COORDINATED
SYSTEM OF CARE

Report to the Governance Board
March 26, 2014

(Rescheduled from January 30, 2014 due to weather)

Highlights

- Enrollment in CSoC continues to increase, with re-allocation of 10 slots to Region 1 as they reach 240.
- Cadre of wraparound coaches moving into role of trainer for new wraparound staff, building sustainability of work force development.
- The CSoC team continues to do extensive outreach and education to a variety of stakeholders and is building relationships within the non-implemented regions.
- The CSoC team created and distributed the CSoC Community Team Self-Assessment survey to all non-implementing regions, and created the WAA Selection Process Guidance which was distributed to the non-implementing regions on March 5, 2014.
- 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 created to begin to collect, categorize and address barriers and unmet needs throughout the system.

CSoC Enrollment

Act 1225 Region	7/13/12	10/11/12	1/17/13	4/12/13	7/12/13	9/30/2013	12/31/2013
1 (Jefferson Parish/Greater New Orleans area)*	26	61	122	181	204	217	240
2 (Capital area)	96	122	136	154	171	191	216
7 (Alexandria area)	59	74	96	112	109	135	162
8 (Shreveport area)	147	156	159	184	218	212	208
9 (Monroe area)	99	162	190	200	239	227	238
TOTAL	**427**	**575**	**703**	**831**	**941**	**982**	**1064**

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

During the third quarter (9/13 – 12/13) there were 530 referrals. The range of referrals by region was 69 to 160. Referrals to CSoC come from a variety of sources. The number of referrals from state agencies since implementation of CSoC continues to rise (DCFS – 415, OJJ – 312, and schools – 308). However, the majority of referrals have come from other sources

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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 (64.1%). African-American is the predominant race of these young people representing 61% of referrals (652). The age group with the highest enrollment is 13-16 years old (465 or 44%). 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 Region 1. 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. This past quarter Region 2 made extensive efforts to engage youth, families, schools, and providers in Ascension Parish with a meeting that included Families in Need of Supervision (FINS) staff, school staff, local mental health staff, probation officers, and court personnel. In addition, WAA leadership in each Region meet regularly with regional leadership from the statewide FSO to improve collaborative efforts in their work with youth and families.

During this past quarter 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, the Board requested that a time limited workgroup be convened to review the current FSO model and approach due to concerns regarding the statewide FSO's ability to meet the needs of enrolled youth and families. Sheila Jordan, CSoC Family Lead, will present a full report to the Board during the New Business section of the meeting. Below is an abbreviated report based on current information:

Based upon a review of data for October to January:

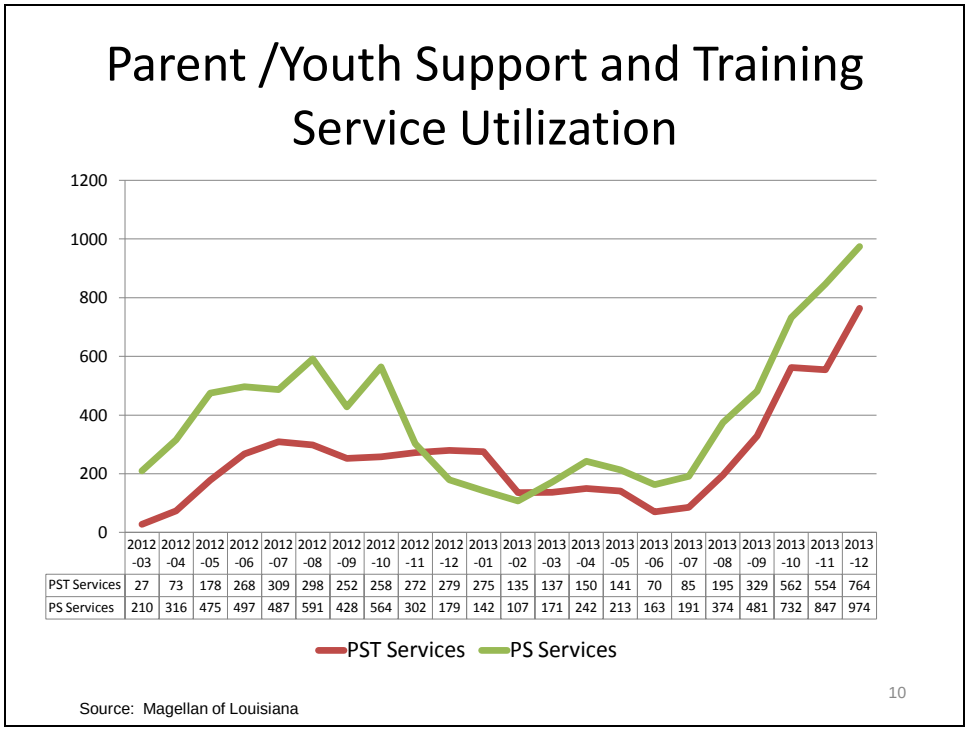
- "Enrollment" in FSO services continues to increase from 501 to 932.
- Staff numbers have increased to 69 to 149
- Billed units have also increased

