

**CSoC Implementation Workplan**  
**Overall Project Tasks/Dependencies & Risks/Other Issues**  
**March 25, 2012**

| <b>Overall Tasks and Status</b>   |               |  |
|---|---------------|--|
| <b>Task</b>   | <b>Status</b> | <b>Comments</b>  |
| Develop CSoC team capability and capacity   | ●             | State department overviews completed, education on SOC, CFT and Waivers continues                                |
| Support Phase I regions with CSoC implementation  | ●             | Enrollment/service delivery have begun; ongoing training and technical assistance underway                       |
| Ensure an adequate service array to meet identified needs   | ●             | Continued concerns regarding out of home placement provider network  |
| Support the SMO implementation to ensure CSoC needs are identified and addressed                            | ●             | State agency contracts (OJJ, DCFS) not yet complete; continued work to establish collaborative protocols         |
| Conduct training for key audiences in prioritized topic areas   | ●             | Work underway to conduct state agency training and provide individualized training to Judges and other audiences |
| Facilitate effective cross-departmental communication and collaboration to ensure successful implementation | ●             | Continued efforts to ensure effective communication; scheduling regular meetings with departments and Magellan   |
| Support the development and infusion of family and youth voice in all aspects of the system of care         | ●             | Resignation of family lead; need to partner with Magellan Family and Youth leads to support efforts              |
| Develop and implement a CSoC communications strategy  | ●             | Logo developed, template and website development underway, communications piece development to begin             |
| Ensure that a process for monitoring CSoC quality and accountability is established                         | ●             | QA Committee meetings held bi-weekly. Membership identified for IMT.   |

| <b>Dependencies &amp; Risks</b>  |                    |                    |  |
|--|--------------------|--------------------|--|
| <b>Risk and description</b>  | <b>Risk Chance</b> | <b>Risk Impact</b> | <b>Status update</b>   |
| Provider pool for PRTF, TGH and NMGH may not be sufficient               | High               | High               | Magellan to devote more significant resource to this activity; need to partner with state agencies; weekly meetings have been held and will continue |
| Development of contracts between Magellan and state agencies (DCFS, OJJ) | Medium             | High               | Contracts in final steps (DCFS responding to OCR questions; OJJ to submit to OCR shortly)  |
| Challenges securing the University of Maryland training contract         | Medium             | High               | Difficulties agreeing to contract language between two state entities  |

| <b>Issues</b>  |                       |  |
|--|-----------------------|--|
| <b>Issue and description</b>   | <b>Project Impact</b> | <b>Status</b>  |
| Potential stakeholder concerns/buy-in with CSOC approach and new way of doing business | Medium                | Continued outreach being plan to problem-solve barriers and challenges |

| CSoC Implementation Workplan |   |                                   |            |                                     |                 |  |
|------------------------------|---|-----------------------------------|------------|-------------------------------------|-----------------|--|
| Task #                       | Task  | Person Responsible                | Start Date | Due Date                            | Completion Date | Notes/Comments   |
| <b>1</b>                     | <b>Team Education/Capacity Building/Capability</b>  |                                   |            |                                     |                 |  |
| 1.1                          | Provide foundational information/education on systems of care to all CSOC team members                            | Jody Levison-Johnson              | 6/6/2011   | 8/31/2011                           | 8/31/2011       |  |
| 1.2                          | Work with individual team members to enhance their understanding of their and their department's role in the CSOC | Jody Levison-Johnson              | 6/6/2011   | 8/31/2011                           | 8/31/2011       |  |
| 1.3                          | Review CSOC organizational structure and ensure adequate staffing to meet needs                                   | Jody Levison-Johnson              | 7/1/2011   | 7/31/2011                           | 7/31/2011       |  |
| 1.4                          | Develop Family Lead role/responsibilities for CSOC Team   | Jody Levison-Johnson              | 7/15/2011  | 7/31/2011                           | 7/31/2011       |  |
| 1.5                          | Work with OBH Human Resources to develop Family Lead job description  | Jody Levison-Johnson              | 8/8/2011   | 8/15/2011                           | 8/15/2011       |  |
| 1.6                          | Recruit and Hire CSOC Family Lead   | Jody Levison-Johnson              | 8/15/2011  | <del>9/30/2011</del><br>11/30/11    | 11/21/2011      | Family Lead position accepted 11/21/11. Shawn Herbert begins on 12/12/11.  |
| 1.7                          | Provide foundational information to CSOC team members on the Department of Children & Family Services             | Yvonne Diaz Domingue/Gwen Jackson | 8/1/2011   | 10/31/2011                          | 10/31/2011      | Scheduled for 10/31/11 team meeting  |
| 1.8                          | Provide foundational information to CSOC team members on the Department of Education                              | Janice Zube                       | 8/1/2011   | 10/31/2011                          | 10/31/2011      | Scheduled for 10/31/11 team meeting  |
| 1.9                          | Provide foundational information to CSOC team members on the Office of Behavioral Health                          | Traci Perry                       | 8/1/2011   | 10/31/2011                          | 10/17/2011      |  |
| 1.10                         | Provide foundational information to CSOC team members on the Office of Juvenile Justice                           | Jacqueline Page                   | 8/1/2011   | 10/31/2011                          | 10/31/2011      | Scheduled for 10/31/11 team meeting  |
| 1.11                         | Provide foundational information to CSOC team members on Medicaid (SPAs, Waivers)                                 | Keith Durham                      | 8/1/2011   | <del>10/31/2011</del><br>12/31/2011 | 1/27/2012       | Medicaid has started a series of trainings on authorities and services manual conducted via conference call live meetings every two weeks. Meetings will not be resumed. |

