



COORDINATED
SYSTEM OF CARE

Report to the Governance Board
October 24, 2013

Highlights

- Enrollment in CSoC continues to increase with several regions nearing capacity of 240
- Increasingly mature Wraparound work force with two coaches nearing national coaching certification, with other coaches to follow
- The CSoC team has done extensive outreach and education to a variety of stakeholders and is building relationships within the non-implemented regions
- As we move in to statewide expansion, the CSoC team has increased their knowledge and skills around building community teams and the wraparound process
- Outcomes data continue to show positive trends for CSoC youth
- The provider network continues to increase for the five specialized CSoC services

CSoC Enrollment

Act 1225 Region	7/13/12	10/11/12	1/17/13	4/12/13	7/12/13	9/30/2013
2 (Capital area)	96	122	136	154	171	191
1 (Jefferson Parish/Greater New Orleans area)*	26	61	122	181	204	217
7 (Alexandria area)	59	74	96	112	109	135
8 (Shreveport area)	147	156	159	184	218	212
9 (Monroe area)	99	162	190	200	239	227
TOTAL	427	575	703	831	941	982

*Orleans, Plaquemines and St. Bernard parishes added beginning on 10/22/12

During the third quarter the range of referrals by region was 135 to 227. Referrals to CSoC come from a variety of sources. The number of referrals from state agencies since implementation of CSoC continues to rise (DCFS – 376, OJJ – 292, schools – 237, and OBH – 109). However, the majority of referrals have come from other sources including caregivers, hospitals, Licensed Mental Health Professionals and other Juvenile Entities. Additional detail is provided in Appendix A.

The majority of children/youth enrolled in CSoC are male (62.7%). African-American is the predominant race of these young people representing 61% of referrals (603). The age group

with the highest enrollment is 13 – 16 years old (448 or 46%). Additional demographic detail is provided in Appendix B.

Wraparound Agency (WAA) update

The Wraparound Agencies continue to support the implementation of CSoC in their respective regions through a variety of strategies including meetings with providers, schools, and agencies to identify children/youth that may be eligible for CSoC and participating in required OBH-sponsored trainings by the University of Maryland to support skill development and fidelity. Regions 8 and 9 have each reached the 240 enrollment mark at least once during this last quarter. Due to increasing enrollment, Magellan has rolled out a plan to manage capacity in the five regions. Referrals to CSoC regions where the 240 enrollment has been reached will be submitted to Magellan Recovery/Resiliency Care Management Program (RCM) for intensive and individualized care coordination. As CSoC slots become available, youth continuing to meet CSoC criteria will be referred to the WAA. In addition, Magellan will re-allocate unused slots if the census of a single Wraparound Agency remains below 240 for a period of two consecutive months (or 60 consecutive days.)

This past quarter, the CSoC Director and the OBH Deputy Assistant Secretary visited each Wraparound Agency to meet with the Executive Directors and Clinical Directors, staff and attend at least one Child and Family Team Meeting in each region. Information from these visits will be used to ensure targeted and specific training and technical assistance by region from the University of Maryland trainers.

Magellan continues to work with the WAAs to ensure all documentation is submitted within the required timelines to support the eligibility of each child/youth enrolled in CSoC.

