



**CSOC Director’s Report to the Governance Board
Prepared for the December 4, 2019 Meeting**

Highlights and News

- Total CSOC enrollment is 2,312 (2,162 enrolled and 150 presumptive).
- Magellan finished 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 administered the member satisfaction survey in September, which speaks to child and family satisfaction with behavioral health providers.
- Connie presented the CSOC program and outcomes to the Medicaid Evidence-Based Decision Project in Portland, Oregon to other states that are a part of this project. Our program was very well received.
- CSOC outcomes continue to trend positively for CSOC children, youth and their families.

CSOC Enrollment (Enrolled + Presumptive):

Act 1225 Region	9/30/2018	12/31/2018	3/31/2019	6/30/2019	9/30/2019
1 (Jefferson Parish/Greater New Orleans area)	359	353	345	350	332
2 (Capital area)	238	223	230	229	240
3 (Covington area)	327	340	345	318	303
4 (Thibodaux area)	290	290	290	290	275
5 (Acadiana area)	167	170	168	192	199
6 (Lake Charles area)	190	187	186	184	178
7 (Alexandria area)	190	190	190	183	189
8 (Shreveport area)	231	230	230	227	196
9 (Monroe area)	399	400	400	390	400
TOTAL	2,391	2,383	2,384	2,363	2,312

During the reporting period (7/1/2019 – 9/30/2019), there was a total of 694 referrals. The range of referrals by region was 50 to 128. Referrals to CSOC come from a variety of sources. The number of referrals from state agencies since implementation of CSOC continues to rise (DCFS – 1,784, OJJ – 1,529, and schools – 1,923). 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	06/28/2019	09/27/2019	Change
Caregiver	4,215	4,433	218
Licensed Mental Health Professional	3,407	3,559	152
Other	2,611	2,742	131
DCFS	1,718	1,784	66
DOE/School	1,890	1,923	33
OJJ	1,484	1,529	45
Other Juvenile Entities	937	947	10
Hospitals	1,539	1,561	22
Self or Legal Guardian	1,130	1,136	6
Primary Care Physician (PCP)	138	144	6
OBH	150	155	5
Total	19,219	19,913	694

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CSoC SGB November 2019

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	12/31/2018	3/31/2019	6/30/2019	9/30/2019
1 (Jefferson Parish/Greater New Orleans area)	80	85	92	71
2 (Capital area)	73	98	104	128
3 (Covington area)	102	118	112	92
4 (Thibodaux area)	64	45	66	70
5 (Acadiana area)	71	89	104	65
6 (Lake Charles area)	54	55	67	50
7 (Alexandria area)	72	69	82	58
8 (Shreveport area)	59	82	101	64
9 (Monroe area)	85	98	89	96
TOTAL	660	739	817	694

The majority of children/youth enrolled in CSoC are male (1,145 or 60%). African-American is the predominant race of these young people, representing 1,123 (58%). The age groups with the highest enrollment are 11-16 years old (1,139 or 59%).

Wraparound Agency (WAA) Updates:

These are some of the activities the Wraparound Agencies have participated in during the previous and current quarter:

- Facilitation 101 training with Laura Burger Lucas of Ohana Coaching on November 4th – 6th in New Orleans
- Magellan, OBH and WAA leadership in-person meetings
 - Ascent - October 17th
 - Eckerd Connects - October 21st
 - National Child and Family Services (NCFS) - October 23rd
 - Choices - November 1st
- Regional Advisory Conference meetings that were coordinated by Magellan and well-attended by the wraparound agencies, providers, referral sources, and other community agencies and stakeholders
 - Region 1 - July 30th
 - Region 8 - August 23rd
 - Region 3 - September 17th and 24th
 - Region 4 - September 23rd
 - Region 2 - September 25th
 - Region 9 - October 23rd
 - Region 5 - November 8th
 - Region 7 - November 19th
 - Region 6 - November 21st

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 287 staff in these roles (up from 241 last quarter), located across the state. As of September 2019, 1,521 CSOC participants are receiving services. Of those participants receiving services, 80% receive parent support and 53% receive youth support.

