

PHASE 2 PLANNING

Report from Task Force

INTRODUCTION

At the last CSoC Governance Board meeting, it was requested that a time limited group be formed to discuss plans for Phase 2 implementation. This group, comprised of members of the CSoC State Team including the Family Lead, and representatives from the state agencies and Magellan, convened to discuss an approach to gain broad-based input to inform this process. Resulting from this discussion was an agreed to approach to elicit feedback via survey from the following key partners:

- *Families*
- *State agency representatives*
- *Wraparound Agencies*
- *Family Support Organizations*
- *Local Education Agencies (LEA)*

A survey was fielded during late June and early July which resulted in 415 responses:

- *Families - 10%*
- *State agency and LEA representatives - 74%*
- *Wraparound Agencies - 9%*
- *Family Support Organizations - 7%*

After results were compiled and summarized, the Phase 2 group met to review, discuss and establish preliminary findings and recommendations for the Governance Board.

PRELIMINARY FINDINGS AND RECOMMENDATIONS

Begin Phase 2 when the current system is running smoothly.

Many noted that Phase 1 implementation has been challenging due to the concurrent nature of enrolling young people and families while also developing policies, procedures and protocols. Establishing working structures and processes that capitalize off lessons learned is critical prior to bringing on additional regions. This includes key components of working with the State Management Organization such as: referral/enrollment processes, claims processing, billing, and the availability of the electronic health record.

Review the fiscal and structural models and ensure they adequately and appropriately provide for a feasible and sustainable structure over time.

Phase 1 has provided significant information regarding key elements such as: hiring and training staff, enrollment ramp-up, contracting and billing. Use this information as a basis for review of the current structure and financing of CSoC to ensure a cost-effective system that is sustainable in a Medicaid environment.

The process used to select and develop new regions needs to be more inclusive of families, young people, local and regional staff, providers and community members.

Involving the community in planning, training and roll out activities are key ingredients for success. The approach for CSoC implementation should be developed for each region, customized to their needs and be attentive to establishing buy-in across all partners (at all levels) in advance of enrolling young people and families. Consider whether a Community Application process is the best approach or whether a move toward an individualized needs assessment with customized technical assistance may result in a more meaningful and engaged community process. The readiness assessment should assess all dimensions of the community including level of engagement/activity of families and youth, receptivity of regionally-based state agency staff, schools, judges/courts, providers, families, etc.

Ensure adequate and intensive outreach to all key partners including families, youth, judges, state agency staff, providers, etc.

Communication, training and educational opportunities need to be customized, concrete and specific. To the degree possible, these activities should be developed by families, youth and staff that have experience working within CSoC and should be targeted to people who work directly with young people and families vs. just leadership, administration and management.

Engage in aggressive provider network development prior to implementation.

The success of the CSoC is dependent on having both established Wraparound Agencies and Family Support organizations. It is also critical for there to be an adequate network of providers to provide all of the state plan services and the five intensive services available for CSoC enrollees so that plans of care can be developed that allow services and supports to be "wrapped around" young people and their families.

NEXT STEPS

Given the feedback received to date and the ever-changing fiscal landscape within Louisiana, the group recommends that additional research and discussion occur prior to moving forward with Phase 2. A more in-depth review of the structural components of CSoC and associated fiscal models is particularly warranted and will be a first step.