

Children's In Home Crisis Stabilization (CIHCS) Program

About half of us here now are licensed but they have not provided the additional pay that they said we would get. Instead, they've been spending money from our program for more overhead and admin because the organization is in a financial crisis. It's likely in the next few months that many of us will be leaving.

--CIHCS Therapist, May 8, 2017

Tons of referrals from a month ago suddenly appeared. Someone is dropping the ball on the CAT team. Our Program Director and Supervisor met with our HCA contract monitor but he was defensive and said that there was no way that it could be occurring. In the meantime, children are being put at risk because we can't respond in 60 minutes like we're supposed to if we don't even get the call. It is unethical for crisis therapy services to be managed this way.

--CIHCS Therapist, May 6, 2017

One barrier that currently exists in the program is the fact that CIHCS is not electronic. This has been a concern as the program is getting busier. The therapists and case managers express that it is difficult in maintaining a higher caseload (6-7 active clts) and keeping up with the constant paperwork demands. This program is expected to complete a full assessment in 1 session (the same assessment that clinics complete and have 30 to 60 days to complete). This program has 5 days to complete. There is high travel for each caseload and having to come to and from the clinic to submit documentation is a constant stressor.

--CIHCS Therapist, April 25, 2017

HCA has not required the provider to have an Electronic Health Record (EHR) system, putting the team under constant stress as they travel all over the County to provide crisis services in the home and then return to the office constantly to turn in paperwork. All case files and recordkeeping are done using paper, reducing the effectiveness of the team in being able to serve more children and increasing the likelihood of staff turnover.

HCA is not aware that timeliness of chart completion has been an issue in the current CIHCS contract with CAPC. Furthermore, the Medicaid requirement for an EHR applies to HCA as the billing entity and not any of HCA's contracted providers.

--Susie Kim, HCA Division Manager, August 26, 20167