

**CSoC Implementation Workplan
Overall Project Tasks/Dependencies & Risks/Other Issues**

Overall Tasks and Status		
Task	Status	Comments
Develop CSoC team capability and capacity	●	
Support Phase I regions with CSoC implementation	●	
Ensure an adequate service array to meet identified needs	●	
Support the SMO implementation to ensure CSoC needs are identified and addressed	●	
Conduct training for key audiences in prioritized topic areas	●	
Facilitate effective cross-departmental communication and collaboration to ensure successful implementation	●	Need to ensure routine meetings between CSoC Liaisons/Director and Leadership of Departments
Support the development and infusion of family and youth voice in all aspects of the system of care	●	State Family Lead position posted
Develop and implement a CSoC communications strategy	●	Communications contractor selected
Ensure that a process for monitoring CSoC quality and accountability is established	●	QA Committee scheduled to meet on 9/14/11

Dependencies & Risks			
Risk and description	Risk Chance	Risk Impact	Status update
CMS approval: Final approval on state plan amendments and waivers which are the basis for all CSoC implementation	Low	High	Challenges on obtaining CMS approval are not currently anticipated
SMO selection: Recommendation to select Magellan as vendor made 9/1/11, factors beyond our control could delay award and therefore impact CSoC implementation	Medium	High	Not currently anticipated, although there are uncontrollable aspects
Approval of final rules and fiscal impact statements	Low	High	Challenges not anticipated, but intensity of review process can impact timelines and cause delays

Issues		
Issue and description	Project Impact	Status
CSoC staff absence (medical leave)	Medium	Department currently providing coverage for departmental specific issues, CSoC Team covering assigned tasks; return scheduled for 9/12/11
CSoC staff vacancy (anticipated retirement October 28, 2011)	Low	Replacement team member joined team 9/8/11; coverage and transition plan under development
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

CSoC Implementation Workplan						
Task #	Task	Person Responsible	Start Date	Due Date	Completion Date	Notes/Comments
1	Team Education/Capacity Building/Capability					
1.1	Provide foundational information/education on systems of care to all CSOC team members	Jody Levison-Johnson	6/6/2011	8/31/2011	8/31/2011	
1.2	Work with individual team members to enhance their understanding of their and their department's role in the CSOC	Jody Levison-Johnson	6/6/2011	8/31/2011	8/31/2011	
1.3	Review CSOC organizational structure and ensure adequate staffing to meet needs	Jody Levison-Johnson	7/1/2011	7/31/2011	7/31/2011	
1.4	Develop Family Lead role/responsibilities for CSOC Team	Jody Levison-Johnson	7/15/2011	7/31/2011	7/31/2011	
1.5	Work with OBH Human Resources to develop Family Lead job description	Jody Levison-Johnson	8/8/2011	8/15/2011	8/15/2011	
1.6	Recruit and Hire CSOC Family Lead	Jody Levison-Johnson	8/15/2011	9/30/2011		Approved by Civil Service, posted 9/8/11
1.7	Provide foundational information to CSOC team members on the Department of Children & Family Services	Joe Keegan/ Yvonne Diaz Domingue	8/1/2011	10/31/2011		
1.8	Provide foundational information to CSOC team members on the Department of Education	Janice Zube	8/1/2011	10/31/2011		
1.9	Provide foundational information to CSOC team members on the Office of Behavioral Health	Traci Perry	8/1/2011	10/31/2011		
1.10	Provide foundational information to CSOC team members on the Office of Juvenile Justice	Jacqueline Page	8/1/2011	10/31/2011		
1.11	Provide foundational information to CSOC team members on Medicaid (SPAs, Waivers)	Jim Hussey / Darrell Montgomery	8/1/2011	10/31/2011		
1.12	Develop CSOC team's full understanding of the service array available under CSOC	Jim Hussey / Darrell Montgomery	8/1/2011	10/31/2011		
	END OF PROJECT					