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| <b>1</b>                     | <b>Team Education/Capacity Building/Capability</b>                               |                                      |            |                                     |                 |  |
| 1.12                         | Develop CSOC team's full understanding of the service array available under CSOC | Keith Durham                         | 8/1/2011   | <del>10/31/2011</del><br>12/31/2011 | 1/27/2012       | Medicaid has started a series of trainings on authorities and services manual conducted via conference call live meetings every two weeks. Meetings will not be resumed. |
| 1.13                         | Update Team of DCFS protocols and procedures related to CSOC Implementaion       | Yvonne Diaz<br>Domingue/Gwen Jackson | 3/1/2012   | 4/1/2012                            | Ongoing         |  |
|                              | END OF PROJECT   |                                      |            |                                     |                 |  |

**CSoC Implementation Workplan**

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|---------------|---|-------------------------------|-------------------|-----------------------------------|------------------------|---|
| <b>2</b>      | <b>Phase I WAA &amp; FSO implementation</b>   |                               |                   |                                   |                        |   |
| 2.1           | Assign CSoC Team Liaisons to the five implementing regions  | Jody Levison-Johnson          | 7/8/2011          | 7/8/2011                          | 7/8/2011               | Region 2: Traci Perry (OBH)<br>Region 7: Janice Zube (DOE)<br>Region 8: Yvonne Diaz Domingue (DCFS)<br>Region 9: Jacqueline Page (OJJ)<br>Jefferson Parish: Joe Keegan (DCFS) |
| 2.2           | Conduct initial outreach via email/telephone with implementing regions  | CSoC Liaisons                 | 7/11/2011         | Weeks of 7/11 and 7/18/11         | 7/25/2011              |   |
| 2.3           | Hold initial face-to-face meetings with representatives from the region, WAA and FSO  | CSoC Liaisons & CSoC Director | 8/1/2011          | Weeks of 8/1, 8/8 & 8/15/11       | 8/16/2011              | Region 2: 8/10/11; 1/25/12 FSO and new WAA staff with Lisa<br>Region 7: 8/1/11<br>Region 8: 8/12/11<br>Region 9: 8/11/11 (YDD & JLJ)<br>Jefferson Parish: 8/16/11             |
| 2.4           | Identify initial technical assistance and training needs for each region  | CSoC Liaisons & CSoC Director | 8/1/2011          | Ongoing                           | Ongoing                | Specific needs around billing and documenting have been identified and will be addressed through Magellan   |
| 2.5           | Develop initial individualized training and technical assistance plans for each region                                      | CSoC Liaisons                 | 8/16/2011         | <del>10/31/2011</del><br>12/01/11 | 12/1/2011              | Approach continues to evolve as needs are identified.   |
| 2.6           | Create templates to support implementation across region (job descriptions, policies/practices, community team development) | CSoC Liaisons & CSoC Director | 8/8/2011          | 9/30/2011                         | 10/3/2011              |   |
| 2.7           | Plan Implementation Institute (logistics, agenda, speakers, handouts, etc.)   | CSoC Liaisons & CSoC Director | 6/15/2011         | 10/4/2011                         | 10/3/2011              |   |

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| <b>2</b>                     | <b>Phase I WAA &amp; FSO implementation</b>   |  |            |                                   |                 |   |
| 2.8                          | Hold Implementation Institute to provide consistent foundational information, ensure community planning time and begin learning community structure | CSoC Liaisons & CSoC Director                | 10/5/2011  | 10/7/2011                         | 10/7/2011       |   |
| 2.9                          | Provide initial support/facilitation (as needed) to regional Community Teams  | CSoC Liaisons                                | 8/22/2011  | 10/31/2011                        | Ongoing         |   |
| 2.10                         | Convene learning community calls/webinars across regions  | CSoC Liaisons & CSoC Director                | 10/17/2011 | <del>10/31/2011</del><br>12/31/11 | Ongoing         | Begins with 1:1 regional calls and affinity calls per discussion with regions   |
| 2.11                         | Convene affinity group calls/webinars across regions  | CSoC Liaisons & CSoC Director                | 10/17/2011 | 10/31/2011                        | Ongoing         | Monthly calls being held  |
| 2.12                         | Identify minimum data set that includes key outcomes and indicators for WAAs and FSOs   | CSoC Liaisons & CSoC Director                | 7/1/2011   | <del>10/31/2011</del><br>12/31/11 | 3/1/2012        | Work continues; Magellan contracts contain required reporting; QAC continues to discuss needs   |
| 2.13                         | Establish referral process for Independent Evaluations, WAAs and FSOs   | Jody Levison-Johnson/Donna Herren (Magellan) | 9/30/2011  | 12/31/2011                        | 1/15/2012       | OBH contracted with PRAED Foundation to conduct assessments during February and provided referrals upon receipt of results. The referral process was handed off to Magellan on 3/15/2012. |
| 2.14                         | Create process for identifying potential CSoC enrollees and determining eligibility for CSoC  | Jody Levison-Johnson                         | 9/30/2011  | 12/31/2011                        | 1/15/2012       | State agencies identified priority populations; out of home placement assessment conducted  |
| 2.15                         | Establish communication protocols for WAA, FSO and Independent Evaluators   | CSoC Liaisons                                | 10/30/2011 | 12/31/2011                        | 3/15/2012       | Magellan currently mapping flow   |