Despite the increase in staff, the FSO currently has approximately 128 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.

FSO Staff attended wraparound training in October and engagement training in November.

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.



	2012-03	2012-04	2012-05	2012-06	2012-07	2012-08	2012-09	2012-10	2012-11	2012-12	2013-01	2013-02	2013-03	2013-04	2013-05	2013-06	2013-07	2013-08	2013-09	2013-10	2013-11	2013-12
PST Services	27	73	178	268	309	298	252	258	272	279	275	135	137	150	141	70	85	195	329	562	554	764
PS Services	210	316	475	497	487	591	428	564	302	179	142	107	171	242	213	163	191	374	481	732	847	974

Parent Support and Training **Youth Support and Training**

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 (September 2013 – December 2013), all five of the Wraparound Agencies have had individual on-site coaching as well as the opportunity for virtual coaching conducted by the University of Maryland Trainer. The coaching sessions provide Wraparound Coaches and Supervisors with ongoing skill development needed to effectively coach the wraparound process. Coaching is a requirement for National Certification. During this quarter, all five Wraparound Agencies Coaches and Clinical Supervisors also attended a two-day training on Advanced Wraparound Coaching which is designed to enhance coaching skills and expertise. This session is also a requirement for National Certification. To further develop Wraparound Coaching skills, the Wraparound Coaches, with assistance from the University of Maryland Trainer, have also begun to conduct their own required trainings for new Wraparound facilitators, including the three-day Introduction to Wraparound Training, the one-day Engagement Training, and the two-day Intermediate Wraparound Training. Conducting

these trainings not only increases the knowledge and skill base of the Wraparound Coaches, but also begins to build a sustainable workforce development approach.

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 December 12, 2013. The committee updated and approved the draft FY 14 LBHP/CSoC MOU. A draft of this document has been provided to the Board. Connie Goodson will advance the document to the state agency heads for their approval and signature. The committee is scheduled to meet again on March 21, 2014.

CSoC Quality Assurance (QA) Committee

The QA Committee met on January 21, 2014 with Magellan representatives to review the third quarter's seventeen Quality Measures data reports. However, several committee members were unable to attend so the committee agreed to meet again on January 24, 2014 and January 29, 2014. Unfortunately, they were unable to meet due to weather conditions. The committee will work to secure a meeting date to continue the review process. To date the Committee has reviewed data reports for the first and second contract quarters and has received the third contract quarter reports. The 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. Currently, the committee has concerns regarding school related data and will continue to work with Magellan to refine the process of collecting accurate data. The committee is scheduled to meet again on March 20, 2014.

Work continues with the University of Washington Wraparound Evaluation and Research Team (WERT) to evaluate individual and system outcomes. Dr. Eric Bruns, nationally recognized researcher of Wraparound for the University of Washington was scheduled to present to the Governance Board at our January meeting, which was cancelled due to weather. Dr. Bruns will be joining us today via SKYPE during the new business section of the meeting Dr. Bruns will provide an overview of this research project, including methodology, objectives and next steps as the ability to advance this effort rests with the involved state agencies.

Statewide Coordinating Council

The Statewide Coordinating Council continues to meet every six weeks, but has experienced dwindling member participation. During the October Governance Board meeting, the Board requested that Sheila Jordan, CSoC Family Lead, work with the Statewide Coordinating Council members to identify strengths and challenges of the group and share an update. Sheila Jordan will present this plan during the new business section of the meeting.

