



COORDINATED
SYSTEM OF CARE

Report to the Governance Board
January 22, 2015

Highlights

- On November 20, 2014, CSoC was successfully implemented statewide, with the addition of the following four regions: Covington, Thibodaux, Lafayette, and Lake Charles.
- The four regions currently have a total enrollment of 71 youth and families.
- Total CSoC enrollment with both existing and new regions is 1283.
- With CMS approval for statewide implementation in September 2014, the total number of youth and families who can be served in CSoC in the state of Louisiana has increased from 1200 to 2400, greatly increasing access to CSoC for youth and families in all regions.
- 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.
- The CSoC website has been updated to reflect Statewide Implementation.

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
1 (Jefferson Parish/Greater New Orleans area)*	122	181	204	217	240	243	260	252	294
2 (Capital area)	136	154	171	191	216	230	229	225	251
3 (Covington area)									17
4 (Thibodaux area)									26
5 (Acadiana area)									16
6 (Lake Charles area)									12
7 (Alexandria area)	96	112	109	135	162	149	170	160	179
8 (Shreveport area)	159	184	218	212	208	211	217	209	211
9 (Monroe area)	190	200	239	227	238	243	252	247	258
TOTAL	703	831	941	982	1064	1076	1128	1093	1283

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

During the last quarter (10/14 – 12/14) there were a total of 560 referrals in the existing regions. The range of referrals by region was 80 to 148. Referrals to CSoC come from a variety of sources. The number of referrals from state agencies since implementation of CSoC continues to rise (DCFS – 540, OJJ – 361, and schools – 532). 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 (751 or 62.95%). African-American is the predominant race of these young people representing 736 (61.69%). The age group with the highest enrollment is 13-16 years old (486 or 41%). 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. Three of the current Wraparound agencies were selected by the regional community teams in the non-implemented regions to act as the Wraparound agency. These agencies: Choices, Eckerd and Wraparound Services of Northeast Louisiana, have successfully implemented CSoC in these four new regions.

Region 3: Covington – Choices

Region 4: Thibodaux – Wraparound Services of South Central Louisiana

Region 5: Lafayette – Eckerd

Region 6: Lake Charles – Choices

In the past quarter, each of these agencies has continued working to establish collaborative partnerships in the new regions, actively engaging stakeholders including state agencies, providers, community organizations, youth and families. Further, they established wraparound agencies in their designated regions, hiring administrative staff and wraparound facilitators for start-up.

The 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. 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.

In preparation for statewide implementation, the CSoC OJJ liaison, the Wraparound Agency and FSO staff visited the Covington, Thibodaux, Lafayette, and Lake Charles OJJ offices. The visits entailed providing OJJ Regional Managers, supervisors, and officers with a review of CSoC and Wraparound principles, the five specialized CSoC services, the role of family and youth supports in wraparound, how to properly identify potential CSoC eligible youth, and how to make CSoC referrals. In addition, moving forward CSoC OJJ Liaison will continue to work in collaboration with the Wraparound agencies and the FSO to increase engagement and educational

opportunities which will further support the understanding of system of care and wraparound and the benefits of CSoC for youth, families and communities.

To prepare for statewide implementation, the CSoC DCFS Liaison met with Child Welfare supervisory staff in the new regions to provide education on the wraparound approach and processes as well as how to make a referral to CSoC. Information was also gathered from Child Welfare staff to learn how to best support and develop child welfare staff's understanding and participation in wraparound. Additionally, CSoC Statewide Implementation was the featured topic for the November 2014 KIT conference.

The CSoC DOE Liaison continues to reach out to the LEAs to encourage participation in CSoC and respond to requests for additional information, in addition to continued work with DOE and Magellan education contacts to promote CSoC.

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 State CSoC Family Lead meets regularly with FSO leadership to make certain that the growing enrollment, service provision and staff training needs are met. The FSO has spent much of its energy focusing on preparation of new staff, especially as it relates to statewide implementation.

