



**CSOC Director’s Report to the Governance Board
Prepared for the August 28, 2019 Meeting**

Highlights and News

- Total CSoC enrollment is 2,363 (2,203 enrolled and 160 presumptive).
- Magellan is finishing the administration of the annual Wraparound Fidelity Index (WFI) to CSoC youth and families. We will share the results of this evaluation as they become available. Magellan is also preparing to administer the member satisfaction survey in September, which speaks to child and family satisfaction with behavioral health providers.
- Magellan increased their Licensed Mental Health Professional (LMHP) and Short Term Respite (STR) provider rates, effective July 1, 2019.
- Connie met with Dr. Earl Benjamin on June 12, 2019 to discuss CSoC and LDH’s health equity initiative and invited him to come and speak to the CSoC Governance Board.
- Connie presented information about CSoC to the Health and Welfare subcommittee of the Louisiana Council on the Success of Black Men and Boys on August 16, 2019.
- CSoC outcomes continue to trend positively for CSoC children, youth and their families.

CSOC Enrollment (Enrolled + Presumptive):

Act 1225 Region	6/30/2018	9/30/2018	12/31/2018	3/31/2019	6/30/2019
1 (Jefferson Parish/Greater New Orleans area)	354	359	353	345	350
2 (Capital area)	230	238	223	230	229
3 (Covington area)	330	327	340	345	318
4 (Thibodaux area)	300	290	290	290	290
5 (Acadiana area)	168	167	170	168	192
6 (Lake Charles area)	190	190	187	186	184
7 (Alexandria area)	175	190	190	190	183
8 (Shreveport area)	213	231	230	230	227
9 (Monroe area)	405	399	400	400	390
TOTAL	2,365	2,391	2,383	2,384	2,363

During the reporting period (4/1/2019 – 6/30/2019), there was a total of 817 referrals. The range of referrals by region was 66 to 112. Referrals to CSoC come from a variety of sources. The number of referrals from state agencies since implementation of CSoC continues to rise (DCFS – 1,718, OJJ – 1,484, and schools – 1,890). 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	03/28/2018	06/28/2018	Change
Caregiver	3,991	4,215	224
Licensed Mental Health Professional	3,233	3,407	174
Other	2,462	2,611	149
DCFS	1,634	1,718	84
DOE/School	1,840	1,890	50
OJJ	1,438	1,484	46
Other Juvenile Entities	906	937	31
Hospitals	1,512	1,539	27
Self or Legal Guardian	1,107	1,130	23
Primary Care Physician (PCP)	129	138	9
OBH	150	150	0
Total	18,402	19,219	817

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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	9/30/2018	12/31/2018	3/31/2019	6/30/2019
1 (Jefferson Parish/Greater New Orleans area)	79	80	85	92
2 (Capital area)	107	73	98	104
3 (Covington area)	100	102	118	112
4 (Thibodaux area)	71	64	45	66
5 (Acadiana area)	61	71	89	104
6 (Lake Charles area)	58	54	55	67
7 (Alexandria area)	66	72	69	82
8 (Shreveport area)	100	59	82	101
9 (Monroe area)	89	85	98	89
TOTAL	731	660	739	817

The majority of children/youth enrolled in CSoC are male (1,256 or 60%). African-American is the predominant race of these young people, representing 1,245 (59%). The age groups with the highest enrollment are 11-16 years old (1,235 or 59%).

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 agencies and stakeholders they have partnered with and the functions that they have attended.

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

- AmeriHealth Caritas
- Archer Institute
- Behavioral Health Council Core Group Meeting
- Children’s Bureau
- Daughters of Charity
- Gentilly Wellness Clinic
- Heal NOLA Fest
- In This Together
- LSU HSC Child Psychiatry
- MHSD
- MHSD Recovery Walk Event
- NAMI
- New Orleans Behavioral Health Care Navigators
- New Orleans Behavioral Health Council
- New Orleans Behavioral Health Council Core Group
- New Orleans Behavioral Health Council Education Workgroup
- New Orleans Health Department
- New Orleans Public Defenders Office
- New Pathways
- Northlake Hospital
- Office of Youth & Families
- OJJ
- Orleans Parish Juvenile Court
- Orleans Parish School Board
- Plaquemines Parish Multi- Agency Meeting
- Port Sulphur YMCA Healthy Kids Day
- Smothers Academy
- Southern Community Network
- Start Corp
- Tulane Health Spot
- Tulane School of Social Work

