



COORDINATED
SYSTEM OF CARE

Report to the Governance Board
April 24, 2014

Highlights

- Enrollment in CSoC continues to increase, with re-allocation of 10 slots to Region 2 and Region 9 as they reached 240.
- The Magellan and State CSoC teams continue to do extensive outreach and education to a variety of stakeholders and are building relationships within the non-implemented regions.
- The Magellan and State CSoC teams are working with the non-implementing regions to identify children/youth eligible for CSoC and preparing them for referral to the WAA as they come on-line.
- The Magellan and State CSoC teams distributed the WAA Selection Process Guidance to the non-implementing regions on March 5, 2014 with a due date of April 11, 2014. All non-implementing regions have submitted their proposal of their selected WAA agency.
- Outcomes data continue to show positive trends for CSoC youth.
- There continues to be an increase in utilization of Home and Community Based Services for CSoC youth.
- Multi-agency Barriers/Unmet Needs group will be piloting the Barriers/Unmet Needs process, including collecting, categorizing and addressing barriers and unmet needs in Region 2.

CSoC Enrollment

Act 1225 Region	7/13/12	10/11/12	1/17/13	4/12/13	7/12/13	9/30/13	12/31/13	3/31/14
1 (Jefferson Parish/Greater New Orleans area)*	26	61	122	181	204	217	240	243
2 (Capital area)	96	122	136	154	171	191	216	230
7 (Alexandria area)	59	74	96	112	109	135	162	149
8 (Shreveport area)	147	156	159	184	218	212	208	211
9 (Monroe area)	99	162	190	200	239	227	238	243
TOTAL	427	575	703	831	941	982	1064	1076

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

During the fourth quarter (1/14 – 3/14) there were 387 referrals. The range of referrals by region was 47 to 121. Referrals to CSoC come from a variety of sources. The number of referrals from state agencies since implementation of CSoC continues to rise (DCFS – 439, OJJ – 323, and schools – 368). 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 (64.5%). African-American is the predominant race of these young people representing 63.1% (679). The age group with the highest enrollment is 13-16 years old (483 or 45%). Additional demographic detail is provided in Appendix B.

Wraparound Agency (WAA) update

Due to increasing enrollment this past quarter, Magellan allocated ten additional slots to Regions 2 and 9. These slots were allocated from another region's unused capacity. All Regions continue to do outreach to increase enrollment through a variety of strategies which include meetings with providers, schools, and agencies to identify children/youth that may be eligible for CSoC. WAA leadership in each Region meet regularly with regional leadership from the FSO to improve collaborative efforts in their work with youth and families.

During this past quarter the National Child and Family Services Wraparound Agency in Region 2 held a community event, "A Stand Against Violence", in collaboration with other community partners including: Ekhaya, Magellan, BRAVE, The Advocacy Center, BREC, Capitol Area Human Services District, Spectrum, Alternative Therapeutic Solutions, the District Attorney's office and others. The goal of the event was to bring awareness to the community about violence and bullying, while providing a fun event for families.

The CSoC liaisons have continued to make monthly visits to the WAA in their assigned region where they have had an opportunity to observe Child and Family Team meetings, meet with the WAA Facilitators and Executive and Clinical Directors in order to provide technical assistance and trouble shoot as needed. Information from these visits continues to be used to ensure targeted and specific training and technical assistance by region from the state and Magellan teams as well as 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

At the last Governance Board meeting, Sheila Jordan, CSoC Family Lead, presented a full report to the Board on the findings from the time-limited FSO workgroup that was formed at the Board's request. The report indicated the strengths and needs of the current FSO model. The workgroup requested more time as it continues to research models that other states have used