Based upon a review of data for the previous quarter:

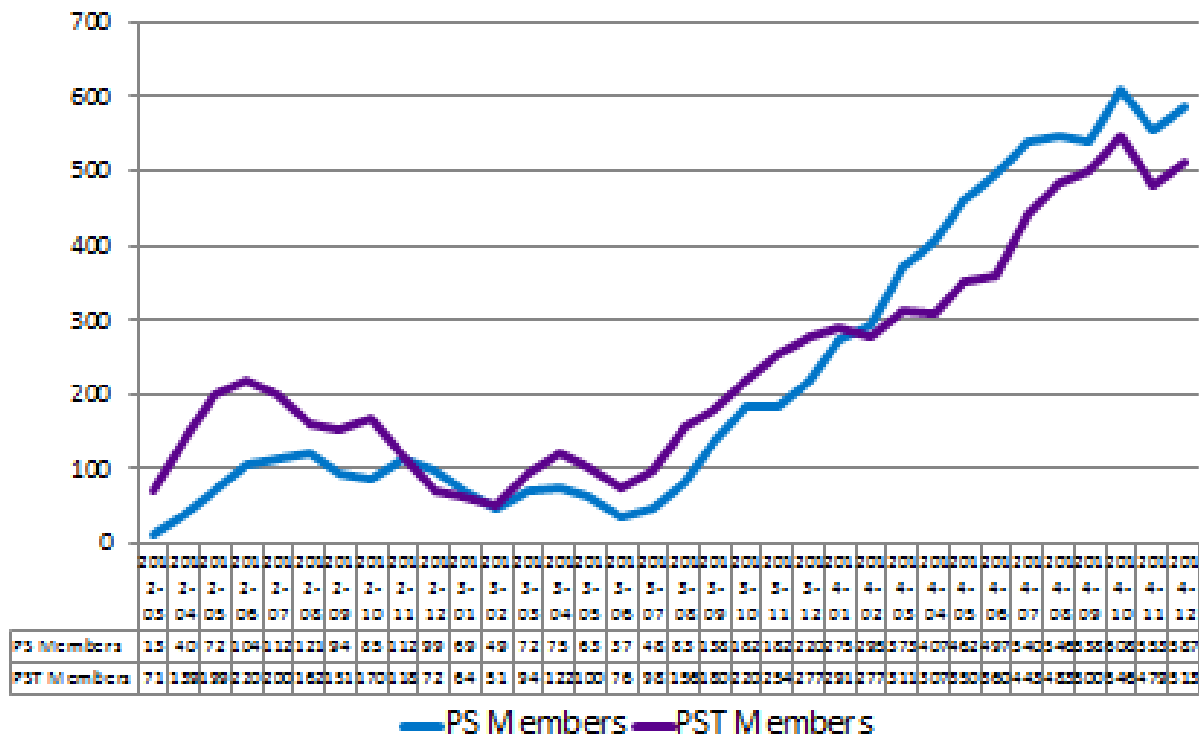
- Unduplicated youth served each month with one or both FSO services: October: 900, November: 887, December: 1071 (an average of 80% of enrollment each month, compared to 76% the previous quarter)
- Staff members at end of quarter: 266 (154 Youth Support, 80 Parent Support, 18 Parent Trainers, 14 Managers/Supervisors), an increase of 117 from last quarter.
- Billed units continue to increase

FSO Training:

- In November, in preparation for Statewide Implementation, in addition to Ekhaya's own orientation, the state CSoC Family Lead and CSoC staff provided training to Ekhaya Staff on:
 - Functional Behavioral Approach
 - Introduction to Wraparound, specifically for the peer support specialist
- In December, to build Ekhaya's organizational capacity, the state CSoC team partnered with Ekhaya's new training team, to train Ekhaya training staff to facilitate the "Introduction to Wraparound for Peer Support Specialists" to approximately 150 Ekhaya staff in original regions. These trainings will resume in late January/early February to return to new regions for newly-added staff.
- Throughout the spring, the state CSoC team will partner with Ekhaya's training team to conduct 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.

