



**CSOC Director's Report to the Governance Board
Prepared for the August 29, 2018 Meeting**

Highlights for period (April 2018 – June 2018)

- Total CSoc enrollment is 2231.
- The CSoc Family Lead and CSoc Director will be traveling around to WAA regions, for observation and technical assistance to WAA coaches. In addition, the CSoc team has ongoing Louisiana Learning Collaborative calls with the coaches in all nine regions to continue to support the development of coaching skills and expertise.
- CSoc outcomes continue to trend positively for CSoc children, youth and their families.

CSoc Enrollment:

Act 1225 Region	6/30/2017	9/30/2017	12/31/2017	3/31/2018	6/30/2018
1 (Jefferson Parish/Greater New Orleans area)	389	376	355	359	346
2 (Capital area)	220	191	221	210	224
3 (Covington area)	245	246	300	299	301
4 (Thibodaux area)	277	269	302	295	296
5 (Acadiana area)	126	122	120	148	141
6 (Lake Charles area)	177	174	174	177	172
7 (Alexandria area)	162	153	170	148	158
8 (Shreveport area)	191	193	196	216	201
9 (Monroe area)	387	371	393	406	392
TOTAL	2174	2095	2231	2258	2231

During the reporting period (4/1/2018 – 6/30/2018), there was a total of 753 referrals. The range of referrals by region was 55 to 127. Referrals to CSoc come from a variety of sources. The number of referrals from state agencies since implementation of CSoc continues to rise (DCFS – 1418, OJJ – 1273, and schools – 1603). However, the majority of referrals have come from other sources, including caregivers, Licensed Mental Health Professionals, hospitals, self or legal guardians, and other juvenile entities.

Referrals by Agency/Entity



REFERRING SOURCE	03/30/2018	06/30/2018	CHANGE
Caregiver	3331	3506	175
Licensed Mental Health Professional	2681	2853	172
Other	1967	2083	116
DOE/School	1534	1603	69
Hospitals	1392	1418	26
DCFS	1358	1418	60
OJJ	1221	1273	52
Self or Legal Guardian	1039	1056	17
Other Juvenile Entities	770	826	56
OBH	133	138	5
Primary Care Physician (PCP)	93	98	5
Total	15,519	16,272	753

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

CSoC Referrals by Quarter

Act 1225 Region	9/30/2017	12/31/2017	3/31/2018	6/30/2018
1 (Jefferson Parish/Greater New Orleans area)	65	53	75	73
2 (Capital area)	63	96	83	94
3 (Covington area)	107	115	113	127
4 (Thibodaux area)	36	82	71	75
5 (Acadiana area)	53	58	69	81
6 (Lake Charles area)	50	53	71	61
7 (Alexandria area)	51	50	74	55
8 (Shreveport area)	88	94	99	96
9 (Monroe area)	108	91	87	91
TOTAL	624	692	742	753

The majority of children/youth enrolled in CSoC are male (1,336 or 62%). African-American is the predominant race of these young people, representing 1,204 (56%). The age groups with the highest enrollment are 10-15 years old (1,217 or 56%).

Wraparound Agency (WAA) Community Outreach and Coordination of Service Providers:

In this past quarter, the following Wraparound Agencies have participated in several community and resource events in order to build partnerships with the local and regional community agencies and stakeholders. These efforts serve to expand the understanding of system of care values, promote stronger working relationships and explore additional resources and supports for CSOC youth and families. Below are some examples of the functions that they have attended.

Region 1 New Orleans Area: National Child and Family Services:

- Community Liaison attended the annual New Orleans Behavioral Health Council Forum in July. Members of the council include ReNew Therapeutic School Programs, Metropolitan Human Services District, local school administrators, University Medical Center, Orleans Parish Courts, New Orleans Health Department, and more. WAA Executive Director attended or will attend the following meetings put on by the Behavioral Health Council:
 - The Criminal Justice Workgroup meeting at New Orleans City Hall,
 - The Education Subgroup Panel Discussion with speakers and attendees from multiple agencies, schools, and community organizations, and
 - The Care Navigation workgroup meeting at University Medical Center.
- Attended or will attend multiple back to school events around the Region, including:
 - The NORDC Back to School Event at Behrman Rec Center,
 - The Xavier University Back 2 School Event sponsored by Shell,
 - The Stop the Violence Back to School event,
 - The Back to school event for youth with Autism and other Disabilities sponsored by Healthy Blue and We Rock the Spectrum Gym, and
 - The NORDC Back to School event at the Lyons Rec Center.
- Met with social workers from the Audrey Hepburn Care Center and Child Advocacy Center at Children's Hospital, where they handle forensic interviews and examinations for cases where children are involved. Presented CSOC at their multi-team meeting with representatives from Children's Hospital, New Orleans Police Department, Child Protective Service, and other staff at the Child Advocacy Center, among other agencies.
- Coordinate with the Plaquemines Parish CARE Center regarding their Multi-Agency Meetings each month along with coordination of referrals to our agency. The multi-disciplinary team includes representatives from the Sheriff's Office, LA DCFS, Juvenile Justice, CASA, the CARE Center, the school board, and our agency.

