

## CSoC Statewide Implementation

### Slide One: Wraparound Agency Selection Process

- The CSoC teams started meeting with the four regional Community Teams (CT) last fall to prepare for CSoC implementation and encourage inclusive participation. CSoC teams created and distributed a Community Readiness Assessment to all CT's (1-2014). CT's completed assessment. These results have guided the CSoC team's technical assistance efforts in the individual regions. The CSoC teams created and distributed the WAA Selection Guidance to the four regional CTs in March 2014. The CT's requested formal presentations from all agencies interested in becoming the regional WAA in March/April 2014. Each CT had at least 2 presenting agencies. CT's then held a vote and selected the agency of their choice and submitted the WAA selection Packet to the CSoC teams for review and verification of requirements in April 2014.
- All regions selected already established Louisiana Wraparound Agencies. The benefits of existing WAAs:
  - knowledgeable about wraparound values and approach
  - knowledgeable about Louisiana waiver & LBHP requirements
  - staffed with seasoned Clinical Managers and Supervisors who will support staff in new regions
- Regions considered many factors when making their decisions. Factors identified as important to decisions included:
  - knowledge of and connection to their community
  - outcomes achieved in regions where WAAs currently serve
  - experience working in similarly populated parishes
  - use of and management of data to inform practice
  - plan to develop and support new workforce
  - current accreditation

### Slide Two: Three Required C's

- CMS Approval:
  - Submission made by OBH/Medicaid 2-2014, anticipated approval by 5-30-14
- OBH Certification Process:
  - WAAs required to meet OBH/CSoC Certification Requirements
  - All WAAs recently met requirements for re-certification of current agency and are familiar with process
- Credentialing and Contracting with SMO:
  - WAA to obtain OBH certification
  - Expedited contracting process with the SMO due to current contract status of the WAA agencies

### **Slide Three: The Essential R's for Successful Expansion:**

- Expansion Planning Meeting – May 9, 2014
  - The WAA Executive Directors, Magellan Children's Administrator and CSoC Director will be meeting to plan out next steps to include:
- Referrals: Education to prospective referral sources
  - Who is a CSoC Candidate
  - How to make a CSoC referral
  - Educating existing LBHP providers
  - State Agencies:
    - Organize sessions with staff of WAAs & CSoC team
  - Outreach to other child-serving community based organizations
  - Identify current RCM participants, prepare for CSoC eligibility screen
- Recruitment and Education of Providers:
  - Certified Providers integral to establish eligibility and enrollment - Magellan Provider Liaison conducting outreach
  - "CSoC Service" Providers:
    - Executive Director of the FSO currently holding informational sessions for prospective of PST/YST staff in new regions
    - Magellan Provider Liaison doing outreach to new regions
    - Magellan Provider Network conducting outreach to new regions
    - Education available to new CSoC providers to ensure providers understand CSoC approach
- Readiness: Increase Community Awareness:
  - WAA staff and State and Magellan CSoC Teams are planning 'CSoC Kick off' in new regions to share:
    - Wraparound Agency Selected for region
    - Timeline of implementation
    - Who is a CSoC Candidate
    - How to make a referral
    - What are the Five CSoC services
    - What does a Certified Provider (CP) do?
    - How to become a CP or provider of CSoC Services
  - WAA and FSO Workforce Development
    - WAA and FSO to hire and train new WAA & FSO staff
    - University of Maryland Institute for Innovation and Implementation to provide Wraparound Training for WAA and FSO staff
    - Individual WAA and FSO Agency Orientation trainings to be conducted
    - Additional Supportive Resources :
      - Louisiana Wraparound Coaches
      - Joint CSoC Team