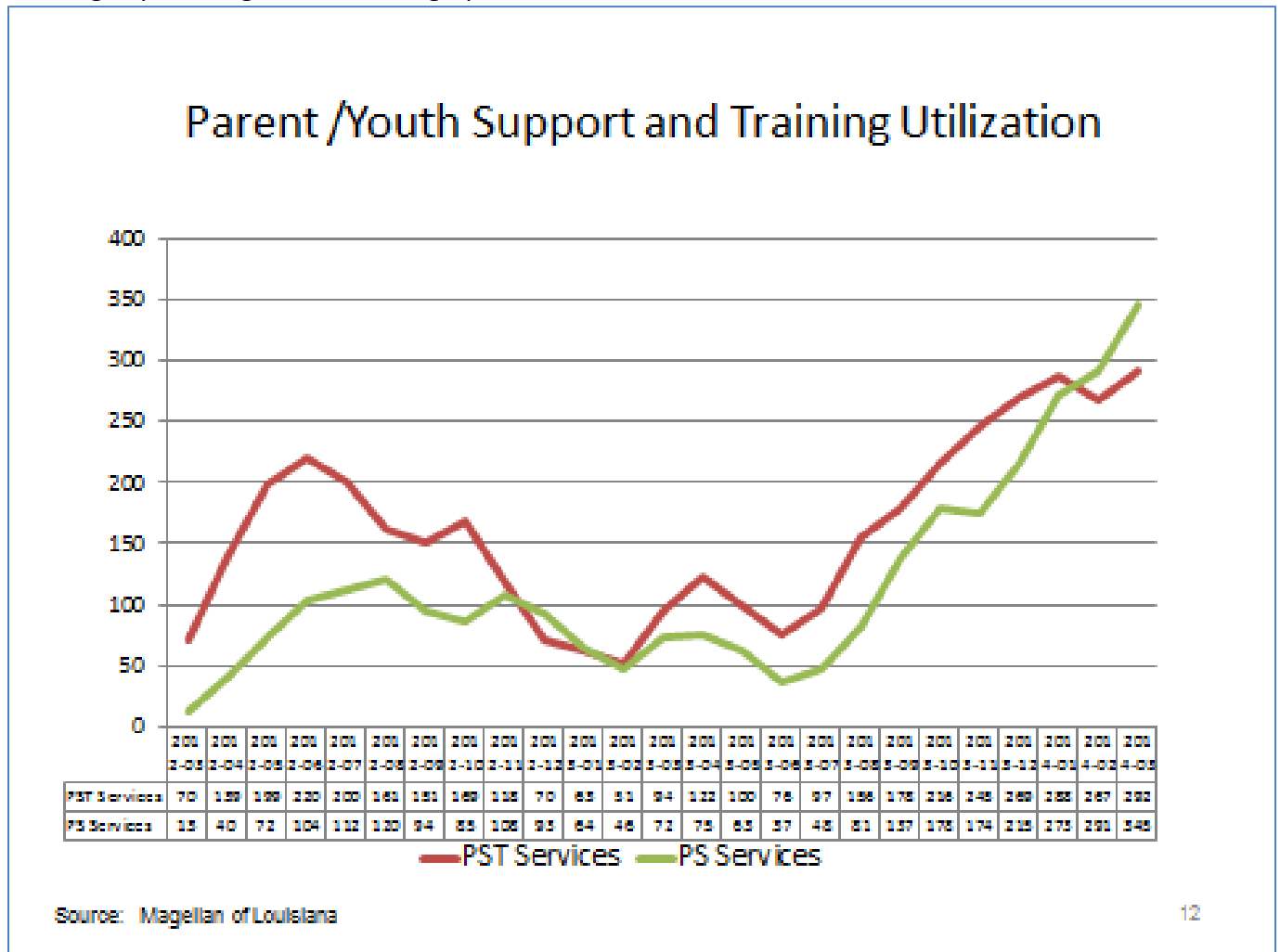
to meet this important need of supporting families and youth. The Board requested additional update at the July Governance Board meeting.

Based upon a review of data for January to March:

- “Enrollment” in FSO services this Quarter: 660.
- Staff members this Quarter: 109.
- Billed units have increased.

Despite the increase in staff, the FSO currently has approximately 126 youth awaiting assignment for service provision. The FSO has taken measures to address the waitlist; however, this continues to be an area for immediate and urgent resolution. In addition, the FSO needs to have sufficient staff to meet the identified hours of service needed by each youth/family.

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.



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 receive the necessary training and support to effectively implement wraparound. This past quarter (January 2014 – March 2014), Regions 1 and 2 have had on-site coaching, and all Regions have had virtual coaching conducted by the University of Maryland National Trainer. During this quarter, all of the Wraparound Agencies Coaches and Clinical Supervisors, as well as the State and Magellan CSoC teams participated in a one-day Quarterly Coaches meeting with the University of Maryland's National Trainer. This meeting offered opportunities to celebrate successes and discuss common issues and concerns related to implementation of wraparound process and coaching. In addition, the National Trainer provided strategies for using all available data to determine specific training and technical assistance needs for the wraparound facilitators under the local coach's supervision.

The State and Magellan CSoC teams continue to host Technical Assistance calls for all initial regions.

CSoC Finance and Audit Committee

The Finance and Audit Committee met on March 21, 2014 with Interim Undersecretary Jeff Reynolds. During this committee meeting, OBH staff presented information from a reporting package on LBHP/CSoC Expenditure during the initial two years of the contract.

