

**Coordinated System of Care
Statewide Governance Board Meeting
July 20, 2012
Iberville Building, Room 1-122, 627 N. Fourth St., Baton Rouge, LA 70802
Minutes**

The meeting was called to order by Mark Thomas.

Board members present:

Sherri Houin
Peggy Kirby
Kathy Kliebert
Stephen Osborne
Mark Thomas

Board members absent:

Anne Cassity
Mary Livers
Suzy Sonnier

Approval of Minutes

Kathy Kliebert moved to approve the minutes from the previous meeting. Peggy Kirby seconded. A vote was taken with Sherri Houin, Peggy Kirby, Kathy Kliebert, Stephen Osborn, and Mark Thomas voting "yes." There were no votes in opposition and the motion passed unanimously.

Elections

New Member: A vote was held to elect Shari Rich to fill the Family Representative position vacated by Peggy Kirby. A motion was made by Sheri Houin. Kathy Kliebert seconded. A vote was taken with Sherri Houin, Peggy Kirby, Kathy Kliebert, Stephen Osborn, and Mark Thomas voting "yes." There were no votes in opposition and the motion passed unanimously.

Officers: A vote was held to elect Mary Livers as the Chairperson of the Governance Board. A motion was made by Kathy Kliebert and seconded by Shari Rich. A vote was taken with Sherri Houin, Kathy Kliebert, Stephen Osborn, Shari Rich and Mark Thomas voting "yes." There were no votes in opposition and the motion passed unanimously.

A vote was taken to elect Mark Thomas as Vice-Chairperson of the Governance Board. A motion was made by Shari Rich and seconded by Sherri Houin. A vote was taken with Sherri Houin, Kathy Kliebert, Stephen Osborn, Shari Rich and Mark Thomas voting "yes." There were no votes in opposition and the motion passed unanimously.

Committee Reports

Finance and Audit Committee: The Finance and Audit Committee has not met. This group will be reconvened in the near future.

Quality Assurance Committee (QAC): Jody Levison-Johnson reported on behalf of Karen Stubbs. The QAC is working with Magellan to finalize the methods to track CSoC measures and a standardized set of reports for regular review by the Committee.

A motion was made by Shari Rich to accept the Committee Reports and seconded by Sherri Houin. A vote was taken with Sherri Houin, Kathy Kliebert, Stephen Osborn, Shari Rich and Mark Thomas voting "yes." There were no votes in opposition and the motion passed unanimously.

Change to Agenda

Due to schedule conflicts of voting members and the need for a quorum for action items, a motion was made to move the Action Items to precede the New Business. A motion to change the agenda was made by Shari Rich and seconded by Sherri Houin. A vote was taken with Sherri Houin, Kathy Kliebert, Stephen Osborn, Shari Rich and Mark Thomas voting "yes." There were no votes in opposition and the motion passed unanimously.

Action Items

Bylaws Revision: Jody Levison-Johnson presented a proposed change to the Bylaws on behalf of Mary Livers. The revision removes the clause that requires the Finance and Audit Committee to be chaired by the Governance Board Chair and replaces it with the DHH Undersecretary as the required Chair. Per the Bylaws, changes must be posted for 30 days prior to a vote. The Governance Board accepted the change and will vote at the next meeting. (The proposed change was posted on the current CSOC website on July 18, 2012.)

Statewide Coordinating Council (SCC) Conflict of Interest: Jody Levison-Johnson introduced Sheila Jordan who serves as the Family Lead on the Coordinated System of Care State Team. Sheila reported on the recent convening of the initial SCC meeting and requested a decision from the Board regarding potential Conflicts of Interest. Specifically, members serving on the SCC may develop Conflicts of Interest if their personal circumstances change or in non-implementing regions if they become involved as a Wraparound Agency or Family Support Organization. The recommendation is to allow people to serve on the SCC and if a Conflict of Interest develops, they will resign from the SCC at that time. The Board agreed with this recommendation.

A motion was made to adopt this recommendation by Kathy Kliebert. Sherri Houin seconded. A vote was taken with Sherri Houin, Kathy Kliebert, Stephen Osborn, Shari Rich and Mark Thomas voting "yes." There were no votes in opposition and the motion passed unanimously.

New Business

CSOC Enrollment: An update was given by Jody Levison-Johnson. Enrollment as of close of business on July 13, 2012 was as follows: Region 2 (Capital Area), 96; Jefferson Parish, 26; 7 (Alexandria area), 59; 8 (Shreveport area), 147; and 9 (Monroe area), 99 for a total of 427. There was discussion regarding the low enrollment in Jefferson Parish. Kathy Kliebert reflected that while the population is dense in this area, a single parish region may not be the best approach. Recent data from Magellan has indicated that over 100 CSOC eligible youth resided within a 10-mile radius of Jefferson Parish in other parts of Act 1225 Region 1. There was discussion regarding exploring the expansion of this implementing region to include all of the Act 1225 Region 1. All Board Members agreed this seemed like an appropriate course of action.

