



Potential stakeholder concerns/buy-in with CSoC approach and new way of doing business	Medium	All new initiatives unearth issues and potential challenges which need to be mitigated and managed
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**CSOC Implementation Workplan**

**August 1, 2011**

<b>Task</b>	<b>Person Responsible</b>	<b>Due Date</b>	<b>Completion Date</b>	<b>Notes/Comments</b>
<b>Team Education/Capacity Building/Capability</b>				
Provide foundational information/education on systems of care to all CSOC team members	Jody Levison-Johnson	8/31/2011		
Work with individual team members to enhance their understanding of their and their department's role in the CSOC	Jody Levison-Johnson	8/31/2011		
Review CSOC organizational structure and ensure adequate staffing to meet needs	Jody Levison-Johnson	7/31/2011		
Develop Family Lead role/responsibilities for CSOC Team	Jody Levison-Johnson	7/31/2011		
Work with OBH Human Resources to develop Family Lead job description	Jody Levison-Johnson	8/15/2011		
Recruit and Hire CSOC Family Lead	Jody Levison-Johnson	9/30/2011		
Provide foundational information to CSOC team members on the Department of Children & Family Services	Joe Keegan/ Yvonne Diaz Domingue	8/31/2011		
Provide foundational information to CSOC team members on the Department of Education	Janice Zube	8/31/2011		
Provide foundational information to CSOC team members on the Office of Behavioral Health	Traci Perry	8/31/2011		
Provide foundational information to CSOC team members on the Office of Juvenile Justice	Jacqueline Page	8/31/2011		
Provide foundational information to CSOC team members on Medicaid (SPAs, Waivers)	Jim Hussey / Darrell Montgomery	8/31/2011		
Develop CSOC team's full understanding of the service array available under CSOC	Jim Hussey / Darrell Montgomery	8/31/2011		

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<b>Phase I WAA &amp; FSO implementation</b>				
Assign CSoc Team Liaisons to the five implementing regions	Jody Levison-Johnson	7/8/2011	7/8/2011	Region 2: Traci Perry (OBH) Region 7: Janice Zube (DOE) Region 8: Yvonne Diaz Domingue (DCFS) Region 9: Jacqueline Page (OJJ) Jefferson Parish: Joe Keegan (DCFS)
Conduct initial outreach via email/telephone with implementing regions	CSoc Liaisons	Weeks of 7/11 and 7/18/11	7/25/2011	
Hold initial face-to-face meetings with representatives from the region, WAA and FSO	CSoc Liaisons & CSoc Director	Weeks of 8/1, 8/8 & 8/15/11		Region 2: 8/10/11 Region 7: 8/1/11 Region 8: 8/12/11 Region 9: 8/11/11 (YDD & JLJ) Jefferson Parish: 8/16/11
Identify initial technical assistance and training needs for each region	CSoc Liaisons & CSoc Director	8/31/2011	Ongoing	
Develop initial individualized training and technical assistance plans for each region	CSoc Liaisons	9/30/2011		
Create templates to support implementation across region (job descriptions, policies/practices, community team development)	CSoc Liaisons & CSoc Director	9/30/2011		
Hold Implementation Institute to provide consistent foundational information, ensure community planning time and begin learning community structure	CSoc Liaisons & CSoc Director	10/6 & 10/7/11		Institute will be held in October, these dates are tentative
Provide initial support/facilitation (as needed) to regional Community Teams	CSoc Liaisons	10/31/2011	Ongoing	

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<b>Phase I WAA &amp; FSO implementation</b>				
Convene learning community calls/webinars across regions	CSoC Liaisons & CSoC Director	10/31/2011		
Convene affinity group calls/webinars across regions	CSoC Liaisons & CSoC Director	10/31/2011		
Identify minimum data set that includes key outcomes and indicators for WAAs and FSOs	CSoC Liaisons & CSoC Director	10/31/2011		Will require input from Governance Board, QA committee and WAA/FSOs
Establish referral process for Independent Evaluations, WAAs and FSOs	Jody Levison-Johnson/Tony Speier/SMO	12/31/2011		
Create process for identifying potential CSOC enrollees and determining eligibility for CSOC	Jody Levison-Johnson	12/31/2011		
Establish communication protocols for WAA, FSO and Independent Evaluators	CSoC Liaisons	12/31/2011		
Establish Barriers process	Jody Levison-Johnson	12/31/2011		
Assign any identified issues to proper group or person	CSoC Liaisons & CSoC Director	1/15/2012	Ongoing	
Report identified issues needing policy level intervention to the Governance Board	Jody Levison-Johnson	1/31/2012	Ongoing	
Resolve policy level issues	State Governance Board	1/31/2012	Ongoing	
Develop and finalize WAA enrollment procedures	Jody Levison-Johnson / Tony Speier / SMO	12/31/2011		
Develop and finalize service referral policies and procedures	Jody Levison-Johnson / Tony Speier / SMO	12/31/2011		
Begin Waiver eligibility determinations	Charlene Gradney	1/1/2012		

