

**Coordinated System of Care  
Statewide Governance Board Meeting  
March 30, 2012  
Iberville Building, Room 1-127,627 N. Fourth St., Baton Rouge, LA 70802  
Minutes**

**The meeting was called to order by Ruth Johnson**

**Board members present:**

Anne Cassity  
Sherri Houin  
Ruth Johnson  
Peggy Kirby  
Kathy Kliebert  
Mary Livers  
Donna Nola-Ganey  
Mark Thomas

**Board members absent:**

Kent Batiste

**Introduction of Paul Dykes, CEO of Magellan in Louisiana:** Mr. Dykes briefly introduced himself to members of the Governance Board. He shared Magellan's commitment to partnering with the Board to make CSoC a success and encouraged members to contact him with questions or concerns.

**Approval of Minutes:** Donna Nola-Ganey moved to approve the minutes from the previous meeting. Peggy Kirby seconded. A vote was taken with Sherri Houin, Ruth Johnson, Peggy Kirby, Kathy Kliebert, Mary Livers, Donna Nola-Ganey, and Mark Thomas voting "yes." There were no votes in opposition and the motion passed unanimously.

**Finance and Audit Committee:** Ruth Johnson reported that the Finance and Audit Committee had not met and therefore had no report.

**Quality Assurance:** Karen Stubbs gave the report. The group has met four times and per the request of the Board has continued to work on prioritizing outcomes, delineating between process and outcome measures, ensuring they are measurable and determining data sources for each. The Quality Management Strategy developed as part of the Waiver has served as the starting place for potential outcomes and indicators. The group has also spent a fair amount of time reviewing an array of sample QI/QA reports from Magellan to determine what might be most useful to each respective agency and to the committee. Secretary Johnson expressed the need to have consistency in numbers being reported by the various departments and within the response to SR 119. Requests for information can be centralized through Jody Levison-Johnson to ensure consistency. Jody Levison-Johnson shared an opportunity to work with the University of Washington Wraparound Evaluation and Research Team (WERT) to demonstrate both fidelity and outcomes of Wraparound. This would be a component of the State's contract with the University of Maryland for Wraparound training, technical assistance and evaluation. Louisiana has a

unique opportunity given the phased in nature of the CSoC. Governance Board members expressed support for this endeavor.

Mark Thomas moved that the report be accepted. Kathy Kliebert seconded. A vote was taken with Anne Cassity, Sherri Houin, Ruth Johnson, Peggy Kirby, Kathy Kliebert, Mary Livers, Donna Nola-Ganey, and Mark Thomas voting “yes.” There were no votes in opposition and the motion passed unanimously.

### **New Business:**

**WAA/FSO Update – Region 9:** Jody Levison-Johnson shared a recent email from Rick Wheat, President/CEO from Louisiana United Methodist Children and Family Services complimenting the efforts of the region’s Wraparound Agency in partnering with his organization. Jacqueline Page (CSoC State Team Liaison), Curtis Eberts (Wraparound Agency of Northeast Louisiana) and Denna McGrew (Children’s Coalition of Northeast Louisiana) shared highlights from their CSoC implementation efforts including successes and lessons learned. Things going well have included the communication with the CSoC State Team and their liaison in particular, the collaboration across the implementing regions, the training and support provided thus far and the evolving relationship with Magellan. Challenges have included the contracting process, the eligibility and enrollment process and adherence to model fidelity. There was also discussion about potential processes to support enhanced engagement with DCFS and OJJ staff at the regional level. Peggy Kirby inquired about the status of developing the FSO’s Local Coordinating Council. Denna explained that this is a priority for the coming months. Jody offered that the CSoC State Team intends to offer specific support to the FSOs with this task as soon as a new Family Lead joins the team.

**Magellan presentation:** Donna Herren, Magellan CSoC Director, and Rusty Miller, Magellan Network Administrator presented updates to the Board. Magellan has authorized nearly 10,000 children’s services since March 1, 2012. The provider network includes approximately 1,300 providers. They are working to clean up the credentialing and contracting processes. A major concern is the out of home placement provider network including Psychiatric Residential Treatment Facilities (PRTFs) and Therapeutic Group Homes (TGHs). There are a host of issues that are impacting provider enrollment into the network. Most salient is the IMD (Institution for Mental Disease) criteria which includes specificity around bed count and organizational structure which is a challenge for many of the existing facilities in Louisiana. Non-Medical Group Homes (NMGHs) are also facing the challenge of needing to separate their treatment component as they are no longer responsible for or able to provide the treatment component for their residents. Magellan is working with providers to support their transition into the new environment and has also begun discussions with out of state providers in hope of attracting new vendors to the marketplace.