Parent /Youth Support and Training Utilization



Technical Assistance and Training

In November 2014, with the National Trainer/Coach from the University of Maryland, the state CSoC Team sponsored a three day Introduction to Wraparound Training for fifty-one Wraparound Supervisors and Facilitators from the Wraparound Agencies and Family Support Specialists from the Family Support Organization to help prepare all new staff for the November “Go Live” date. The training was conducted by a Wraparound Supervisor as part of the requirements to earn certification as a trainer, with support from the national trainer from the University of Maryland. To accommodate the training needs of wraparound facilitators in both the new and existing regions, an additional three day Introduction to Wraparound training was provided in January 2015 for twenty-four wraparound facilitators. Charla Gordon, Clinical Director from the Eckerd Wraparound Agency in Region 7, completed all requirements to earn her national trainer certification. At this time, we have three individuals that have earned their national coaching certification, of these two also earned the national trainer certification.

In December 2014, twenty-five wraparound supervisors and facilitators with at least six months of experience in wraparound participated in a two day Intermediate Training in Wraparound that was led by the National Trainer/Coach from the University of Maryland. The Intermediate Training is a very targeted training that focuses on the areas of need identified by the participants. For this session, areas of need included, but were not limited to the following: developing the Child and Family Team; aligning needs statement with the family story and the Comprehensive Adolescent Needs and Strengths (CANS) assessment; strengthening outcome statements; and keeping the family and team members engaged.

The National Trainer/Coach has also been engaged in providing on-site coaching in the wraparound agencies. During these on-site visits, the Trainer/Coach works with the wraparound supervisors and facilitators on areas of need identified by the agency. The National Trainer/Coach is available to observe Child and Family Team meetings, model effective coaching skills and provide feedback to support fidelity to the wraparound practice.

By the end of April 2015, the National Trainer/Coach will have provided a minimum of two days of on-site visits in each of the existing regions and one day on-site visits in each of the new regions. Depending on need, an additional three day Introduction to Wraparound Training is tentatively scheduled for March 2015 and an additional Intermediate Wraparound Training is scheduled for April 2015.

As the result of ongoing discussion between the state CSOC Team and the Family Support Organization, a decision was made to develop a one day Introduction to Wraparound for the Parent Support Partners in the Family Support Organization. This training was developed by the state CSOC Team Family Lead and other members of the state CSOC team. This training is targeted to address the specific needs, roles and responsibilities of the Parent Support Partners. Initial feedback from these targeted trainings has been very positive.

This past summer the state CSOC Team worked with the University of Washington Research and Evaluation Team (WERT) to conduct the Wraparound Fidelity Index Assessment with CSOC youth and families in the five existing regions. The purpose of the study was to establish a baseline metric of the integration of high fidelity wraparound practice, which encompasses the integration of System of Care values including: Needs Based, Use of Natural and Community Support, Strengths Based and Family Driven, in the current practice of wraparound facilitators in the existing regions. Research indicates that there is a strong correlation between high fidelity wraparound practice and positive outcomes for youth and families. The University of Washington will be presenting the results of the study in the New Business section of today's CSOC Governance Board meeting. The information obtained from the study will be used to provide targeted training for the wraparound agencies, in addition to creating a long term plan to support high fidelity wraparound practice.

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. The committee last met on September 29, 2014 and reviewed 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 January 14, 2015. Committee Chair, Michael Comeaux will report to the Board during today's meeting.