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<b>Phase I WAA &amp; FSO implementation</b>				
Offer Wraparound Orientation sessions for all regions	Marlene Matarese (Innovations Institute)	1/31/2012		
Offer Wraparound Facilitation, Family Support Organization and Community Fundamentals training for all regions	Marlene Matarese (Innovations Institute)	2/28/2012		
Offer Cultural and Linguistic Competence training for all regions	Vivian Jackson (Georgetown)	2/28/2012		
Offer CANS training for WAAs, FSOs and Agency/Community partners	John Lyons	2/28/2012		
Support staffing and implementation issues within the Wraparound agencies	CSoc Liaisons & CSoc Director	1/1/2012	Ongoing	
Support staffing and implementation needs within the Family Support Organizations	CSoc Liaisons & CSoc Director	1/1/2012	Ongoing	
Participate in the preliminary Needs Assessment/Gaps Analysis process to identify EBPs for implementation	CSoc Team & Regions	1/1/2012		Ensure participation by CSoc reps and regions
Review results from preliminary Needs Assessment/Gaps Analysis and formulate recommendations regarding priority EBPs for implementation	Pete Calamari /Jody Levison-Johnson	2/1/2012		Perhaps involvement of QA Committee or other cross-departmental team
Begin Wraparound and Family support service delivery	WAA/FSO providers	3/1/2012		

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**August 1, 2011**

<b>Task</b>	<b>Person Responsible</b>	<b>Due Date</b>	<b>Completion Date</b>	<b>Notes/Comments</b>
<b>Service array</b>				
Finalize Service Definitions for CSOC	Darrell Montgomery / Jim Hussey	9/1/2011		CSoc reps will participate to ensure departments needs/issues are addressed and appropriately responded to
Finalize rates for all services	Darrell Montgomery / Mary Norris	9/1/2011		CSoc reps will participate to ensure departments needs/issues are addressed and appropriately responded to
Finalize and approval of Authorities documents	Darrell Montgomery / Dee York	10/15/2011		CSoc reps will participate to ensure departments needs/issues are addressed and appropriately responded to
Finalize provider certification process	Tony Speier / Rochelle Dunham	10/31/2011		CSoc reps will participate to ensure departments needs/issues are addressed and appropriately responded to
Finalize provider credentialing process	Tony Speier	10/31/2011		CSoc reps will participate to ensure departments needs/issues are addressed and appropriately responded to
Finalize licensing standards	Erin Rabalais	11/30/2011		CSoc reps will participate to ensure departments needs/issues are addressed and appropriately responded to
Establish eligibility processes for CSoc that ensure appropriate financing/billing for all enrollees	SMO	11/30/2011		Operations workgroup task
Ensure state department priority needs for service development are addressed	CSoc Liaisons & CSoc Director	1/31/2012	Ongoing	Examples: Infant Mental Health, LaMod, etc.

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**August 1, 2011**

<b>Task</b>	<b>Person Responsible</b>	<b>Due Date</b>	<b>Completion Date</b>	<b>Notes/Comments</b>
<b>Service array</b>				
Provide CSOC training to all providers in the network	CSOC Liaisons & CSOC Director	1/31/2012		Fundamentals of CSOC, participation in child & family teams, etc.
Offer CANS Comprehensive Training to independent assessors in the regions and others	John Lyons	1/31/2012		
Support the provision of training for providers to ensure successful transition to Medicaid (billing, documentation, etc.)	Ken Saucier	1/31/2012		
Support the provision of training for providers to ensure certification and credentialing	Tony Speier / Rochelle Dunham	1/31/2012		Develop Essential Learning modules, offer in-person sessions, etc.
Finalize and publish rules for CSOC	Darrell Montgomery / Dee York	2/20/2012		CSOC reps will participate to ensure departments needs/issues are addressed and appropriately responded to
Participate in the Needs Assessment/Gaps Analysis process to identify EBPs for implementation	Jody Levison-Johnson	TBD by SMO		Ensure participation by CSOC reps and regions
Review results from Needs Assessment/Gaps Analysis and formulate recommendations regarding priority EBPs for implementation	Pete Calamari / Jody Levison-Johnson	TBD		Perhaps involvement of QA Committee or other cross-departmental team
Review recommendations for EBPs and offer input	State Governance Board	TBD		



