



**COORDINATED
SYSTEM OF CARE**

**Report to the Governance Board
November 9, 2016**

Highlights for period (June-August)

- Total CSoC enrollment with both existing and new regions is 2174.
- OBH has entered into a contract with two national wraparound trainers, who will train supervisors/coaches in all nine WAA regions in Wraparound coaching.
- CSoC outcomes continue to trend positively for CSoC children, youth and their families.

CSoC Enrollment:

| Act 1225 Region | 12/31/ 2013 | 3/31/ 2014 | 6/30/ 2014 | 9/30/ 2014 | 12/31/ 2014 | 3/31/ 2015 | 6/30/ 2015 | 9/24/ 2015 | 12/31/ 2015 | 3/31/ 2016 | 6/24/ 2016 | 9/30/ 2016 |
|-----------------------------------------------|------------------------|-----------------------|-----------------------|-----------------------|------------------------|-----------------------|-----------------------|-----------------------|------------------------|-----------------------|-----------------------|-----------------------|
| 1 (Jefferson Parish/Greater New Orleans area) | 240 | 243 | 260 | 252 | 294 | 306 | 310 | 378 | 414 | 429 | 414 | 406 |
| 2 (Capital area) | 216 | 230 | 229 | 225 | 251 | 269 | 268 | 270 | 278 | 312 | 328 | 276 |
| 3 (Covington area) | | | | | 17 | 86 | 136 | 155 | 244 | 263 | 272 | 272 |
| 4 (Thibodaux area) | | | | | 26 | 72 | 118 | 170 | 237 | 226 | 244 | 256 |
| 5 (Acadiana area) | | | | | 16 | 49 | 85 | 92 | 91 | 115 | 121 | 122 |
| 6 (Lake Charles area) | | | | | 12 | 40 | 69 | 90 | 112 | 128 | 141 | 138 |
| 7 (Alexandria area) | 162 | 149 | 170 | 160 | 179 | 179 | 180 | 155 | 169 | 185 | 174 | 156 |
| 8 (Shreveport area) | 208 | 211 | 217 | 209 | 211 | 221 | 221 | 218 | 196 | 220 | 221 | 204 |
| 9 (Monroe area) | 238 | 243 | 252 | 247 | 258 | 255 | 254 | 258 | 284 | 283 | 306 | 344 |
| TOTAL | 1064 | 1076 | 1128 | 1093 | 1283 | 1477 | 1641 | 1786 | 2025 | 2161 | 2221 | 2174 |

During the reporting period (6/16 – 8/16) there were a total of 598 referrals. The range of referrals by region was 50 to 99. Referrals to CSoC come from a variety of sources. The number of referrals from state agencies since implementation of CSoC continues to rise (DCFS – 986, OJJ – 849, and schools – 1019). However, the majority of referrals have come from other sources including caregivers, hospitals, Licensed Mental Health Professionals and other Juvenile Entities.

Referrals by Agency/Entity



| REFERRING SOURCE | 5/27/16 | 08/26/16 | CHANGE |
|-------------------------------------|--------------|--------------|------------|
| DCFS | 920 | 986 | 66 |
| OJJ | 799 | 849 | 50 |
| OBH | 109 | 111 | 2 |
| DOE/School | 995 | 1019 | 24 |
| Caregiver | 2019 | 2183 | 164 |
| Hospitals | 1164 | 1205 | 41 |
| Licensed Mental Health Professional | 1719 | 1847 | 128 |
| Other Juvenile Entities | 558 | 569 | 11 |
| Self or Legal Guardian | 752 | 809 | 57 |
| Primary Care Physician (PCP) | 37 | 40 | 3 |
| Other | 1387 | 1439 | 52 |
| Total | 10459 | 11057 | 598 |

Per request from Board members, the table below reflects referrals by region over the last nine quarters. This table will continue to be included in the CSoC Director’s Report.

CSoC Referrals by Quarter

| Act 1225 Region | 9/30/2014 | 12/31/2014 | 3/31/2015 | 6/30/2015 | 9/24/2015 | 12/31/2015 | 3/31/2016 | 5/27/2016 | 8/26/2016 |
|-----------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| 1 (Jefferson Parish/Greater New Orleans area) | 118 | 144 | 120 | 107 | 226 | 140 | 82 | 59 | 64 |
| 2 (Capital area) | 121 | 148 | 136 | 136 | 95 | 155 | 113 | 52 | 70 |
| 3 (Covington area) | | 63 | 113 | 116 | 104 | 181 | 94 | 63 | 86 |
| 4 (Thibodaux area) | | 38 | 75 | 72 | 82 | 107 | 39 | 39 | 55 |
| 5 (Acadiana area) | | 38 | 94 | 89 | 100 | 69 | 64 | 52 | 53 |
| 6 (Lake Charles area) | | 32 | 49 | 63 | 60 | 70 | 52 | 43 | 52 |
| 7 (Alexandria area) | 48 | 80 | 70 | 89 | 59 | 85 | 81 | 52 | 50 |
| 8 (Shreveport area) | 94 | 132 | 90 | 97 | 72 | 90 | 114 | 51 | 69 |
| 9 (Monroe area) | 65 | 56 | 44 | 69 | 63 | 89 | 68 | 65 | 99 |
| TOTAL | 446 | 731 | 791 | 838 | 861 | 983 | 707 | 476 | 598 |

The majority of children/youth enrolled in CSOC are male (1,336 or 63%). African-American is the predominant race of these young people representing 1,254 (59%). The age group with the highest enrollment is 13-16 years old (827 or 39%). Additional demographic detail is provided in Appendix B.

