



COORDINATED  
SYSTEM OF CARE

Report to the Governance Board  
April 23, 2015

### Highlights

- CSoC is now available to all children/youth and families across the State of Louisiana, with nine regional Wraparound Agencies and four parent companies.
- Enrollment in the four new regions has increased from a total of 71 youth and families in the last quarter to 247 youth and families for this reporting period.
- Enrollment has also increased in the existing regions due to the increased number of slots available since the waiver amendment was approved in September 2014.
- Total CSoC enrollment with both existing and new regions is 1477.
- Outcomes data continues to reflect trending towards positive outcomes for youth involved in CSoC.
- There continues to be an increase in utilization of Home and Community Based Services for CSoC youth.
- During this quarter the state CSoC team has been working to refine the CSoC Quality Assurance Strategy, utilizing existing quarterly reports and investigating the addition of new indicators to assess progress and outcomes of youth enrolled in CSoC.
- This quarter, the state CSoC team has been working with the Office of Behavioral Health Executive Management Team to prepare for transition to the Bayou Health Plans in December 2015.

### CSoC Enrollment

Act 1225 Region	1/17/ 2013	4/12/ 2013	7/12/ 2013	9/30/ 2013	12/31/ 2013	3/31/ 2014	6/30/ 2014	9/30/ 2014	12/31/ 2014	3/31/ 2015
1 (Jefferson Parish/Greater New Orleans area)	122	181	204	217	240	243	260	252	294	306
2 (Capital area)	136	154	171	191	216	230	229	225	251	269
3 (Covington area)									17	86
4 (Thibodaux area)									26	72
5 (Acadiana area)									16	49
6 (Lake Charles area)									12	40
7 (Alexandria area)	96	112	109	135	162	149	170	160	179	179
8 (Shreveport area)	159	184	218	212	208	211	217	209	211	221

9 (Monroe area)	190	200	239	227	238	243	252	247	258	255
<b>TOTAL</b>	<b>703</b>	<b>831</b>	<b>941</b>	<b>982</b>	<b>1064</b>	<b>1076</b>	<b>1128</b>	<b>1093</b>	<b>1283</b>	<b>1477</b>

During the last quarter (1/15 – 3/15) there were a total of 460 referrals in the regions. The range of referrals by region was 44 to 136. Referrals to CSoC come from a variety of sources. The number of referrals from state agencies since implementation of CSoC continues to rise (DCFS – 589, OJJ – 426, and schools – 631). 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 (922 or 62.42%). African-American is the predominant race of these young people representing 894 (60.53%). The age group with the highest enrollment is 13-16 years old (608 or 41%). Additional demographic detail is provided in Appendix B.

#### **Wraparound Agency (WAA) update**

With CSoC statewide implementation in November 2014, CSoC is now available to all children/youth and families throughout the State of Louisiana, with nine regional Wraparound Agencies and four parent companies. Each of these regional wraparound agencies continue to do outreach to increase enrollment through a variety of strategies, including working to establish collaborative partnerships in both the established and newest regions, actively engaging stakeholders including state agencies, providers, community organizations, youth and families. In the last quarter, Region One has increased their enrollment to over 300 children/youth and families. They will be leasing additional office space in April, in order to accommodate the hiring of new supervisory and wraparound facilitator staff to meet the needs of their region.

The state CSoC liaisons have continued to make visits to the WAAs in their assigned existing and new regions in order to provide technical assistance and trouble shoot as needed. In addition, the State and Magellan CSoC teams conduct bi-monthly calls with each of the WAAs. In this quarter, the state CSoC liaisons have placed more emphasis on supporting the four newly implemented regions as they increase their enrollment. 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.

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. In addition, in January 2015, the CSoC Magellan team hosted a Provider Forum in the new region of Lake Charles to inform and educate local providers on CSoC and held an 'All Provider' call in February 2015 to educate all providers on the CSoC process.

