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**Rosie D. Feature Article October 2011**

**Lessons from the Statewide Annual Community Service Review (CSR)**

This fall, the Court Monitor released her [statewide CSR report](http://rosied.org/Resources/Documents/2010%20report.Statewide.pdf), consolidating the results of five regional assessments conducted between September 2010 and May 2011.  This annual CSR report follows the format of prior regional reviews, examining a random sample of youth and families receiving Intensive Care Coordination and In-Home Therapy, and reporting specific findings based on the CSR protocol.  These reports describe findings on youth status and progress, as well as specific measures of system practice including assessment, treatment planning, implementation, and transition.

Statewide outcome data and findings provide a window into the challenges of operating and delivering an array of home-based services.  However, these results also illustrate significant and ongoing deficiencies.  Perhaps most concerning are those statewide findings regarding the adequacy of overall system performance.

Across her regional CSR reviews, the Monitor collects data on a variety of measures regarding the quality and effectiveness of the service system, scored along a range of adverse, poor, marginal, fair, good and optimal.  Scores for youth and family engagement and cultural competence were consistently high across the Commonwealth.  In stark contrast, less than 50% of teams were functioning in the “good” or “optimal” range across a variety of other quality indicators.

For example, only 35% of teams benefited had a good or optimal understanding of the youth’s strengths, needs and risks, and only 39% of care plans had well-reasoned and specific goals which met this criterion.  Care coordination was good or optimal in only 44%, and only 47% experienced timely, competent and consistent service implementation.  Finally, youth and families had good or optimal access to resources in less than half of all cases reviewed.

Taken together, these and other quality measures indicate the overall adequacy of the system’s performance.  Regionally, scores for acceptable system performance ranged from 55 to 76%, with the Southeast being the lowest and Metro-Boston the highest.  When totaled statewide, only 66% of cases reviewed had acceptable system performance, 8% of which were only minimally acceptable.  Equally concerning were reviewers’ forecast that in the next six months, 45% of youth would continue at a status of fair, marginal, poor or adverse, with another 14% likely to experience further decline in their functioning.

As a result of these overall findings, and obvious concerns regarding the system’s ability to self-correct for youth with less than good or optimal care, the Monitor’s report recommends specific corrective actions needed to meet the requirements of the *Rosie D* remedy and to achieve compliance with the court-ordered Judgment.

First, the Monitor reiterates the need to focus on the quality of team formation and treatment planning, ensuring the intensity and individualized nature of treatment interventions, and the ability of agencies to offer consistent and necessary supervision for teams which may be struggling.  Additional recommendations include: 1) strengthening teams’ ability to use current assessment information; 2) engaging all relevant individuals in the team process; 3) ensuring plans are developed and implemented so as to be effective in meeting youth and families’ needs; 4) providing additional coaching and support for supervisors in order to ensure consistency and quality of care; 5) offering additional staff training; 6) evaluating and improving mobile crisis capacity where needed; and 7) assuring timely access to and availability of all necessary services.

The findings and outcomes of the CSR process, and the ability of the Commonwealth to act upon the recommendations mentioned above, are critical to achieving compliance with the Court’s Judgment.