Wraparound Agency (WAA) update:

The state CSOC liaisons continue to provide technical assistance to their assigned wraparound regions as needed. In addition, the State and Magellan CSOC teams conduct twice monthly calls with each of the WAAs for information sharing and troubleshooting. The liaisons completed the personnel record audits for each WAA as part of the certification process. All WAAs have been re-certified for one year. In addition to their role of liaison, the state CSOC team continues to be actively involved in creating and monitoring the CSOC quality improvement strategy as well as monitoring for compliance to waiver assurances, and contract deliverables.

The Magellan CSOC 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.

The OBH CSOC team is preparing for a statewide site visits of all nine regions. The liaisons will attend CFTs, CANS reassessments and review charts. This effort will enable the OBH CSOC team to gather data to evaluate the strengths and needs of the Wraparound Agencies.

Statewide Coordinating Council

Active participation and attendance at SCC meetings continues to be a challenge. The OBH Family Lead is working to formulate strategies for making the SCC more relevant for CSOC families and youth, in an effort to improve engagement.

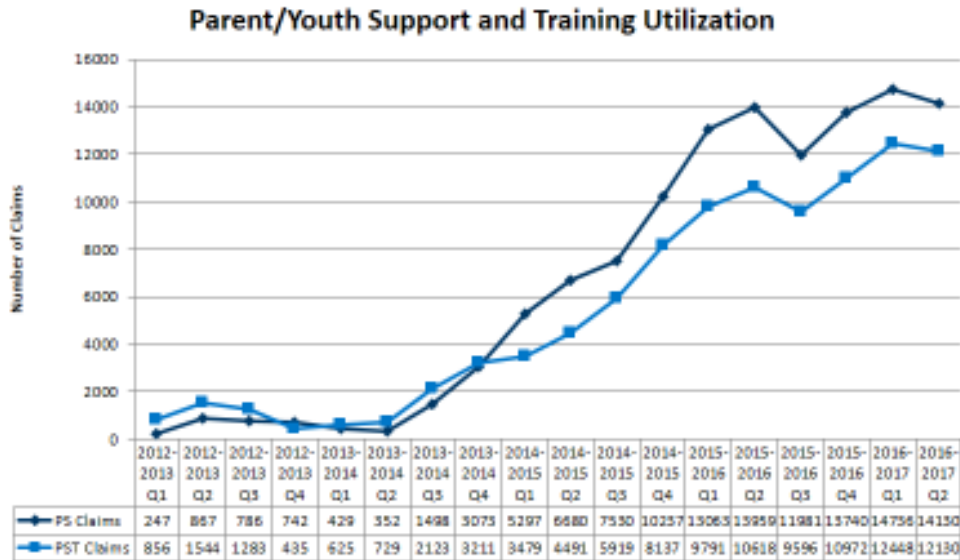
Family Support Organization update

The OBH Family Lead continues to stay engaged with the leadership of the FSO in order to support areas of service provision and technical assistance. Currently, the FSO has trainers approved by OBH so that its staff can be trained as needed as relates to wraparound and the Functional Behavioral Approach.

The FSO continues its partnership with Magellan to host “MY LIFE” events in most regions, in addition to other programming that is free for CSOC youth and families to attend. The next event is “MY Fest,” which will take place on December 3rd in downtown Baton Rouge.

The following graph demonstrates FSO service provision since the implementation of CSOC. (The statewide FSO began providing services during April 2013.)

Parent /Youth Support and Training Utilization



Technical Assistance and Training:

In July, the CSoC Director and Family Lead began working with two national wraparound coaching trainers, Laura Burger Lucas and Sharon Gentry, to support the development of coaching skills for supervisors/coaches in the wraparound agencies. This training will be conducted in three geographical phases that will cover the state, which began in July and will end in summer of 2017. Each phase will include a three day coaching training, followed up with three on-site visits to three regional WAAs, as well as coaching calls to support development of the supervisors/coaches. At the conclusion of this training, there will be a ‘train the trainer’ conducted for WAA regional supervisor/coaches in order to build sustainability. The OBH CSoC team will take part in this coaching training, as well as a Best Practice Training that will be conducted in December by one of the national coaches. The goal is to increase the skills and knowledge of the OBH CSoC team, to prepare them for on-going monitoring of the regional WAAs for best practices and high fidelity wraparound.

CSoC Finance and Audit Committee:

This committee meets on an ‘as needed’ basis and has not met during this quarter.

