



**CSOC Director’s Report to the Governance Board  
Prepared for the February 26, 2020 Meeting**

**Highlights and News**

- Total CSoc enrollment is 2,303 (2,158 enrolled and 145 presumptive).
- Magellan completed the administration of the annual Wraparound Fidelity Index (WFI) to CSoc youth and families. We will be sharing these results at our next meeting.
- Magellan also completed the Satisfaction Survey, which looks at the level of satisfaction youth and families report with the Behavioral Health services they have received while in CSoc. Wendy Bowlin will share these results during our meeting today.
- CSoc outcomes continue to trend positively for CSoc children, youth and their families.

**CSoc Enrollment (Enrolled + Presumptive):**

<b>Act 1225 Region</b>	<b>12/31/2018</b>	<b>3/31/2019</b>	<b>6/30/2019</b>	<b>9/30/2019</b>	<b>12/31/2019</b>
1 (Jefferson Parish/Greater New Orleans area)	353	345	350	332	327
2 (Capital area)	223	230	229	240	239
3 (Covington area)	340	345	318	303	294
4 (Thibodaux area)	290	290	290	275	266
5 (Acadiana area)	170	168	192	199	214
6 (Lake Charles area)	187	186	184	178	170
7 (Alexandria area)	190	190	183	189	191
8 (Shreveport area)	230	230	227	196	202
9 (Monroe area)	400	400	390	400	400
<b>TOTAL</b>	<b>2,383</b>	<b>2,384</b>	<b>2,363</b>	<b>2,312</b>	<b>2,303</b>

During the reporting period (10/1/2019 – 12/31/2019), there was a total of 798 referrals. The range of referrals by region was 60 to 114. Referrals to CSoc come from a variety of sources. The number of referrals from state agencies since implementation of CSoc continues to rise (DCFS – 1,833, OJJ – 1,577, and schools – 1,981). 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	09/27/2019	12/27/2019	Change
Caregiver	4,433	4,654	221
Licensed Mental Health Professional	3,559	3,728	169
Other	2,742	2,936	194
DCFS	1,784	1,833	49
DOE/School	1,923	1,981	58
OJJ	1,529	1,577	48
Other Juvenile Entities	947	960	13
Hospitals	1,561	1,587	26
Self or Legal Guardian	1,136	1,139	3
Primary Care Physician (PCP)	144	155	11
OBH	155	161	6
<b>Total</b>	<b>19,913</b>	<b>20,711</b>	<b>798</b>

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	3/31/2019	6/30/2019	9/30/2019	12/31/2019
1 (Jefferson Parish/Greater New Orleans area)	85	92	71	81
2 (Capital area)	98	104	128	85
3 (Covington area)	118	112	92	114
4 (Thibodaux area)	45	66	70	75
5 (Acadiana area)	89	104	65	111
6 (Lake Charles area)	55	67	50	60
7 (Alexandria area)	69	82	58	77
8 (Shreveport area)	82	101	64	90
9 (Monroe area)	98	89	96	105
<b>TOTAL</b>	<b>739</b>	<b>817</b>	<b>694</b>	<b>798</b>

The majority of children/youth enrolled in CSoC are male (1,159 or 61%). African-American is the predominant race of these young people, representing 1,096 (58%). The age groups with the highest enrollment are 11-15 years old (949 or 50%).

**Wraparound Agency (WAA) Updates:**

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:**

- Presentations to two groups of Jefferson Parish school social workers (10/15 and 10/17)
- AmeriHealth Caritas Care Fest on 10/28
- Youth Opioid Summit
- Jefferson Parish Behavioral Health Taskforce Meeting - Members of this task force include Jefferson Parish Schools, JP Sheriff's Office, JP Coroner's Office, Odyssey House, Beacon Behavioral Health, JP Diversion, JP DA Office, JPHSA, and others
- New Orleans Behavioral Health Council Care Navigators Workgroup Meeting
- DCFS Jefferson Parish Office
- Urban League School Fest
- M. Soignet, Director of Family & Social Services with Jefferson Parish School System
- Plaquemines Parish Multi-Agency Meeting - Attendees include Plaquemines Parish Sheriff's Office, DCFS, Plaquemines Parish Schools, Plaquemines CARE Center, CASA, FINS, and District
- Blessed Life Health Solutions
- Pittman Elementary School
- John Ehret High School
- West Jefferson High School