Public Comment: Mary Jacob, the Executive Director from the Family Support Organization (FSO) in Jefferson Parish stated that they are struggling to reach 240 enrollees due to enrollment process issues and geographical issues (residency, i.e. youth moving in and out of Jefferson Parish). Mary stated that from her perspective, if they were allowed to go into other parishes, then they will be able to fill the capacity.

Kathy Kliebert made a motion to allow DHH to obtain information regarding expanding the existing Jefferson Parish region to include all of Act 1225 Region 1 and amend the Waivers as needed with

communication to the Board. Sheri Houin seconded the motion. A vote was taken with Sherri Houin, Kathy Kliebert, Stephen Osborn, Shari Rich and Mark Thomas voting “yes.” There were no votes in opposition and the motion passed unanimously.

FSO Fiscal Models: Jody Levison-Johnson discussed a letter she received from the FSOs and the meetings she had with three of the five FSOs regarding their concerns with FSO model. The FSOs operate on a fee for service basis vs. an administrative payment (which is how the WAAs are funded). These arrangements require consent by the family/guardian to participate in CSoC and face-to-face encounters to occur for the FSO to bill. The letter from the FSOs suggests several strategies including rate changes or increased payments for uncompensated activity (documentation, training, etc.). The Board posed several questions regarding the current structure.

Public Comment: Lynda Gavioli is the Executive Director of the Children’s Coalition which serves as the FSO in Region 9 (Northeast Louisiana). She reported considerable fiscal losses as a result of initiating FSO activity. Jamie Tindle is the Executive Director of Families Helping Families of Greater Baton Rouge which serves as the FSO in Region 2 (Capital Area). She expressed concern that under the current model, her organization will not make it. Derek Edens serves as the Director of the FSO for Region 2 and shared concerns regarding referral and enrollment processes as well as the fiscal model including constraints from Medicaid (Centers for Medicare and Medicaid; federal Medicaid authority) which negatively impact the work. Mary Jacobs echoed the other providers’ sentiments. She expressed concerns about the volume of referrals. Denna McGrew is the FSO Director for Region 9 expressed concerns regarding the billing process and productivity requirements.

Jody shared that the fiscal and structural models need to be reviewed to ensure they provide for a feasible and sustainable structure over time. This work is underway and updates will be shared with the Board as available.

State Coordinating Council (SCC) & Local Coordinating Councils: Sheila Jordan provided an update on the State Coordinating Council meeting that was held on July 13, 2012. It was suggested that teleconferences and videoconferences be used to allow members to be present at meetings. The next meeting is scheduled for September 28, 2012. Sheila will provide dates and times for next meetings.

SR 119 Response Letter: Jody Levison-Johnson provided an update. Work is being done to finalize the letter using the format previously approved by the Board. The letter is due on July 30th. The letter will be shared with the Governance Board members.

Unfinished Business

Phase 2: At the last CSoC Governance Board meeting, it was requested that a time limited group be formed to discuss plans for Phase 2 implementation. From the discussion held between members of CSoC State Team, representatives from state agencies, and Magellan an agreement was made to approach and elicit feedback via survey from the following: families, state agency representatives, Wraparound Agencies, Family Support Organizations, and Local Education Agencies (LEA). There were 415 responses to the survey of which 10% were families and 74% were from state agencies. Very useful feedback was obtained and summarized. The general consensus is that there is more work to be done to ensure CSoC is fully operational prior to moving into new regions. Jody asked the Board to allow more time to address the current issues prior to moving forward with Phase 2. The Board unanimously agreed.

Magellan Presentation: Donna Herren, CSOC Director for Magellan provided an update. An internal review was conducted to review peak time of calls from start to finish. As a result of the findings, Magellan has established a new internal call workflow system. This has resulted in a reduction in call volume and reduced wait times. The Magellan team is working on issues that have arisen with enrollment processes. Provider network development activities continue with an emphasis on the residential provider network and the establishment of providers able to provide the specialized services available for CSOC enrollees.

Other

No additional issues were brought to the attention of the Board.

Public Comment

The FSO representatives present stated that they are not complaining; they just want to make a clear statement as to where they are financially. Mary Ann Donovan Mason from Magellan stated that Marvin Alexander has joined the Magellan team to lead Youth Involvement/Engagement activities and is busy conducting events to outreach to youth. A request was made to Sheila Jordan that the equipment being used for the SCC meetings be checked prior to the meeting as the speakers were hard to hear and understand.

Adjournment

A motion was made to adjourn the meeting by Sherri Houin. Shari Rich seconded. A vote was taken with Sherri Houin, Stephen Osborn, Shari Rich and Mark Thomas voting “yes.” There were no votes in opposition and the motion passed unanimously.