CSoC Quality Assurance (QA) Committee:

Committee Chair, Cindy Guitrau will report to the Board during today’s meeting.

Provider Network:

Short-term Respite

- The network currently increased from 15 to 26 STR providers this quarter
- New Waiver allowances announced in May allow TFC provider type to provide Short-term Respite services

Crisis Stabilization

- Crisis Stabilization is in the process of transitioning to state plan services as the result of a waiver amendment, which allows for all children with Medicaid, who meet medical necessity criteria to access Crisis Stabilization services

Independent Living Skills Building

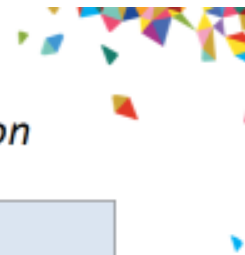
- There are 159 ILSB providers throughout the regions

Trends in Children/Youth Outcomes Data:

CSoC Children Inpatient Psychiatric Utilization:

Source: Magellan

- Percent of CSoC members (under 22) who were served in a psychiatric hospital during the quarter: 93 or 3.61%
- Average length of stay for CSoC members (under 22) in psychiatric hospitalization: 6.67 days



CSoC Children Inpatient Psychiatric Utilization

| TYPE OF SETTING | MEMBER COUNT: all members who spent any days in restrictive settings (levels shown below) | NUMBER OF CHILDREN UNDER AGE 22 ENROLLED WITH MCO DURING REPORTING PERIOD | PERCENT | ALOS |
|--------------------------------|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|---------|------|
| Inpatient Psychiatric Hospital | 93 | 2,575 | 3.61 | 6.67 |

CANS Outcomes Data

Source: Magellan

Outcomes Findings: An analysis of the global CANS scores beginning at initial intake and then at discharge for 325 youth with valid data discharged during the quarter showed:

- A mean score decrease of 19.24 points
- 71.69% of youth showed improved clinical functioning

Magellan staff will be conducting a presentation later in this meeting to further explain the CANS assessment tool and the ways in which it functions as a primary source of outcome data for children, youth and families enrolled in CSoC.

School Outcomes

Source: Magellan

The CANS school module which evaluates school functioning, is regularly applied when children and youth initially enroll in CSoC, then every 180 days after enrollment and at discharge. This offers a more consistent and objective picture of a youth's school functioning over time. For this quarter there was valid data on 325 youth discharged. The following results were documented:

- 70.39% showed improved school functioning
- 31.91% showed improved school attendance
- 64.47% showed improved school behavior

Youth with an IEP:

Source: Magellan

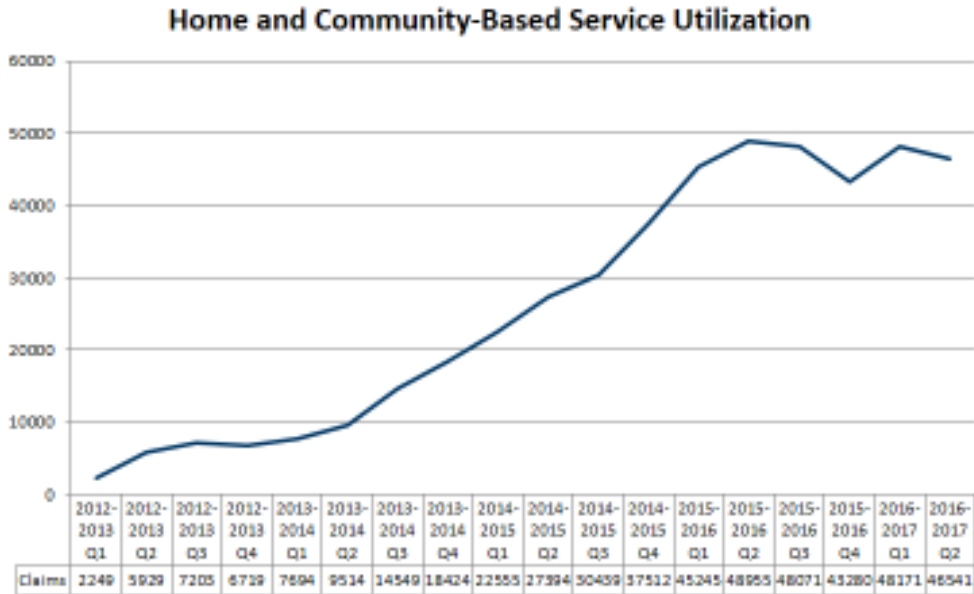
- A review of the enrollment for this time period indicates that approximately 32.93% of the children/youth enrolled in CSoC had a current IEP meaning that they are receiving special education services in the school system.

Home and Community Based Services

Source: Magellan

- There continues to be a high level of use of Home and Community Based Services, one of the factors that contributes to children and youth being able to stay successfully in their homes and communities.

Home and Community-Based Service Utilization



Living Situation at Discharge from CSoC:

Source: Magellan

- Percent of youth whose living situation at discharge from CSoC is a family home: 90.05%