



**COORDINATED
SYSTEM OF CARE**

**Report to the Governance Board
October 22, 2014**

Highlights

- On September 29, 2014 CMS approved the waiver amendment that will allow for statewide expansion of CSoC. November 20, 2014 is the ‘go live’ date for implementation of CSoC in the remaining four regions: Covington, Thibodaux, Lafayette, and Lake Charles.
- The OBH and Magellan CSoC teams are working with the Wraparound Agencies that will be serving the new regions, as well as the communities, to prepare for statewide implementation.
- On September 29, 2014 CMS also approved the proposed FSO rate increase from \$10 per unit of service to \$12.50 per unit of service.
- Current CSoC enrollment is at 1093 youth and families.
- There continues to be an increase in utilization of Home and Community Based Services for CSoC youth.

CSoC Enrollment

Act 1225 Region	7/13/ 2012	10/11/ 2012	1/17/ 2013	4/12/ 2013	7/12/ 2013	9/30/ 2013	12/31/ 2013	3/31/ 2014	6/30/ 2014	9/30/ 2014
1 (Jefferson Parish/Greater New Orleans area)*	26	61	122	181	204	217	240	243	260	252
2 (Capital area)	96	122	136	154	171	191	216	230	229	225
7 (Alexandria area)	59	74	96	112	109	135	162	149	170	160
8 (Shreveport area)	147	156	159	184	218	212	208	211	217	209
9 (Monroe area)	99	162	190	200	239	227	238	243	252	247
TOTAL	427	575	703	831	941	982	1064	1076	1128	1093

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

During the last quarter (7/14 – 9/14) there were 446 referrals. The range of referrals by region was 48 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 – 500, OJJ – 351, and schools – 445). 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 (682 or 62.4%). African-American is the predominant race of these young people representing 678 (62.03%). The age group with the highest enrollment is 13-16 years old (475 or 44%). Additional demographic detail is provided in Appendix B.

Wraparound Agency (WAA) update

All Regions continue to do outreach to increase enrollment through a variety of strategies in the current regions. In addition, three of the current Wraparound agencies have been selected by the regional community teams in the non-implemented regions to act as the Wraparound agency. These agencies include Choices, Eckerd and Wraparound Services of Northeast Louisiana. In the past quarter, each agency has been working to establish collaborative partnership in the new regions, actively engaging stakeholders including state agencies, providers, community organizations, youth and families. Further, the WAA leadership in each Region continues to meet regularly with regional leadership from the FSO to improve collaborative efforts in their work with youth and families.

The CSOC liaisons have continued to make visits to the WAAs in their assigned regions 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. The CSOC Magellan team 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

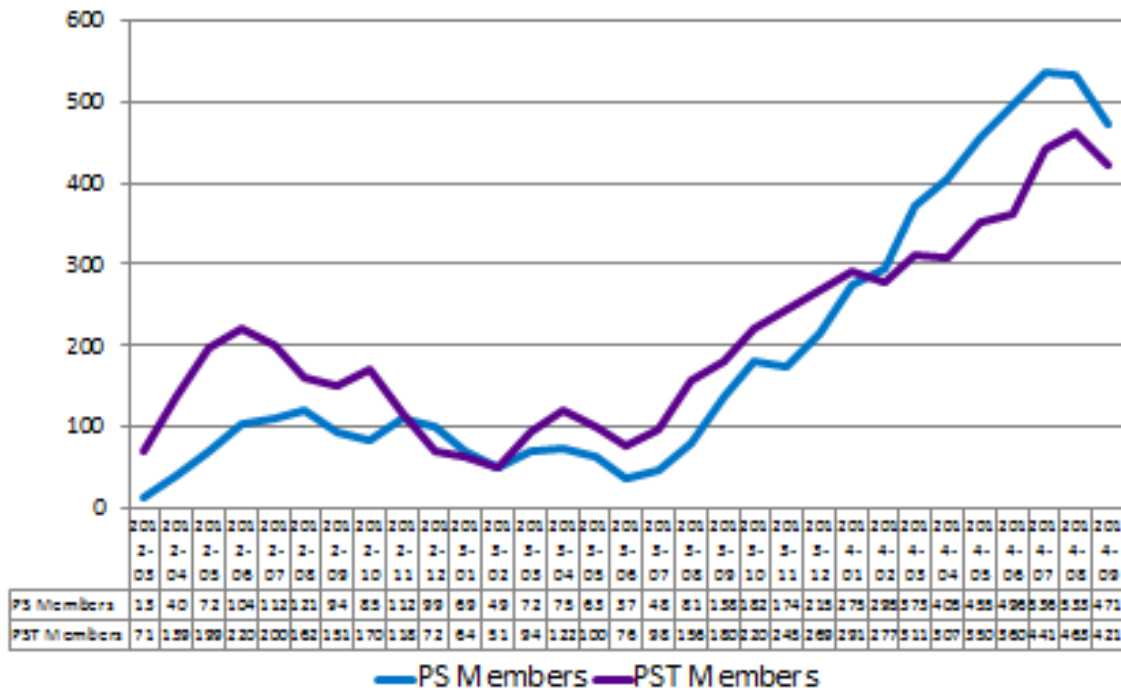
The OBH Family Lead and the Magellan Director of Family Involvement continued to meet regularly with FSO leadership to maintain real-time understanding of the challenges facing the FSO regarding service provision to families. The FSO continues to work to address the waitlist, as well as ensuring that its HR practices enable it to recruit, train and retain high quality staff. The recent CMS approval of statewide expansion also included a rate increase for the FSO from the current rate of \$10 per 15-minute unit (\$40/hour) to \$12.50 per \$15-minute unit (\$50/hour).