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

- Affiliated Heart to Heart
- Behavioral Services
- Child Advocacy Center
- Children’s Hospital
- DCFS
- East Baton Rouge DA's Office
- Empower 225
- Grandparents Raising Grandchildren
- Harmony Center
- Holy Hands
- iCare Summit
- Judge Adam Haney
- OJJ
- Our Lady of the Lake Tau Center
- Peak Behavioral Services
- Pediatric Development Therapy Center
- Pinnacle Community Care
- Ray of Hope Outreach Center
- Reality House
- TAU Center
- Youth Empowerment

Region 5 Lafayette Area: Eckerd Connects:

- Participated in Back to School Bashes at numerous events. That has been most of the events for the summer.

- Participated in a Beautification project for Lafayette Parish school to help clean up some of the campuses.
- Will participate in the St. Landry 7th grade initiative they have every year to discuss with 7th graders the pressures of Middle school and have guest speakers.

Region 6: Lake Charles Area: Choices:

- In July, the Clinical Director presented at the statewide DARE officers conference held in Lake Charles, LA. The topic was Early Childhood Trauma and the Effects on the Developing Brain. The Clinical Director shared that “It was wonderful to see the reactions of law enforcement officers working with our school aged children make the connection between experiences of trauma and behaviors they see. Wrap Around works!”

Region 7 Alexandria Area: Eckerd Connects:

- Participated in Back to School Bashes at numerous events. That has been most of the events for the summer.
- Participated in a Fan Drive in one of the rural areas and was given fans for the office to disperse to other parishes.
- Staff attended the My Community Cares meeting hosted by the Juvenile Judge and the Pelican Center regarding this initiative. Eckerd Connects volunteered to host parish meetings and to have facilitators assist with neighborhood meetings as needed. They plan to be active and engaged partners in this initiative.

Region 9 Monroe Area: Ascent:

- Over 90 hours of staff volunteerism at the Northeast Louisiana Food Bank (June 1-August 6)
- Partnered with Well Ahead Louisiana and the LSU Ag Center to install an indoor playground at Shady Grove Elementary (Ouachita Parish School Board).
- Teacher basket giveaways to welcome teachers back to school.
- Partnered with Ouachita Parish School Board to enhance their New Hire Orientation program.
- Participated in the Richardson Medical Center Health Fair (Rayville)
- Hosted a Blood Drive in Downtown Monroe where we had 26 units of blood donated.
- Partnered with Monroe Rotary to host Community Connections at ULM. Brought awareness to community resources. 38 local non-profits had booths at the event (including Magellan) and over 350 people attended.
- Participated in the Healing Minds Too Mental Health Wellness Expo in Winnsboro.
- Participated in the Community Health and Wellness Fair hosted by the Northeast Delta Human Services Authority.
- Became a member of LCAST (Lincoln Committee Against Sex Trafficking)
- Became a member of Northeast Louisiana CAAT (Community Action Advisory Team).
- Joined UACT in Union Parish.
- Partnered with Brokers of Hope to better serve the Union Parish community.
- Standing PBIS community representatives for multiple local schools (Neville High, Wossman High, Lenwil Elementary, Cypress Point Elementary, Rayville Elementary, and Ruston Jr. High). Through this role, we sponsored multiple good behavior parties on each campus as a collaborative effort to reinforce positive student behavior.

Family Support Organization Update:

Behavioral Services of Louisiana (BSLA) 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 241 staff in these roles (up from 195 last quarter), located across the state. As of June 2019, 1,431 CSOC participants are receiving services. Of those participants receiving services, 84% receive parent support and 57% receive youth support.

BSLA is currently working on the following initiatives:

- Assisting with the expansion of MyLife. BSLA will be co-hosting an event in Shreveport during the month of September 2019.
- Increasing partnership with Wraparound agencies to assist with including more natural supports on Child and Family Teams, rural area youth referrals, as well as regional partnerships between Facilitators and Support Specialists.
- Regional Advisory Council pilot program(s) to be implemented. The Advisory Councils will focus on increased youth and parent involvement with overall system functions with an emphasis on youth/family-centered outcomes.