**Family Support Organization update**

The state CSoc Family Lead continues to meet with FSO leadership to address growing enrollment, service provision and staff training needs. The FSO continues to focus its energy on staffing and service provision.

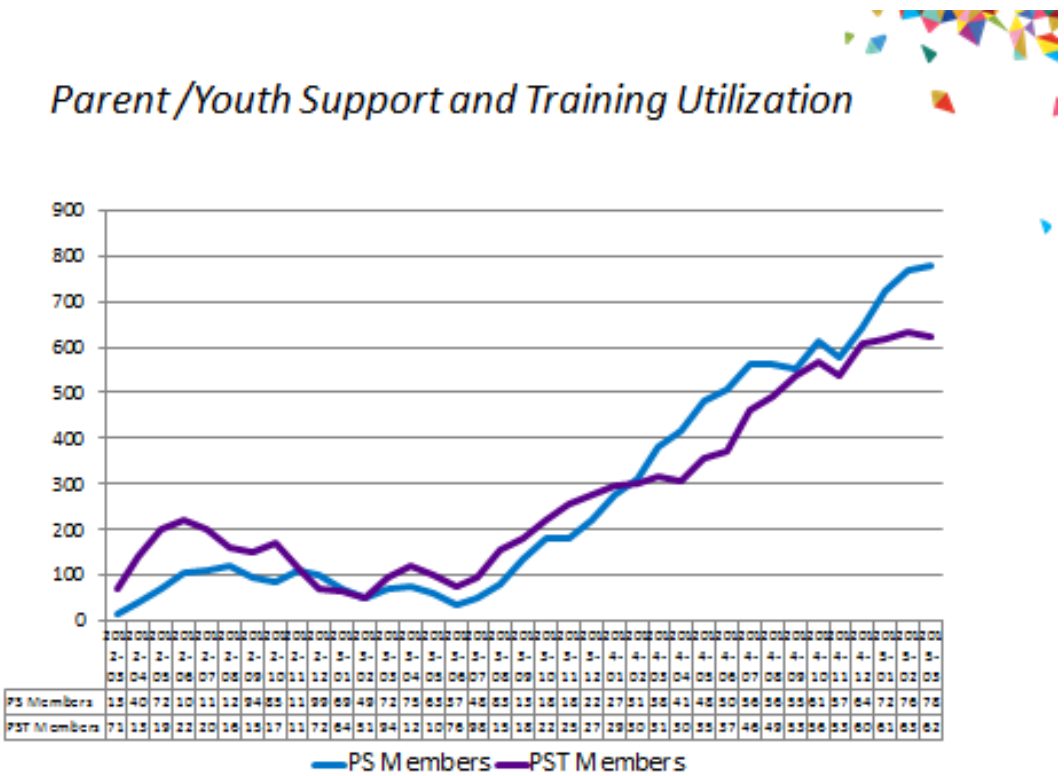
Based upon a review of data for the previous quarter:

- Unduplicated youth served each month with one or both FSO services: January: 1,216; February: 1,281; March: 1,342 (an average of 91% of enrollment each month, compared to 80% the previous quarter)
- Staff members at end of the quarter: 330 (188 Youth Support, 104 Parent Support, 14 Parent Trainers, 24 Managers/Supervisors), an increase of 64 from last quarter.
- Billed units continue to increase

FSO Training:

- Plans are underway to complete the training of Introduction to Wraparound for new FSO Staff, and to use the same train-the-trainer model to do a tour of statewide training of the Functional Behavioral Approach.

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**

In March 2015, the University of Maryland National Trainer/Coach provided a one day on-site coaching session in each of the four newly implemented regions. The focus of these on-site sessions was determined by the Clinical Director and Wraparound Supervisors in each region. Needs varied from responding to questions and providing information on specific wraparound processes, including: assisting family's in identifying their family vision, ensuring that the Plan of Care was in alignment with the Comprehensive Adolescent Needs and Strengths (CANS) assessment while ensuring fidelity to the principles of the National Wraparound Initiative. The National Trainer/Coach was also able to model effective coaching skills for the Clinical Directors and Wraparound Supervisors.

