

**Coordinated System of Care  
Statewide Governance Board Meeting  
February 26, 2020  
Bienville Building, Room 173, 628 N. Fourth St., Baton Rouge, LA 70821  
Meeting Minutes**

Connie shared the tragic news that Chris Mudd, the CEO of Behavioral Health Services of Louisiana, passed away on February 6<sup>th</sup>, and Beth asked members to keep his family in their prayers and for the FSO to let the members know if the board can provide any support.

The meeting was called to order by Chair Beth Touchet-Morgan at 1:04 pm.

**Roll Call**

Board members present:

Beth Touchet-Morgan  
Jamie Tindle  
Kathy Edmonston  
Mark Thomas  
Michael Comeaux  
Michelle Faust

Board members absent:

None

**Approval of Minutes**

Members were presented with the December 2019 meeting minutes. Michael moved and Mark seconded a motion to approve the meeting minutes as written.

**Director's Report**

Members received copies of the Director's Report. Connie Goodson, CSOC Director, discussed highlights of the report and invited questions from board members. The full report may be viewed at [www.csoc.la.gov](http://www.csoc.la.gov).

During the Director's Report presentation, Joel Boultinghouse, Executive Director of Behavioral Services of Louisiana, provided an update on the Family Support Organization (FSO). The information provided is included in the Director's Report. In addition to information in the report, Joel introduced the mother of a 16 year old youth who is enrolled in the CSOC program in Region 2. She was interested in sharing information about their experience with the program with the members. She explained that her son's team has helped him improve his communication skills and be more open. The mother also expressed her gratitude for the support the team has provided to her, and her plans to be more involved in the program. Joel shared that a MyLife event was held in Shreveport and was well attended. The FSO Experience of Care Survey was administered via tablet, smartphone, and paper. Connie and Joel

discussed the importance of the FSO Clinical Support Team in helping parent support specialists educate families about their child's/youth's diagnosis. The FSO is adding an additional level of oversight by adding supervisors who will be over multiple regions. Joel added that they will continue to work to honor Chris Mudd's legacy and to provide great services.

## **Committee Reports**

### **Finance and Audit Committee**

The Finance and Audit Committee only meets on an 'as needed basis' and did not meet this quarter.

### **Quality Assurance Committee Report**

Connie noted that Cindy Guitrau was unable to attend the governance board meeting. She reported that the Quality Assurance Committee (QAC) met on February 17<sup>th</sup> and reviewed the CSoC Data Dashboard. This dashboard includes outcomes data that Connie shared in the Director's Report. She shared that the QAC continues to be happy with CSoC results and outcomes and did not have any suggestions.

Beth asked if there are any concerns about the budget and CSoC, and Mark and Connie shared that they are not aware of any concerns.

Connie offered to schedule a special meeting for Wendy to provide a CANS refresher presentation, and the members agreed it would be helpful. Beth is interested in learning more about what is included in each domain to better understand the highest areas of need. Connie added that there is not a consistent profile of children and youth who do well in CSoC due to multiple variables that could impact outcomes.

Michael moved and Mark seconded a motion to approve the Director's Report.

### **New Business**

Wendy Bowlin, Director of Quality and Outcomes with Magellan of Louisiana, shared a presentation about the satisfaction survey results. The survey addresses the level of satisfaction with behavioral health providers and Magellan, and had a response rate of 86%. Overall, 93.8% of respondents expressed satisfaction with Magellan.

### **Unfinished Business**

None

### **Public Comment**

None

### **Action items**

Statewide Governance Board meetings will be held in the Bienville building, from 1:00 PM to 3:00 PM, on the following dates:

May 27, 2020 (Bienville Room 173)  
August 26, 2020 (Bienville Room 118)  
December 9, 2020 (Bienville Room 173)

**Adjournment**

Michael moved and Kathy seconded a motion to adjourn. The meeting was adjourned at 2:13 p.m.