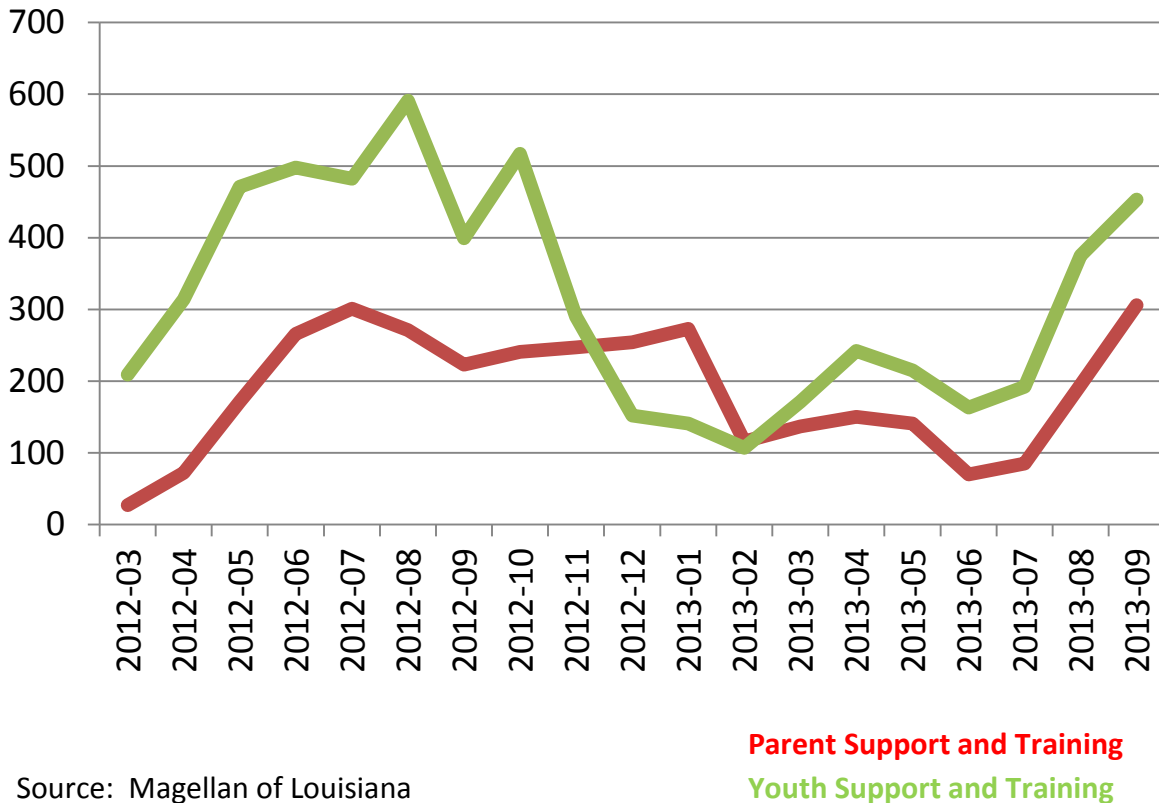
Family Support Organization update

Magellan has been providing intensive administrative support to the FSO for the last sixty days. In spite of this intense level of support, there continues to be a waitlist of over 200 families which has not declined in the past quarter. In addition, some of these youth and families have been waiting for service for several months. Enrollment of youth has increased, however, only half are receiving services each week, with an average of two hours of service per week, which includes both parent and youth support.

- Current waitlist to be over 250
- Many of those on the waitlist have been on for as long as 6 months

The following graph demonstrates FSO service provision since the implementation of CSoC. There was a significant decrease in services provided in the last quarter of 2012. The statewide FSO began providing services during April 2013.

Parent /Youth Support and Training Service Utilization



Source: Magellan of Louisiana

The efficiencies gained by moving to a statewide FSO remain. The challenges seem to be tied to ensuring that the organization responsible for this function has established business processes and the infrastructure to ensure fiscal viability. Given these concerns the CSoC team would like to convene a time limited work group to review the current model and make recommendations to the Board about future FSO structure and development. This group will include family members, as well as other stakeholders, with the goal of ensuring that these important services remain available to youth and families in the state of Louisiana. The CSoC team is requesting the Board’s support for this approach.

Technical Assistance and Training

The OBH State CSOC team continues to work with the University of Maryland Institute for Innovation and Implementation to ensure that staff in the Wraparound Agencies and the Statewide Family Support Organization receives the necessary training and support to effectively implement wraparound. As of this quarter, all five of the Wraparound Agencies have had on-site coaching by the University of Maryland Trainer. This training provides Wraparound Coaches and Supervisors with the skill development needed to effectively coach wraparound process. In addition, this training is a requirement for National Certification. In this quarter, all five Wraparound Agencies Coaches and Supervisors attended a two-day training on Advanced Wraparound Coaching, also designed to enhance coaching skills and expertise and a requirement for National Certification. A one-day Engagement Training was also conducted for Wraparound Agency Staff and the Parent Support & Training Specialists and Youth Support & Training Specialists to support their roles as peer supports to enrolled youth and families. University of Maryland trainings for the Wraparound Agencies are scheduled through 2014.

In addition Matt Pierce, National Trainer of the Functional Behavioral Approach, conducted 7 one-day trainings for Community Providers, Wraparound Agency staff and other stakeholders throughout all five regions, and offered 2 three-day trainings for the Family Support Organization staff. Dan Embree, Senior Instructor/Consultant/Trainer at Portland State University also conducted a training for the State and Magellan CSOC teams on Wraparound Values and Principles.