CSoC Quality Assurance (QA) Committee

The committee met on March 20, 2014 to review and discuss the 17 quality indicators and four priority areas. The School Workgroup met this past month and agreed to work on the development of a revised parent release of information form, to enable easier reporting of data to Magellan. The committee will be meeting on a monthly basis to fully address their responsibilities to the Governance Board.

Statewide Coordinating Council

The Statewide Coordinating Council continues to meet quarterly. At the most recent meeting, the SCC welcomed four new family member representatives. Additionally, the members have taken on the initial work of connecting with Community Teams and engaging family and youth organizations in their respective regions. Members are preparing to introduce themselves to the Community Team, to get an understanding of meeting schedule and structure. Members will continue to outreach to parents and youth who might be interested in, and helpful on, the SCC and other CSoC engagement opportunities.

CSoC Statewide Implementation

Presentation on the Statewide Implementation work plan will be offered today to the Governance Board by the CSoC Director, Connie Goodson, LMSW.

Provider Network

Magellan will provide a presentation on Network Development to the Governance Board during today’s meeting.

There has been an increase in Independent Living/Skills Building since last report. However, there has been a decrease in both Crisis Stabilization and Short Term Respite. Magellan has been working to identify creative solutions to expand these services.

**Providers by Region
5 CSoC Specialized Services**

CSoC Service	Region1	Region2	Region7	Region 8	Region9	Total
CrisisStabilization	0	1	0	0	0	1
Independent Living/ Skills Building	25	5	9	17	13	69
Parent Support and Training	1	1	1	1	1	5
Short Term Respite Care	2	2	1	0	4	9
Youth Support and Training	1	1	1	1	1	5
TOTAL	29	10	12	19	19	89

Source: Magellan of Louisiana 8

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

- Magellan recognizes the gap in Crisis Stabilization Services and Short Term Respite Care and is actively developing strategic recruitment plans.
- Magellan has created informational materials with an overview of each CSoC specialized service that provides 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 2 additional TFC providers: The Kennedy Center in Shreveport and Community Empowerment in Baton Rouge.

Psychiatric Residential Treatment Facility (PRTF) recruitment:

- Northlake (Mandeville) 60 beds
- Methodist (Mandeville) 20 beds
- Methodist (Ruston) 80 beds

- Methodist (Sulfur) 24 beds
- An increase from 124 beds to 184 PRTF beds in this quarter

Trends in Children/Youth Outcomes Data

Out of Home Placements:

- Percent of CSOC children who had restrictive placement **prior** to enrollment in WAA is 31.4% indicating that we continue to serve the most at risk youth for out of home placement.
- Percent of CSOC children placed in restrictive placement **after** enrolling in a WAA is 18.3% indicating that participation in CSOC is producing desired result of decreasing out of home placement.

Other outcomes:

- Continued improvement in functioning demonstrated through the Child and Adolescent Needs and Strengths (CANS) assessment scores over time.
- A continued decrease in school suspension over the last quarter.
- A continued downward trend in number of inpatient psychiatric hospital admissions.
- An increased use of Home and Community Based Services.

Additional detail is provided in Appendix C.

Next Steps

The Multi-Agency Barriers/Unmet Needs committee has created a process to identify, categorize and catalogue barriers and unmet needs that challenge system transformation and the ability to create an environment that includes an array of community based supports and a belief system that embraces that children belong with their families and in their communities whenever possible. This process will be piloted in Region 2 in order to identify areas for improvement before being rolled out statewide.

The State and Magellan CSOC teams will continue to work on preparing the new regions for statewide implementation, while supporting the existing regions in their further development of practice.

Appendix A: Referral Data**Member Referrals**

Region	12/31/13	3/31/14	Change
Region 1 – Orleans/Jefferson area	668	715	47
Region 2 - Baton Rouge area	898	1019	121
Region 7 - Alexandria area	543	607	64
Region 8 – Shreveport area	1026	1107	81
Region 9 - Monroe area	664	738	74
Total	3799	4186	387

Source: Magellan of Louisiana

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Referrals by Agency/Entity

Referring Source	12/31/13	3/31/14	Change
DCFS	415	439	24
OJJ	312	323	11
OBH	88	86	(2)
DOE/School	311	368	57
Caregiver	288	350	62
Hospitals	578	620	42
Licensed Mental Health Professional	710	787	77
Other Juvenile Entities	245	265	20
Self	162	183	21
Primary Care Physician (PCP)	8	10	2
Other	682	755	73
Total	3799	4186	387

