



Introduction

Louisiana's Coordinated System of Care (CSoC) is an initiative of Governor Bobby Jindal that brings together the Department of Children & Family Services, the Department of Education, the Department of Health & Hospitals, the Office of Juvenile Justice, the Governor's Office, family, youth and advocate representatives to develop and oversee a service delivery system that is better integrated, has enhanced service offerings and achieves improved outcomes. Specific goals for the CSoC include decreasing the number of youth in out of home (residential/detention) settings, reduction in the state's cost for providing services by leveraging Medicaid and other funding sources, and improving the overall outcomes for enrolled children/youth and their caregivers.

CSoC began enrollment on March 1, 2012 in five areas of the state: Jefferson Parish, and the Baton Rouge, Alexandria, Monroe and Shreveport areas. These regions were selected through a competitive community application process that was initiated by the CSoC Governance Board. The process assessed community readiness on key attributes including, but not limited to: level of community engagement and support; family and youth involvement; capacity (knowledge, skills) to work towards regional system of care development; established service delivery offerings; and demonstrated ability to implement collaborative approaches.

All Phase One regions were selected by July 2011. The early selection allowed for these communities to receive technical assistance and training to ready for a March 1, 2012 start date. Pre-implementation technical assistance focused on recruitment and staff development within the wraparound agencies and family support organizations as well as developing an understanding of the Medicaid waivers, partnering with local stakeholders, and developing policies, procedures and quality assurance protocols.

Designated teams within the state and the Statewide Management Organization, Magellan, are a key component of CSoC implementation. These teams are responsible for coordinating technical assistance and training for the implementing regions including the staff of the WAA and FSO. To inform the expansion of CSoC this joint (State/Magellan) team has gathered feedback on Phase 1 implementation from a variety of sources, including: the Wraparound Agencies and original Family Support Organizations, staff at the state agencies and Magellan, providers, Governance Board and State Coordinating Council members, and families. In addition, the joint team has re-reviewed the Phase 2 Task Force report prepared for the Governance Board in July 2012, and looked at available data including demographics, CSoC utilization, requests for behavioral health services and supports in the non-implementing regions, and statewide provider network sufficiency.

Based on experience to date, key factors that guide the proposed approach for expansion include:

- (1) Assurance of community investment and buy-in to the CSoC approach and intent; and
- (2) Development of an adequate provider network that includes an effective Wraparound Agency, and an array of services including availability of the five specialized CSoC services (Parent Support and Training, Youth Support and Training, Independent Living/Skill Building, Crisis Stabilization, and Short-term Respite).

Below is the recommended approach for statewide expansion that builds on lessons learned to date.



COORDINATED
SYSTEM OF CARE

Proposed Statewide Expansion Approach

Activity	Target Date
Review Initial Phase 1 feedback	12/1/2012
Gather feedback from WAAs	3/20/2013
Gather input from the State Coordinating Council	4/11/2013
Gather input from the State Governance Board	4/25/2013
Connect to Regions/LGEs to build connection/assess potential resources for implementation	5/3/2013
Outreach to all parties on Phase 1 applications and any known interested parties to discuss expansion planning and announce forum dates/times	5/6/2013
Connect with regional Community Teams or groups functioning in similar roles (e.g. Child & Youth Planning Boards) in non-implementing regions to update on expansion and preliminarily assess regional-level activities	5/6/2013
Gather feedback from original FSO leadership	5/10/2013
Secure data from Magellan on high-end service utilization in each non-implementing region	5/10/2013
Review Resiliency Care Management (RCM) information on CSoC level of care children in non-implementing regions	5/10/2013
Collect data from state agencies including numbers of youth with known need in non-implementing regions	5/17/2013
Meet with Medicaid to discuss expansion and associated timeframes	5/17/2013
Gather input from state agencies (regional and central office) on needs, key partners and stakeholders	5/17/2013
Conduct conference calls for all non-implementing regions to discuss expansion planning and announce forum dates/times	5/20/2013
Obtain update on CSoC-specific service provider availability in each region (Independent Living/Skills Building, Crisis Stabilization, Short-Term Respite)	5/20/2013
Conduct recurring regional conference calls: ongoing information sharing and community engagement, and further assessment of community readiness	5/20/2013
Develop streamlined readiness assessment tool with University of Maryland that assists in constructing appropriate implementation timeline for each region	5/24/2013
Craft waiver amendments for expansion	5/31/2013
Conduct regional forums that include all partners (consumers, providers, state agencies, etc.)	5/31/2013
Develop workplan for identifying and contracting providers for CSoC-specific services in each region	5/31/2013
Conduct community readiness assessment in each non-implementing region	6/7/2013
Identify timeline for each region for implementation	6/14/2013
Submit Waiver amendment to CMS	6/14/2013
Conduct regional conference calls to ensure ongoing communication and provide technical assistance to support readiness	6/21/2013
Provide training and technical assistance and training for expansion regions	6/28/2013
Engage current WAAs as peer mentors and supports for new regions	6/28/2013
Monitor network development activities for sufficiency	Ongoing
Implement in two expansion regions	9/30/2013
Implement in remaining two regions – achieve statewide CSoC implementation	12/31/2013