



TCPI Exemplary Practice Performance Summary, April 2019

Marc Community Resources, Inc.

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Marc provides exceptional support and resources to address social determinants of health which leads to a reduction in hospitalization and reduced healthcare costs.

Marc Community Resources, Inc. (Marc) is a not-for-profit organization located in Mesa, AZ. We have been providing a comprehensive continuum of educational, vocational, daily activities, affordable housing, community living, outpatient services, psychiatric intervention, in-home supports and other related programs for people with intellectual disabilities, developmental delays (ID/DD) and behavioral health challenges since 1957. We serve more than 4,500 individuals and families in pursuing the highest level of independence, based upon individual choice, inclusion and community integration. Additionally, we provide behavioral health services to approximately 3,500 members. The basic demographics of the behavioral health members served include many members who suffer from Seriously Mental Illnesses (SMI) along with members receiving General Mental Health (GMH/SU) services.

Our bold aim is to reduce hospitalizations by focusing on the improvement of social determinants of health (SDOH) for members in the community. Our Community Transition Program (CTP) identifies high risk, high utilization and high cost members transitioning from hospitals into the community. CTP uses an evidenced-based practice known as "critical time intervention" which means providing resources for what the member need when they need it. CTP provides intensive support services aimed to keep members out of the hospital or to ensure they use the lowest levels of care. Our CTP team is led by a clinical director and employs support staff such as Resource Coordinators and Recovery Coaches. A Recovery Coach supports approximately 22 members at any given time.

Social determinants of health drive healthcare outcomes such as admission rates. In response, our CTP team provides multi-faceted interventions to address areas of SDOH such as housing, nutritional assistance, employment assistance, etc. Services are provided primarily by a team of Peers. Our CTP program is designed to place emphasis on community interventions and provide resources at the time of need.

Our CTP is a high value resource because it reduces overall healthcare costs and expenses to the system by serving members in the community and reducing utilization of hospitalizations. Recovery Coaches partner with members to connect them to essential community resources, coordinate doctor visits, promote medication adherence and facilitate the reunification with family or other critical supports. Additionally, Recovery Coaches help secure services and resources for the member to avoid hospitalization.

Through our CTP program, we saw an increase in the percent of patients with ongoing employment support correlated with a decrease in patients being hospitalized in 2018.

Ongoing Employment Support		
1 st Quarter of 2018	2 nd Quarter of 2018	3 rd Quarter of 2018
16%	29%	32%

As illustrated in the table above the data demonstrates that we have increased in the percent of members receiving services in the CTP program, with ongoing employment support during 2018, which directly correlates to an improvement in social determinants of health.

We demonstrate positive health outcomes related to SDOH in our Mercy Care Value Based Contracting as evidenced by the following results:

- Mercy Care (Medicaid health plan) data - 2017-July 2018 decrease in psychiatric hospital admissions of 44% (from 47 per 1,000 at baseline to 26 per 1,000). This resulted in an estimated savings of \$141,000.
- Decrease the utilization of mobile crisis team services by 51% (from 38 per 1,000 at baseline to 19 per 1,000)
- Maintain the percent of members who remain housed upon move in at 97%
- Increase in the percent of members who contribute to rent from 25% at baseline to 73%

Marc has received multiple awards from the City of Mesa and other community organizations for the exceptional services provided, including the Mercy RISE (Resilience, Innovation, Service and Empowerment) award which spotlights individuals who promote health and wellness, Non-profit of the Year award and ranks 14th in the Arizona Business Journal. We demonstrate high value to payers and members due to the range of services provided. Members experience an integrated and seamless service system.

In summary, we are a high performing agency; we generate value to funders and people served as demonstrated by outcomes the CTP program has achieved. CTP provides an intensive level of support services with the members that go beyond the traditional level of case management. We believe that if we provide resources to improve social determinants of health, when the need is identified, an overall reduction in behaviors associated with high admission rates is observed.

Marc Community Resources, Inc. (Marc) is an active participant of the Practice Innovation Institute (Pii), Arizona’s Practice Transformation Network.

As of February 2019, Marc Community Resources, Inc. completed the 5 Phases of the TCPI Transformation.



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