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| <b>2</b>                     | <b>Phase I WAA &amp; FSO implementation</b>  |  |            |                                  |                 |  |
| 2.16                         | Establish Barriers process   | Jody Levison-Johnson                     | 10/30/2011 | 12/31/2011                       | 1/1/2012        | Barriers currently addressed on regional/affinity calls; more formal process to be initiated if necessary              |
| 2.17                         | Assign any identified issues to proper group or person                             | CSoC Liaisons & CSoc Director            | 11/1/2011  | 1/15/2012                        | Ongoing         | Issues being referred to Magellan, or other people/agencies as needed  |
| 2.18                         | Report identified issues needing policy level intervention to the Governance Board | Jody Levison-Johnson                     | 1/15/2012  | 1/31/2012                        | Ongoing         | No policy level issues yet identified; largest barrier has been financial (contracting/billing) and is being addressed |
| 2.19                         | Resolve policy level issues  | State Governance Board                   | 11/1/2011  | 1/31/2012                        | Ongoing         |  |
| 2.20                         | Develop and finalize WAA enrollment procedures                                     | Jody Levison-Johnson / Donna Herren      | 9/30/2011  | <del>12/31/2011</del><br>1/31/12 | 3/1/2012        | Established procedures; Magellan has assumed responsibility for enrollment   |
| 2.21                         | Develop and finalize service referral policies and procedures                      | Jody Levison-Johnson / Donna Herren      | 9/30/2011  | <del>12/31/2011</del><br>1/31/12 | 3/1/2012        | Magellan has established procedures.   |
| 2.22                         | Begin Waiver eligibility determinations  | Lisa Longfellow/keith Durham/Diane Batts | 12/1/2011  | <del>1/1/2012</del><br>3/1/2012  | Ongoing         |  |
| 2.23                         | Offer Wraparound Orientation sessions for all regions                              | Kim Estep (Innovations Institute)        | 1/1/2012   | <del>1/31/2012</del><br>3/1/2012 |                 | Orientation offered at Implementation Institute and then integrated into initial Wraparound Training in February 2012  |

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| <b>2</b>                     | <b>Phase I WAA &amp; FSO implementation</b>   |  |            |                                 |                                 |  |
| 2.24                         | Offer Wraparound Facilitation, Family Support Organization and Community Fundamentals training for all regions                          | Lisa Damrow                                      | 2/1/2012   | 2/29/2012                       | 2/22-2/24/2012 & 2/27-2/29/2012 |  |
| 2.25                         | Offer Cultural and Linguistic Competence training for CSoc Liaisons, Governance Board and all regions                                   | Vivian Jackson (Georgetown)                      | 2/1/2012   | <del>2/28/2012</del><br>4/30/12 |                                 | Will assess resources available through Magellan                                       |
| 2.26                         | Offer CANS training for WAAs, FSOs and Agency/Community partners  | John Lyons                                       | 2/1/2012   | 2/28/2012                       | 2/1/2012                        | 7 people trained 2/1; 200 people trained 3/21; Train-the-Trainer scheduled for 4/27/12 |
| 2.27                         | Support staffing and implementation issues within the Wraparound agencies   | CSoc Liaisons & CSoc Director                    | 8/1/2011   | 1/1/2012                        | Ongoing                         |  |
| 2.28                         | Support staffing and implementation needs within the Family Support organizations   | CSoc Liaisons & CSoc Director                    | 8/1/2011   | 1/1/2012                        | Ongoing                         |  |
| 2.29                         | Participate in the preliminary Needs Assessment/Gaps Analysis process to identify EBPs for implementation                               | CSoc Team & Regions /Rusty Miller                | 9/1/2011   | <del>1/1/2012</del><br>6/1/2012 |                                 | Primary emphasis on provider network enrollment prior to expansion                     |
| 2.30                         | Review results from preliminary Needs Assessment/Gaps Analysis and formulate recommendations regarding priority EBPs for implementation | Tony Speier/ Russell Semon /Jody Levison-Johnson | 1/1/2012   | <del>2/1/2012</del><br>7/1/2012 |                                 | Perhaps involvement of QA Committee or other cross-departmental team                   |
| 2.31                         | Begin Wraparound and Family support service delivery  | WAA/FSO providers                                | 3/1/2012   | 3/1/2012                        | 3/1/2012                        | Enrolled 39 families on 3/1/12   |
|                              |   |  |            |                                 |                                 |  |
|                              | <b>END OF PROJECT</b>   |  |            |                                 |                                 |  |