The State and Magellan CSOC Teams continue to host Technical Assistance calls for all initial regions. CSOC staff continues to make frequent visits to each region to provide support, training, technical assistance and conduct onsite reviews.

CSOC Finance and Audit Committee

The Finance and Audit committee has not met since the last Governance Board Meeting; however, plans are underway to set up a meeting to refocus the committee on new items such as financing for expansion.

CSOC Quality Assurance (QA) Committee

The QA Committee met on October 17, 2013 and Magellan representatives reviewed the second quarter's seventeen Quality Measures data reports with the Committee. To date the Committee has reviewed data reports for the first and second contract quarters. Committee members and Magellan both agreed that by the third quarter sufficient data will have been collected to begin meaningful data analysis and data trending discussions. These discussions will inform future recommendations to the Board on issues related to quality assurance and quality improvement. In addition, Donna Nola-Ganey (Magellan's DOE Liaison) presented an additional update on school-related data collection efforts including planned data collection processes.

Work continues with the University of Washington Wraparound Evaluation and Research Team (WERT) to evaluate individual and system outcomes. The WERT is now working directly with staff from DOE, OJJ and DCFS to identify and share available agency level administrative data elements for the outcomes study. After data sharing agreements are in place between each state agency and the University of Washington, the WERT will begin developing their Institutional Review Board (IRB) proposal which will inform timelines for the study. In partnership with the WERT, a plan is being developed to evaluate wraparound fidelity in all regions. This will inform training, quality improvement and resource allocation.

Statewide Coordinating Council

The Statewide Coordinating Council continues to meet approximately every 6 weeks to stay connected to the work of the Statewide FSO, and to more closely support overall CSOC efforts. Of the twenty SCC members, only 9 actively participate. Meetings held in July, August and October focused on clarifying FSO needs in order to increase services to families and youth. This included inviting wraparound agencies to participate in all meetings to ensure understanding of challenges from their perspective. The SCC has determined that its November meeting will include review of the SCC purpose, as set out on the original RFP, so that the SCC can begin to formalize, including finalizing bylaws and membership.

CSoC Statewide Implementation

State CSOC team members have been assigned to serve as liaisons to each of the 4 non-implementing regions. Janice Zube, CSOC DOE Liaison and Lisa Longfellow, CSOC OBH Liaison are working in Region 3 – Covington and Region 4 – Thibodaux. Yvonne Domingue, CSOC DCFS Liaison and Yolonda Latimer, CSOC OJJ Liaison are working in Regions 5 – Lafayette and Region 6 – Lake Charles. They serve as a resource and are responsible for outreach to the regions to promote readiness for CSOC implementation. Activities include participating in community team meetings and presenting about CSOC during other meetings. Plans are being finalized for OBH and Magellan to conduct readiness reviews in each region. The waiver amendment for the expansion is currently under development.

Other outreach

The CSOC team partnered with Office of Citizens with Disabilities (OCDD) and Magellan to provide a series of overview trainings on the LBHP /CSOC to the OCDD staff regional resource center staff and community stakeholders. CSOC DCFS Liaison, Yvonne Domingue co-presented with Magellan staff in four areas of the state, including Baton Rouge, New Orleans, Lafayette and Pineville. The trainings were attended by approximately 300 participants statewide. This joint education endeavor also advanced the CSOC teams' understanding of OCDD services and supports, policies and procedures so that the team can provide more informed assistance to Wraparound Agencies and the Family Support Organization as they support families enrolled in CSOC.

The CSoC team and Magellan staff completed trainings throughout Louisiana for over 400 Child Welfare front line staff and supervisors. Staff received updates and education on CSoC, and CSoC team members were present to answer questions, hear challenges and successes DCFS has experienced with CSoC in the last year and to support additional understanding about CSoC and the LBHP.

The Office of Juvenile Justice (OJJ) continues to provide guidance in helping regional managers and probation officers learn how to properly identify CSoC eligible youth. OJJ and Magellan have begun visits to the regional offices to assess current processes. Magellan and OJJ plan to partner to provide further training to the regional offices in areas of need.