Region 2 Baton Rouge Area: National Child and Family Services:

- Participation in National Institute of Justice School Safety Grant Pilots
 - Since November 2017, WAA has been participating in implementation discussions with Tara and Glen Oaks High Schools. The grant is intended to implement a school responder model for at-risk kids in these two schools in East Baton Rouge Parish. The WAA Executive Director has participated in several phone calls and meetings to educate the schools about what CSOC/Wraparound is and who is appropriate for this program.
- Attended the Department of Juvenile Services/Office of Juvenile Justice Education.
- Attends regularly scheduled mandatory conferences at DJS to educate families about CSOC/Wraparound.
- Attends court hearings to talk to families about Wraparound and CSOC.
- Presented to OJJ on 8/20/18.

- Participated in the “Community in the Park” event in Gardere area.
- Partnering with Gardere Initiative and various community partners to hold a community event for families.

Region 5 Lafayette Area: Eckerd Connects:

Attended and represented CSOC at the following events:

- The ‘school bash’ events.
- The Social Service Area Networking Meetings.
- The Lafayette Parish and St Landry Parish’s Child and Youth Planning Board meetings.
- The “Listening” session with Healthy Blue.
- The St Landry Parish “Think Tank” meeting, where the objective is to help the Parish create a connection between the citizens and the area resources.
- The Resource Fairs in the communities.
- Participated in area FINS meetings.
- Collaborated with Evangeline Parish Juvenile Court.

Region 7 Alexandria Area: Eckerd Connects:

Attended and represented CSOC at the following events:

- The Winn Parish DARE Fair.
- The Rotary Club Meeting.
- The Alexandria Chamber of Commerce Meet and Greet.
- The Professional Women’s Group Meeting.
- The LaSalle Fan Drive.
- The Catahoula Foodapalooza.
- The Winn Parish Back to School Bash.
- The Mobile Rec Tour – event in the park for youth during the summer.
- The Healthy Blue Back to School Bash.
- The Annual Meeting and Legislative Session Wrap-up.
- The Community Baby Shower.

Family Support Organization update:

Behavioral Services of Louisiana continues to grow its staff in order to serve the full complement of CSOC youth and parents requesting parent and youth support services. Currently, the organization has 118 staff in these roles (up from 75 last quarter), located across the state. Currently, 736 CSOC participants are receiving service (up from 555 last quarter). Of those participants receiving services, 72% receive parent support and 47% receive youth support. All regions have staff capacity to provide service to new referrals, the rates of which are expected to continue increasing in upcoming months. Eight regional FSO leaders recently completed the “classroom” sessions of train-the-trainer for the two OBH-designed trainings that are required for all FSO staff. In the coming quarter, the CSOC Family Lead will conduct observations of those trained, in order to ensure their preparedness to present the information to new FSO staff members. This will increase the

organization's ability to train new staff members in every region, saving travel expenses, and economizing time, helping staff serve families quicker.

Statewide Coordinating Council

The CSOC Director and Family Lead had an initial meeting with FSO Leadership to discuss design and implementation of the Family and Youth Advisory Boards. The FSO is beginning the process with some assessment and exploration of potential structure and content that will make the experience meaningful for families and youth across the regions. Follow-up discussions are planned in order to solidify a timeline and plan for beginning to build these important groups across the State.

CSoC Finance and Audit Committee:

This committee meets on an 'as needed' basis and has not met during this quarter. An updated CSOC MOU has been circulated to all of the CSOC state agency partners. Once this has been approved, the CSOC team will assist on getting this signed by all parties.

CSoC Quality Assurance (QA) Committee:

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

Provider Network:

Short-term Respite

- There are 21 STR providers this quarter.

Independent Living Skills Building

- There are 134 ILSB providers throughout the regions.

Trends in Children/Youth Outcomes Data:

Inpatient Psychiatric and Emergency Room Utilization

Source: Medicaid Claims: Calendar Year 2018, Quarter 2

Utilization of inpatient psychiatric hospitalization for CSOC youth who were enrolled in CSOC for more than 90 days. Review includes use of inpatient psychiatric hospitalization 90 days **before enrollment** in CSOC and 90 days **post-discharge** from CSOC.