**CSoC Implementation Workplan**

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|---------------|--|-------------------------------|-------------------|--|------------------------|--|
| <b>3</b>      | <b>Service array</b>   |                               |                   |  |                        |  |
| 3.1           | Finalize Service Definitions for CSOC  | Keith Durham                  | 6/1/2011          | <del>9/1/2011</del><br><del>10/31/11</del><br><del>11/30/2011</del><br><del>12/15/2011</del><br>12/31/11 | 1/27/2012              | Manual available on OBH website in SMO Procurement Library   |
| 3.2           | Finalize rates for all services  | Keith Durham / Mary Norris    | 7/1/2011          | 9/1/2011   | 8/31/2011              | 3/1/12: TFC and NMGH rates finalized   |
| 3.3           | Finalize and receive approval of Authorities documents   | Keith Durham / Dee York       | 6/1/2011          | <del>10/15/2011</del><br><del>11/1/2011</del><br><del>11/30/2011</del><br>12/15/2011                     | 1/27/2012              |  |
| 3.4           | Finalize provider certification process  | Rusty Semon                   | 7/1/2011          | <del>10/31/2011</del><br>1/15/2012   | 2/15/2012              |  |
| 3.5           | Finalize provider credentialing process  | Rusty Miller                  | 7/1/2011          | <del>10/31/2011</del><br><del>11/30/11</del><br>12/31/11   | 2/15/2012              |  |
| 3.6           | Finalize licensing standards   | Erin Rabalais                 | 7/1/2011          | <del>11/30/2011</del><br>12/31/11  | 3/1/2012               |  |
| 3.7           | Establish eligibility processes for CSOC that ensure appropriate financing/billing for all enrollees | Randy Lemoine/department reps | 10/1/2011         | <del>11/30/2011</del><br>1/31/12   | 1/30/2012              | GPDs finalized   |
| 3.8           | Ensure state departments' priority needs for service development are addressed                       | CSoC Liaisons & CSOC Director | 7/1/2011          | 1/31/2012  | Ongoing                | Examples: Infant Mental Health, LaMod, etc.  |
| 3.9           | Assess current capacity and need for out of home placement options                                   | Jody Levison-Johnson          | 10/1/2011         | <del>12/31/2011</del><br><del>1/15/12</del><br>3/31/2012   |                        | Approximately 800 assessments have been completed. Work underway to secure aggregated report to support network analysis work. |

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| <b>3</b>                     | <b>Service array</b>  |   |                                 |                                   |                 |  |
| 3.10                         | Re-assess rates for HomeBuilders (IHBS)   | Yvonne Diaz Domingue                                    | 10/1/2011                       | 12/31/2011                        | 12/28/2011      | DCFS will continue to coordinate training and begin discussions regarding future with Magellan   |
| 3.11                         | Provide CSOC training to all providers in the network   | CSOC Liaisons & CSOC Director / Shawm Thiele / Pat Hunt | 10/1/2011                       | 1/31/2012                         | 3/7/2012        | CSOC Director has provided 44 training/workshops across the state. Continued training will be offered in partnership with WAAs and FSOs. |
| 3.12                         | Offer CANS Comprehensive Training to independent assessors in the regions and others  | John Lyons  | 2/1/2012                        | 2/28/2012                         | 3/21/2012       | 7 OBH staffed trained on Feb 1-3, 200+ staff trained 3/21/12   |
| 3.13                         | Support the provision of training for providers and LEAs to ensure successful transition to Medicaid (billing, documentation, etc.) | <del>Ken Saucier</del><br>Janice Zube                   | 10/15/2011                      | 1/31/2012                         | 3/1/2012        | DOE has conducted weekly webinars and conference calls to support their efforts  |
| 3.14                         | Support the provision of training for providers to ensure certification and credentialing   | Rusty Semon   | 10/15/2011                      | 1/31/2012                         | 3/1/2012        | Develop Essential Learning modules, offer in-person sessions, etc.   |
| 3.15                         | Finalize and publish rules for CSOC   | Keith Durham / Dee York                                 | 7/1/2011                        | 2/20/2012                         | 11/20/2011      | All rules posted in the November 20th registry.  |
| 3.16                         | Participate in the Needs Assessment/Gaps Analysis process to identify EBPs for implementation                                       | Jody Levison-Johnson                                    | 9/1/2011                        | <del>1/1/2012</del><br>6/1/2012   |                 | Primary emphasis on provider network enrollment prior to expansion   |
| 3.17                         | Review results from Needs Assessment/Gaps Analysis and formulate recommendations regarding priority EBPs for implementation         | Tony Speier/ Russell Semon /Jody Levison-Johnson        | 1/1/2012                        | <del>2/1/2012</del><br>7/1/2012   |                 | Perhaps involvement of QA Committee or other cross-departmental team   |
| 3.18                         | Review recommendations for EBPs and offer input   | Governance Board  | <del>3/1/2012</del><br>7/1/2012 | <del>3/31/2012</del><br>7/31/2012 |                 |  |
|                              | END OF PROJECT  |   |                                 |                                   |                 |  |