BSLA regional success story:

A Parent Support Specialist (PSS) has been working with a family of five for approximately eight months. When the PSS began working with the family, they lived in a hotel and the mother was pregnant with her fifth child. The family was in need of not only a permanent home but a positive, stable living environment. The PSS assisted the mom with encouraging affirmations which helped to challenge her limiting beliefs. The PSS also assisted the mom with locating housing and obtaining a voucher for a new home as well as resources to help with furniture and home goods. The PSS and mom worked to design a schedule for the family to follow. This schedule was designed to help mom manage the home and implement structure with the small children. With these tasks accomplished, mom and the PSS are now able to work with the school board to get the youth's needs met in a classroom setting. Lastly, the team has incorporated natural supports that will be able to assist the family post CSOC.

Statewide Coordinating Council

The State CSOC team will continued to work 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 being 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 did not meet 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

- There are 15 STR providers this quarter.

Independent Living Skills Building

- There are 177 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: 108 or 3.93%
- Average length of stay for CSOC members (under 22) in psychiatric hospitalization: 7.10 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	108	2,745	3.93%	7.10

CANS Outcomes Data

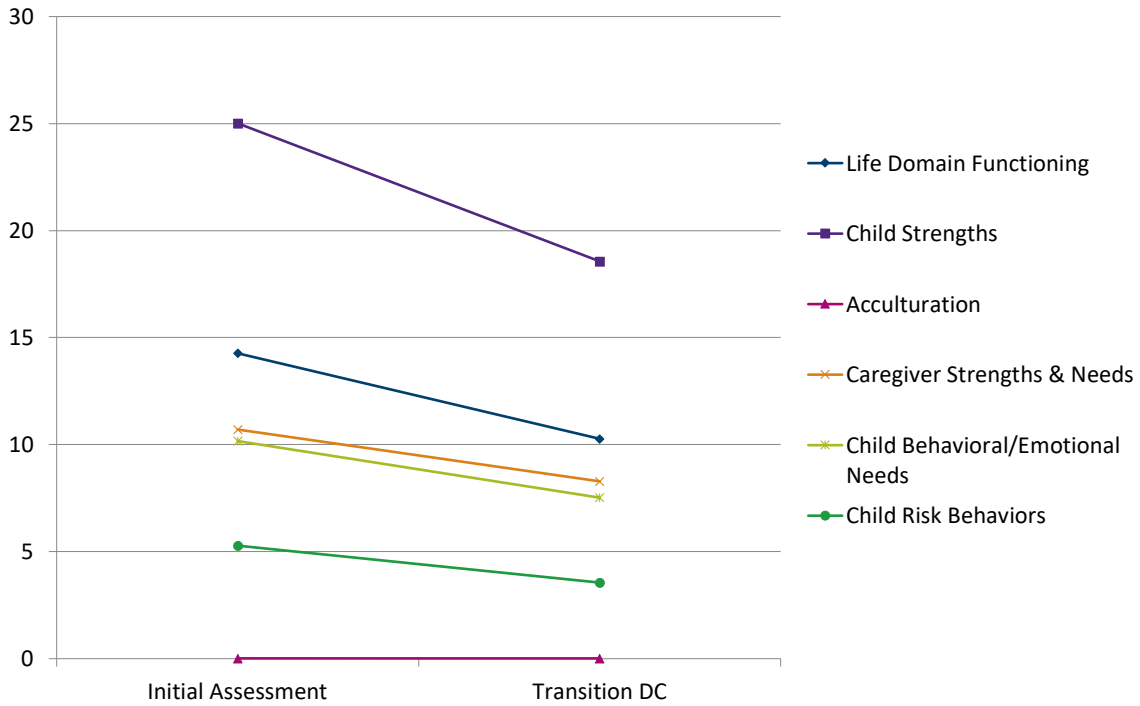
Source: Magellan

Outcomes Findings: An analysis of the global CANS scores beginning at initial intake and then at discharge for 568 youth with valid data of the 593 youth discharged during the quarter showed:

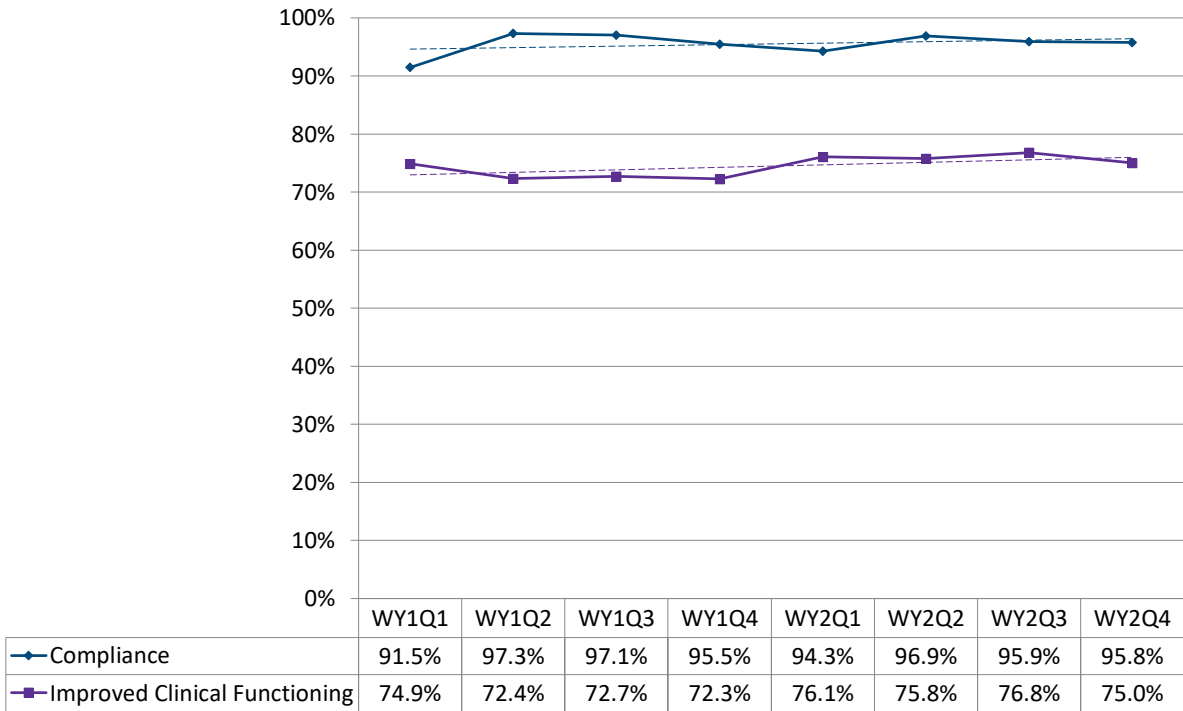
- A mean score decrease of 17.23 points
- 75.00% of youth showed improved clinical functioning



CANS Outcomes: Domain Scores



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



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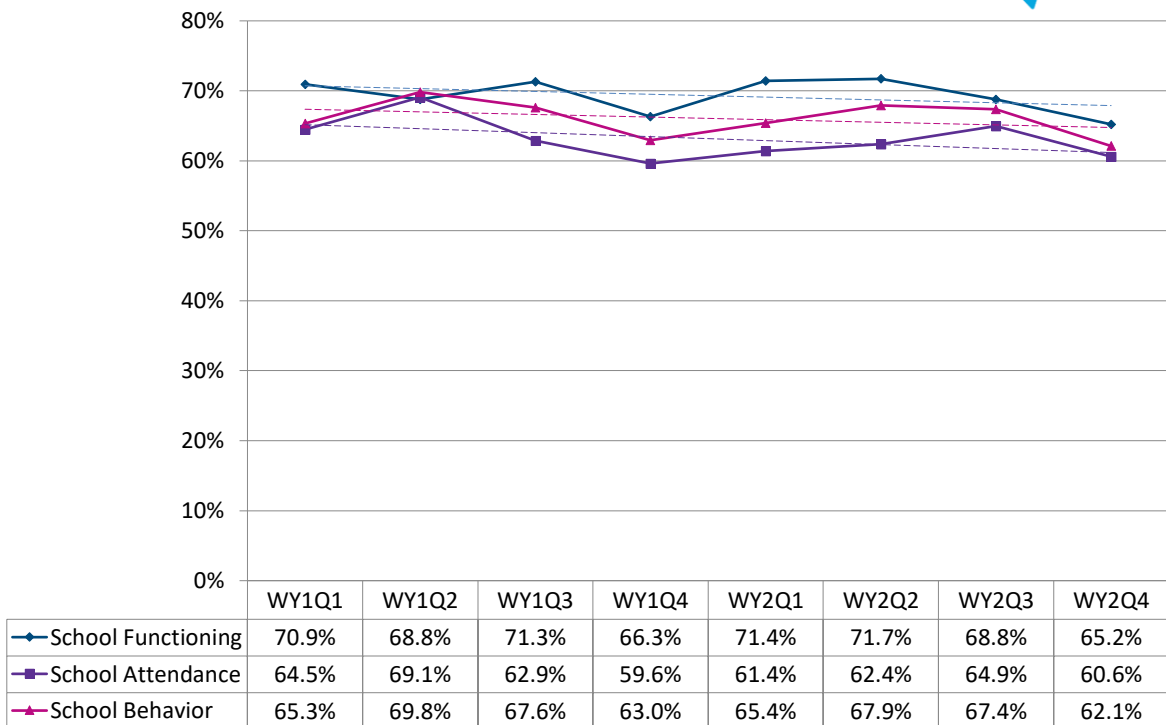
School Outcomes