CSoC Statewide Implementation

The CSoC liaisons continue to assist in the development of the Regional Community Teams in the non-implemented regions. Support in this area has included: assuring broad stakeholder

involvement, initiating discussions about community strengths/limitations, encouraging ownership of decision making processes within the community team, and continued education about the Wraparound process. Efforts to engage stakeholders have been all-inclusive including: parish Sheriffs offices, parish Juvenile Assessment Centers, school systems, Families In Need of Services (FINS) staff, representatives from Local Governmental Entities (LGEs), behavioral health providers, child serving agencies, child/family advocacy organizations and community youth and families. Formal and informal feedback from key stakeholders has highlighted the need to identify and engage essential community resources to provide advanced education related to wraparound practice and the value it will offer them in their work prior to go-live in their regions. In the coming months, work will be done to promote understanding and participation of State agency front line supervisors and staff, LGEs, school personnel, behavioral health providers, child serving agencies, child/family advocacy organizations and community youth and families. A formal presentation explaining the Four Phases of the Wraparound/Child and Family Team Process has been created, along with a guide to the role of a Child and Family Team member. The CSoC Liaisons will provide this training to all stakeholder groups in the non-implementing regions to encourage understanding, as well as discussion.

In January, the CSoC Team created and distributed the Community Readiness Tool survey via e-mail to key stakeholders in the non-implementing regions. The survey tool was informed by resources from the National Wraparound Initiative (NWI) and customized to the unique design of Louisiana CSoC and Louisiana Behavioral Health Partnership (LBHP). The results of this assessment indicted four key areas of self-identified community need. These include: building a diverse community team committed to implementation; engaging family members and youth to participate in the community team; improving the quality of the network of service providers; and creating a plan for educating the community about CSoC. The State CSoC Liaisons, along with the Magellan CSoC team are utilizing these results to provide targeted and strategic technical assistance in these areas.

Additionally, the CSoC Team created a guidance document for utilization by Community Teams in their Wraparound agency selection process. In the development of this guidance, careful attention was given to ensure that the selected agencies are able to meet waiver requirements and understand the elements needed for the practice of high fidelity Wraparound. A draft of the document was shared with the Board in January to provide the Board members with opportunities for feedback. The Wraparound Agency selection guidance was released to the non-implementing regions and they are each currently in the process of interviewing and selecting their Wraparound Agency.

Provider Network

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

CSoC Service	Jefferson	Region 2	Region 7	Region 8	Region 9	TOTAL
Crisis Stabilization		2				2
Independent Living/Skills Building	22	5	9	14	11	61
Parent Support & Training	1	1	1	1	1	5
Short Term Respite Care	3	3	1	2	3	12
Youth Support & Training	1	1	1	1	1	5
TOTAL	27	12	12	18	16	85

Source: Magellan of Louisiana

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 37% up from 28.6% last quarter 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 15.3% down from 17.1% last quarter 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 CSoC Team will continue to work with non-implemented regions offering strategic and targeted interventions based on information gathered from the CSoC Community Team Self-Assessment survey to better prepare them for implementation of CSoC, including the Wraparound Agency selection process. The Multi-Agency Barriers/Unmet Needs committee is working on creating 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.

Appendix A: Referral Data

CSoC Referrals by Agency/Entity (cumulative)	
Referring Agency	**12/27/2013**
DCFS	415
OJJ	312
DOE/School	308
Other Referrals: (Caregivers, Hospitals, Licensed Mental Health Professionals, OBH/LGE and other Juvenile Entities)	2764
TOTAL	**3799**

Data provided by Magellan of Louisiana

Member Referrals

Region	9/30/13	12/31/13	Change
Region 1 – Orleans/Jefferson area	561	668	107
Region 2 - Baton Rouge area	738	898	160
Region 7 - Alexandria area	466	543	77
Region 8 – Shreveport area	909	1026	117
Region 9 - Monroe area	595	664	69
Total	3269	3799	530

1

Source: Magellan of Louisiana

Appendix B: Demographic Data

CSoC Enrollment by Race

Race	Number	Percentage
African-American	652	61.3%
Caucasian	303	28.5%
Unspecified	88	8.3%
Other Ethnicity	12	1.1%
Pacific Islander	7	0.6%
American Indian	2	0.2%
Total	1064	100.0%

4

Source: Magellan of Louisiana

CSoC Enrollment by Gender

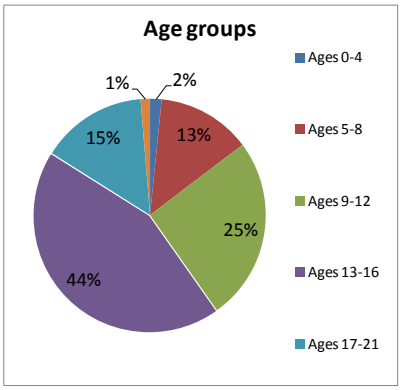
Gender	Number	Percentage
Male	682	64.1%
Female	368	34.6%
Unspecified	14	1.3%
Total	1064	100.0%