| CSoC Implementation Workplan |   |  |            |  |                 |  |
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| Task #                       | Task  | Person Responsible   | Start Date | Due Date   | Completion Date | Notes/Comments   |
| <b>4</b>                     | <b>Statewide Management Organization</b>  |  |            |  |                 |  |
| 4.1                          | Issue SMO Request for Proposals   | Joe Comaty   | 4/1/2011   | 7/8/2011   | 7/8/2011        |  |
| 4.2                          | Vendor questions due to OBH   | Joe Comaty   | 7/8/2011   | 7/15/2011  | 7/15/2011       |  |
| 4.3                          | Post answers to vendor questions  | Joe Comaty   | 7/15/2011  | 7/29/2011  | 7/29/2011       |  |
| 4.4                          | Vendor Proposals due  | Joe Comaty   | 8/15/2011  | 8/15/2011  | 8/15/2011       |  |
| 4.5                          | Convene and facilitate proposal review committee to score responses   | Joe Comaty   | 8/17/2011  | 8/26/2011  | 8/25/2011       | All departments to provide 3 reps for scoring, CSoC Director to participate  |
| 4.6                          | SMO vendor selected and notified  | Joe Comaty   | 8/26/2011  | 9/6/2011   | 9/1/2011        |  |
| 4.7                          | Elicit other department input to be used in vendor contract negotiation                                     | Joe Comaty   | 9/6/2011   | 9/30/2011  | 9/26/2011       |  |
| 4.8                          | Contract in place with selected vendor  | Joe Comaty   | 9/6/2011   | <del>9/30/2011</del><br><del>11/1/11</del><br>12/31/11 | 1/1/2012        | Contract signed, awaiting final approval   |
| 4.9                          | Determine department information needs (data capture for key outcomes/indicators and other reporting needs) | Jody Levison-Johnson / <del>Seth Kunen</del> / Randy Lemoine     | 9/6/2011   | <del>11/30/2011</del><br>1/30/12                       |                 | Work continues in this area  |
| 4.10                         | Finalize assessment processes for CSoC  | Jody Levison-Johnson / Shawn Thiele / Pat Hunt / Rick Kamins     | 9/6/2011   | <del>11/30/2011</del><br>1/30/12                       | 2/1/2012        | Assessments of priority populations identified by OBH, OJJ and DCFS began on 2/1/2012                              |
| 4.11                         | Finalize processes for eligibility determinations for CSoC  | Jody Levison-Johnson / Lisa Longfellow / Shawn Thiele / Pat Hunt | 9/30/2011  | 12/31/2011   | 2/1/2012        | Use existing Operations Workgroup or associated sub workgroups; build on eligibility roster work completed to date |

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| <b>4</b>                     | <b>Statewide Management Organization</b>   |  |            |                                    |                 |  |
| 4.12                         | Finalize CSoc enrollment process including referral process for Independent Evaluations, WAAs and FSOs | Jody Levison-Johnson / Lisa Longfellow / Shawn Thiele / Pat Hunt | 9/30/2011  | 12/31/2011                         | 2/1/2012        | Use existing Operations Workgroup or associated sub workgroups   |
| 4.13                         | Determine process for data exchange (frequency, methods)   | Randy Lemoine/SMO  | 11/30/2011 | 1/15/2012                          | 3/1/2012        | Use existing Operations Workgroup or associated sub workgroups   |
| 4.14                         | Ensure IT infrastructure is in place to meet department mandates/requirements                          | SMO / Randy Lemoine  | 1/15/2012  | 2/28/2012                          |                 |  |
| 4.15                         | Finalize invoicing/payment processes for CSoc  | David McCants /Departmental Reps / SMO                           | 1/1/2012   | 1/31/2012                          | 3/23/2012       | Finance Committee, Financial Stability Workgroup, Operations Workgroup involvement, build on work done to date |
| 4.16                         | Determine department reporting needs and finalize process for reporting                                | Jody Levison-Johnson / Shawn Thiele / Pat Hunt                   | 9/1/2011   | 1/31/2012                          | Ongoing         | Included in contracts and collaborative protocols; work is ongoing   |
| 4.17                         | Establish appropriate financial monitoring and controls  | Cindy Rives / Tony Speier  | 11/1/2011  | 1/31/2012                          | Ongoing         | Finance Committee, Financial Stability Workgroup, Operations Workgroup involvement                             |
| 4.18                         | Train SMO staff in CSoc specific topics/information  | Jody Levison-Johnson   | 10/1/2011  | <del>12/31/2011</del><br>1/31/2012 | 3/15/2012       | Use developed training modules/trainers  |
| 4.19                         | Train SMO staff in CANS screening  | John Lyons   | 2/1/2012   | 2/28/2012                          | 2/29/2012       | Part of Care Manager orientation   |
|                              | END OF PROJECT   |  |            |                                    |                 |  |