CSoC Implementation Workplan						
Task #	Task	Person Responsible	Start Date	Due Date	Completion Date	Notes/Comments
2	Phase I WAA & FSO implementation					
2.1	Assign CSoC Team Liaisons to the five implementing regions	Jody Levison-Johnson	7/8/2011	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)
2.2	Conduct initial outreach via email/telephone with implementing regions	CSoC Liaisons	7/11/2011	Weeks of 7/11 and 7/18/11	7/25/2011	
2.3	Hold initial face-to-face meetings with representatives from the region, WAA and FSO	CSoC Liaisons & CSoC Director	8/1/2011	Weeks of 8/1, 8/8 & 8/15/11	8/16/2011	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
2.4	Identify initial technical assistance and training needs for each region	CSoC Liaisons & CSoC Director	8/1/2011	Ongoing	Ongoing	
2.5	Develop initial individualized training and technical assistance plans for each region	CSoC Liaisons	8/16/2011	10/31/2011		
2.6	Create templates to support implementation across region (job descriptions, policies/practices, community team development)	CSoC Liaisons & CSoC Director	8/8/2011	9/30/2011		
2.7	Plan Implementation Institute (logistics, agenda, speakers, handouts, etc.)	CSoC Liaisons & CSoC Director	6/15/2011	10/4/2011		
2.8	Hold Implementation Institute to provide consistent foundational information, ensure community planning time and begin learning community structure	CSoC Liaisons & CSoC Director	10/5/2011	10/7/2011		Institute will be held in October, these dates are tentative

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2	Phase I WAA & FSO implementation					
2.9	Provide initial support/facilitation (as needed) to regional Community Teams	CSoC Liaisons	8/22/2011	10/31/2011	Ongoing	
2.10	Convene learning community calls/webinars across regions	CSoC Liaisons & CSoC Director	10/17/2011	10/31/2011		
2.11	Convene affinity group calls/webinars across regions	CSoC Liaisons & CSoC Director	10/17/2011	10/31/2011		
2.12	Identify minimum data set that includes key outcomes and indicators for WAAs and FSOs	CSoC Liaisons & CSoC Director	7/1/2011	10/31/2011		Will require input from Governance Board, QA committee and WAA/FSOs
2.13	Establish referral process for Independent Evaluations, WAAs and FSOs	Jody Levison-Johnson/Tony Speier/SMO	9/30/2011	12/31/2011		
2.14	Create process for identifying potential CSoC enrollees and determining eligibility for CSoC	Jody Levison-Johnson	9/30/2011	12/31/2011		
2.15	Establish communication protocols for WAA, FSO and Independent Evaluators	CSoC Liaisons	10/30/2011	12/31/2011		
2.16	Establish Barriers process	Jody Levison-Johnson	10/30/2011	12/31/2011		
2.17	Assign any identified issues to proper group or person	CSoC Liaisons & CSoC Director	11/1/2011	1/15/2012	Ongoing	
2.18	Report identified issues needing policy level intervention to the Governance Board	Jody Levison-Johnson	1/15/2012	1/31/2012	Ongoing	
2.19	Resolve policy level issues	State Governance Board	11/1/2011	1/31/2012	Ongoing	
2.20	Develop and finalize WAA enrollment procedures	Jody Levison-Johnson / Tony Speier / SMO	9/30/2011	12/31/2011		

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2	Phase I WAA & FSO implementation					
2.21	Develop and finalize service referral policies and procedures	Jody Levison-Johnson / Tony Speier / SMO	9/30/2011	12/31/2011		
2.22	Begin Waiver eligibility determinations	Charlene Gradney	12/1/2011	1/1/2012		
2.23	Offer Wraparound Orientation sessions for all regions	Marlene Matarese (Innovations Institute)	1/1/2012	1/31/2012		
2.24	Offer Wraparound Facilitation, Family Support Organization and Community Fundamentals training for all regions	Marlene Matarese (Innovations Institute)	2/1/2012	2/28/2012		
2.25	Offer Cultural and Linguistic Competence training for CSoC Liaisons, Governance Board and all regions	Vivian Jackson (Georgetown)	2/1/2012	2/28/2012		
2.26	Offer CANS training for WAAs, FSOs and Agency/Community partners	John Lyons	2/1/2012	2/28/2012		
2.27	Support staffing and implementation issues within the Wraparound agencies	CSoC Liaisons & CSoC Director	8/1/2011	1/1/2012	Ongoing	
2.28	Support staffing and implementation needs within the Family Support organizations	CSoC Liaisons & CSoC Director	8/1/2011	1/1/2012	Ongoing	
2.29	Participate in the preliminary Needs Assessment/Gaps Analysis process to identify EBPs for implementation	CSoC Team & Regions	9/1/2011	1/1/2012		
2.30	Review results from preliminary Needs Assessment/Gaps Analysis and formulate recommendations regarding priority EBPs for implementation	Pete Calamari /Jody Levison-Johnson	1/1/2012	2/1/2012		Perhaps involvement of QA Committee or other cross-departmental team