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

- Turning Over a New Leaf Extravaganza
- Peak
- Pinnacle
- National Suicide Prevention
- Capital Area
- DJS
- Iris Domestic Violence Center
- Inspirational Community Outreach
- Impact Team
- Oceans Healthcare
- Tau Center
- WBR school system-Jackie Mendoza
- Gateway Transition

**Region 4 Thibodaux Area: Ascent:**

- #BlueUp: Reading at schools and activity "Bully Beans"
- Hunger Summit 2019

- SILC Inclusion Job and Resource Fair at Fletcher Community College
- Terrebonne Parish Resource Fair
- Not on Bread Alone- Lunch and Event at Nicholls State University
- Assumption High School- L13 Class Special Education Christmas
- Bags of Hope - Homeless bag distribution in the community
- Big Dreamers Event-Bully Prevention-National School Choice Week
- Career Fair at Grand Caillou Middle School
- Community Outreach Event- Lafourche Parish @ The Wallace Center

#### **Region 5 Lafayette Area: Eckerd Connects:**

- The WAA has been more successful with getting DCFS referrals after a meeting with Magellan and the community resource specialist with DCFS. The WAA is also sponsoring a co-fundraising event that CASA and Foster the Love are doing.

#### **Region 7 Alexandria Area: Eckerd Connects:**

- Eckerd Connects in Region 7 is working with the Rapides Parish School Board to ensure the social, emotional and behavioral needs of the youth are being met. The school district has long had a “Lighting Strike” process in which a student is removed from school if they are found to be an imminent risk to harm self or others. The youth must be seen by a medical professional before they can return to school. In a pilot program, Eckerd Connects is working with the school to implement a complementary process, sometimes referred to as “Rolling Thunder”. This process is targeting youth who consistently show an escalating pattern of behavioral issues but is not in imminent crisis. Once the school has exhausted their available resources, the School Building Level Committee will arrange a meeting with the guardian at which Eckerd staff will assist with the referral process. Once the referral is received, the school staff will arrange a follow-up meeting at the school for Eckerd’s assessor to complete the assessment. With permission from the guardian, the Behavior Specialist for the school will be included in the Child and Family team. The first aim of this process is to decrease the time between when the problem is identified and when the youth is admitted to services. The second anticipated outcome is to improve communication between the school and the wraparound agency, especially between the Behavior Specialist and the wraparound facilitator.

#### **Region 9 Monroe Area: Ascent:**

- Volunteered at Central Elementary School Day of Reading (2 hours)
- Neville High School good behavior party (900 students popcorn and coke)
- Lenwil Elementary School Math Night
- Volunteered at Ruston Jr. High Christmas Door Decorating Contest
- Sponsored teacher appreciation event at Ruston Jr. High
- Hosted blood drive with Lifeshare
- Downtown Monroe Office Decorating Competition
- Sponsored good behavior party for 250 students at Ruston Jr. High
- Sponsored Ouachita Parish School Board Student of the Year Luncheon
- Judged spelling bee at Lenwil Elementary School

- Sponsored the Regional Social Studies Fair
- Ouachita Parish School Board/Monroe City School System Transition Fair
- Participated in Ruston Jr. High Career Day
- Members of the Ouachita Parish Healthy Communities Coalition
- Members of the Morehouse Parish Healthy Communities Coalition
- Members of the East Carroll Parish Healthy Communities Coalition
- Members of the Louisiana Committee Against Sex Trafficking Multi-Disciplinary Team
- Members of UACT of Union Parish
- Members of Brokers of Hope in Union Parish
- Region 8 Community Engagement Committee
- Member of the Region 8 CAAT team with the Louisiana Department of Health
- Member of the West Monroe Chamber of Commerce Committee on Education
- Adopt-a-School sponsor for 5 local elementary, junior high, and high schools
- Member of 5 PBIS teams at local schools (Positive Behavior Intervention Services)
- Volunteered 50 hours of service at the NELA Food Bank

### **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 (down from 287 last quarter), located across the state. As of December 2019, 1,694 CSOC participants are receiving services. Of those participants receiving services, 81% receive parent support and 52% receive youth support.

