



COORDINATED  
SYSTEM OF CARE

**Project Status Report for October 19, 2012 Governance Board Meeting**  
**Prepared October 16, 2012**

*Wraparound Agency (WAA)/Family Support Organization (FSO) Implementation*

Enrollment

<b>Act 1225 Region</b>	<b>7/13/12</b>	<b>10/11/12</b>
2 (Capital area)	96	122
Jefferson Parish	26	61
7 (Alexandria area)	59	74
8 (Shreveport area)	147	156
9 (Monroe area)	99	162
<b>TOTAL</b>	<b>427</b>	<b>575</b>

Technical Assistance and Training

The University of Maryland (Institute for Innovation and Implementation, formerly “Innovations Institute”) held their first training to begin the development process for Wraparound Coaches on August 23, 2012. A second Coaches training has been scheduled for October 19, 2012. Onsite regionally based Coaching sessions are being scheduled for the weeks of November 12 and December 3, 2012. The next introductory Wraparound training is likely to be scheduled in late January/early February 2013.

The State and Magellan CSoC Teams continue to host Technical Assistance calls for all implementing regions. A survey of WAAs and FSOs was recently conducted to determine the value of these calls and ensure the frequency and topics were meeting needs. The results were very positive. The teams will continue to offer calls for each region separately, WAAs separately, FSOs separately and a joint call between WAAs and FSOs (referred to as “All Call”).

CSoC Structural Changes

At the last Governance Board meeting, there was considerable discussion regarding the feasibility of the current FSO structure. With this information and the feedback received from the surveys done as part of the planning for Phase 2, it was an opportune time to revisit the entire CSoC structure and process. This represents the initial Continuous Quality Improvement effort which allows us to implement system refinements based on lessons learned to date.

There has been some reworking to the CSOC referral and enrollment process to simplify that process and ensure that eligibility for those being referred is quickly verified and that families are given access to the right services at the right time. With respect to the FSOs, we are in the final phases of reviewing a new structure that will preserve the integrity and intent of the FSOs, reduce overhead and administrative costs, and result in a more sustainable model. We are also working on a new rate structure that will result in an increase based on the experience gained in delivery of these services in Louisiana.

### ***Communications***

The new CSOC website will be launched next week. We are in the process of finalizing new content and also ensuring all content previously available remains available on the new site.

### ***Other***

#### **Regional Expansion**

A very successful meeting was held in Jefferson Parish on October 12, 2012 that included representatives from the Wraparound Agency, Magellan, the CSOC State Team, and key partners in both Jefferson and Orleans Parish to discuss expansion from the region previously comprised of solely Jefferson Parish to the entire Act 1225 Region 1 (Jefferson, Orleans, Plaquemines and St. Bernard parishes). The Jefferson Parish team will be conducting outreach to Community Team members including families and youth over the next several days as the next step.

#### **State Coordinating Council**

The next State Coordinating Council meeting is scheduled for Friday November 2, 2012. The date was pushed back to ensure that Jody Levison-Johnson could attend and brief the group on CSOC changes and answer any questions.

#### **Building Bridges**

The State Team in partnership with Magellan will be launching a statewide Building Bridges Initiative (BBI) here in Louisiana. Building Bridges is a national initiative that works to identify and promote practice and policy that create strong and closely coordinated partnerships between families, youth, residential and community providers, advocates and policy makers. Magellan is a strong supporter of BBI efforts across the country and Jody Levison-Johnson has served on the national Steering Committee of this effort for close to 5 years. BBI represents an intentional effort to ensure that system of care values and principles are operationalized within residential settings as well as within the community. An initial meeting of the Magellan and State team has been scheduled for November 1, 2012 to familiarize people with the work of BBI to date and to begin to establish our plan for advancing this effort within Louisiana.