Statewide Coordinating Council

The SCC continues to meet quarterly, and was recently introduced to the regional leaders of the FSO (including the new regions). The SCC members and FSO regional leaders will be working together to schedule local meetings and to partner hosting attending regional meetings, in an effort to begin creating or further building a united front around CSoC and overall children and youth behavioral health issues in the regions. SCC members continue to work to identify new parent and youth members. Additionally, the SCC continues to work with Ekhaya to review the status of its staffing levels, training provided to staff, 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 81 to 109. The number of Short Term Respite service providers has increased by 3 this quarter. There is 1 Crisis Stabilization provider in one of the new implemented regions. In addition, this past quarter all of the WAAs in the new regions contracted with Magellan. This month, Magellan will also be hosting a provider forum to train and educate all providers in the new regions.

Providers by Region (All 9 Regions) 5 CSoC Specialized Services



C SoC Service	Crisis Stabilization	Independent Living/Skills Building	Parent Support & Training	Short Term Respite Care	Youth Support & Training	Total
Region 1	0	33	1	2	1	37
Region 2	0	11	1	1	1	14
Region 3	0	5	1	0	1	7
Region 4	1	2	1	1	1	6
Region 5	0	11	1	1	1	14
Region 6	0	7	1	1	1	10
Region 7	0	12	1	1	1	15
Region 8	0	14	1		1	16
Region 9	0	14	1	3	1	19
TOTAL	1	109	9	10	9	138



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 30
- TFC beds 248

Psychiatric Residential Treatment Facility (PRTF) recruitment:

In this past quarter, the number of PRTF beds have increased from 165 to 184, with on-going recruitment.

Trends in Children/Youth Outcomes Data

Out of Home Placements:

- Percent of CSoc children who had restrictive placement **prior** to enrollment in WAA is 31.17% 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 66.2 points decreasing to 63.22 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 continued decrease in school suspensions 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
(for 5 Existing Regions)*

Region	9/30/14	12/31/14	Change
Region 1 – Orleans/Jefferson area	941	1085	144
Region 2 - Baton Rouge area	1214	1362	148
Region 7 - Alexandria area	732	812	80
Region 8 – Shreveport area	1296	1428	132
Region 9 - Monroe area	886	942	56
Total	5069	5629	560


Member Referrals (for 4 Newly Implemented)

Region	12/31/14
Region 3 – Covington area	63
Region 4 - Thibodaux area	38
Region 5 – Lafayette area	38
Region 6 – Lake Charles area	32
Total	171

Referrals by Agency/Entity (for 5 Existing Regions)

Referring Source	9/30/14	12/31/14	Change
DCFS	500	540	40
OJJ	351	361	10
OBH	88	95	7
DOE/School	445	532	87
Caregiver	466	670	204
Hospitals	726	796	70
Licensed Mental Health Professional	1002	1075	73
Other Juvenile Entities	325	354	29
Self or Legal Guardian	247	291	44
Primary Care Physician (PCP)	12	19	7
Other	907	896	(11)
Total	5069	5629	560

Referrals by Agency/Entity (for 4 Newly Implemented)




Referring Source	12/31/14
DCFS	4
OJJ	13
OBH	0
DOE/School	6
Caregiver	22
Hospitals	37
Licensed Mental Health Professional	26
Other Juvenile Entities	5
Self or Legal Guardian	30
Primary Care Physician (PCP)	0
Other	28
Total	171



Appendix B: Demographic Data

Gender



Gender	Number	Percentage
Male	751	62.95%
Female	436	36.55%
Unspecified	3	0.50%
Total	1193	100.00%