BSLA is currently working on the following initiatives:

- MyLife: During the month of December, the first event occurred in Shreveport. It was a success. The next is scheduled for March 2020.
- Refining and Restructuring:
  - Crisis Training Development & Implementation
    - The FSO is working to train all team members on understanding their roles as it relates to a clinical crisis. They are also incorporating family crisis, or what they have termed "Big Behaviors," that may be more appropriate for the Support Specialist to assist, provided this is included in the Plan of Care.
  - FSO Liaison Role
    - The FSO Liaison role has been refined to incorporate more shadowing/observing of Support Specialists, strategy/task building for Plan of Care development, and acclimating families to CSOC and FSO services.
  - FSO Experience of Care Survey
- Clinical Support Team Development
  - BSLA is working to incorporate a Clinical Support Team that will assist Regional Trainers, Regional Supervisors and Support Specialist Supervisors with driving outcomes, influencing training development, and better supporting youth/parents considered "high risk". This will be largely influenced by CANS scores, Adverse Incidents, Critical Incidents, as well as a few other factors.

**BSLA regional success story (youth):**

CSoC family began services when BSLA Region 1 actively opened their doors in 1/2018. The family struggled to progress within the first year of services. Youth has progressed from refusing to utilize public transportation to school due to her phobia. To date, mom and youth reported that youth attempted to ride the bus. Youth reported her grades have improved and she attends school on a regular basis. Youth has progressed from failing grades and poor attendance at previous school. With the assistance of Parent Support Specialist (PSS), Mom was able to increase her income dramatically, that in turn assisted the family with stabilizing housing and conquering homelessness. Team discussed and scheduled a discharge party during the next CFT. PSS will assist Mom with transitioning for discharge.

**Supervisor Success Story:**

On Friday, the day after the tragic accident, I decided to move forward with interviews that I had previously scheduled. As I provided our mission statement, our roles in the lives of the families we serve, which included the vision and dedication of our Chief CEO, Chris Mudd, I shared with them his demise. They were crushed and asked why we were working on that day, after his traumatic death. I expressed to them that they were in those very seats being interviewed, because the families we serve continue to have a need and he would not want it any other way. They were charged and hopeful that they could join our team to continue his vision. I only met Mr. Mudd one time, but from the team he has formulated and the stories I have heard, he would be proud of the way you guys have come together to continue to honor him and his vision of helping at risk youths and their families.

**Statewide Coordinating Council**

The State CSoC team is continuing to work with FSO Leadership to discuss design and implementation of the Family and Youth Advisory Boards. Some progress has been made on establishing a Youth Advisory Board. We will share details as they are available.

**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 24 STR providers this quarter.

**Independent Living Skills Building**

- There are 176 ILSB providers throughout the regions.