Based upon a review of data for the previous quarter:

- Unduplicated enrolled waiver youth served each month with one or both FSO services: July: 764, August: 779, September: 756 (an average of 67.64% of enrollment each month)
- Staff members at end of quarter: 149 (91 Youth Support, 48 Parent Support), an increase of 19 from last quarter.
- Billed units continue to increase.

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 Utilization



Technical Assistance and Training

The OBH State CSoC Team is continuing to contract with the University of Maryland Institute for Innovation and Implementation to provide the initial 3 Day Introduction to Wraparound Training for Wraparound Agency and Family Support Organization staff in the new implementing regions. The first training will be held in mid-November 2014 prior to the ‘go live’ date for the new regions. Additional trainings will be provided as needed. The training will be conducted by current Wraparound Agency staff with the University of Maryland staff to provide support and offer assistance as needed. Plans are also underway for the OBH CSoC team to provide Functional Behavioral Approach trainings to new staff in the Family Support Organization prior to the launch of the CSoC in the new regions.

The OBH State CSoC Team has been working with the University of Washington to implement the Wraparound Fidelity Assessment with the current Wraparound Agencies. The purpose of

this study is to establish a baseline of the integration of the System of Care values such as Needs Based, Use of Natural and Community Support, Strengths Based and Family Driven in the existing wraparound agencies. The University of Washington will be available to provide information to the Governance Board on the outcomes of this study. The information obtained from the study will be used to provide targeted training for the wraparound agencies.

CSoC Finance and Audit Committee

The committee last met on September 29, 2014. After review of the updated MOU for SFY 14-15, with no outstanding questions or concerns, the Finance and Audit Committee voted in favor of advancing the MOU to the CSoC State Governance Board and on to state agency leadership for signature.

CSoC Quality Assurance (QA) Committee

The committee last met on August 13, 2014, and continues to review and discuss the 17 quality indicators and four priority areas. The School Workgroup is continuing to work on the development of a revised parent release of information form, to enable easier reporting of data to Magellan.

Statewide Coordinating Council

SCC members are continuing to connect with Community Teams and family/youth organizations in their respective regions. Members will continue to outreach to parents and youth who might be interested in, and helpful on, the SCC and other CSoC engagement opportunities. As the new regions are launching, SCC members in those regions are becoming more engaged and active on their community teams, in order to take information back to team members. Additionally, the CSoC Family Lead continues to work to identify new members. The new evening SCC meeting time has proven to increase member participation.