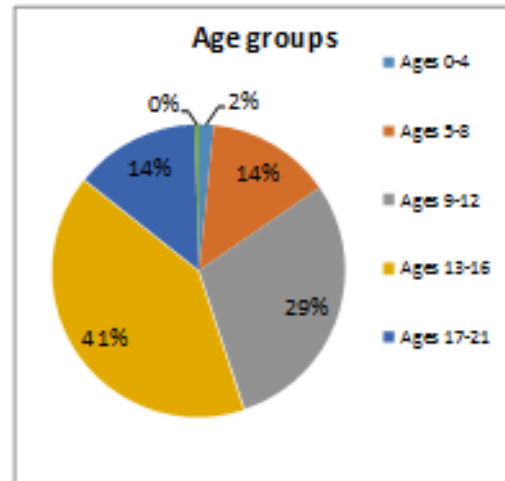

Race

Race	Number	Percentage
African-American	736	61.69%
Caucasian	322	26.99%
Unspecified	102	8.55%
Other Ethnicity	22	1.84%
Pacific Islander	9	0.75%
American Indian	1	0.08%
Asian	1	0.08%
Total	1193	100.00%



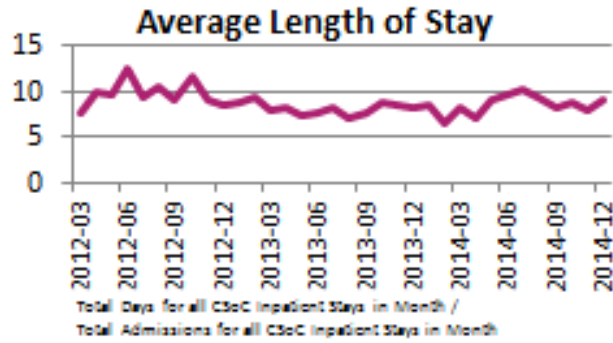
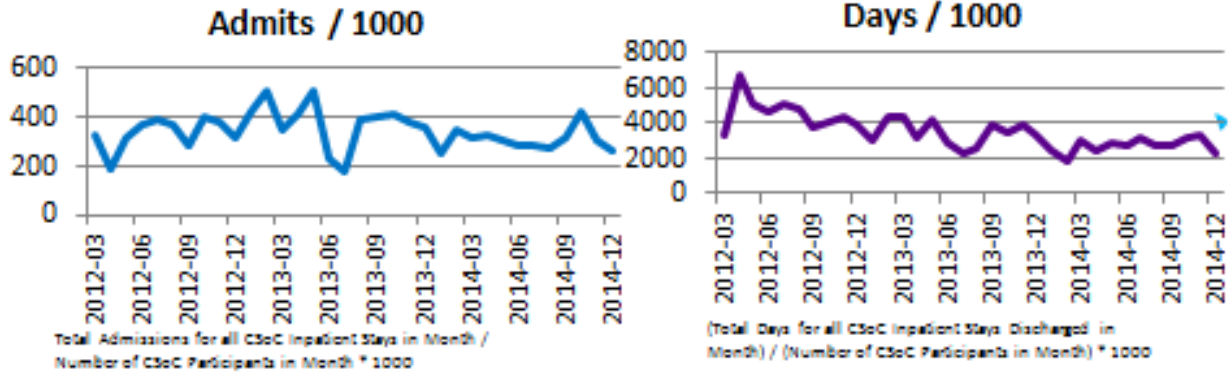
Age Groups

Age Groups	Number
up to 4	19
5 - 8	165
9 - 12	352
13 - 16	486
17 - 21	165
Unspecified	6
Total	1193



Appendix C: Outcome Data

CSoC Children Inpatient Psychiatric Utilization



School Performance Measures



MEAN NUMBER	REPORTING PERIOD		CHANGE
	Y3Q2	Y3Q3	
Suspensions	2.48	0.81	(1.67)
Expulsions	.04	.09	.05
Missed Days	8.00	7.11	(0.99)

School Conduct - Suspensions



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

School Conduct - Expulsions



EXPULSIONS				
REPORTING PERIOD	Y3Q1	Y3Q2	Y3Q3	Y4Q4
Reported Count	676	1221	1289	
# that had an expulsion	62	50	54	
% of expulsions (Count of At least One Occurrence/Total Reported)	9.17%	4.09%	4.20%	
% of expulsions (Count of At least One Occurrence/Total Members)	5.48%	3.83%	3.96%	
Mean number of expulsions	.09	.04	.09	