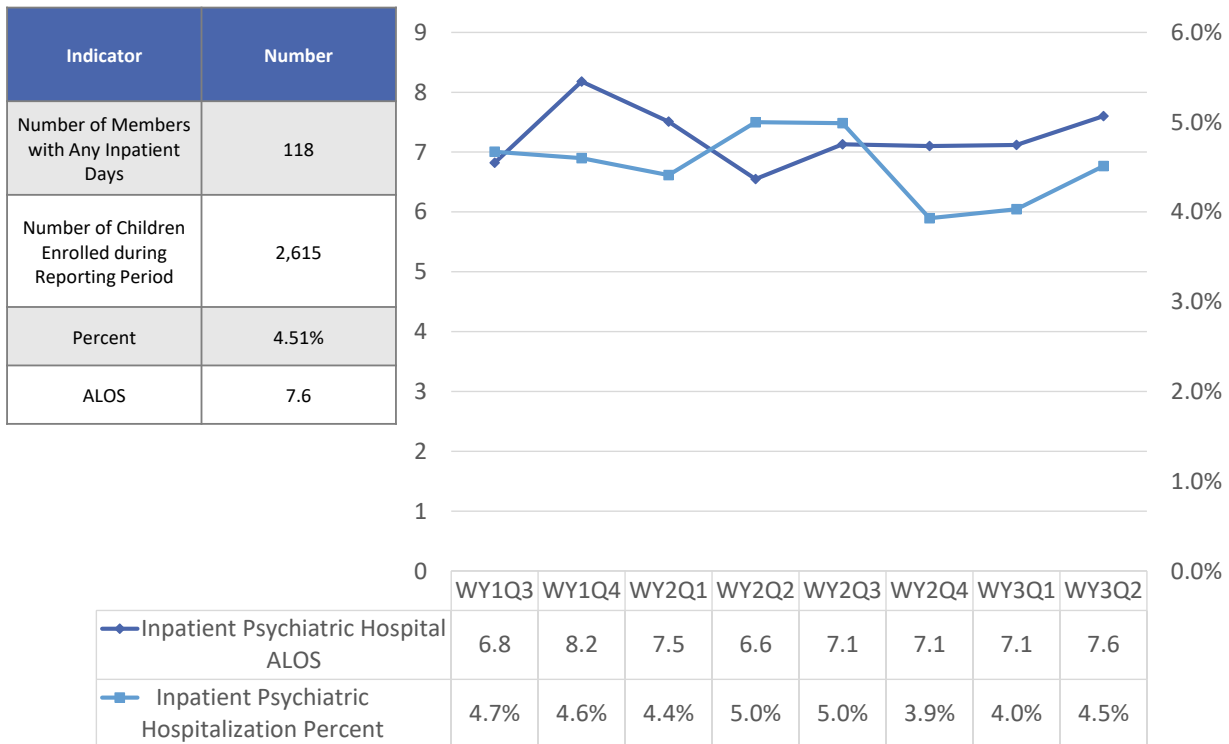
**Trends in Children/Youth Outcomes Data:**

**CSoC Children Inpatient Psychiatric Utilization**

Source: Magellan

- Percent of CSoc members (under 22) who were served in a psychiatric hospital during the quarter: 118 or 4.51%
- Average length of stay for CSoc members (under 22) in psychiatric hospitalization: 7.6 days