BSLA is currently working on the following initiatives:

- MyLife: During the month of September 2019, the first event occurred in Shreveport. It was a success. The next is scheduled for December 2019.
- Partnerships: Increasing communication and collaboration with Wraparound agencies to assist with increasing and retaining referrals. All regions have been able to have successful meetings between the FSO and Wraparound Agencies.

BSLA regional success story:

A 13-year-old young man was referred to CSOC in March 2019. He was diagnosed with autism a few years ago but was never given any resources to assist the family. The family was faced with involvement by DCFS and FINS. The youth was destroying property, beating up the mother and refusing to care for his hygiene. The mother has her own developmental and intellectual disabilities that were creating a barrier to accessing resources as well as battling cancer. The family had no transportation and limited finances. Through CSOC involvement, the family was able to apply for an OCDD waiver to get a PCA and other services initiated. BSLA assisted the family with locating an ABA provider that will work with the youth in the home to help with transportation. BSLA assisted the mother with advocating for the youth's needs and communicating with others involved. The

authorization for ABA was approved almost immediately and the ABA provider attended the last CFT stating that the youth will be receiving 12 hours a week of in home services. BSLA assisted the mother with personal goals for herself as well such as courageously standing up for herself and setting healthy boundaries with the youth and other family members. The youth has become more consistent in hygiene maintenance. He is still working towards keeping his room clean. Great things are happening even between services providers due to this family and the work they have accomplished.

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 18 STR providers this quarter.

Independent Living Skills Building

- There are 172 ILSB providers throughout the regions.

Trends in Children/Youth Outcomes Data:

CSoC Children Inpatient Psychiatric Utilization

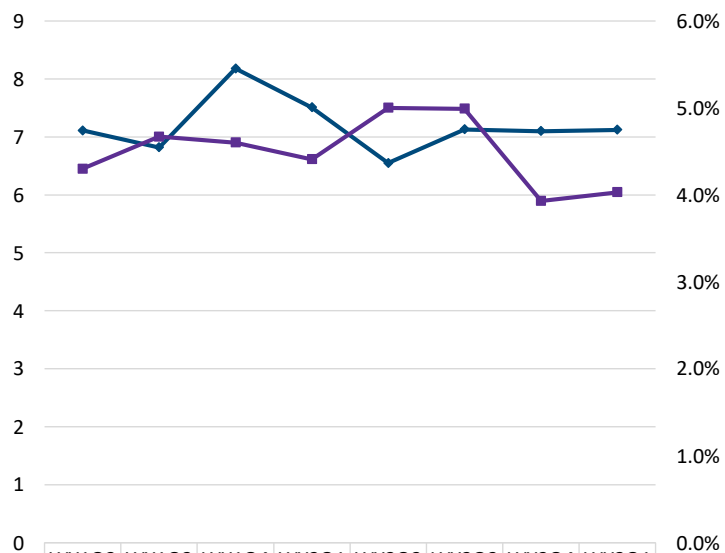
Source: Magellan

- Percent of CSOC members (under 22) who were served in a psychiatric hospital during the quarter: 104 or 4.03%
- Average length of stay for CSOC members (under 22) in psychiatric hospitalization: 7.12 days

Inpatient Utilization



Indicator	Number
Number of Members with Any Inpatient Days	104
Number of Children Enrolled during Reporting Period	2,579
Percent	4.03%
ALOS	7.12



	WY1Q2	WY1Q3	WY1Q4	WY2Q1	WY2Q2	WY2Q3	WY2Q4	WY3Q1
Inpatient Psychiatric Hospital ALOS	7.1	6.8	8.2	7.5	6.6	7.1	7.1	7.1
Inpatient Psychiatric Hospitalization Percent	4.3%	4.7%	4.6%	4.4%	5.0%	5.0%	3.9%	4.0%