CSoC Statewide Implementation

On September 29, 2014, OBH received CMS approval of the waiver amendment that allows for implementation of CSoC statewide. CSoC will 'go live' in these new regions on November 20, 2014. The Wraparound agencies that were selected by the regional community teams include:

Region 3: Covington - Choices

Region 4: Thibodaux – Wraparound Services of Southcentral Louisiana

Region 5: Lafayette – Eckerd

Region 6: Lake Charles - Choices

To ensure that the communities are ready to operationalize on that date, OBH and Magellan CSoC teams are working closely together with the Wraparound agencies. This includes supporting the Wraparound Agencies in meeting key milestones in the arenas of human resources, physical plant resources, fiscal resources and sustainability, referral development and networking. In addition, the OBH and Magellan CSoC teams are working through a plan to

ensure key milestones are met related to contracting, network development, referral planning, and staff training and development.

CSoC Liaisons are working to prepare state agency staff in the new regions to be ready to participate in CSoC upon ‘go live’. Education is focused on identifying CSoC candidates, the value of CSoC to children, families and the state agencies and how to make referrals. The Magellan CSoC team continues their work to contract with providers in the new regions.

The Wraparound agencies who have been selected to serve the expansion regions report they have increased their presence in the expansion communities by providing education and developing relationships with key stakeholders in order to develop sources for CSoC referrals and as resources to form community connections for CSoC enrollees and their families.

Provider Network

The number of providers for Independent Living/Skills Building has increased again since last report. The number of Short Term Respite service providers has decreased by two since last quarter. There are no Crisis Stabilization providers in the implemented regions. Magellan continues to work to identify creative solutions to expand these services. Shannon Ost, Network Administrator from Magellan, will be presenting to the Governance Board today on the challenges and opportunities in network development in the state of Louisiana.

*Providers by Region
5 CSoC Specialized Services*



CSoC Service	Region1	Region2	Region7	Region 8	Region9	Total
Crisis Stabilization	0	0	0	0	0	0
Independent Living/ Skills Building	32	10	11	15	13	81
Parent Support and Training	1	1	1	1	1	5
Short Term Respite Care	2	1	1	0	3	7
Youth Support and Training	1	1	1	1	1	5
TOTAL	36	13	14	17	18	98

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)

- TGH beds 16 – with 8 additional beds coming on in Alexandria next quarter
- TFC beds 258

Psychiatric Residential Treatment Facility (PRTF) recruitment:

- Northlake (Mandeville) 29 beds – with plans to add 7 more beds by the end of October
- Methodist (Mandeville) 20 beds
- Methodist (Ruston) 80 beds
- Methodist (Sulfur) 24 beds
- New Way (Ville Platte) 12 beds

Trends in Children/Youth Outcomes Data

Out of Home Placements:

- Percent of CSoC children who had restrictive placement **prior** to enrollment in WAA is 31.29% 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 18.18% (a slight decrease from the previous quarter) indicating that participation in CSoC is producing desired result of decreasing out of home placement.

CANS Outcomes Data:

- You will notice that we have included slides in this report that look at outcomes data using the CANS assessment tool.
- Global scores were derived from initial CANS administered to youth and their families at enrollment, then again at 180 and 360 days.
- You will observe a downward trend line, indicating that youth are having a decrease in risk behaviors, and emotional and behavioral needs over time. It is important to note that these youth are continuing in CSoC and have not yet reached discharge status. We would anticipate further decline in these scores as they reach discharge.
- The Magellan Quality Management Administrator will be offering a more complete presentation of this data and the use of CANS to assess outcomes in the New Business section of our meeting today.


Other Outcomes:

- A continued decrease in school expulsions 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.

Appendix A: Referral Data

Member Referrals




Region	6/30/14	9/30/14	Change
Region 1 – Orleans/Jefferson area	823	941	118
Region 2 - Baton Rouge area	1093	1214	121
Region 7 - Alexandria area	684	732	48
Region 8 – Shreveport area	1202	1296	94
Region 9 - Monroe area	821	886	65
Total	4623	5069	446

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Referrals by Agency/Entity



Referring Source	6/30/14	9/30/14	Change
DCFS	470	500	30
OJJ	341	351	10
OBH	86	88	2
DOE/School	419	445	26
Caregiver	393	466	73
Hospitals	682	726	44
Licensed Mental Health Professional	878	1002	124
Other Juvenile Entities	293	325	32
Self	214	247	33
Primary Care Physician (PCP)	10	12	2
Other	837	907	70
Total	4623	5069	446