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2	Phase I WAA & FSO implementation					
2.31	Begin Wraparound and Family support service delivery	WAA/FSO providers	3/1/2012	3/1/2012		
	END OF PROJECT					

CSoC Implementation Workplan						
Task #	Task	Person Responsible	Start Date	Due Date	Completion Date	Notes/Comments
3	Service array					
3.1	Finalize Service Definitions for CSOC	Darrell Montgomery / Jim Hussey	6/1/2011	9/1/2011		Department reps will participate to ensure departments needs/issues are addressed and appropriately responded to
3.2	Finalize rates for all services	Darrell Montgomery / Mary Norris	7/1/2011	9/1/2011		Department reps will participate to ensure departments needs/issues are addressed and appropriately responded to
3.3	Finalize and receive approval of Authorities documents	Darrell Montgomery / Dee York	6/1/2011	10/15/2011		Department reps will participate to ensure departments needs/issues are addressed and appropriately responded to
3.4	Finalize provider certification process	Tony Speier / Rochelle Dunham	7/1/2011	10/31/2011		Department reps will participate to ensure departments needs/issues are addressed and appropriately responded to
3.5	Finalize provider credentialing process	Tony Speier	7/1/2011	10/31/2011		Department reps will participate to ensure departments needs/issues are addressed and appropriately responded to
3.6	Finalize licensing standards	Erin Rabalais	7/1/2011	11/30/2011		Department reps will participate to ensure departments needs/issues are addressed and appropriately responded to
3.7	Establish eligibility processes for CSOC that ensure appropriate financing/billing for all enrollees	SMO	10/1/2011	11/30/2011		Operations workgroup task
3.8	Ensure state departments' priority needs for service development are addressed	CSOC Liaisons & CSOC Director	7/1/2011	1/31/2012	Ongoing	Examples: Infant Mental Health, LaMod, etc.

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3	Service array					
3.1	Finalize Service Definitions for CSoC	Darrell Montgomery / Jim Hussey	6/1/2011	9/1/2011		Department reps will participate to ensure departments needs/issues are addressed and appropriately responded to
3.9	Provide CSoC training to all providers in the network	CSoC Liaisons & CSoC Director	10/1/2011	1/31/2012		Fundamentals of CSoC, participation in child & family teams, etc.
3.10	Offer CANS Comprehensive Training to independent assessors in the regions and others	John Lyons	2/1/2012	2/28/2012		
3.11	Support the provision of training for providers and LEAs to ensure successful transition to Medicaid (billing, documentation, etc.)	Ken Saucier	10/15/2011	1/31/2012		
3.12	Support the provision of training for providers to ensure certification and credentialing	Tony Speier / Rochelle Dunham	10/15/2011	1/31/2012		Develop Essential Learning modules, offer in-person sessions, etc.
3.13	Finalize and publish rules for CSoC	Darrell Montgomery / Dee York	7/1/2011	2/20/2012		Department reps will participate to ensure departments needs/issues are addressed and appropriately responded to
3.14	Participate in the Needs Assessment/Gaps Analysis process to identify EBPs for implementation	Jody Levison-Johnson	TBD by SMO	TBD by SMO		Ensure participation by CSoC reps and regions
3.15	Review results from Needs Assessment/Gaps Analysis and formulate recommendations regarding priority EBPs for implementation	Pete Calamari / Jody Levison-Johnson	TBD	TBD		Perhaps involvement of QA Committee or other cross-departmental team
3.16	Review recommendations for EBPs and offer input	State Governance Board	TBD	TBD		
	END OF PROJECT					