Network

Providers by Region

CSoC Service	Region 1	Region 2	Region 7	Region 8	Region 9	Total
Independent Living/Skills Building	19	4	5	12	8	48
Parent Support & Training	1	1	1	1	1	5
Short Term Respite Care	3	3	1	3	4	14
Crisis Stabilization		2		1	1	4
Youth Support & Training	1	1	1	1	1	5
Totals	24	11	8	18	15	76

*** 37 % increase in these provider types since last report**

Source: Magellan of Louisiana

Crisis Stabilization (CS) and Short Term Respite (STR):

- Magellan reports that a provider is interested in building CS locations in Alexandria and New Orleans. Provider will also contract for STR in both locations.
- Magellan created informational materials with an overview of each service, and listing resources/next steps for interested providers.
- Magellan continues to work with current providers who are interested in expanding services to include CS and STR.

Therapeutic Group Home (TGH) and Therapeutic Foster Care (TFC):

- Network added a second TGH provider in Baton Rouge (Provisions Residential Care-6 beds)

- Network added an additional TFC provider (The Kennedy Center) that offers services in regions 5, 8, 9 and 10.

Psychiatric Residential Treatment Facility (PRTF) recruitment:

- New PRTF located in Mandeville (LA Methodist -20 beds) has been licensed within the last quarter.
- New PRTF location in Mandeville (Northlake-75 beds) is licensed but cannot accept Medicaid members for treatment until accreditation is completed, which is anticipated in the next few weeks.
- New PRTF location in Ville Platt (New Way of SE-12 beds) is licensed but is awaiting accreditation before accepting Medicaid members for treatment.
- 124 beds are active in the network.

Trends in Children/Youth Outcomes Data

Out of Home Placements: (March 1, 2012 – September 31, 2013)

- Percent of CSoc children who had restrictive placements prior to enrollment in WAA = $512/1791 = 28.6\%$
- Percent of CSoc youth in restrictive placement after enrolling in WAA = $307/1791 = 17.1\%$

Other outcomes:

- Improved functioning continues to be demonstrated through the Child and Adolescent Needs and Strengths (CANS) assessment scores tracked overtime.
- A continued decrease in school suspension over the last quarter.
- A decline in out of home placements.
- A continued downward trend in number of inpatient psychiatric hospital admissions and total number of days.
- An increased use of Home and Community Based Services.

Additional detail is provided in Appendix C.

Next Steps

The CSoc Team is beginning to develop a mechanism to identify barriers that impact our ability to help children and youth remain in the community. Given a developed environment that includes an array of community-based supports and a belief system that embraces that children belong with families and in their community whenever possible, we can continue to reduce the number of children/youth placed out of the home. To this end the CSoc team is in the process of developing a barriers process where the Wraparound agencies can begin to capture and

catalogue challenges, and would welcome the opportunity to explore ways the state agencies can participate in and support this endeavor.

Appendix A: Referral Data

CSoC Referrals by Agency/Entity (cumulative)			
Referring Agency	6/30/2013	9/30/2013	Change
DCFS	345	376	31
OJJ	245	292	47
OBH	109	109	0
DOE/School	158	237	79
Other Referrals: (Caregivers, Hospitals, Licensed Mental Health Professionals and other Juvenile Entities)	1817	2279	462
TOTAL	2674	982	595

Data provided by Magellan of Louisiana

CSoC Referrals by Region (during region)			
Act 1225 Region	6/30/2013	9/30/2013	Change
2 (Capital area)	377	191	184
1 (Jefferson Parish/Greater New Orleans area)*	636	217	102
7 (Alexandria area)	417	135	49
8 (Shreveport area)	739	212	170
9 (Monroe area)	505	227	90
TOTAL	2674	982	595

Data provided by Magellan of Louisiana

During the third quarter the range of referrals by region was 135 to 227.