Source: Magellan of Louisiana

Appendix B: Demographic Data**CSoC Enrollment by Gender**

Gender	Number	Percentage
Male	694	64.5%
Female	372	34.6%
Unspecified	10	0.9%
Total	1076	100.0%

Source: Magellan of Louisiana

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CSoC Enrollment by Race

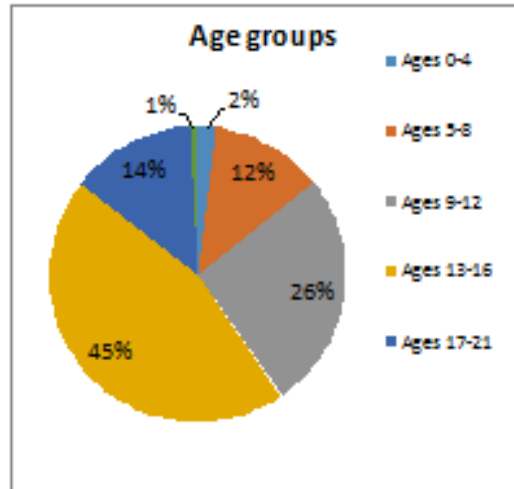
Race	Number	Percentage
African-American	679	63.1%
Caucasian	296	27.5%
Unspecified	78	7.2%
Other Ethnicity	14	1.3%
Pacific Islander	6	0.6%
American Indian	2	0.2%
Asian	1	0.1%
Total	1076	100.0%

Source: Magellan of Louisiana

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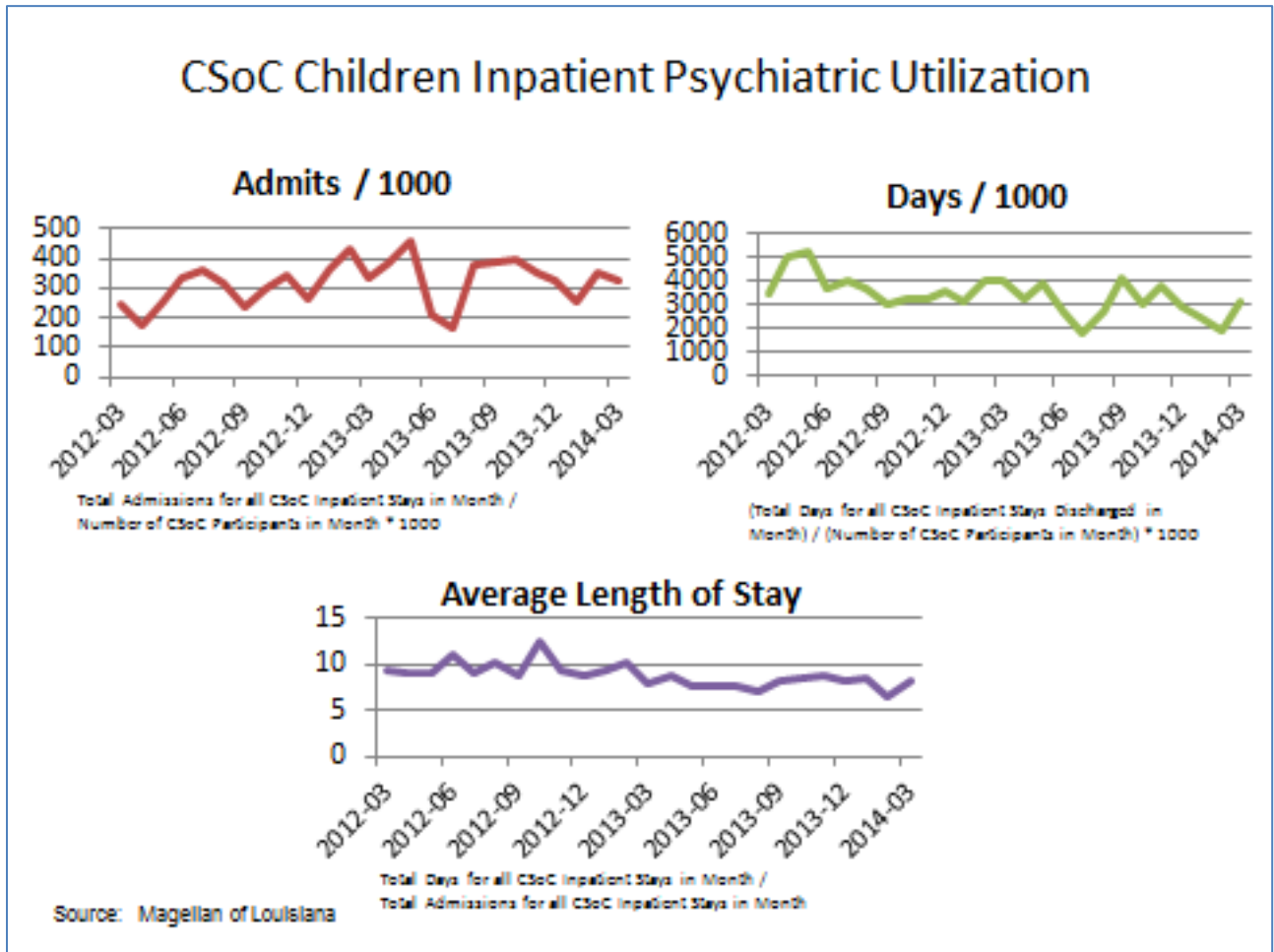
CSoC Enrollment by Age Groups

