

Case Study



Child Welfare and Foster Care Engagement Hub

PROGRAM DESCRIPTION:

This all-encompassing engagement hub is a life-management support system that transcends traditional healthcare boundaries, with a commitment to enhancing healthcare access and quality across several underserved populations and multiple therapeutic areas.

Both the *Embracing Families* and *Transition Age Youth (TAY)* programs support Amerigroup members and/or caregivers throughout their journey in the child welfare and foster care systems to promote family resilience and provide resources for healthy living and psychosocial needs.

PROGRAM AUDIENCE:

- *Embracing Families: Caregivers of Georgia Families members (ages 5– 17)*
- *Transition Age Youth: Members (ages 14–26) and their caregivers*



PROGRAM OBJECTIVES:	PROGRAM OUTCOMES:
<ul style="list-style-type: none"> ➤ Increase member satisfaction 	<p>90% retention rate across programs</p>
<ul style="list-style-type: none"> ➤ Increase appropriate utilization of services ➤ Reduce avoidable utilization: decrease ED visits and inpatient stays ➤ Decrease caregiver stress levels to allow them to better care for their families ➤ Reduce crisis events by engaging participants in their moment of need 	<p>33% of actively engaged participants received additional support and resources based on escalations to care team</p> <p>92% of total escalations were associated with high stress levels and electronically triaged</p>

PROGRAM OBJECTIVES:	PROGRAM OUTCOMES:
<ul style="list-style-type: none"> ➤ Improve caregiver confidence ➤ Reduce barriers to a healthy family life ➤ Increase utilization of outpatient behavioral health and physical health services by providing personalized resources and support 	<p>24% of caregivers received support in response to self-expressed need for help managing their child’s behavior and improving the family environment</p> <p>Based on survey responses, participants received personalized support due to a self-expressed need:</p> <ul style="list-style-type: none"> ➤ Caregivers: <ul style="list-style-type: none"> • 41% received help managing their child’s behaviors/improving their family environment • 20% received additional support after reporting a crisis event within the last 3 months, including 911 calls and ER visits ➤ Members: <ul style="list-style-type: none"> • 40% received help finding a doctor, dentist, or other health care provider • 40% received support preparing for adulthood • 20% received additional support to help understand insurance coverage

PROGRAM COMPONENTS:

Care Communications:

Upon enrollment, participants receive text messages and educational resources that promote and support their journey in the child welfare and foster care systems – topics include advocacy, community living, social determinants of health, employment, healthy living, safety, and security.

GoMo (Secure) Chat:

Much like a typical text conversation, GoMo Chat allows live messaging between participants and their care team, enabling in-the-moment, on demand conversations.

Care Companion:

This cloud-based learning management system (LMS) provides vetted educational content that is personalized by members’ self-expressed priorities and interests, structured into easy-to-follow sections to promote independent education, learning and self-care management.

Secure Data Collection and Reporting:

Engagement and experience data is collected, deidentified, analyzed, and reported back to Care Teams for ongoing quality, clinical delivery and service improvement.

“Our Hub is a transformative tool that empowers transition age youth and their caregivers. We are committed to providing accessible, personalized support that meets individuals where they are, fostering resilience, and promoting positive outcomes for families across Georgia.”

Bhavini Solanki, LPC, Director, Georgia Families 360 at Amerigroup