- Data reveals an **82.8% decrease** in the **use of inpatient psychiatric hospitalization in the 90 days post-discharge from CSOC.**
- Data also reveals a **78.0% decrease in the use of the emergency room for behavioral health diagnosis for the same population.**

CSoC Children Inpatient Psychiatric Utilization

Source: Magellan

- Percent of CSOC members (under 22) who were served in a psychiatric hospital during the quarter: 126 or 4.60%
- Average length of stay for CSOC members (under 22) in psychiatric hospitalization: 8.18 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	126	2,739	4.60%	8.18

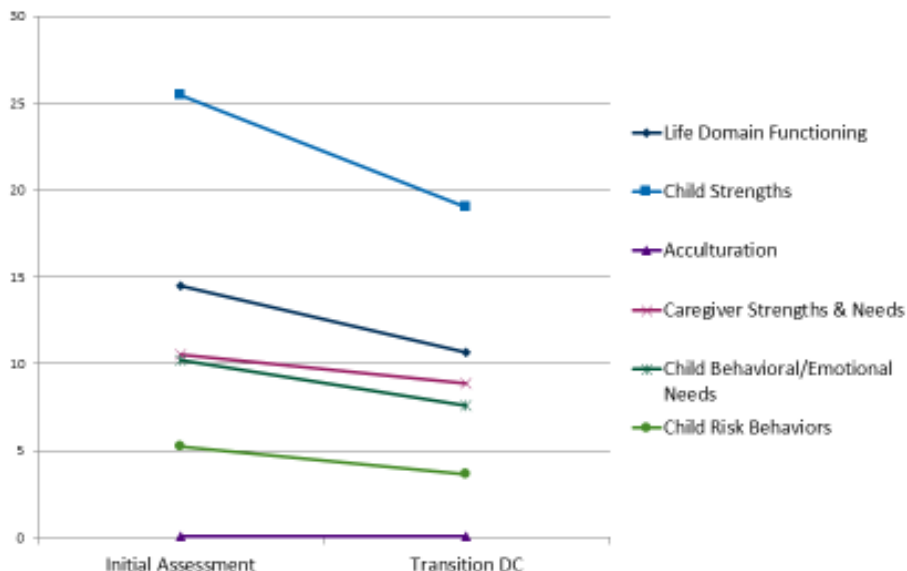
CANS Outcomes Data

Source: Magellan

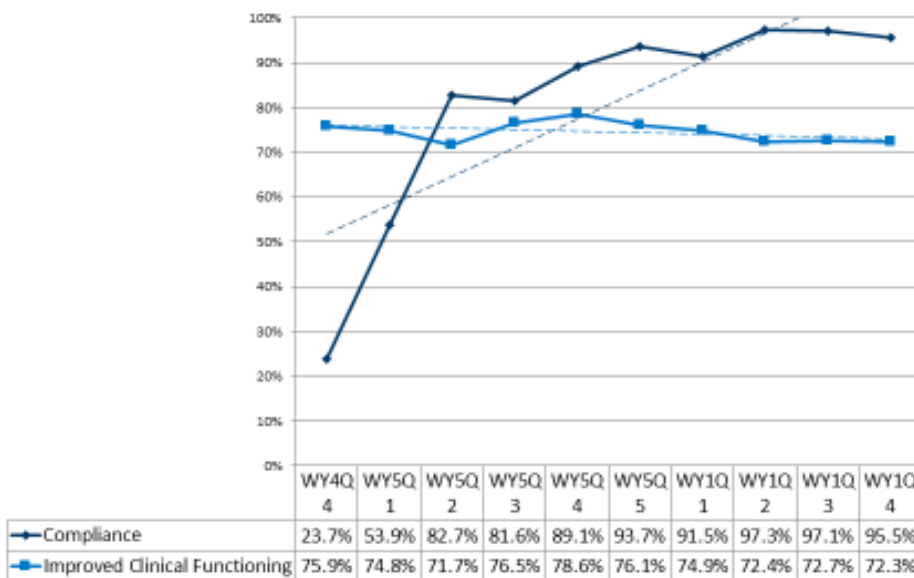
Outcomes Findings: An analysis of the global CANS scores beginning at initial intake and then at discharge for 505 youth with valid data of the 529 youth discharged during the quarter showed:

- A mean score decrease of 16.09 points
- 72.28% of youth showed improved clinical functioning

CANS Outcomes: Domain Scores



Child and Adolescent Needs and Strengths (CANS) Outcomes: Clinical Functioning



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. The following results were documented:

- 66.32% showed improved school functioning
- 62.96% showed improved school behavior