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<b>Task</b>	<b>Person Responsible</b>	<b>Due Date</b>	<b>Completion Date</b>	<b>Notes/Comments</b>
<b>Statewide Management Organization</b>				
Issue SMO Request for Proposals	Joe Comaty	7/8/2011	7/8/2011	
Vendor questions due to OBH	Joe Comaty	7/15/2011	7/15/2011	
Post answers to vendor questions	Joe Comaty	7/29/2011	7/29/2011	
Vendor Proposals due	Joe Comaty	8/15/2011		
Convene proposal review committee to score responses	Joe Comaty	8/17/2011		All departments to provide 3 reps for scoring, CSOC Director to participate
SMO vendor selected and notified	Joe Comaty	9/6/2011		
Contract in place with selected vendor	Joe Comaty	9/30/2011		
Determine department information needs (data capture for key outcomes/indicators and other reporting needs)	Jody Levison-Johnson / SMO	11/30/2011		Involve QA Committee and other department reps as needed
Finalize processes for eligibility determinations for CSOC	Jody Levison-Johnson / Charlene Gradney / SMO	12/31/2011		Use existing Operations Workgroup or associated sub workgroups; build on eligibility roster work completed to date
Finalize CSOC enrollment process including referral process for Independent Evaluations, WAAs and FSOs	Jody Levison-Johnson / Charlene Gradney / SMO	12/31/2011		Use existing Operations Workgroup or associated sub workgroups
Determine process for data exchange (frequency, methods)	Jody Levison-Johnson / SMO	12/31/2011		Use existing Operations Workgroup or associated sub workgroups
Ensure IT infrastructure is in place to meet department mandates/requirements	SMO / Randy Lemoine	1/31/2012		
Finalize invoicing/payment processes for CSOC	Jody Levison-Johnson / SMO	1/31/2012		Finance Committee, Financial Stability Workgroup, Operations Workgroup involvement, build on work done to date
Determine department reporting needs and finalize process for reporting	Jody Levison-Johnson / SMO	1/31/2012		Work with department reps

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<b>Statewide Management Organization</b>				
Establish appropriate financial monitoring and controls	Cindy Rives / Tony Speier	1/31/2012		Finance Committee, Financial Stability Workgroup, Operations Workgroup involvement
Train SMO staff in CSOC specific topics/information	Jody Levison-Johnson	12/31/2011		Use developed training modules/trainers
Train SMO staff in CANS screening	John Lyons	1/31/2012		

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<b>Task</b>	<b>Person Responsible</b>	<b>Due Date</b>	<b>Completion Date</b>	<b>Notes/Comments</b>
<b>Training</b>				
Identify potential training topics and audiences	Janice Zube	7/31/2011		
Prioritize training topics	Janice Zube	8/15/2011		Obtain input from Governance Board, CSOC Team and others
Prioritize audiences	Janice Zube	8/15/2011		Obtain input from Governance Board, CSOC Team and others
Develop specific training plan to address immediate needs (including topics, trainers, audiences, dates)	Janice Zube	8/31/2011		Obtain input from Governance Board, CSOC Team and others
Develop and deliver CSOC Fundamentals training to state department staff	Janice Zube	10/31/2011		Will be delivered by array of people
Develop and deliver CSOC Fundamentals training to provider network	Janice Zube	1/31/2012		
Develop and deliver training on service definitions/authorities for providers	Darrell Montgomery / Jim Hussey / Ken Saucier	1/31/2012		
Develop and deliver training on referral/authorization processes	SMO	1/31/2012		Subject to change based on SMO plan
Develop and deliver training on billing practices	SMO	1/31/2012		Subject to change based on SMO plan
Offer Wraparound Orientation sessions for all regions	Marlene Matarese (Innovations Institute)	1/31/2012		
Offer Wraparound Facilitation, Family Support Organization and Community Fundamentals training for all regions	Marlene Matarese (Innovations Institute)	2/28/2012		
Offer Cultural and Linguistic Competence training for all regions	Vivian Jackson (Georgetown University)	2/28/2012		

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<b>Training</b>				
Offer CANS training for WAAs, FSOs and Agency/Community partners	John Lyons	2/28/2012		
Conduct ongoing needs assessment process to identify ongoing training needs	CSoc Liaisons	Ongoing	Ongoing	
Develop capacity and capability within state to deliver ongoing Wraparound/FSO training and coaching	Jody Levison-Johnson / Marlene Matarese	Ongoing		At outset of Innovations contract begin to identify within State capacity for ongoing training and coaching