# Inpatient Utilization



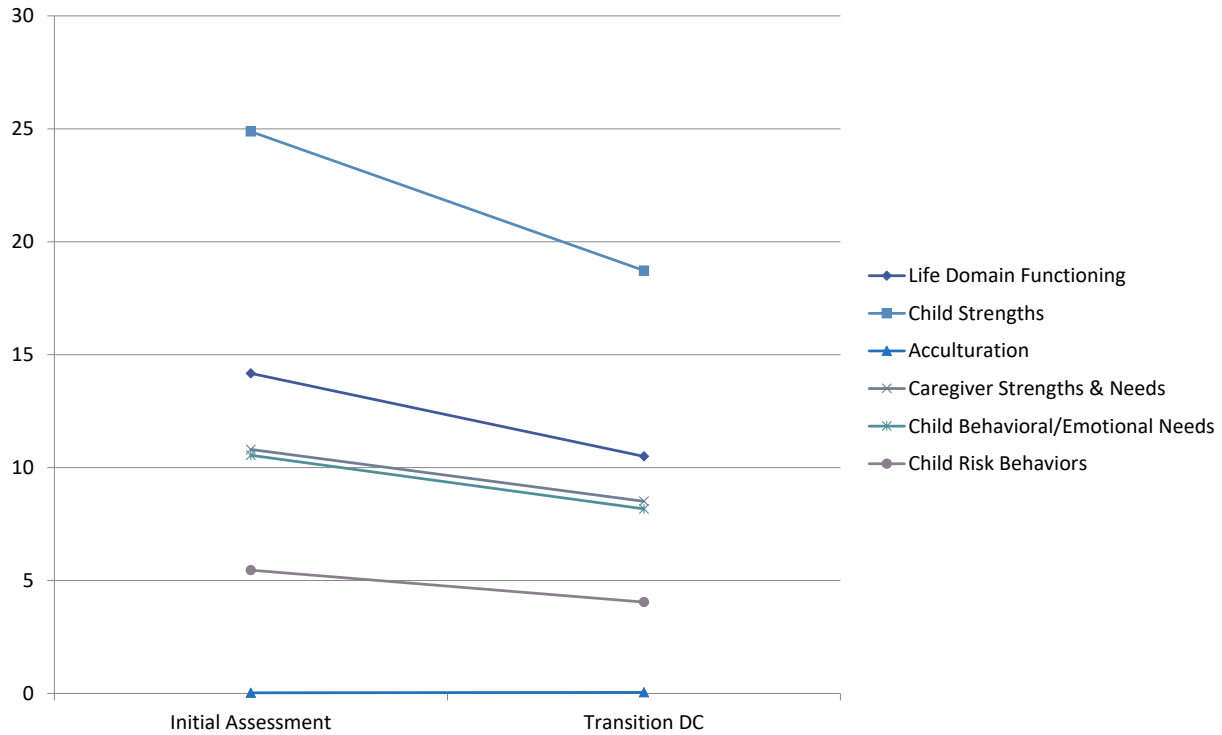
**CANS Outcomes Data**

Source: Magellan

Outcomes Findings: An analysis of the global CANS scores beginning at initial intake and then at discharge for 551 youth with valid data of the 562 youth discharged during the quarter showed:

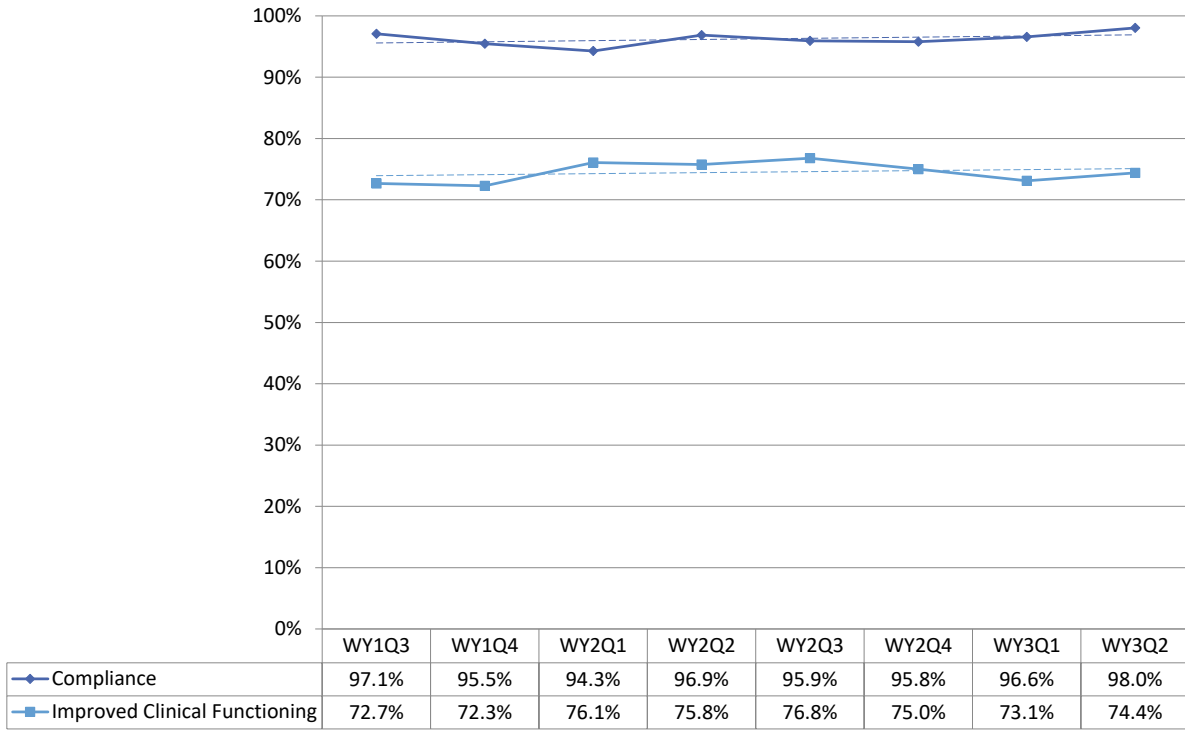
- A mean score decrease of 15.89 points
- 74.41% of youth showed improved clinical functioning

