



COORDINATED
SYSTEM OF CARE

Project Status Report for April 25, 2013 Governance Board Meeting
Prepared April 21, 2013

Staff News

Connie Goodson has joined the Office of Behavioral Health as the new CSoc Director. Connie relocated from Rochester, NY where she led a public-private Wraparound initiative for the child welfare, juvenile justice and mental health systems. She has extensive experience as a Wraparound supervisor and coach as well as with system of care development and implementation.

CSoc Enrollment

Act 1225 Region	7/13/12	10/11/12	1/17/13	4/12/13
2 (Capital area)	96	122	136	154
1 (Jefferson Parish/Greater New Orleans area)*	26	61	122	181
7 (Alexandria area)	59	74	96	112
8 (Shreveport area)	147	156	159	184
9 (Monroe area)	99	162	190	200
TOTAL	427	575	703	831

* Expansion to include Orleans, Plaquemines and St. Bernard parishes began on 10/22/12

As a follow-up to the last Governance Board meeting, efforts have been made to better understand enrollment of young children and children with developmental disabilities and of referrals from schools.

Young children

CSoc allows for enrollment of children birth through age 21. With the reduction to the Early Childhood Supports and Services program, it is assumed that there will be an increase in referrals for the younger population who require the intensity of CSoc. In addition, there has been collaboration between the Office of Behavioral Health (OBH), Department of Children & Family Services (DCFS), Magellan, Tulane and LSU to ensure appropriate workforce development of Louisiana Behavioral Health Partnership (LBHP) providers to more effectively serve this population. Dr. Dick Dalton, Magellan Chief Medical Officer, has taken a leadership role with these activities.

Children with developmental disabilities

Staff from Magellan and OBH have partnered with clinical leadership from the Office for Citizens with Developmental Disabilities (OCDD) to plan an outreach strategy to Pinecrest, the Local Governmental Entities (LGEs) and regions to provide education on CSoc and coordination of services between OBH and OCDD waivers.

Referrals from schools

As was reported at the previous Governance Board meeting, referrals from schools are under-represented in Magellan's data as in many cases, parents or others are encouraged by school staff to contact Magellan for CSoc screening. Magellan is exploring possible options for better capturing this information in the future. Documents to support school staff with the identifying children/youth who

may be appropriate for CSoC and making referrals have been developed by the joint CSoC (State/Magellan) team.

Other outreach

DCFS has developed a customized regional strategy for education and training of field supervisors and staff to support increased participation in CSoC. Since March, five trainings have been presented throughout Monroe, Baton Rouge and Orleans regions. In upcoming months, two additional trainings are scheduled.

The Office of Juvenile Justice (OJJ) has provided guidance in helping regional managers and probation officers learn how to properly identify CSoC eligible youth. In the month of April, the agency conducted a thorough record review of all youth under supervision in implementing regions, identified youth who are CSoC potentially eligible, and made referrals to Magellan. Moving forward OJJ is developing tailored trainings for offices in both Phase 1 and future regions. Some of these trainings will be web based and others will be in person.

To support enrollment from OBH clinics during the past quarter flyers have been provided to the Children's Coordinator in one region and meetings with supervisors and clinicians in the regions/LGEs are being held.

Wraparound Agency (WAA) update

Since the last Governance Board meeting, intermediate training has been provided to three of the five WAA's identified coaches. Intermediate training is scheduled in the remaining two regions within the next month. Visits in each region have been used to support the WAAs with the development of coaching competencies as outlined by the University of Maryland. WAAs have been working within their respective regions to continue outreach and education to generate referrals as enrollment rates remain lower than projected.

Challenges with the eligibility workflows that were originally developed were identified which resulted in children and youth who were not eligible for CSoC being served. As a result, federal Medicaid dollars were paid for youth who were not eligible necessitating the need for a recoupment of those payments. The WAAs have been notified. Magellan has revised these workflows to ensure this does not recur and OBH will be closely monitoring.

Family Support Organization update

Since the last Governance Board meeting, Ekhaya Youth Project, Inc. has assumed the role of the statewide Family Support Organization. A transition team, led by Sheila Jordan from the State CSoC Team and comprised of team members from both the state and Magellan, has been meeting up to two times weekly to support these efforts. Sheila has done a fantastic job of managing this effort with support from many team members. Darrin Harris, Executive Director, will be present at the April Governance Board meeting to present on progress to date.

Technical Assistance and Training

The University of Maryland Institute for Innovation and Implementation continues to provide wraparound training and coaching to all of the implementing regions. Intermediate training will be completed in all five regions by the end of May. A core training (initial three-day) is being planned for any new staff in June. The Clinical Directors and the Wraparound Supervisors in the WAAs are also

participating in the two year program to earn the wraparound coach certification. This is a two year process that includes on-site and virtual coaching, completing record reviews, scoring protocols and submitting work samples to ensure fidelity to the wraparound process. Supervisors in the Statewide Family Support Organization will also be engaged in an intensive coaching program.

The State and Magellan CSoC Teams continue to host Technical Assistance calls for all Phase 1 regions. CSoC staff continues to make frequent visits to each region to provide support, training, technical assistance and conduct onsite reviews. Connie is scheduling individual visits to each region to introduce herself and offer technical assistance and support.

Communications

The CSoC Team continues to provide education in a variety of forums across the state including the Louisiana Association of School Social Workers and the Louisiana Public Health Association conferences. In addition, representatives from the State agencies and Magellan are working to develop a customized training approach for the Juvenile Judges related to CSoC and LBHP.

CSoC Finance and Audit Committee

The Finance and Audit Committee met in March. The committee finalized the language in the MOU. The only outstanding items on the MOU are the final dollar amounts, which must be determined at the Secretary level. The MOU was distributed to committee members and the Secretaries on April 8, 2013 for finalization.

CSoC Quality Assurance (QA) Committee

The QA Committee met in January. During this meeting Dr. Eric Bruns (University of Washington Wraparound Evaluation and Research Team or WERT) presented on the proposed approach for evaluating the CSoC efforts in Louisiana. In addition, several calls have been held between the CSoC s-State team, Magellan and WERT representatives to clarify data requirements and availability for the evaluation activities.

The committee has not met since January as data reports from Magellan were not available for review. Reports were to be submitted to OBH in mid-April and have not yet been received. As soon as this information is available, a committee meeting will be scheduled. Future meetings will be scheduled in advance of the State Governance Board meetings. This will allow the QAC to review Magellan data reports in advance of the SGB meeting and present information of interest.

The QA Committee is working to secure a new chairperson as Karen Stubbs has left the Office of Juvenile Justice. OBH and the Committee thank Karen for her hard work launching this committee.

Statewide Coordinating Council

The Statewide Coordinating Council has been meeting approximately every 6 weeks to stay connected to the transition to the Statewide FSO and more closely support overall CSoC efforts. Meetings held in February and April focused on sharing suggestions regarding community forums and broad-based engagement, providing input on the proposed Phase 2 approach and discussing the transition and initial provision of services by the Statewide FSO. Additionally, the SCC is working to formalize its own structure with Bylaws and filling vacant or “inactive” positions. CSoC enrollment has always been a discussion item, and in the most recent meeting, various members discussed the need (and some ideas) for increasing awareness around CSoC. SCC members will work alongside staff to ensure a robust plan for community forums, and to re-ignite community teams.