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<b>Task</b>	<b>Person Responsible</b>	<b>Due Date</b>	<b>Completion Date</b>	<b>Notes/Comments</b>
<b>Cross-Departmental Collaboration</b>				
Assist departments with initial identification of internal procedures that will be impacted by CSOC	CSoC Liaisons & CSOC Director	10/31/2011	Ongoing	
Assign any identified issues to proper group or person	CSoC Liaisons & CSOC Director	11/30/2011	Ongoing	
Report identified issues needing policy level intervention to the Governance Board	Jody Levison-Johnson	12/15/2011	Ongoing	
Resolve policy level issues	State Governance Board	1/31/2012	Ongoing	
Conduct monthly meetings with department Executive Teams to ensure effective communication	CSoC Director	8/1/2011	Ongoing	
Elicit feedback from State Governance Board members on CSOC Director performance	DHH Deputy Secretary	12/2/2011		Will be ongoing

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	<b>Person Responsible</b>	<b>Due Date</b>	<b>Completion Date</b>	<b>Notes/Comments</b>
<b>Family &amp; Youth Voice</b>				
Develop Family Lead role/responsibilities for CSoc Team	Jody Levison-Johnson	7/15/2011	7/15/2011	
Work with OBH Human Resources to develop Family Lead job description	Jody Levison-Johnson	8/15/2011		
Recruit and Hire CSoc Family Lead	Jody Levison-Johnson	9/30/2011		
Develop SCC Charter that defines purpose, roles and responsibilities	CSoc Family Lead & CSoc Director	10/31/2011		Vet through existing FSO workgroup and with regional FSOs
Form partnerships with other youth empowerment programs/organizations as means to develop youth voice in the CSoc	Jody Levison-Johnson	10/31/2011		Ex: LYLAC, LA chapter of Youth MOVE
Begin recruitment for Statewide Coordinating Council (SCC)	CSoc Family Lead	10/31/2011		
Develop draft SCC charter and bylaws	CSoc Family Lead	10/31/2011		
Hold initial SCC meeting	CSoc Family Lead	11/30/2011		
Work with FSOs to develop family and peer support services	CSoc Family Lead	1/31/2012		
Partner with FSOs to develop family & youth leadership training	CSoc Family Lead	1/31/2012		

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<b>Task</b>	<b>Person Responsible</b>	<b>Due Date</b>	<b>Completion Date</b>	<b>Notes/Comments</b>
<b>Communications</b>				
Identify communications priorities	State Governance Board	7/8/2011	7/8/2011	Also based on work done by Communications Workgroup
Meet with DHH Bureau of Media & Communications regarding CSoc communication needs	Jody Levison-Johnson	7/26/2011	7/26/2011	
Formulate initial recommendations for communication activities	Lisa Faust / Jody Levison-Johnson	8/4/2011		
Present initial communications recommendations to Governance Board for review and approval	Lisa Faust / Jody Levison-Johnson	8/5/2011		
Develop next steps based on input and decisions from Governance Board	Lisa Faust / Jody Levison-Johnson	8/31/2011		Ensure adequate attention to outreach to Legislators
Develop and execute contract for Communications contractor	Lisa Faust / Jody Levison-Johnson	9/15/2011		
Work with Communications contractor to develop communications plan	Yvonne Diaz Domingue	10/31/2011		

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<b>Quality &amp; Accountability</b>				
Identify each department's outcomes and indicators of importance	Jody Levison-Johnson	8/31/2011		OBH, DOE, OJJ complete
Form CSOC Quality Assurance Committee	State Governance Board	9/30/2011		
Work with SMO to ensure data capture is in place for key outcomes/indicators	QA Committee Chair	10/31/2011		
Form Interdepartmental Monitoring Team (IMT)	Seth Kunen	10/31/2011		
Provide introductory training to IMT	Seth Kunen	11/30/2011		
Work to develop effective interface between IMT and QAC	Seth Kunen / Jody Levison-Johnson	TBD		
Develop draft reporting format that allows QAC and State Governance Board to monitor key areas	QA Committee Chair	TBD		
Present draft reporting format to QAC and SGB for input and approval	QA Committee Chair	TBD		
Develop process to monitor fidelity to CSOC values/practice in implementing regions	Marlene Matarese / Jody Levison-Johnson	TBD		
Develop draft report for SR 119 for review/approval by State Governance Board	Brandy Hamilton / Jody Levison-Johnson	3/31/2012		First report to be submitted 4/30/12