Youth with an IEP

Source: Magellan

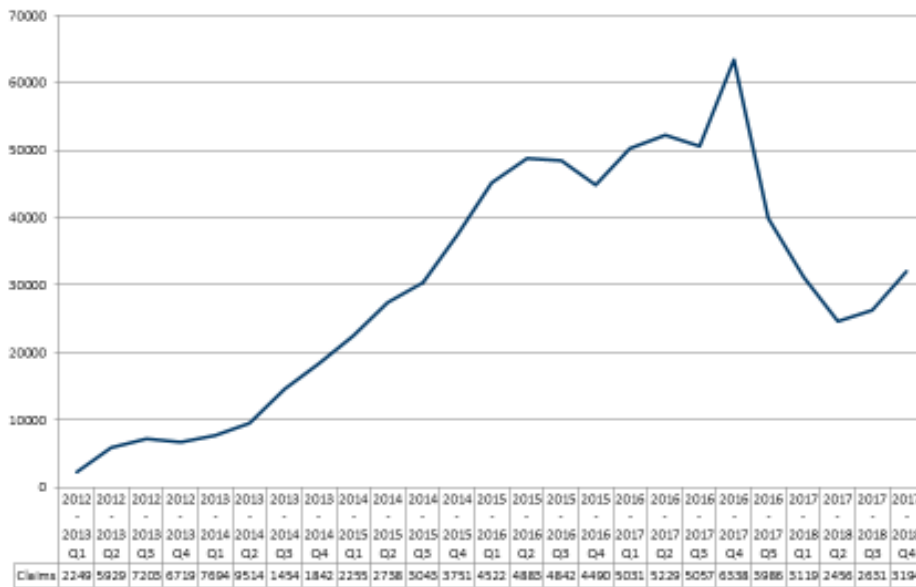
- A review of the enrollment for this time period indicates that approximately 34.36% of the children/youth enrolled in CSoC had a current IEP meaning that they are receiving special education services in the school system.

Home and Community Based Services

Source: Magellan

- The use of Home and Community-Based Services remained lower than past reporting periods due to termination of the previous Family Support Organization (FSO) from the Magellan provider network. Service utilization is higher than during the last reporting period as the new FSO continues to serve more CSoC members statewide. The utilization of services is expected to continue to trend upward going forward.

Home and Community-Based Service Utilization

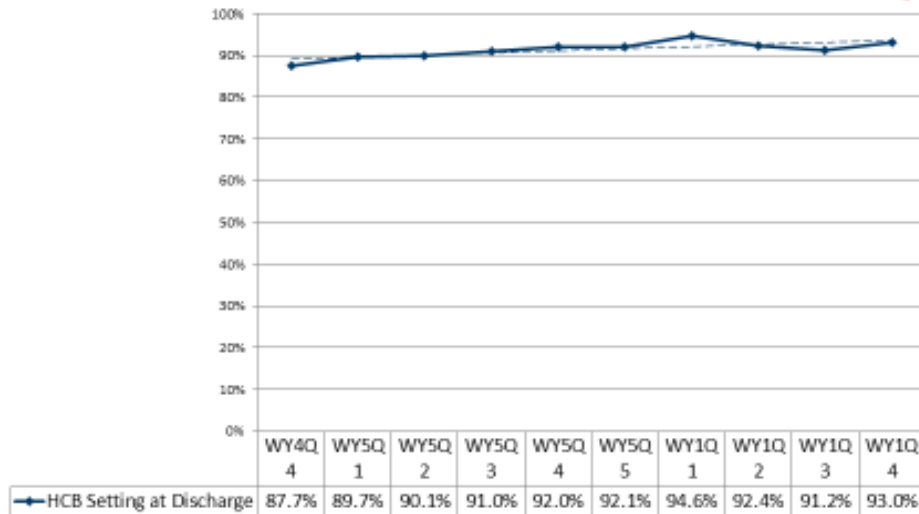


Living Situation at Discharge from CSoC

Source: Magellan

- Percent of youth whose living situation at discharge from CSoC is a home and community based setting: 93.0%

Living Situation at Discharge



Central Goal of CSoC is to ensure high risk children remain in the Home and Community:
This quarter 93.0% of children were discharged into a HCBS.

Utilization of Natural/Informal Supports

Source: Magellan

- Percent of CSoC members who have at least one natural/informal support on their child and family team: 89.0%



Natural and Informal Support Utilization

REGION	NUMBER OF PARTICIPANTS WITH AT LEAST ONE NATURAL/INFORMAL SUPPORT ON CFT	PERFORMANCE RATE
1	336	88.0%
2	208	88.9%
3	309	89.8%
4	236	74.7%
5	145	84.3%
6	170	90.9%
7	181	97.8%
8	233	99.6%
9	395	91.2%
TOTAL	2213	89.0%

