

**Coordinated System of Care  
Statewide Governance Board Meeting  
December 1, 2021  
Virtual Meeting via Zoom  
Meeting Minutes**

The meeting was called to order by Chair Jacqueline Brown at 1:05 pm.

**Roll Call**

Board members present:

Beth Touchet-Morgan  
Jacqueline Brown  
Marilyn Thornton  
Mark Thomas  
Michael Comeaux

Board members absent:

Jamie Tindle  
Kathy Edmonston

**Approval of Minutes**

Members were presented with the August 2021 meeting minutes. Mark moved and Beth seconded a motion to approve the meeting minutes as written. The motion was approved unanimously.

**Director's Report**

Data for reporting period July 1, 2021 through September 30, 2021 were presented via PowerPoint slides, which were also emailed to members. Sareda McPhee, CSoc Director, discussed highlights of the report, shared recent news and successes from several wraparound agencies, and invited questions from board members. The full report may be viewed at [www.csoc.la.gov](http://www.csoc.la.gov).

During the presentation, Mark asked if there is a threshold for when face-to-face contact will resume. Sareda shared that the wraparound agencies are owned by different corporations who have to give clearance for resuming in-person contact, and that they are taking into account safety precautions. Some agencies are serving families face-to-face if it is the preference of the family and staff, but there has not been a full resumption of in-person contact. Mark noted that LDH could share guidance, and Sareda agreed that this would be helpful for the agencies.

Mark asked about possible factors related to the decreased CSoc census. Sareda shared that although she cannot give a definitive explanation, Covid has presented challenges such as fewer opportunities for in-person networking and presentations about CSoc to referral sources. She expects that the direct referral process will lead to an increase in referrals. Mark suggested looking at what has been helpful in

regions that did not experience a decrease in referrals. Other factors including Hurricane Ida and the Delta Covid-19 variant were discussed as well.

There was discussion of specifying the number of referrals from the Managed Care Organizations (MCOs) on the Referrals by Agency/Entity slide, and looking at the number of CSOC specialized services contracted providers over time.

Joel Boultinghouse, Executive Director of Behavioral Services of Louisiana, shared the success story of a family recently served by the FSO in Region 8.

## **Committee Reports**

### **Quality Assurance Committee Report**

Cindy Guitrau reported that the Quality Assurance Committee (QAC) met on November 22, 2021 and reviewed the CSOC Data Dashboard. This dashboard includes outcomes data that Sareda shared in the Director's Report.

### **New Business**

Wendy Bowlin, Director of Quality and Outcomes with Magellan of Louisiana, and Amanda Favrot, Quality Project Manager with Magellan of Louisiana, presented on an analysis of the impacts of the 2020 hurricanes and Covid-19 on CSOC members. Following the presentation, Sareda thanked Wendy and Amanda, and thanked the staff at the wraparound and FSO agencies for their diligent and collaborative work during these challenging times, even as they faced personal challenges.

### **Unfinished Business**

None

### **Action Items**

Statewide Governance Board meetings will be held on the following dates at 1:00 pm:

Wednesday, February 23, 2022

Wednesday, May 25, 2022

### **Public Comment**

None

### **Adjournment**

Mark moved and Beth seconded a motion to adjourn. The meeting was adjourned at 2:07 p.m.