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:

- 65.21% showed improved school functioning
- 60.59% showed improved school attendance
- 62.11% showed improved school behavior

CANS: School Functioning*



*Given an initial score > 0

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Youth with an IEP

Source: Magellan

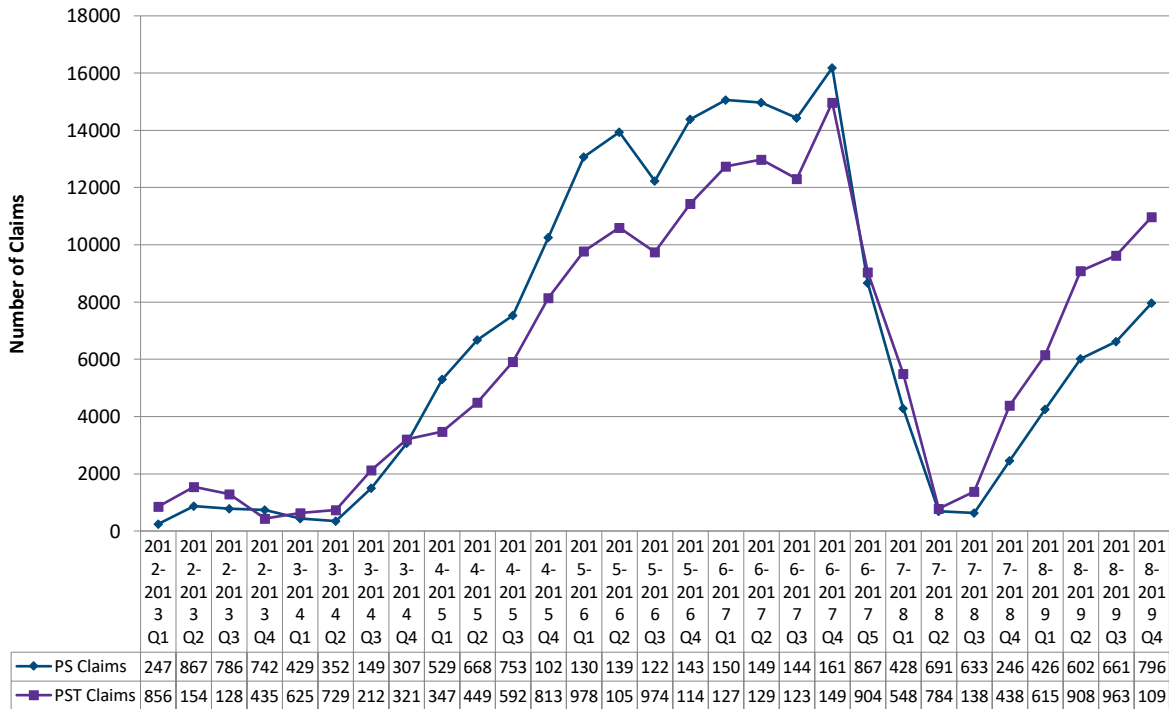
- A review of the enrollment for this time period indicates that approximately 36.64% of the children/youth enrolled in CSoC had a current IEP meaning that they are receiving special education services in the school system.

Parent/Youth Support and Training Utilization

Source: Magellan

- There is a positive trend noted in the utilization of parent and youth support and training during the quarter.

Parent /Youth Support and Training Utilization



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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: 94.77%

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: 86.6%