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| <b>5</b>                     | <b>Training</b>  |   |            |                                  |                 |  |
| 5.1                          | Identify potential training topics and audiences   | Janice Zube   | 6/15/2011  | 8/31/2011                        | 8/31/2011       |  |
| 5.2                          | Prioritize training topics   | Janice Zube   | 8/31/2011  | 9/16/2011                        | 9/9/2011        | Obtain input from Governance Board, CSoc Team and others   |
| 5.3                          | Prioritize audiences   | Janice Zube   | 9/16/2011  | <del>9/30/2011</del><br>10/21/11 | Ongoing         | Obtain input from Governance Board, CSoc Team and others   |
| 5.4                          | Develop specific training plan to address immediate needs (including topics, trainers, audiences, dates)       | Janice Zube   | 10/1/2011  | 10/31/2011                       | Ongoing         | Obtain input from Governance Board, CSoc Team and others   |
| 5.5                          | Develop and deliver CSoc Fundamentals training to state department staff                                       | Janice Zube   | 10/1/2011  | 11/30/2011                       | Ongoing         | Training for DOE and DCFS underway   |
| 5.6                          | Develop and deliver CSoc Fundamentals training to provider network   | Janice Zube   | 11/30/2011 | 1/31/2012                        | 2/29/2012       |  |
| 5.7                          | Develop and deliver training on service definitions/authorities for providers                                  | <del>Keith Durham / Ken Saucier</del><br>Rusty Miller | 10/1/2011  | 1/31/2012                        | Ongoing         | OBH update requested   |
| 5.8                          | Develop and deliver training on referral/authorization processes   | Rusty Miller  | 2/1/2012   | 2/28/2012                        | Ongoing         |  |
| 5.9                          | Develop and deliver training on billing practices  | Mary Heywood  | 2/1/2012   | 2/28/2012                        | Ongoing         | Subject to change based on SMO plan  |
| 5.10                         | Offer Wraparound Orientation sessions for all regions  | Lisa Damrow   | 1/1/2012   | 1/31/2012                        | 2/29/2012       | Implementation Institute in October; initial training last week of February  |
| 5.11                         | Offer Wraparound Facilitation, Family Support Organization and Community Fundamentals training for all regions | Kim Estep (Innovations Institute)                     | 2/1/2012   | 2/28/2012                        | 2/29/2012       | 3 Day WF Core Training sessions were provided in Alexandria for Regions 7, 8 & 9; LaPlace for Region 2 and Jefferson |
|                              | Offer 3 day WF Core Training for new WAA and FSO staff   | Janice Zube   | 2/29/2012  | 6/30/2012                        |                 | Additional WF core trainings will be provided to support additional WAA and FSO staff                                |

| CSoC Implementation Workplan |  |   |            |                                 |                 |   |
|------------------------------|--|---|------------|---------------------------------|-----------------|---|
| Task #                       | Task   | Person Responsible                      | Start Date | Due Date                        | Completion Date | Notes/Comments  |
| <b>5</b>                     | <b>Training</b>  |   |            |                                 |                 |   |
| 5.12                         | Offer CANS training for WAAs, FSOs and Agency/Community partners                                     | John Lyons                              | 2/1/2012   | 2/28/2012                       | 3/21/2012       |   |
| 5.13                         | Offer Cans Train the Trainer Session with John Lyons   | Janice Zube / Barbara Dunn              | 3/1/2012   | 4/26/2012                       |                 |   |
|                              | Offer introductory Cultural and Linguistic Competence training for all regions                       | Vivian Jackson (Georgetown University)  | 2/1/2012   | <del>2/28/2012</del><br>4/30/12 |                 | Delayed to determine available support from Magellan  |
| 5.14                         | Provide initial training to Local Coordinating Councils and Community Teams                          | CSoC Liaisons                           | 1/1/2012   | 3/31/2012                       |                 |   |
| 5.15                         | Conduct ongoing needs assessment process to identify ongoing training needs                          | CSoC Liaisons                           | 3/1/2012   | 6/30/2012                       | Ongoing         |   |
| 5.16                         | Develop capacity and capability within state to deliver ongoing Wraparound/FSO training and coaching | Jody Levison-Johnson / Marlene Matarese | 1/1/2012   | 6/30/2012                       | Ongoing         | At outset of Innovations contract begin to identify within State capacity for ongoing training and coaching |
|                              | END OF PROJECT   |   |            |                                 |                 |   |

| CSoC Implementation Workplan |   |  |            |                       |                 |                                       |
|------------------------------|---|--|------------|-----------------------|-----------------|---------------------------------------|
| Task #                       | Task  | Person Responsible   | Start Date | Due Date              | Completion Date | Notes/Comments                        |
| <b>6</b>                     | <b>Cross-Departmental Collaboration</b>   |  |            |                       |                 |                                       |
| 6.1                          | Conduct bi-weekly meetings with Executive Team or others as determined by department to assist departments with identification of internal procedures that will be impacted by CSoC | CSoC Liaisons & CSoC Director                                    | 7/1/2011   | 10/31/2011            | Ongoing         | Director to attend on a monthly basis |
| 6.2                          | Develop department-specific workplans for CSoC implementation activities  | CSoC Liaisons with Department Exec Team & other department staff | 9/1/2011   | 10/31/2011            | Ongoing         |                                       |
| 6.3                          | Ensure collaboration and communication across departments to assign any identified issues to proper group or person   | CSoC Liaisons & CSoC Director                                    | 9/1/2011   | 11/30/2011            | Ongoing         |                                       |
| 6.4                          | Report identified issues needing policy level intervention to the Governance Board  | Jody Levison-Johnson   | 10/31/2011 | 6/30/2012             | Ongoing         |                                       |
| 6.5                          | Resolve policy level issues   | State Governance Board   | 10/31/2011 | 6/30/2012             | Ongoing         |                                       |
| 6.6                          | Conduct monthly meetings with department Executive Teams to ensure effective communication  | CSoC Director  | 7/1/2011   | 6/30/2012             | Ongoing         |                                       |
| 6.7                          | Elicit feedback from State Governance Board members on CSoC Director performance  | DHH Deputy Secretary   | 11/1/2011  | 12/2/2011<br>6/2/2012 | Ongoing         |                                       |
|                              | END OF PROJECT  |  |            |                       |                 |                                       |