Age Groups	Number
up to 4	20
5 - 8	133
9 - 12	283
13 - 16	483
17 - 21	147
Unspecified	10
Total	1076

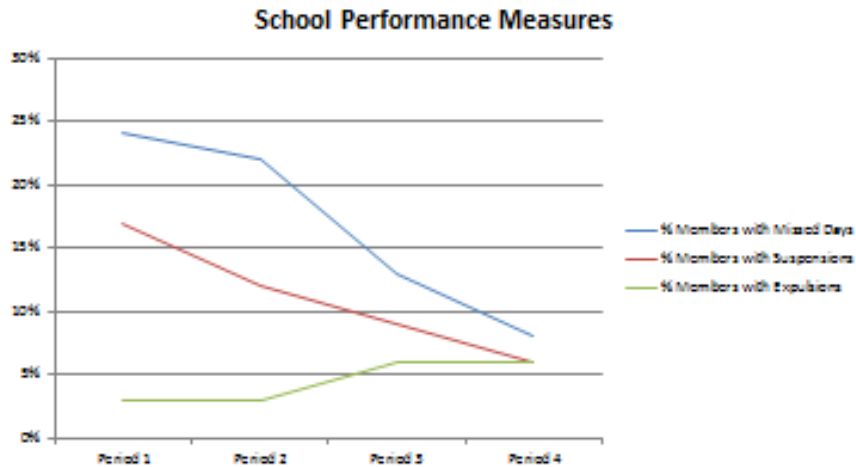


Source: Magellan of Louisiana

Appendix C: Outcome Data



School Performance/Conduct (Suspensions and Expulsions)

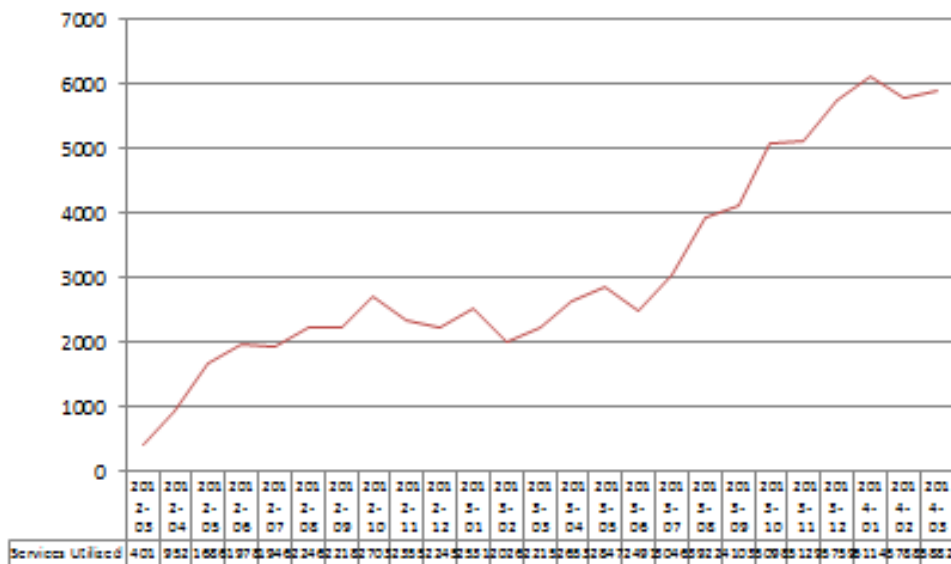


*based on quarterly data reported by CSoC Wraparound agencies

Source: Magellan of Louisiana

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Home and Community-Based Service Utilization



Source: Magellan of Louisiana

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