The final Introduction to Wraparound training conducted by the University of Maryland National Trainer will be held in Baton Rouge on March 31 - April 2, 2015. Twenty-five new wraparound facilitators from agencies throughout the state will complete the three day training which will provide primary information on the four phases of wraparound practice including: the initial meeting with the child/youth and family, engaging the members of the Child and Family Team and developing the Plan of Care in alignment with the National Wraparound Initiative's principles of wraparound as well as the CANS assessment tool.

Beginning in May 2015, the state and the wraparound agencies will assume the responsibility of providing the Introduction to Wraparound training to all new wraparound facilitators throughout Louisiana. With support from one of the certified Louisiana coaches, a representative group of wraparound agency supervisors, clinical directors and trainers, will meet on April 9, 2015, to begin identifying the features to be included in the standard Louisiana Introduction to Wraparound Training.

### **CSoC Finance and Audit Committee**

During the October CSoC Governance Board meeting, a vote was taken to change the By-Laws to reflect that this committee will only meet on an 'as needed' basis. There was no meeting this past quarter.

### **CSoC Quality Assurance (QA) Committee**

The committee last met on April 8, 2015. Committee Chair, Michael Comeaux will report to the Board during today's meeting.

### **Statewide Coordinating Council**

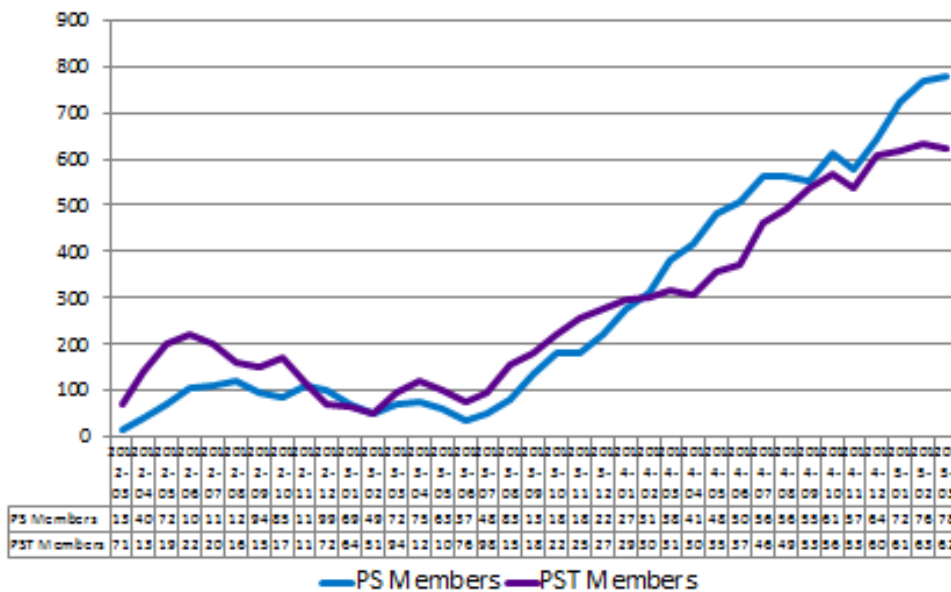
The SCC met January 15, 2015. The SCC has requested periodic updates on the Integration plans, and reviewed some highlights of previous workgroup meetings. SCC members and FSO Regional Leaders are working to partner on building united fronts in regions, to support families and youth – sharing plans to attend community meetings and events together, and coordinating to share best practices between regions. The SCC continues to work to solidify membership of current and new family, youth and stakeholder members. Additionally, the SCC

consistently reviews Ekhaya’s staffing levels, staff training, and numbers of youth served in each region.

**Provider Network**

The number of providers for Independent Living/Skills Building has increased since last quarter from 109 to 114. The number of Short Term Respite service providers remains at 10 this quarter. There is 1 Crisis Stabilization provider in one of the new implemented regions. In addition, the Magellan continues to follow up with interested providers of the specialized CSoC services and guide them through the network process.

