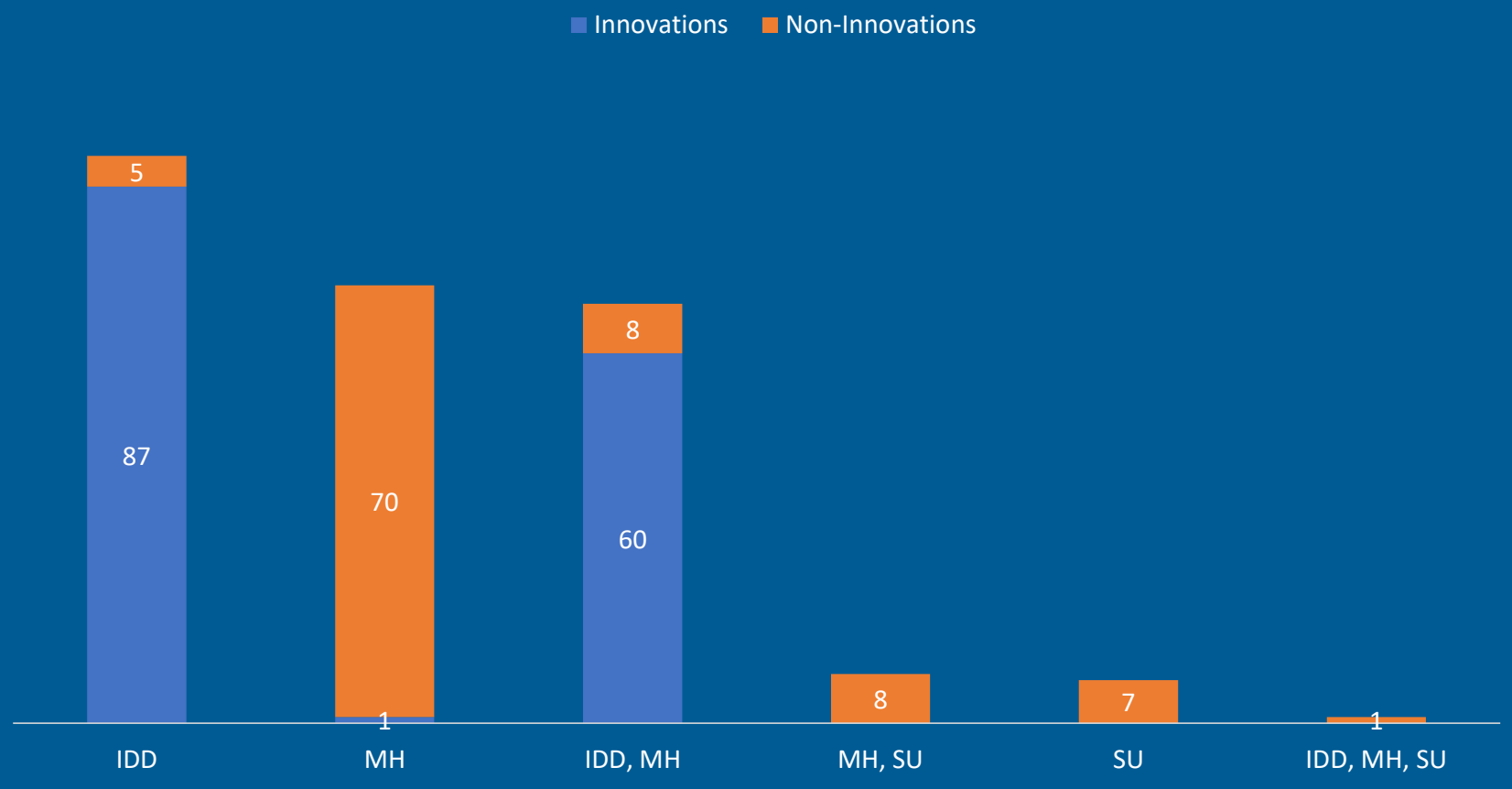
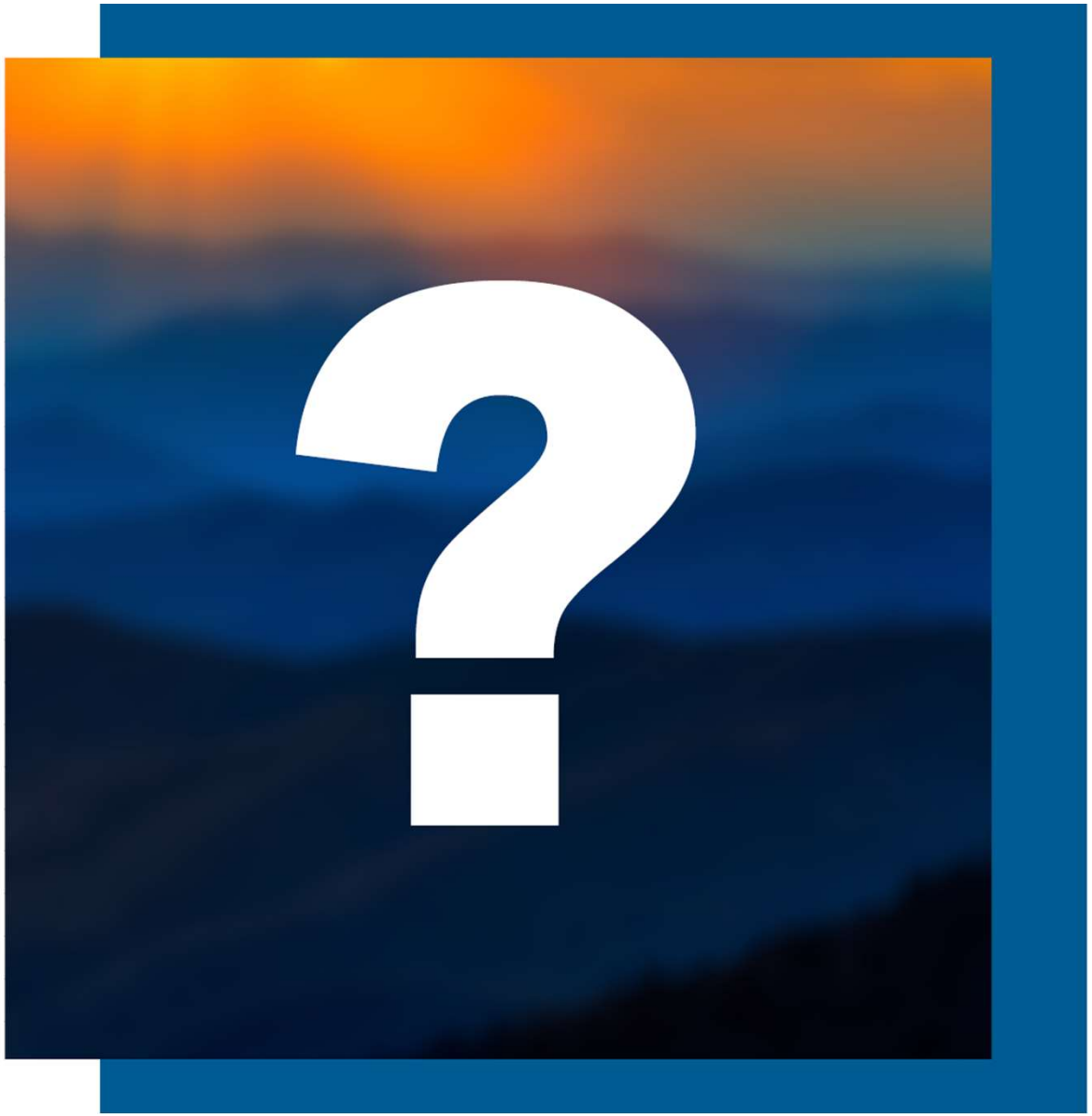
Members Served by Age & Disability Type Jan – Mar 2022



Top Locations Where Medicaid Members Receive Services Jan – Mar 2022



Top Locations Where Non-Medicaid Members Receive Services Jan – Mar 2022



Members Active in Care Management May 2022