Appendix B: Demographic Data

CSoC Enrollment by Race		
Race	Number	Percentage
African-American	603	61.4%
Caucasian	271	27.6%
Unspecified	88	9.0%
Other Ethnicity	15	1.5%
Pacific Islander	4	0.4%
American Indian	1	0.1%
TOTAL	982	100%

Data provided by Magellan of Louisiana

CSoC Enrollment by Gender		
Gender	Number	Percentage
Male	616	34.7%
Female	347	35.4%
Unspecified	19	1.9%
TOTAL	982	100%

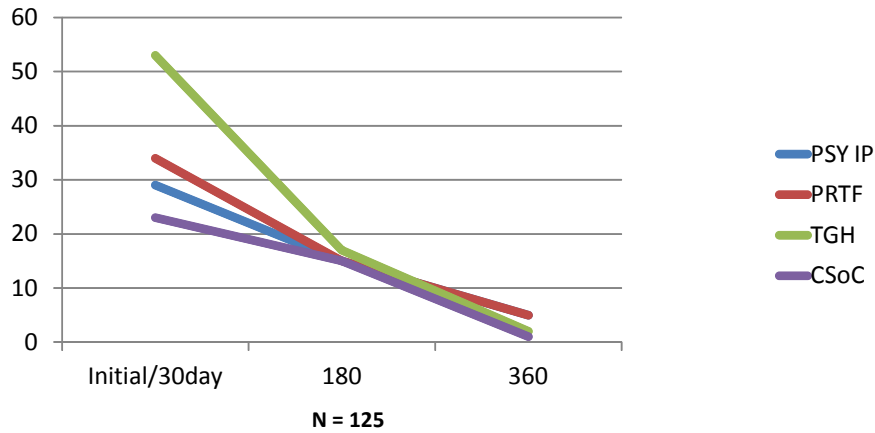
Data provided by Magellan of Louisiana

CSoC Enrollment by Age Group		
Age Group	Number	Percentage
Up to 4	12	1.2%
5 – 8	117	11.9%
9 – 12	259	26.4%
13 – 16	448	45.6%
17 – 21	127	12.9%
Unspecified	19	1.9%
TOTAL	982	100%

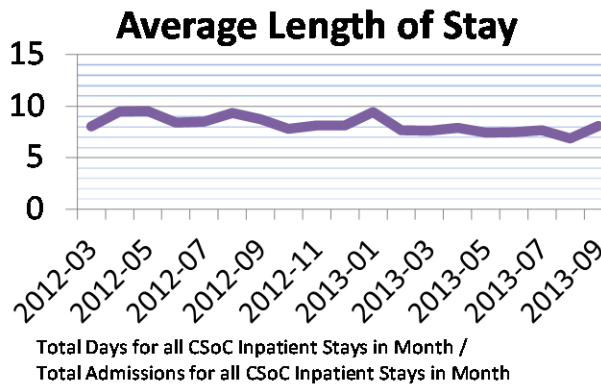
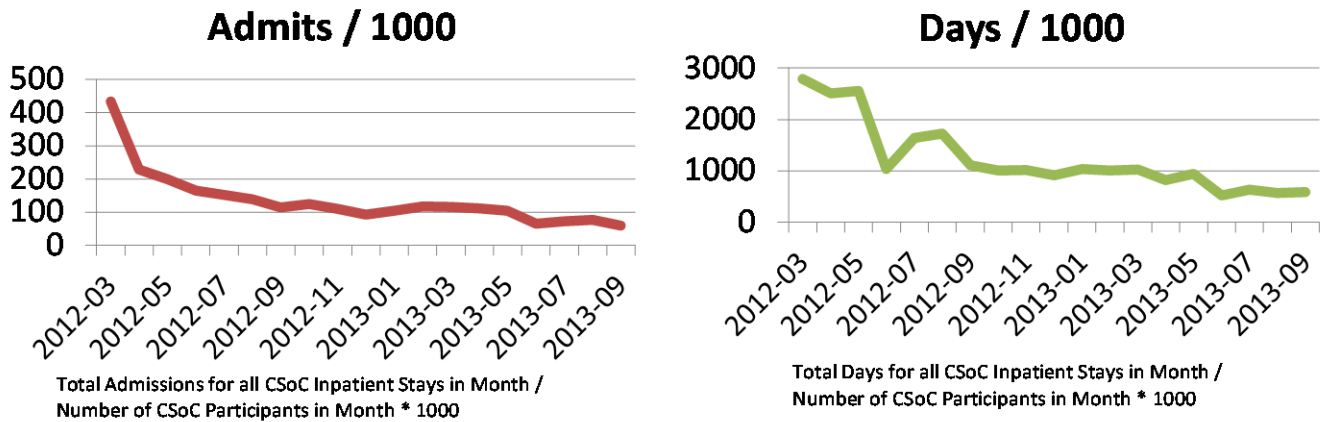
Data provided by Magellan of Louisiana