| CSoC Implementation Workplan |  |  |                                     |  |                 |   |
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| Task #                       | Task   | Person Responsible                       | Start Date                          | Due Date   | Completion Date | Notes/Comments  |
| <b>7</b>                     | <b>Family &amp; Youth Voice</b>  |  |                                     |  |                 |   |
| 7.1                          | Develop Family Lead role/responsibilities for CSoc Team  | Jody Levison-Johnson                     | 7/1/2011                            | 7/15/2011  | 7/15/2011       |   |
| 7.2                          | Work with OBH Human Resources to develop Family Lead job description   | Jody Levison-Johnson                     | 8/1/2011                            | 8/15/2011  | 8/8/2011        |   |
| 7.3                          | Recruit and Hire CSoc Family Lead  | Jody Levison-Johnson                     | 8/15/2011                           | <del>10/15/2011</del><br>11/30/11                          | 11/21/2011      | Family Lead position accepted 11/21/11. Shawn Herbert begins on 12/12/11. Shawn Herbert resigned 2/17/2012. |
| 7.4                          | Establish partnership with LA Federation of Families for Children's Mental Health and emerging LA Youth MOVE Chapter | Jody Levison-Johnson                     | 8/29/2011                           | 9/30/2011  | 8/29/2011       |   |
| 7.5                          | Develop SCC Charter that defines purpose, roles and responsibilities   | <del>Shawn Herbert</del><br>Gwen Jackson | <del>10/15/2011</del><br>12/19/2011 | <del>11/30/2011</del><br><del>1/30/12</del><br>4/30/2012   |                 | Delayed due to Family Lead resignation  |
| 7.6                          | Form partnerships with other youth empowerment programs/organizations as means to develop youth voice in the CSoc    | <del>Shawn Herbert</del><br>Gwen Jackson | <del>8/1/2011</del><br>11/30/2011   | <del>11/30/2011</del><br><del>2/28/2012</del><br>5/31/2012 |                 | Work with Magellan Youth Director upon arrival in May   |
| 7.7                          | Begin recruitment for Statewide Coordinating Council (SCC)   | <del>Shawn Herbert</del><br>Gwen Jackson | <del>11/30/2011</del><br>1/1/2012   | <del>11/30/2011</del><br><del>2/28/2012</del><br>5/31/2012 |                 | Delayed due to Family Lead resignation  |
| 7.8                          | Develop draft SCC charter and bylaws   | <del>Shawn Herbert</del><br>Gwen Jackson | 11/30/2011                          | <del>12/31/2011</del><br><del>2/28/2012</del><br>6/30/2012 |                 |   |
| 7.9                          | Hold initial SCC meeting   | <del>Shawn Herbert</del><br>Gwen Jackson | <del>1/1/2012</del><br>2/1/2012     | <del>1/31/2012</del><br><del>2/28/2012</del><br>6/30/2012  |                 |   |
| 7.10                         | Work with FSOs to develop family and peer support services   | Janice Zube/Mary Ann Donovan<br>Mason    | <del>10/15/2011</del><br>11/30/11   | <del>1/31/2012</del><br>4/30/2012                          | Ongoing         |   |



| CSoC Implementation Workplan |   |                                       |            |                                   |                 |                |
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| Task #                       | Task  | Person Responsible                    | Start Date | Due Date                          | Completion Date | Notes/Comments |
| <b>7</b>                     | <b>Family &amp; Youth Voice</b>                                 |                                       |            |                                   |                 |                |
| 7.11                         | Partner with FSOs to develop family & youth leadership training | Janice Zube/Mary Ann Donovan<br>Mason | 1/1/2012   | <del>1/31/2012</del><br>4/30/2012 |                 |                |
|                              | END OF PROJECT  |                                       |            |                                   |                 |                |

| CSoC Implementation Workplan |  |  |            |                                  |                 |  |
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| Task #                       | Task   | Person Responsible                                       | Start Date | Due Date                         | Completion Date | Notes/Comments   |
| <b>8</b>                     | <b>Communications</b>  |  |            |                                  |                 |  |
| 8.1                          | Identify initial communications priorities   | State Governance Board                                   | 5/1/2011   | 7/8/2011                         | 7/8/2011        | Also based on work done by Communications Workgroup                              |
| 8.2                          | Meet with DHH Bureau of Media & Communications regarding CSOC communication needs                    | Jody Levison-Johnson                                     | 7/26/2011  | 7/26/2011                        | 7/26/2011       |  |
| 8.3                          | Formulate initial recommendations for communication activities                                       | Lisa Faust / Jody Levison-Johnson                        | 7/26/2011  | 8/4/2011                         | 8/4/2011        |  |
| 8.4                          | Present initial communications recommendations to Governance Board for review and approval           | Lisa Faust / Jody Levison-Johnson                        | 8/5/2011   | 8/5/2011                         | 8/5/2011        |  |
| 8.5                          | Develop next steps based on input and decisions from Governance Board                                | Lisa Faust / Jody Levison-Johnson                        | 8/8/2011   | 8/15/2011                        | 8/31/2011       | Ensure adequate attention to outreach to Legislators                             |
| 8.6                          | Develop and execute contract for Communications contractor   | Lisa Faust / Jody Levison-Johnson                        | 8/15/2011  | 9/15/2011                        | 9/30/2011       | Initial meeting with contractor held 9/8/11, contract approved by DOA 12/22/2011 |
| 8.7                          | Hold session with Governance Board members and Communications contractor to gain input into approach | Lisa Faust / Jody Levison-Johnson                        | 9/16/2011  | 10/15/2011                       | 9/30/2011       |  |
| 8.8                          | Work with Communications contractor to develop communications plan                                   | Lisa Faust / Jody Levison-Johnson / Yvonne Diaz Domingue | 10/15/2011 | <del>10/31/2011</del><br>ongoing | 12/11/2011      | Draft presented to Governance Board, revisions ongoing                           |
| 8.9                          | Develop more specific workplan based on approved Communications Plan                                 | Yvonne Diaz Domingue                                     | 1/1/2012   | 1/30/2012                        | 3/23/2012       |  |
|                              | Develop CSOC logo  | Yvonne Diaz Domingue                                     | 2/7/2012   | 2/21/2012                        | 2/24/2012       |  |