**CANS Outcomes Domain Scores**





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



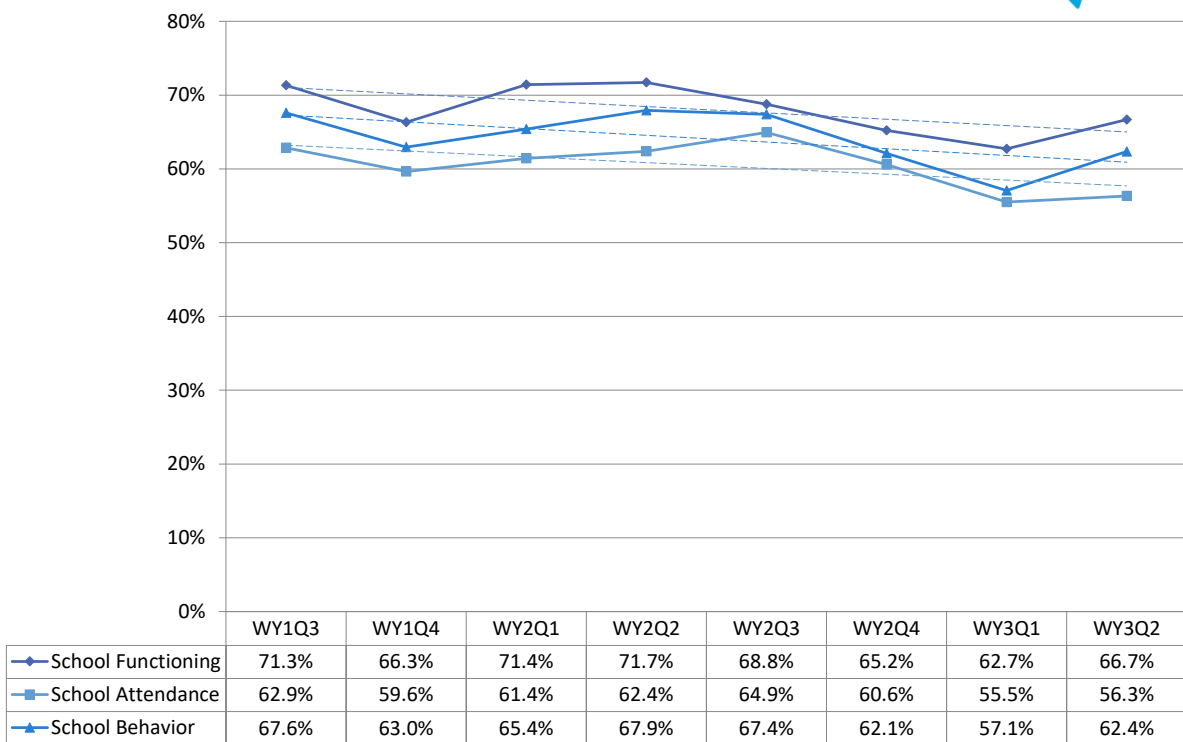
**School Outcomes**

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:

- 66.67% showed improved school functioning
- 56.33% showed improved school attendance
- 62.35% showed improved school behavior

**CANS: School Functioning**



\*Given an initial score > 0

**Youth with an IEP**

Source: Magellan

- A review of the enrollment for this time period indicates that approximately 39.12% 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.

**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: 91.99%

**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: 85.3%