5

Source: Magellan of Louisiana

CSoC Enrollment by Age Groups

Age Groups	Number
up to 4	17
5 - 8	139
9 - 12	272
13 - 16	465
17 - 21	157
Unspecified	14
Total	1064



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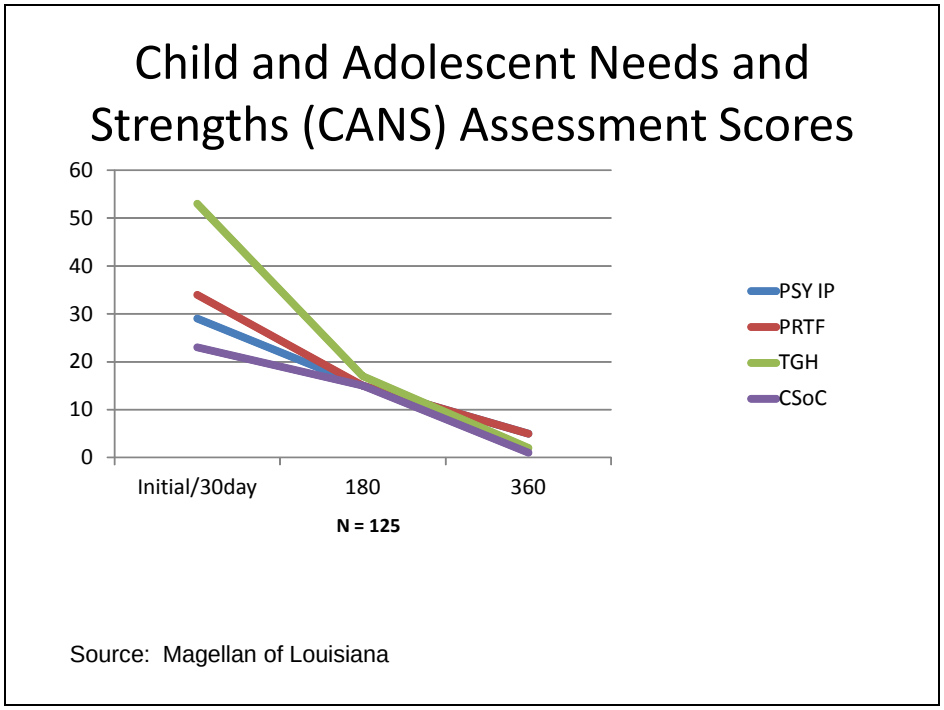
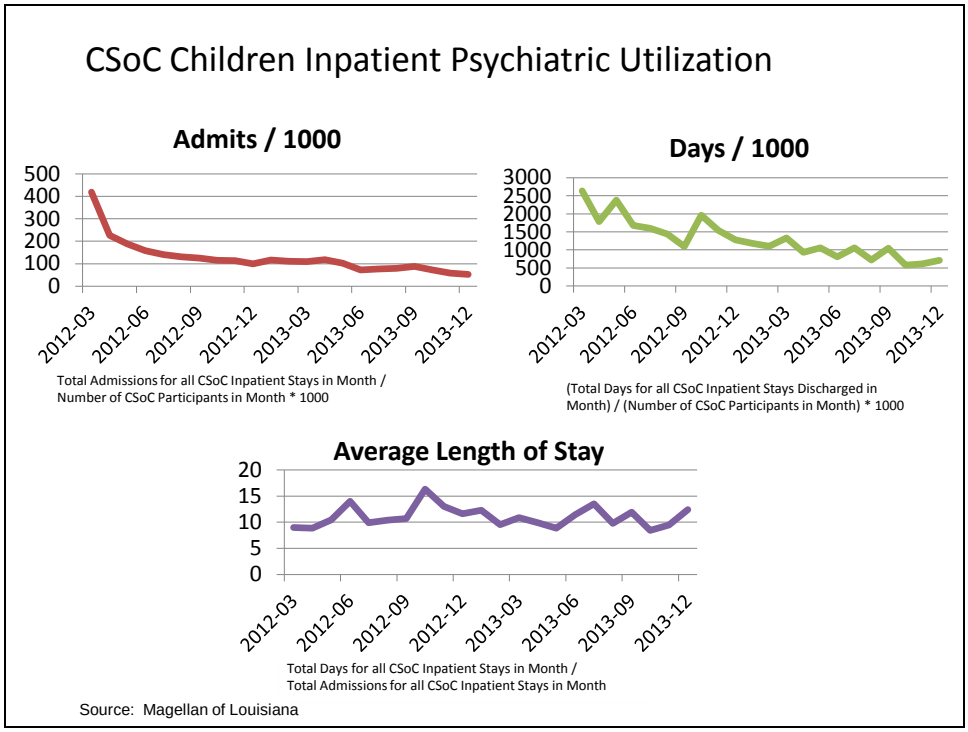
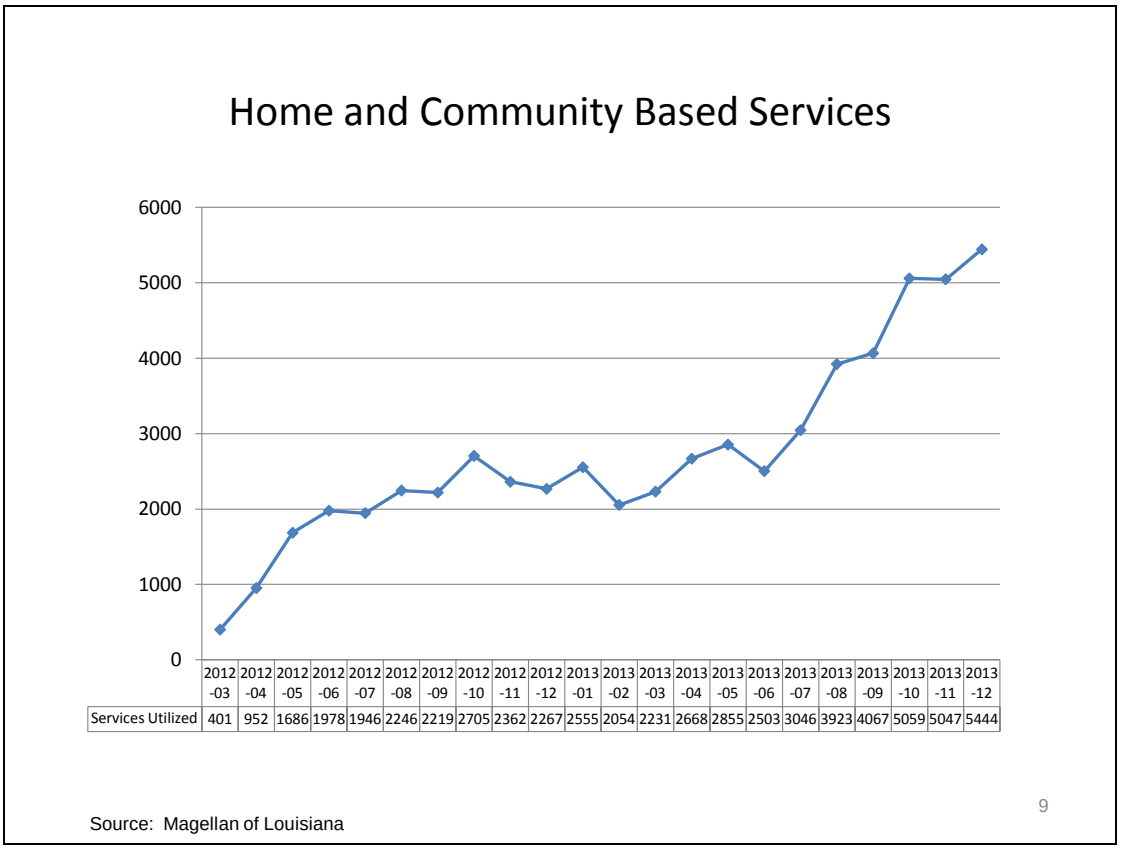
Source: Magellan of Louisiana

Appendix C: Outcome Data





Suspensions and Expulsions (Q3)

Conduct	# of suspensions (1st report card period)	# of suspensions (2nd report card period)	# of suspensions (3rd report card period)
Number reporting	592	408	351
Missing data	353	537	594
Mean number of suspensions	.38	.13	.01

Conduct	# of expulsions (1st report card period)	# of expulsions (2nd report card period)	# of expulsions (3rd report card period)
Number Reporting	608	394	343
Missing Data	337	551	602
Mean Number of Expulsions	.03	.01	.00