

## Questions

for

Ron Hauser, Vice President, Lutheran Social Services

**1. How have you been able to keep costs down in a system where you don't control provider rates?**

The principles of wraparound practiced by each team and care coordinator ensure that only services that are needed, for only as long as they are needed, are purchased. Needs-driven care plans push immediate service decisions, which equal increased outcomes for each service purchased. The efficiency gained with this process allows for savings in the aggregate, without having to focus on a particular rate. Provider effectiveness equals outcomes. Ineffectiveness in meeting needs equals higher cost and coordinators and teams then do not purchase from those providers in the future. This keeps costs down.

**2. What kind of staff training and support has helped you better manage costs and outcomes?**

The manner in which we report and track costs and review with each coordinator ensures that every coordinator is accountable and held responsible for costs to any particular child and family. There are several tools that aid in this process, to include Utilization Reviews, Master Authorized List of Services for each family, and ongoing trainings that focus on wraparound fidelity and building of natural supports. With the focus on these larger driving principles, and purchase of the BEST service available, and cost being a secondary concern, staff and teams are empowered to achieve results. Cost savings is a by-product of this process.