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Appendix B: Demographic Data*Gender*


Gender	Number	Percentage
Male	682	62.40%
Female	408	37.33%
Unspecified	3	0.27%
Total	1093	100.00%

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Race


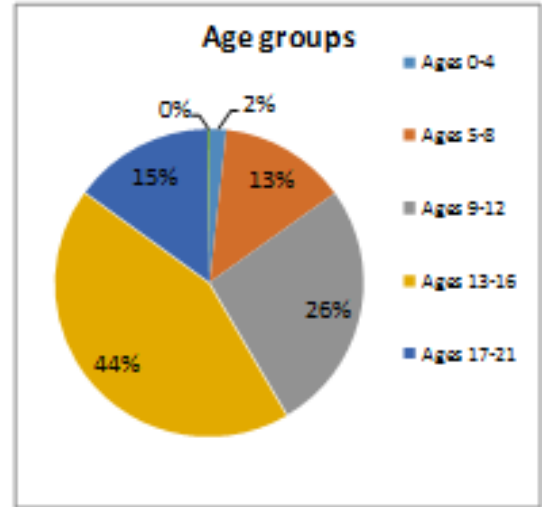
Race	Number	Percentage
African-American	678	62.03%
Caucasian	307	28.09%
Unspecified	84	7.69%
Other Ethnicity	13	1.19%
Pacific Islander	8	0.73%
American Indian	2	0.18%
Asian	1	0.09%
Total	1093	100.00%

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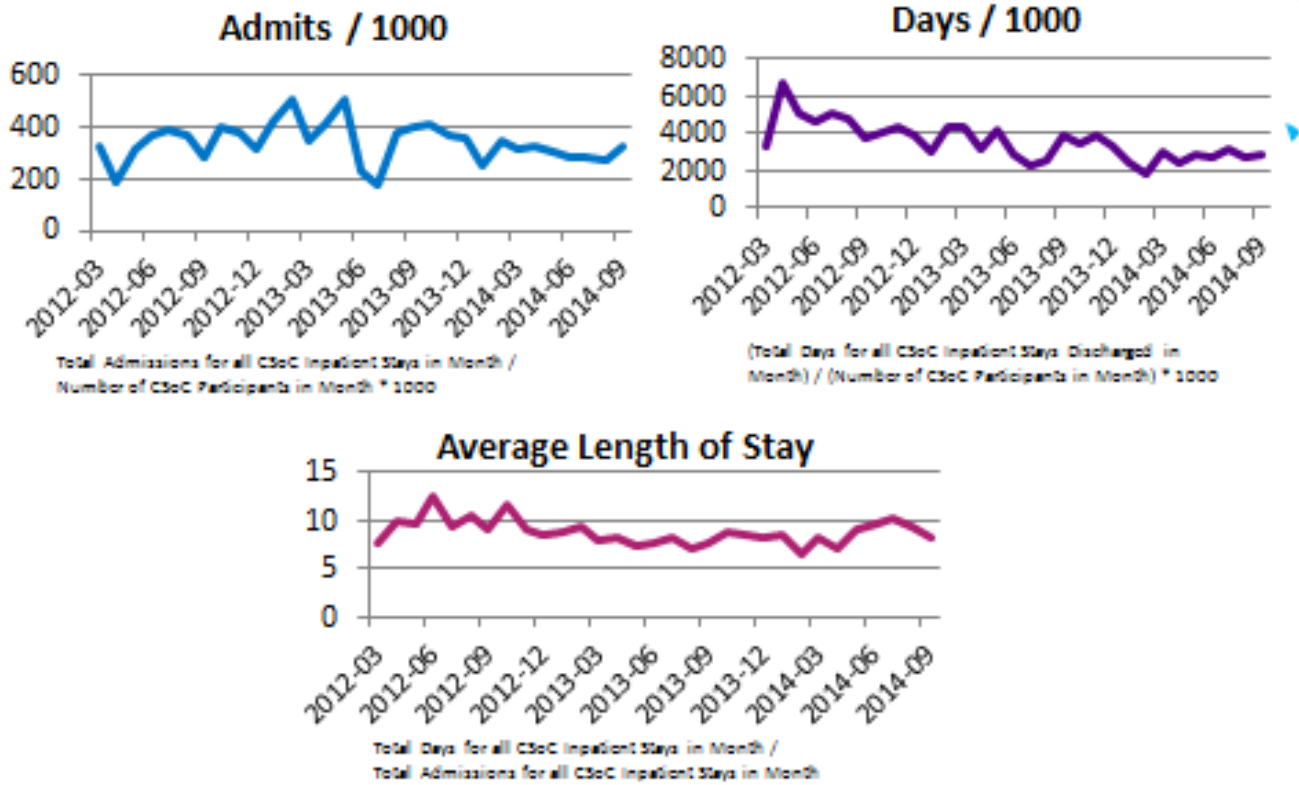
Age Groups