*Parent/Youth Support and Training Utilization*



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

- Magellan recognizes the gap in Crisis Stabilization Services and Short Term Respite Care and continues to actively recruit providers of these services.
- 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 - 38 The Magellan Provider Network reports that there are 20 beds tentatively scheduled to open in Baton Rouge in July, with several other beds around the state tentatively scheduled to open in the next several months.
- TFC beds - 248

Psychiatric Residential Treatment Facility (PRTF) recruitment:

- PRTF beds - 158

**Trends in Children/Youth Outcomes Data**

Out of Home Placements:

- Percent of CSoC children who had restrictive placement **prior** to enrollment in WAA is 32.24% 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 18.56% indicating that participation in CSoC is producing desired result of decreasing out of home placement.

CANS Outcomes Data:

- As in last quarter, 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 in the global scores which started at 63.88 points decreasing to 61.79 points, indicating that youth are having a decrease in youth risk behaviors 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 State and Magellan CSoC teams will continue to refine our process of providing useful outcomes data based on CANS scores.

Other Outcomes:

- A decrease in school suspensions remained stable over the last quarter.
- A continued downward trend in number of inpatient psychiatric hospital admissions.
- Increased use of Home and Community Based Services.

Additional detail is provided in Appendix C.

**Appendix A: Referral Data**

*Member Referrals*



Region	12/31/14	03/31/15	Change
Region 1 – Orleans/Jefferson area	1085	1205	120
Region 2 - Baton Rouge area	1362	1498	136
Region 3 – Covington area	63	176	113
Region 4 - Thibodaux area	38	113	75
Region 5 – Lafayette area	38	132	94

*Member Referrals*



Region	12/31/14	03/31/15	Change
Region 6 – Lake Charles area	32	81	49
Region 7 - Alexandria area	812	882	70
Region 8 – Shreveport area	1428	1518	90
Region 9 - Monroe area	942	986	44
Total	5800	6591	791

## Referrals by Agency/Entity




Referring Source	12/31/14	3/31/15	Change
DCFS	544	589	45
OJJ	374	426	52
OBH	95	94	-1
DOE/School	535	631	96
Caregiver	695	889	194
Hospitals	833	976	143
Licensed Mental Health Professional	1101	1186	85
Other Juvenile Entities	359	389	30
Self or Legal Guardian	321	392	71
Primary Care Physician (PCP)	19	25	6
Other	924	994	70
<b>Total</b>	<b>5800</b>	<b>6591</b>	<b>791</b>




## Appendix B: Demographic Data

### Gender



Gender	Number	Percentage
Male	922	62.42%
Female	550	37.24%
Unspecified	5	0.34%
Total	1477	100.00%

### Race

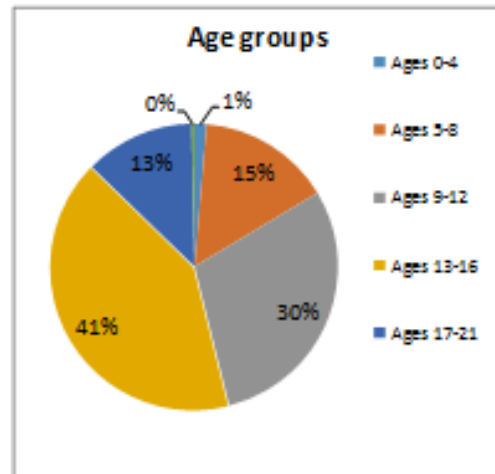


Race	Number	Percentage
African-American	894	60.53%
Caucasian	428	28.98%
Unspecified	111	7.52%
Other Ethnicity	27	1.83%
Pacific Islander	11	0.74%
American Indian	5	0.34%
Asian	1	0.07%
Total	1477	100.00%