CSoC Implementation Workplan						
Task #	Task	Person Responsible	Start Date	Due Date	Completion Date	Notes/Comments
4	Statewide Management Organization					
4.1	Issue SMO Request for Proposals	Joe Comaty	4/1/2011	7/8/2011	7/8/2011	
4.2	Vendor questions due to OBH	Joe Comaty	7/8/2011	7/15/2011	7/15/2011	
4.3	Post answers to vendor questions	Joe Comaty	7/15/2011	7/29/2011	7/29/2011	
4.4	Vendor Proposals due	Joe Comaty	8/15/2011	8/15/2011	8/15/2011	
4.5	Convene and facilitate proposal review committee to score responses	Joe Comaty	8/17/2011	8/26/2011	8/25/2011	All departments to provide 3 reps for scoring, CSoc Director to participate
4.6	SMO vendor selected and notified	Joe Comaty	8/26/2011	9/6/2011	9/1/2011	
4.7	Elicit other department input to be used in vendor contract negotiation	Joe Comaty	9/6/2011	9/30/2011		
4.8	Contract in place with selected vendor	Joe Comaty	9/6/2011	9/30/2011		
4.9	Determine department information needs (data capture for key outcomes/indicators and other reporting needs)	Jody Levison-Johnson / SMO	9/6/2011	11/30/2011		Involve QA Committee and other department reps as needed
4.10	Finalize assessment processes for CSoc	Jody Levison-Johnson / SMO	9/6/2011	11/30/2011		Consider flags that result in specialized assessment (SAVRY, sex offender assessment, etc.
4.11	Finalize processes for eligibility determinations for CSoc	Jody Levison-Johnson / Charlene Gradney / SMO	9/30/2011	12/31/2011		Use existing Operations Workgroup or associated sub workgroups; build on eligibility roster work completed to date
4.12	Finalize CSoc enrollment process including referral process for Independent Evaluations, WAAs and FSOs	Jody Levison-Johnson / Charlene Gradney / SMO	9/30/2011	12/31/2011		Use existing Operations Workgroup or associated sub workgroups
4.13	Determine process for data exchange (frequency, methods)	Jody Levison-Johnson / SMO	11/30/2011	1/15/2012		Use existing Operations Workgroup or associated sub workgroups

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4	Statewide Management Organization					
4.14	Ensure IT infrastructure is in place to meet department mandates/requirements	SMO / Randy Lemoine	1/15/2012	2/28/2012		
4.15	Finalize invoicing/payment processes for CSoC	Cindy Rives / SMO	1/1/2012	1/31/2012		Finance Committee, Financial Stability Workgroup, Operations Workgroup involvement, build on work done to date
4.16	Determine department reporting needs and finalize process for reporting	Jody Levison-Johnson / SMO	9/1/2011	1/31/2012		Work with department reps
4.17	Establish appropriate financial monitoring and controls	Cindy Rives / Tony Speier	11/1/2011	1/31/2012		Finance Committee, Financial Stability Workgroup, Operations Workgroup involvement
4.18	Train SMO staff in CSoC specific topics/information	Jody Levison-Johnson	10/1/2011	12/31/2011		Use developed training modules/trainers
4.19	Train SMO staff in CANS screening	John Lyons	2/1/2012	2/28/2012		
	END OF PROJECT					

CSoC Implementation Workplan						
Task #	Task	Person Responsible	Start Date	Due Date	Completion Date	Notes/Comments
5	Training					
5.1	Identify potential training topics and audiences	Janice Zube	6/15/2011	8/31/2011	8/31/2011	
5.2	Prioritize training topics	Janice Zube	8/31/2011	9/16/2011		Obtain input from Governance Board, CSoC Team and others
5.3	Prioritize audiences	Janice Zube	9/16/2011	9/30/2011		Obtain input from Governance Board, CSoC Team and others
5.4	Develop specific training plan to address immediate needs (including topics, trainers, audiences, dates)	Janice Zube	10/1/2011	10/31/2011		Obtain input from Governance Board, CSoC Team and others
5.5	Develop and deliver CSoC Fundamentals training to state department staff	Janice Zube	10/1/2011	11/30/2011		Will be delivered by array of people
5.6	Develop and deliver CSoC Fundamentals training to provider network	Janice Zube	11/30/2011	1/31/2012		
5.7	Develop and deliver training on service definitions/authorities for providers	Darrell Montgomery / Jim Hussey / Ken Saucier	10/1/2011	1/31/2012		
5.8	Develop and deliver training on referral/authorization processes	SMO	2/1/2012	2/28/2012		Subject to change based on SMO plan
5.9	Develop and deliver training on billing practices	SMO	2/1/2012	2/28/2012		Subject to change based on SMO plan
5.10	Offer Wraparound Orientation sessions for all regions	Marlene Matarese (Innovations Institute)	1/1/2012	1/31/2012		
5.11	Offer Wraparound Facilitation, Family Support Organization and Community Fundamentals training for all regions	Marlene Matarese (Innovations Institute)	2/1/2012	2/28/2012		