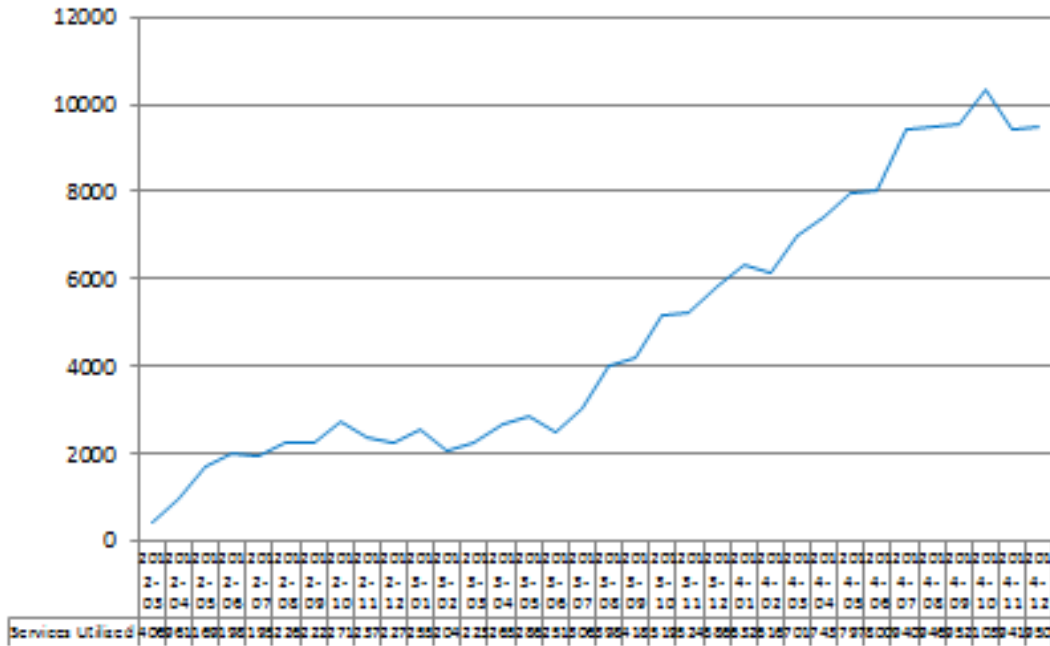
School Attendance – Missed Days



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

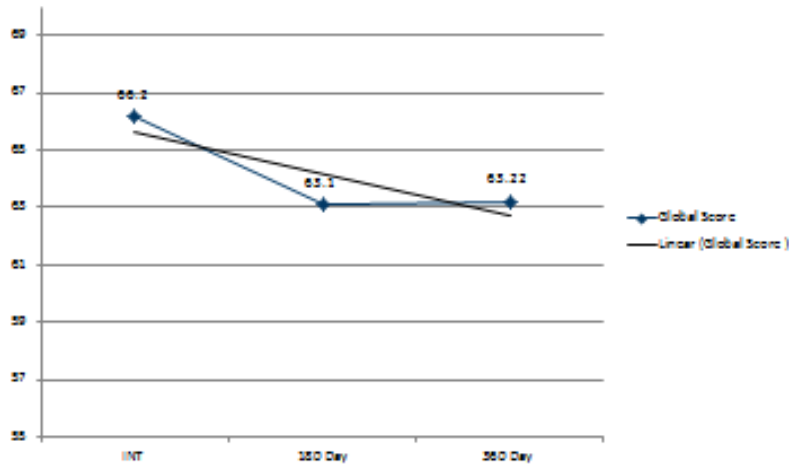


Home and Community-Based Service Utilization



Child and Adolescent Needs and Strengths (CANS)

Average CANS Global Scores



Child and Adolescent Needs and Strengths (CANS)

Average CANS Domain Scores

