

MONITORING NATURAL SUPPORTS IN SERVICE PLANNING (PEPS Standard 99)

OVERVIEW OF ACTIVITY: In 2011, Beaver County identified an initiative to measure the occurrence of natural supports included in the Consumer Strengths Assessment Scales (CSAS) for Blended Case Management (BCM). **The results of this audit showed that 61 percent of all the interventions listed in the CSAS contained natural supports.** In 2012, Beaver County expanded the initiative to measure the occurrence of natural support in service planning for Forensic Assertive Community Treatment (FACT) and Family Based Mental Health Services (FBMHS). **The results of the FACT audit showed that 58 percent of all the goals listed in the treatment plan contained natural supports. The results of the FBMHS audit showed that 97 percent of all the goals listed in the treatment plan contained natural supports.**

PERFORMANCE GOAL: The standard is that 25 percent of the items documented should be related to natural supports.

POPULATION/SAMPLE: In 2014 a self-audit of the Beaver County Natural Support Initiative for Outpatient services was conducted by the Outpatient providers. The audit consisted of the providers reviewing the most recent treatment plan for members receiving services after August 2014. The Outpatient audit was made up of five providers with 38 records they reviewed.

METHODOLOGY: Each goal in the treatment plan was reviewed by the provider to monitor the use of natural supports in the member's journey to recovery. Additionally, VBH-PA requested that the providers submit the corresponding treatment plans along with the completed audits.

ANALYSIS/RESULTS: The results of the Outpatient self-audit showed that **61 percent of all the goals listed in the treatment plan contained natural supports. The results of these audits exceeded the 25 percent goal of having natural supports utilized in the treatment plans.**