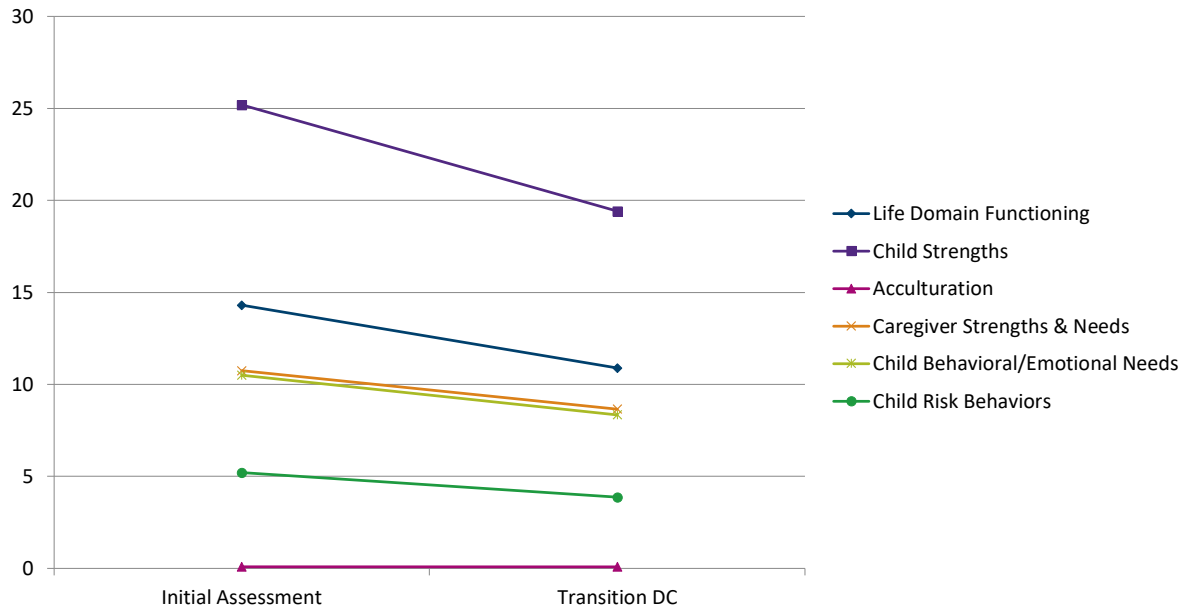
CANS Outcomes Data

Source: Magellan

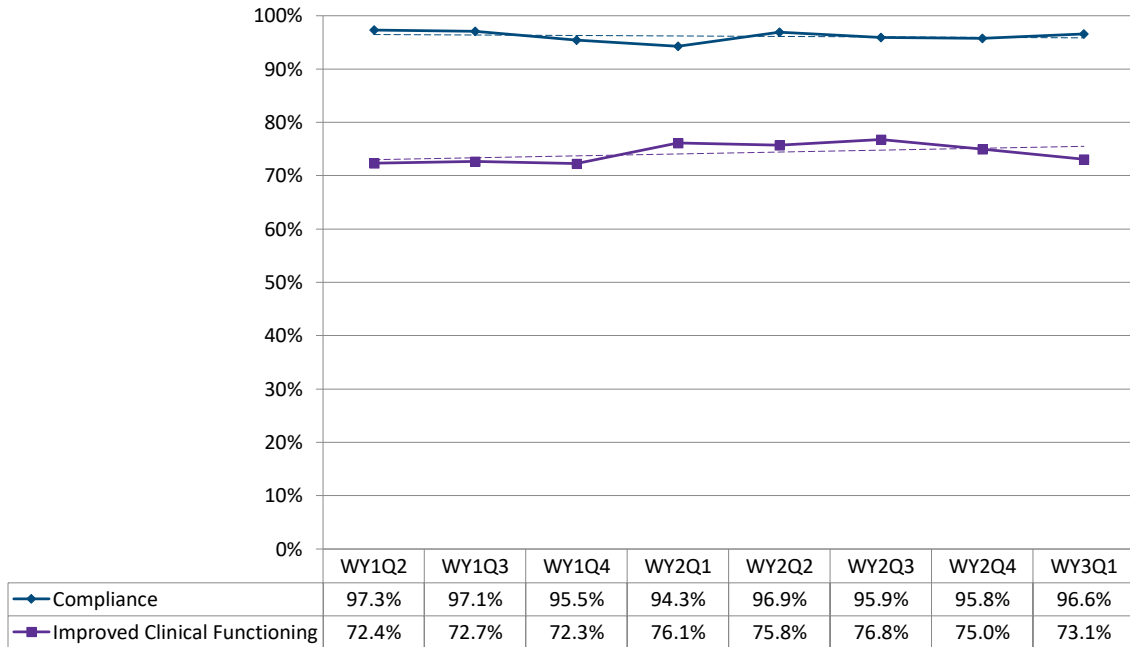
Outcomes Findings: An analysis of the global CANS scores beginning at initial intake and then at discharge for 539 youth with valid data of the 558 youth discharged during the quarter showed:

- A mean score decrease of 14.78 points
- 73.10% of youth showed improved clinical functioning

CANS Outcomes Domain Scores



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



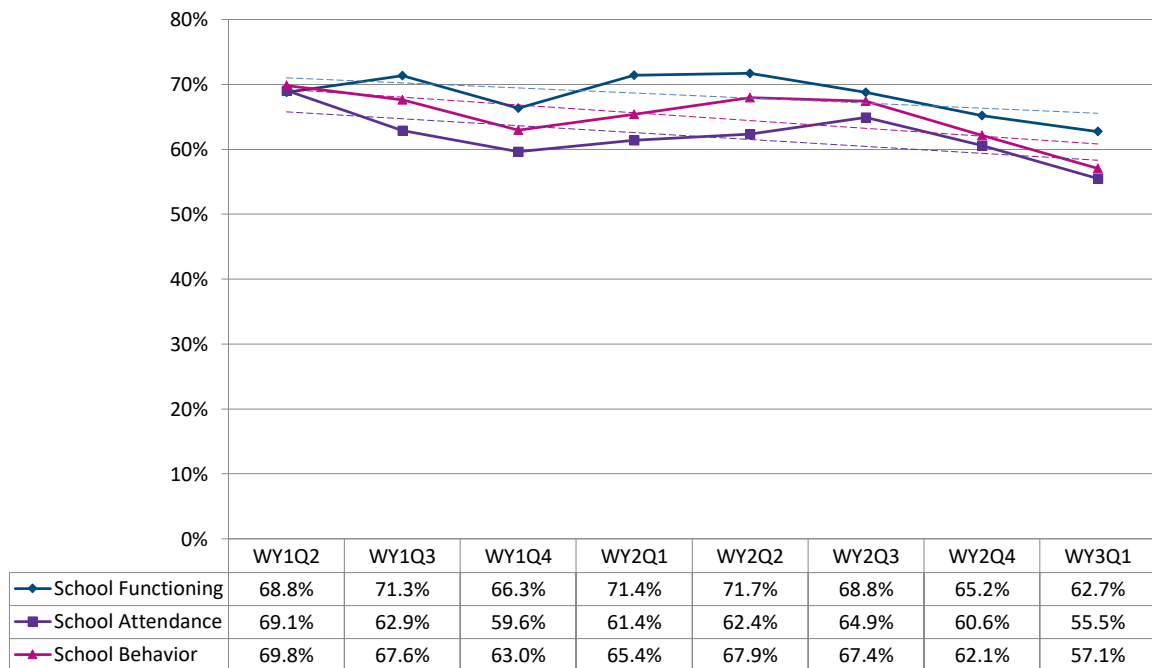
School Outcomes

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:

- 62.72% showed improved school functioning
- 55.50% showed improved school attendance
- 57.06% showed improved school behavior

CANS: School Functioning



Youth with an IEP

Source: Magellan

- A review of the enrollment for this time period indicates that approximately 39.02% 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

- Utilization of parent and youth support and training during the quarter was consistent with utilization during the previous quarter.

Parent /Youth Support and Training 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: 93.73%

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: 80.2%