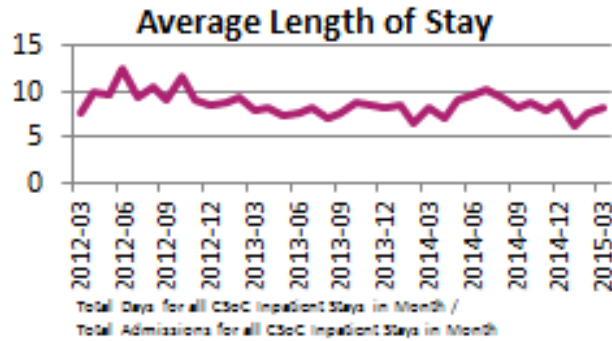
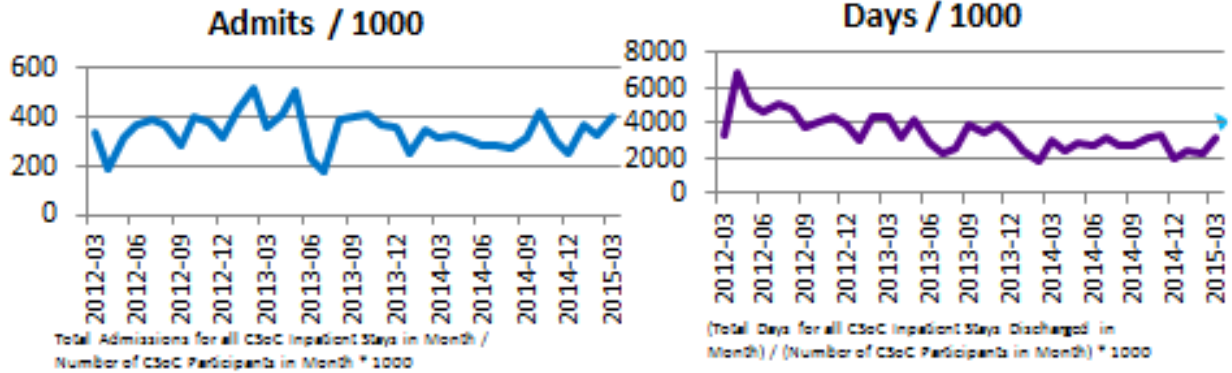
## Age Groups

Age Groups	Number
up to 4	20
5 - 8	222
9 - 12	439
13 - 16	608
17 - 21	183
Unspecified	5
<b>Total</b>	<b>1477</b>



Appendix C: Outcome Data

### CSoC Children Inpatient Psychiatric Utilization



## School Performance Measures



MEAN NUMBER	REPORTING PERIOD			CHANGE
	Y3Q2	Y3Q3	Y3Q4	
Suspensions	2.48	0.81	0.89	0.08
Expulsions	.04	.09	.06	(.03)
Missed Days	8.00	7.11	5.89	(1.22)

## School Conduct - Suspensions



SUSPENSIONS				
REPORTING PERIOD	Y3Q1	Y3Q2	Y3Q3	Y3Q4
Reported Count	675	1224	1289	1587
# that had at least 1 day suspension	203	247	272	357
% of suspensions (Count of At least One Occurrence/Total Reported)	30.1%	20.2%	21.1%	22.5%
% of suspensions (Count of At least One Occurrence/Total Members)	18.0%	18.9%	19.9%	20.2%
Mean number of suspensions	2.11	2.48	0.81	0.89