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5	Training					
5.12	Offer CANS training for WAAs, FSOs and Agency/Community partners	John Lyons	2/1/2012	2/28/2012		
5.13	Offer introductory Cultural and Linguistic Competence training for all regions	Vivian Jackson (Georgetown University)	2/1/2012	2/28/2012		
5.14	Provide initial training to Local Coordinating Councils and Community Teams	CSoC Liaisons	1/1/2012	3/31/2012		
5.15	Conduct ongoing needs assessment process to identify ongoing training needs	CSoC Liaisons	3/1/2012	6/30/2012	Ongoing	
5.16	Develop capacity and capability within state to deliver ongoing Wraparound/FSO training and coaching	Jody Levison-Johnson / Marlene Matarese	1/1/2012	6/30/2012	Ongoing	At outset of Innovations contract begin to identify within State capacity for ongoing training and coaching
	END OF PROJECT					

CSoC Implementation Workplan						
Task #	Task	Person Responsible	Start Date	Due Date	Completion Date	Notes/Comments
6	Cross-Departmental Collaboration					
6.1	Conduct bi-weekly meetings with Executive Team or others as determined by department to assist departments with identification of internal procedures that will be impacted by CSoC	CSoC Liaisons & CSoC Director	7/1/2011	10/31/2011	Ongoing	Director to attend on a monthly basis
6.2	Develop department-specific workplans for CSoC implementation activities	CSoC Liaisons with Department Exec Team & other department staff	9/1/2011	10/31/2011	Ongoing	
6.3	Ensure collaboration and communication across departments to assign any identified issues to proper group or person	CSoC Liaisons & CSoC Director	9/1/2011	11/30/2011	Ongoing	
6.4	Report identified issues needing policy level intervention to the Governance Board	Jody Levison-Johnson	10/31/2011	6/30/2012	Ongoing	
6.5	Resolve policy level issues	State Governance Board	10/31/2011	6/30/2012	Ongoing	
6.6	Conduct monthly meetings with department Executive Teams to ensure effective communication	CSoC Director	7/1/2011	6/30/2012	Ongoing	
6.7	Elicit feedback from State Governance Board members on CSoC Director performance	DHH Deputy Secretary	11/1/2011	12/2/2011		Will be ongoing
	END OF PROJECT					

CSoC Implementation Workplan						
Task #	Task	Person Responsible	Start Date	Due Date	Completion Date	Notes/Comments
7	Family & Youth Voice					
7.1	Develop Family Lead role/responsibilities for CSoc Team	Jody Levison-Johnson	7/1/2011	7/15/2011	7/15/2011	
7.2	Work with OBH Human Resources to develop Family Lead job description	Jody Levison-Johnson	8/1/2011	8/15/2011	8/8/2011	
7.3	Recruit and Hire CSoc Family Lead	Jody Levison-Johnson	8/15/2011	10/15/2011		
7.4	Establish partnership with LA Federation of Families for Children's Mental Health and emerging LA Youth MOVE Chapter	Jody Levison-Johnson	8/29/2011	9/30/2011	8/29/2011	
7.5	Develop SCC Charter that defines purpose, roles and responsibilities	CSoc Family Lead & CSoc Director	10/15/2011	11/15/2011		Vet through existing FSO workgroup and with regional FSOs
7.6	Form partnerships with other youth empowerment programs/organizations as means to develop youth voice in the CSoc	Jody Levison-Johnson	8/1/2011	10/31/2011		Ex: LYLAC, LA chapter of Youth MOVE
7.7	Begin recruitment for Statewide Coordinating Council (SCC)	CSoc Family Lead	11/15/2011	1/1/2012		
7.8	Develop draft SCC charter and bylaws	CSoc Family Lead	11/15/2011	12/31/2011		
7.9	Hold initial SCC meeting	CSoc Family Lead	1/1/2012	1/31/2012		
7.10	Work with FSOs to develop family and peer support services	CSoc Family Lead	10/15/2011	1/31/2012		
7.11	Partner with FSOs to develop family & youth leadership training	CSoc Family Lead	1/1/2012	1/31/2012		
	END OF PROJECT					