Age Groups	Number
up to 4	19
5 - 8	146
9 - 12	289
13 - 16	475
17 - 21	161
Unspecified	3
Total	1093



Appendix C: Outcome Data

CSoC Children Inpatient Psychiatric Utilization



School Performance Measures



MEAN NUMBER	REPORTING PERIOD		CHANGE
	Y3 Q1	Y3 Q2	
Suspensions	2.11	2.48	0.37
Expulsions	.09	.04	(.05)
Missed Days	2.64	8.00	5.36

School Conduct - Suspensions



SUSPENSIONS				
REPORTING PERIOD	Y3Q1	Y3Q2	Q3	Q4
Reported Count	675	1224		
# that had at least 1 day suspension	203	247		
% of suspensions (Count of At least One Occurrence/Total Reported)	30.1%	20.2%		
% of suspensions (Count of At least One Occurrence/Total Members)	18.0%	18.9%		
Mean number of suspensions	2.11	2.48		

School Conduct - Expulsions



EXPULSIONS				
REPORTING PERIOD	Y3Q1	Y3Q2	Q3	Q4
Reported Count	676	1221		
# that had an expulsion	62	50		
% of expulsions (Count of At least One Occurrence/Total Reported)	9.17%	4.09%		
% of expulsions (Count of At least One Occurrence/Total Members)	5.48%	3.83%		
Mean number of expulsions	.09	.04		