Appendix C: Outcome Data

Child and Adolescent Needs and Strengths (CANS) Assessment Scores

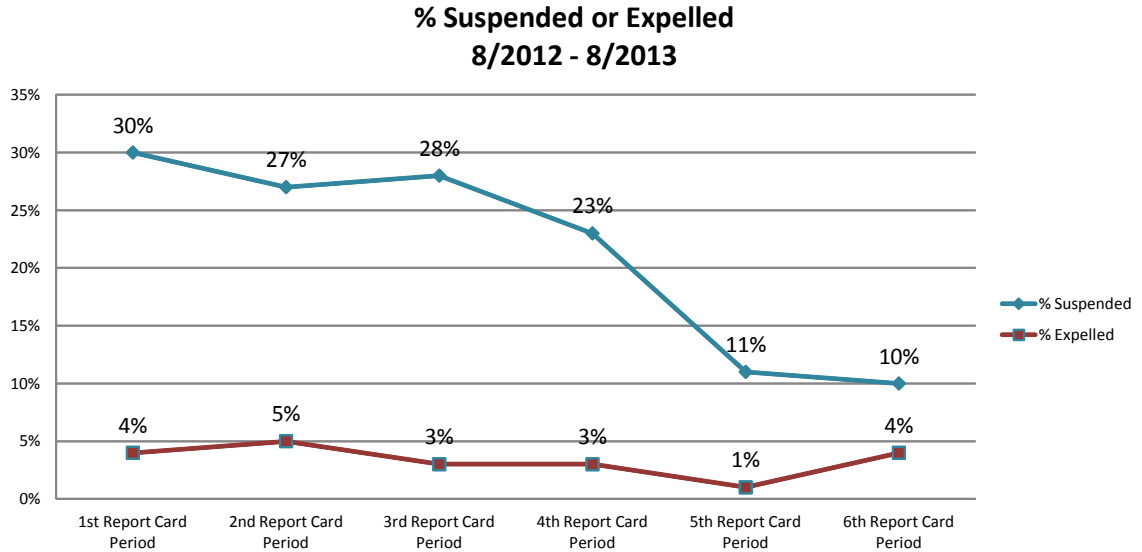


CSoC Children Inpatient Psychiatric Utilization



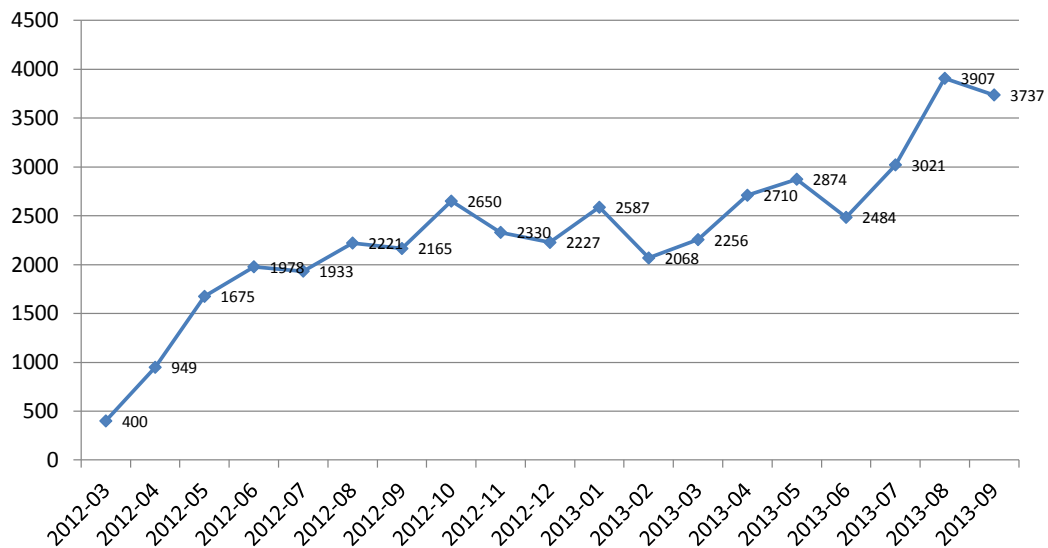
Source: Magellan of Louisiana

School Suspensions and Expulsions



Source: Magellan of Louisiana

Home and Community Based Services



Source: Magellan of Louisiana