CSoC Implementation Workplan						
Task #	Task	Person Responsible	Start Date	Due Date	Completion Date	Notes/Comments
8	Communications					
8.1	Identify initial communications priorities	State Governance Board	5/1/2011	7/8/2011	7/8/2011	Also based on work done by Communications Workgroup
8.2	Meet with DHH Bureau of Media & Communications regarding CSoc communication needs	Jody Levison-Johnson	7/26/2011	7/26/2011	7/26/2011	
8.3	Formulate initial recommendations for communication activities	Lisa Faust / Jody Levison-Johnson	7/26/2011	8/4/2011	8/4/2011	
8.4	Present initial communications recommendations to Governance Board for review and approval	Lisa Faust / Jody Levison-Johnson	8/5/2011	8/5/2011	8/5/2011	
8.5	Develop next steps based on input and decisions from Governance Board	Lisa Faust / Jody Levison-Johnson	8/8/2011	8/15/2011	8/31/2011	Ensure adequate attention to outreach to Legislators
8.6	Develop and execute contract for Communications contractor	Lisa Faust / Jody Levison-Johnson	8/15/2011	9/15/2011		Initial meeting with contractor held 9/8/11
8.7	Hold session with Governance Board members and Communications contractor to gain input into approach	Lisa Faust / Jody Levison-Johnson	9/16/2011	10/15/2011		
8.8	Work with Communications contractor to develop communications plan	Lisa Faust / Jody Levison-Johnson / Yvonne Diaz Domingue	10/15/2011	10/31/2011		
	END OF PROJECT					

CSoC Implementation Workplan						
Task #	Task	Person Responsible	Start Date	Due Date	Completion Date	Notes/Comments
9	Quality & Accountability					
9.1	Identify each department's outcomes and indicators of importance	Jody Levison-Johnson	8/1/2011	8/31/2011		OBH, DOE, OJJ complete
9.2	Form CSoC Quality Assurance Committee	State Governance Board	6/24/2011	9/30/2011		Chair identified, membership to be determined, first meeting scheduled for 9/14/11
9.3	Create mutually defined goals and outcomes for the CSoC initiative that incorporates key areas of importance from all departments and the QMS	Karen Stubbs	9/1/2011	10/31/2011		
9.4	Work with SMO to ensure data capture is in place for key outcomes/indicators	Jody Levison-Johnson	11/1/2011	12/31/2011		
9.5	Form Interdepartmental Monitoring Team (IMT)	Seth Kunen	10/1/2011	10/31/2011		
9.6	Provide introductory training to IMT	Seth Kunen	11/1/2011	11/30/2011		
9.7	Work to develop effective interface between IMT and QAC	Seth Kunen / Jody Levison-Johnson	10/1/2011	11/30/2011		
9.8	Develop draft reporting format that allows QAC and State Governance Board to monitor key areas	Karen Stubbs	12/1/2011	12/31/2011		
9.9	Present draft reporting format to QAC and SGB for input and approval	Karen Stubbs	1/1/2012	1/31/2012		
9.10	Develop process to monitor fidelity to CSoC values/practice in implementing regions	Marlene Matarese / Jody Levison-Johnson	1/1/2012	3/1/2012		
9.11	Develop draft report for SR 119 for review/approval by State Governance Board	Brandy Hamilton / Jody Levison-Johnson	3/1/2012	3/31/2012		First report to be submitted 4/30/12
	END OF PROJECT					