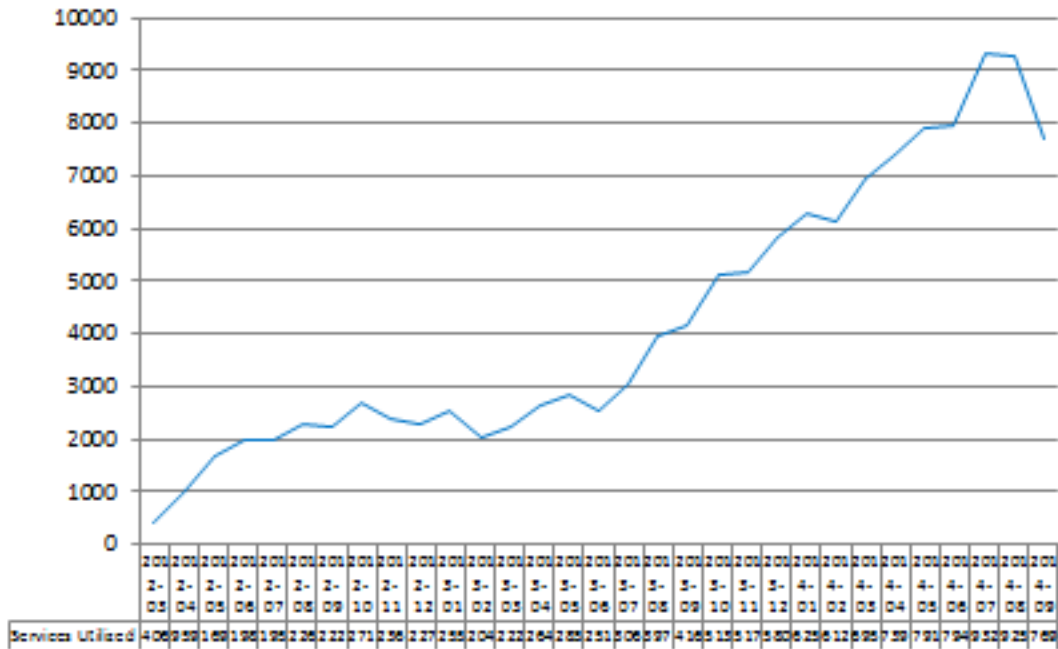
School Attendance – Missed Days



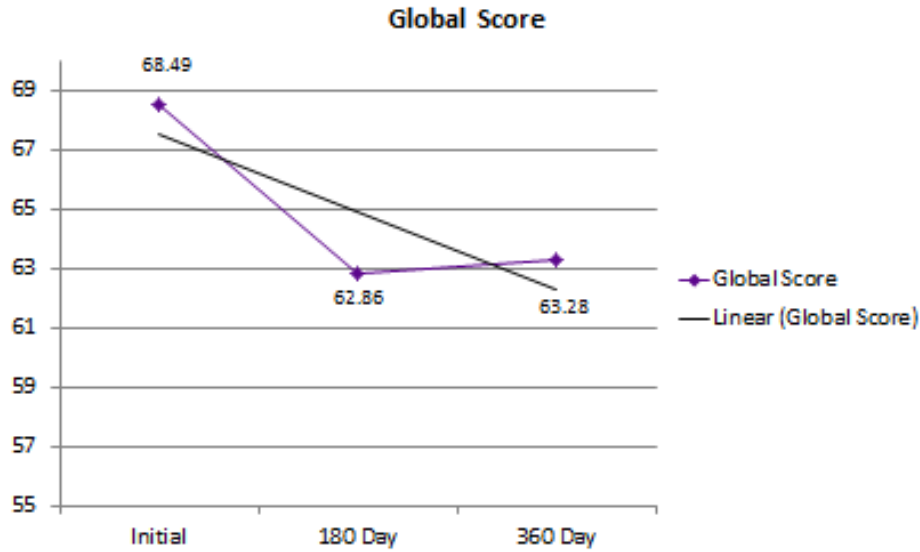
MISSED DAYS				
REPORTING PERIOD	Y3Q1	Y3Q2	Q3	Q4
Reported Count	651	1222		
# that had at least one missed day	276	339		
% of missed days (Count of At least One Occurrence/Total Reported)	4.24%	2.27%		
% of missed days (Count of At least One Occurrence/Total Members)	24.42%	2.60%		
Mean number of missed days	2.64	8.00		



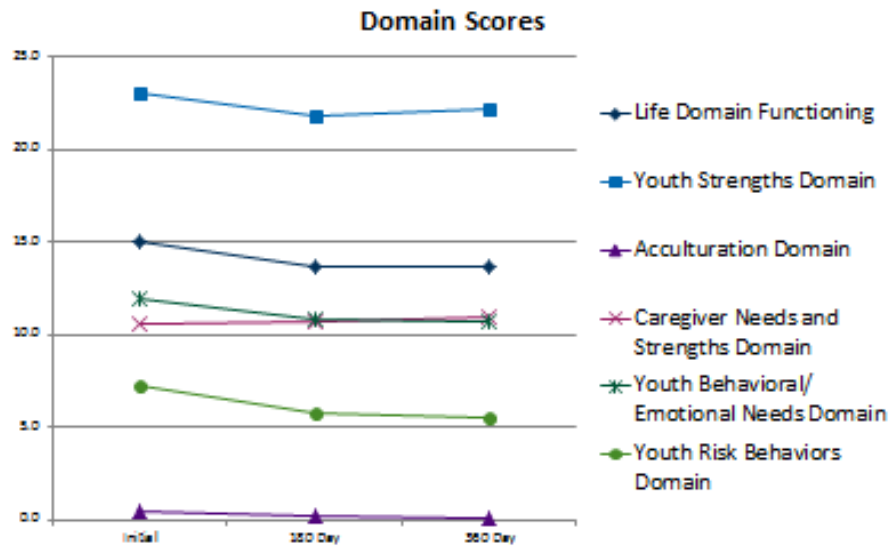
Home and Community-Based Service Utilization



Child and Adolescent Needs and Strengths (CANS)



Child and Adolescent Needs and Strengths (CANS)





CSoC Waivers – c and b3

