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## CalAIM Standard Screening and Transition Tools for Adults

### Results from Beta Testing

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#### **Overview**

The implementation of standardized screening and transition tools for adults and youth is a California Advancing and Innovating Medi-Cal ([CalAIM](#)) initiative. The goal of the adult and youth screening tools is to facilitate accurate determinations of when care would be better delivered in the specialty mental health delivery system or in the Medi-Cal managed care or fee-for-service system. Additionally, DHCS will implement standardized adult and youth transition tools for when a beneficiary's condition changes, and they would be better served in the other delivery system. DHCS spent several months in consultation with stakeholders to design the adult screening and transition tools, and has completed a beta testing process. Following the beta testing, the tools have been updated and will soon be pilot tested. DHCS will develop and test the youth tools at a later date.

This document summarizes feedback collected as part of the adult screening and transition tools beta test that was conducted from September 7, 2021, to October 8, 2021. The beta testing process was conducted by a county Mental Health Plan (MHP) and Medi-Cal Managed Care Plan (MCP) serving the same county as the MHP. The beta test was designed to gather rapid feedback to further refine the tools before piloting on a larger scale. After each administration of the draft screening or transition tool, MHP/MCP staff completed a survey designed to help identify critical issues in use of the tools and areas for improvement. The results presented below represent DHCS' findings based on the survey data.

Of the 467 adult screening tools administered, 338 were marked as finished.<sup>1</sup> Of the 36 transition tools administered, 17 were marked as finished. The majority of the screening (89.1%) and transition (75%) tools were administered over the phone.

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<sup>1</sup> Only finished tools were included in the analysis, and not all finished tools included responses to each question in the survey.

## **Results Summary**

After the screening or transition tool was administered to beneficiaries, the MHP/MCP representative who administered the tool was given an opportunity to provide written feedback about the tools. The MHP/MCP representative is referred to as the “user” in this document. Any feedback received from the beneficiary is noted as such. While the survey yielded limited feedback on the transition tool, DHCS received robust and constructive feedback on the screening tool.

## **Beneficiary Satisfaction**

- Screening tool users reported a median beneficiary satisfaction of 9 out of 10.
- Transition tool users reported a median beneficiary satisfaction of 8.5 out of 10.
- Some beneficiaries expressed confusion over the language used in several questions of the screening tool.

## **Survey Length & Completion**

- The median length of time for users to complete the screening tool was 30 minutes.
- The median length of time for users to complete the transition tool was 33.5 minutes.
- 98.5% of the screening tools were completed.
- 87.5% of the transition tools were completed.
- Users expressed frustration over the repetitive nature of several of the screening tool questions.

## **Beneficiary Placement**

- Of the beneficiaries screened using the screening tool:
  - 44.6% were placed in a mild level of care,
  - 28.7% were placed in a moderate level of care,
  - 26.7% were placed in a severe level of care.
- Of the beneficiaries whose transition of care was facilitated by the transition tool:
  - 12.5% were placed in a mild level of care,
  - 43.8% were placed in a moderate level of care,
  - 43.8% were placed in a severe level of care.
- 94.8% of users believed that the screening tool placed the beneficiary in the right level of care.
- 93.8% of users believed that the transition tool placed the beneficiary in the right system of care.

## ***Modification to the Standard Screening and Transition Tools***

### **Screening Tool**

In response to the beta testing results, the number of screening questions was reduced from 32 to 14. Clarifying language was added to several questions to address comments from users that certain parts of the tool were confusing.

### **Transition Tool**

As the overall feedback on the transition tool was positive and minimal, there were no changes made to the transition tool.