**State Agency Training:** Karla Venkataraman from DCFS shared the agency’s plan for offering regional training across the state on both the Louisiana Behavioral Health Partnership (LBHP) and the Coordinated System of Care (CSoC). Trainings will be

offered throughout April to provide basic information to DCFS staff and other stakeholders on the referral, eligibility determination and service enrollment processes. The training team will use specific scenarios to help illustrate the various needs and processes. Representatives from DCFS, the CSoC State Team, the region's WAA and FSO within implementing regions, and Magellan are confirmed members of the training team; OJJ was invited to include a representative as well.

### **Unfinished Business:**

**New Orleans grant activities:** Jody Levison-Johnson shared that a Project Director (Dr. Deneen Gammons) has been hired to support the New Orleans system of care grant and that she is attempting to schedule a meeting with Dr. Gammons to ensure coordination of activities.

**Plan for Phase 2 regional implementation:** Jody Levison-Johnson proposed that enough time be allowed for Phase 1 to be operational to ensure that learning informs next steps. She suggested a process that may include a more streamlined readiness review process and individualized technical assistance that would allow for expansion early in 2013. There was also discussion about whether the current model is the best approach and that all options should be considered. Secretary Johnson suggested that a small group consisting of the CSoC State Team and other representatives be pulled together to examine alternatives and propose recommended next steps to the Governance Board. Jody will pull this group together in early June to begin this process.

**Covalent timelines:** Jody Levison-Johnson referred Board members to the *Coordinated System of Care: Communications Work Plan & Timeline* document outlining the Covalent deliverables and associated timeframes. It was suggested that this document provided a good guide for the efforts, but that if an item was deemed no longer necessary that the CSoC Director together with Covalent staff could revisit items and redeploy resources as needed.

**Initial Governance Board terms:** Jody Levison-Johnson shared the *Governance Board Meetings and Terms Discussion Draft* document which was prepared in accordance with the Bylaws. Peggy Kirby's seat on the Board will expire at the next meeting. Also, both the Chair and Vice-Chair terms expire. The Board has a Family Member apprentice, Shari Rich, who is prepared to assume the vacancy from Peggy. Secretary Johnson and Jody Levison-Johnson will work to identify the next Chair and Vice-Chair.

### **Action Items:**

**SR 119 Report Format:** Jody Levison-Johnson reported that as a result of Senate Resolution 119 of the 2011 Regular Session, the Coordinated System of Care Governance Board was "urged and requested" to provide an array of information to the Senate Committee on Health and Welfare and Senate Committee on Finance. DHH has agreed to submit the initial report on April 30, 2012. As there is no additional Governance Board meeting prior to this submission date, Jody shared a draft format that

was approved by both Secretary Johnson and Deputy Secretary Kliebert. Jody asked that the Board review the draft and approve the format so as to allow for submission per the agreed to timeline. Jody shared that once the document was finalized, it would be reviewed, approved and signed by Secretary Johnson and Deputy Secretary Kliebert and distributed to all Governance Board members.

Mary Livers moved that the report format be approved. Donna Nola-Ganey seconded. A vote was taken with Anne Cassity, Sherri Houin, Ruth Johnson, Peggy Kirby, Kathy Kliebert, Mary Livers, Donna Nola-Ganey, and Mark Thomas voting “yes.” There were no votes in opposition and the motion passed unanimously.

**Meeting schedule:** Based on the Bylaws, “the annual meeting shall be the first regular meeting of each fiscal year.” For this reason, it was proposed that the quarterly meeting schedule be modified to allow for meetings in July, October, January and April. Jody Levison-Johnson requested that the Board vote to move the meetings to these months.

Mark Thomas moved that the revised meeting schedule be adopted. Donna Nola-Ganey seconded. A vote was taken with Anne Cassity, Sherri Houin, Ruth Johnson, Peggy Kirby, Kathy Kliebert, Mary Livers, Donna Nola-Ganey, and Mark Thomas voting “yes.” There were no votes in opposition and the motion passed unanimously.

**Other:** Jody Levison-Johnson reported that Kent Batiste, the youth representative to the Governance Board, had chosen to resign due to competing priorities. She stated that the CSoc State Team would work to identify a new youth representative who could be elected at the next meeting. They will also seek to identify an apprentice youth representative at that time.

Donna Nola-Ganey reported that she would be retiring from the Department of Education effective April 30, 2012. She reported that she would share who her DOE replacement to the Board would be as soon as this was determined. The Board thanked Donna for her commitment to the initiative and recognized her significant contributions to the CSoc initiative.

**Public Comment:** Stephanie Patrick from the Advocacy Center raised concerns regarding the adequacy and operation of the residential provider network. Members agreed to further explore her concerns. Ms. Patrick also requested that a copy of the SR 119 letter be shared. This information will be posted on the DHH website upon submission.

**Adjournment:** Mary Livers moved that the meeting be adjourned. The motion was seconded by Donna Nola-Ganey. A vote was taken with Donna Nola-Ganey, Mark Thomas, Sherri Houin, Peggy Kirby and Ruth Johnson voting “yes.” There were no votes in opposition and the motion passed unanimously.