## School Conduct - Expulsions

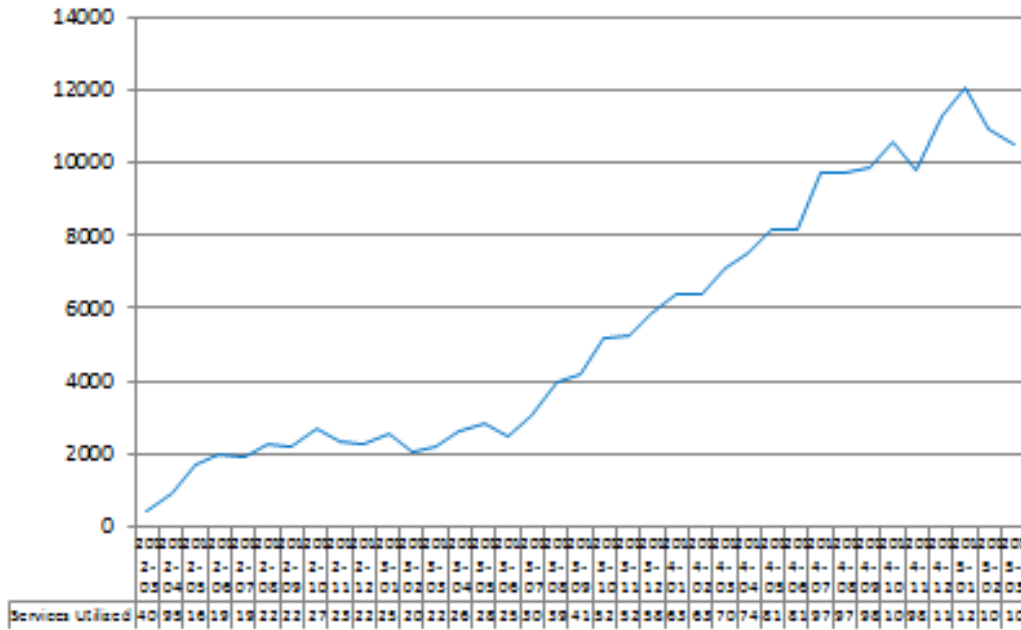
EXPULSIONS				
REPORTING PERIOD	Y3Q1	Y3Q2	Y3Q3	Y3Q4
Reported Count	676	1221	1289	1585
# that had an expulsion	62	50	54	52
% of expulsions (Count of At least One Occurrence/Total Reported)	9.17%	4.09%	4.20%	3.28%
% of expulsions (Count of At least One Occurrence/Total Members)	5.48%	3.83%	3.96%	2.95%
Mean number of expulsions	.09	.04	.09	.06

## School Attendance – Missed Days

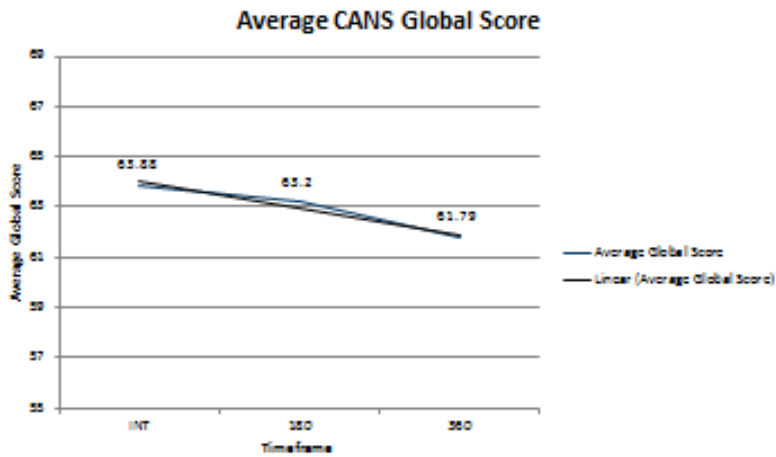
MISSED DAYS				
REPORTING PERIOD	Y3Q1	Y3Q2	Y3Q3	Y3Q4
Reported Count	651	1222	1287	1588
# that had at least one missed day	276	339	444	553
% of missed days (Count of At least One Occurrence/Total Reported)	42.40%	22.70%	34.5%	34.8%
% of missed days (Count of At least One Occurrence/Total Members)	24.42%	26.00%	32.55%	31.33%
Mean number of missed days	2.64	8.00	7.11	5.89



## Home and Community-Based Service Utilization



## Child and Adolescent Needs and Strengths (CANS)



## Child and Adolescent Needs and Strengths (CANS)

