

Violence Reduction Program Process and Outcome Measures - Client Report

Technology	Data Source	Reporting Frequency
Referrals:		
1. Number of Referrals from Claims Data	Claims Data – Pre-Enrollment Database	Monthly
Risk Stratification Level	Claims Data – Pre-Enrollment Database	Monthly
2. Number of Referrals Received from Other Sources (outside of Claims Data)	Case Management Agencies, Hospitals, Community Agencies, Behavioral Health Agencies, Justice System, Walk-ins, Other Sources as Identified	Monthly
Risk Stratification Level	CANS/ANSA scores: Post-Enrollment Database (if different from Pre-Enrollment Database), plus new cases identified from new claims provided monthly	Monthly
3. Change in Risk Stratification Level from Initial assessment	CANS/ANSA scores: Post-Enrollment Database	Monthly
Outreach and Engagement:		
4. Number of Attempted Contacts	Pre - and Post-Enrollment Databases, as applicable	Monthly
5. Number/Percent of Unsuccessful Contacts (Non-Enrollments: Unable to Contact or Declined Program)		
6. Number of Successful Contacts		
7. Method of Contact (Phone, E-mail, Letter, Text, In-Person: Home Visit, Hospital, Community, In-Office, etc.)		
8. Number/Percent by Referral Source		
9. Reason for Enrollment (by Type of Violence)		
10. Percentage of Members with Safety Plan and Goals		
11. Graduation Reason Codes	Post-Enrollment Database	Monthly
12. Critical incidents	Post-Enrollment Database	As needed

Outcome Measures	Data Source	Reporting Frequency
1. Change in Risk Stratification Level	CANS/ANSA scores: Pre-Enrollment/Post-Enrollment Databases	Monthly
2. Duration in Program	Post-Enrollment Databases	At Graduation
3. Personalized Safety Plan Completed Goals	Post-Enrollment Databases	At Graduation
4. Percent of Members Successfully Connected to Needed Services	Individualized Safety Plan: Post-Enrollment Database	At Graduation
5. Change in Violence-Related Crimes	Pre - and Post-Claims Data	End of Program and points-in-time during the contract year
6. ROI: Reduces LOS, Hospital Admissions, and ER Utilization	Claims Data	End of Program and points-in-time during the contract year
7. Quality of Life and Social Determinants of Health Measures	Outcomes Measurement Survey: Post-Enrollment Database	Initial Measures and at Graduation
8. Participant satisfaction	Outcomes Measurement Survey: Post-Enrollment Database	At Graduation