



# Louisiana Coordinated System of Care (CSoC)

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# How to Make a Referral

**Anyone** can refer a child/youth to be screened for CSoC Services

**Individuals between the ages of 5-20 are screened for program eligibility**

**To make a referral, contact the child/youth's Healthy Louisiana Plan. Note that the parent/caregiver must participate in the referral. The Health Louisiana Plan information is as follows:**

- Aetna Better Health: 1-855-242-0802
- AmeriHealth Caritas: 1-888-756-0004
- Healthy Blue: 1-844-521-6941
- Louisiana Healthcare Connections: 1-866-595-8133
- United Health Care: 1-866-675-1607

**\*\*The Healthy Louisiana Plan will connect you with Magellan to complete the referral\*\***



## Who Might the Coordinated System of Care (CSoC) be Right For?

A child/youth eligible for CSoC will meet the following criteria:

1. Between the ages of 5-20
2. Has a DSM 5 diagnosis or is exhibiting behaviors indicating that a diagnosis may exist (Magellan will refer for a comprehensive assessment in order to make an eligibility determination).
3. Meets clinical eligibility for CSoC as determined by the Child, Adolescent Needs and Strengths (CANS) scale which assesses the following areas:
  - a. Behavioral/Emotional Diagnosis or Behaviors, e.g. impulsiveness, anxiety, depression, history of trauma, oppositional behavior, etc.
  - b. Risky Behaviors, e.g. self-harming behaviors, aggression, fire setting, threats of harm to others, etc.
  - c. Difficulty functioning in various settings including family, home, school or community.
  - d. Caregiver need for assistance with supervision, understanding behavioral health needs, linking to appropriate supports and services, their own behavioral health needs, etc.

4. Currently in an out of home placement (OOH), or at imminent risk of OOH placement in these settings:

Psychiatric Hospitals	Foster Care
Psychiatric Residential Treatment Facilities	Therapeutic Foster Care
Therapeutic Group Home	Developmental Disabilities Facilities
Non-medical Group Home	Alternative Schools
Addiction Facilities	Secure Care Facilities
Detention	Homeless (As identified by the Department of Education)

5. Generally involved with multiple state agencies.
6. Identified family or adult resource that is or will be responsible for the care of the child/youth that is willing to engage in wraparound.
7. Eligible for Medicaid or deemed eligible for Medicaid based on clinical need. (Certain children/youth not typically eligible for Medicaid may be eligible based on clinical need.)

**Please Note:**

- A child/youth currently receiving Multi-Systemic Therapy (MST) cannot concurrently be enrolled in CSoC.

**To determine if a child/youth may be appropriate for the Coordinated System of Care (CSoC) contact the child/youth's Healthy Louisiana Plan or for more information, anyone may contact Magellan at 1-800-424-4489.**



# Coordinated System of Care (CSoC): Does it work?

The Louisiana Coordinated System of Care (CSoC) began March 1, 2012. CSoC continues to help children and youth from ages 5 through 20 who have serious mental health and substance use challenges and are in or at risk of out-of-home placement. It offers services and supports that help these youth return to or remain at home while they are being helped.

At inception, the goals of the CSoC included:

- Reducing state's costs by leveraging Medicaid and other funding sources as well as increasing service effectiveness and reducing duplication across agencies
- Reducing out-of-home placement for children currently in placement and future admissions of children and youth with significant behavioral health challenges and co-occurring disorders
- Improving the overall outcomes of children and their caregivers

During the past five years, more than 11,400 children have been enrolled in the Louisiana Coordinated System of Care. The goals for CSoC are continuously met and positive outcomes are being achieved on average in less than a year for children enrolled in CSoC.

## Decreased utilization of costly restrictive settings

- Only 4.3% of the children enrolled in CSoC spent any days in an inpatient hospital setting, with an average length of stay of only 6 days.
- 92% of CSoC children are seen by an outpatient provider within 7 days of discharge from an inpatient hospital.
- 92% of the children discharged or dis-enrolled from the program are in a home and community based setting.

**Over 11,400**  
*Number of children/youth  
enrolled since March 1, 2012*

## Keeping children in their communities

CSoC connects youth and family members to behavioral health services in their homes and communities that offer low-cost alternatives to prevent institutional care:

- 100% of CSoC children are enrolled with a Wraparound agency providing intensive care coordination in a single plan of care.
- 81% of youth and families are receiving behavioral health outpatient and Home and Community-Based services.
- 87% of youth and families are connected with natural and informal community supports to strengthen community ties.

## Significant improvements in overall functioning

Over the average length of enrollment (12 months), CSoC children demonstrated significant improvements in overall functioning.

- 72% of the children discharged demonstrated improvements in clinical functioning
- 91% of members reporting positive overall satisfaction with wraparound process
- 87% of members reporting positive satisfaction with progress since starting CSoC

**THE LOUISIANA COORDINATED SYSTEM OF CARE WORKS!**



# Louisiana's Coordinated System of Care (CSoC)

The Coordinated System of Care (CSOC) helps children and youth who are in or at greatest risk of out of home placement. Services and supports are provided with the goal of assisting children and youth in remaining in their community and/or returning home.

## The four specialized services available through CSoC are:

1. Parent Support and Training
2. Youth Support and Training
3. Independent Living/Skills Building
4. Short Term Respite Care

In addition to these services, youth enrolled in CSoC are eligible for all state plan services except Multi-Systemic Therapy.

CSoC services are provided through Wraparound Agencies (WAA) and Family Support Organizations (FSO), as well as the services of other network providers. Together with youth and families, the WAA and FSO work to develop and coordinate a plan of care which supports children and youth in returning to or remaining in the community.

- A parent or guardian can refer a child/youth to be screened for CSoC services.
- Individuals between the ages of 5-20 are screened for clinical eligibility
- To make a referral, contact your Healthy Louisiana Plan. Youth who do not have a Healthy Louisiana Plan may be screened by calling 1-800-424-4489.

# The Role of a Wraparound Agency (WAA)

The term wraparound describes a team-based planning process in which an individualized plan of care is developed for children/youth enrolled in the Coordinated System of Care.

## The Wraparound Agency emphasizes:

- A values driven planning and organizing process which is child/youth-focused and family-centered

- Home or community based alternatives with a primary goal to avoid out of home placement
- Working with all the formal and informal supports in the child/youth's life
- Identification of services and supports in the community
- Respect for the family's culture, values, and religious beliefs
- Coordination of services in the least restrictive or intrusive environment possible

#### **A Wraparound Facilitator will:**

- Be assigned to every family to guide the wraparound process
- Ensure all participant's voices are heard
- Leads a strengths, needs, and cultural discovery process
- Help the youth, family, and team develop an individualized plan of care with specific goals that the family agrees upon

## **Family Support Organizations (FSO)**

The FSO is an organization that provides parent and youth support and training and advocacy services to family members of children with emotional and behavioral health challenges who are enrolled in CSOC.

Parents/Caregivers and Youth are matched with Parent and Youth Support Training Specialists who have first-hand knowledge on navigating systems for themselves and/or family members, and have received specialized training to assist in working within the Coordinated System of Care.

#### **Parent and Youth Support Training Specialists will:**

- Walk side-by-side with parents/caregivers and youth to help them better understand and work collaboratively with the Wraparound process.
- Emphasize the importance of family voice and choice, and other key aspects to encourage and empower the family to set and achieve goals they express as important.

**For more information, call Magellan Health of Louisiana at 1-800-424-4489.**

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