| CSoC Implementation Workplan |   |                      |            |           |                 |                |
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| Task #                       | Task  | Person Responsible   | Start Date | Due Date  | Completion Date | Notes/Comments |
| <b>8</b>                     | <b>Communications</b>   |                      |            |           |                 |                |
|                              | Develop Templates for webpage, fact sheets                                    | Yvonne Diaz Domingue | 2/7/2012   | 4/15/2012 |                 |                |
|                              | Launch Webpage  | Yvonne Diaz Domingue | 3/19/2012  | 5/1/2012  |                 |                |
|                              | Collect, archive & distribute best practice protocols from regional WAAs/FSOs | Yvonne Diaz Domingue | 3/19/2012  | 5/1/2012  |                 |                |
|                              | Archive CSOC success stories from the field                                   | Yvonne Diaz Domingue | 3/19/2012  | Ongoing   |                 |                |
|                              |   |                      |            |           |                 |                |
|                              | END OF PROJECT  |                      |            |           |                 |                |

| CSoC Implementation Workplan |   |   |            |   |                 |  |
|------------------------------|---|---|------------|---|-----------------|--|
| Task #                       | Task  | Person Responsible                                      | Start Date | Due Date                                      | Completion Date | Notes/Comments   |
| <b>9</b>                     | <b>Quality &amp; Accountability</b>   |   |            |   |                 |  |
| 9.1                          | Identify each department's outcomes and indicators of importance  | Jody Levison-Johnson                                    | 8/1/2011   | <del>8/31/2011</del><br>11/30/11              | 11/10/2011      |  |
| 9.2                          | Form CSoC Quality Assurance Committee   | State Governance Board                                  | 6/24/2011  | 9/30/2011                                     | 9/14/2011       | Chair identified, membership to be determined, first meeting scheduled for 9/14/11 |
| 9.3                          | Create mutually defined goals and outcomes for the CSoC initiative that incorporates key areas of importance from all departments and the QMS | Karen Stubbs  | 9/1/2011   | <del>10/31/2011</del><br>11/30/11             | 12/6/2011       |  |
| 9.4                          | Work with SMO to ensure data capture is in place for key outcomes/indicators  | Jody Levison-Johnson / Joe Comaty                       | 11/1/2011  | <del>12/31/2011</del><br>3/31/2012            |                 |  |
| 9.5                          | Form Interdepartmental Monitoring Team (IMT)  | <del>Seth Kunen</del><br>Joe Comaty                     | 10/1/2011  | <del>10/31/2011</del><br>11/30/11<br>4/30/12  |                 | Initial meeting being scheduled for early April                                    |
| 9.6                          | Provide introductory training to IMT  | <del>Seth Kunen</del><br>Joe Comaty                     | 11/1/2011  | <del>11/30/11</del><br>4/30/12                |                 |  |
| 9.7                          | Work to develop effective interface between IMT and QAC   | <del>Seth Kunen</del> Joe Comaty / Jody Levison-Johnson | 10/1/2011  | <del>11/30/2011</del><br>1/15/12<br>4/30/2012 |                 |  |
| 9.8                          | Develop draft reporting format that allows QAC and State Governance Board to monitor key areas  | Karen Stubbs  | 12/1/2011  | 12/31/2011                                    | 11/9/2011       | Priority issues document developed   |
| 9.9                          | Present draft reporting format to QAC and SGB for input and approval  | Karen Stubbs  | 1/1/2012   | 1/31/2012                                     | 3/23/2012       | Completed for SR 119; additional work continues                                    |
| 9.10                         | Develop process to monitor fidelity to CSoC values/practice in implementing regions   | Marlene Matarese / Jody Levison-Johnson                 | 1/1/2012   | <del>3/1/2012</del><br>5/31/2012              |                 | Included in contract with University of Maryland                                   |
| 9.11                         | Develop draft report for SR 119 for review/approval by State Governance Board   | Brandy Hamilton / Jody Levison-Johnson                  | 3/1/2012   | 3/31/2012                                     | 3/23/2012       | First report to be submitted 4/30/12   |

| CSoC Implementation Workplan |                          |                    |            |          |                 |                |
|------------------------------|--------------------------|--------------------|------------|----------|-----------------|----------------|
| Task #                       | Task                     | Person Responsible | Start Date | Due Date | Completion Date | Notes/Comments |
| 9                            | Quality & Accountability |                    |            |          |                 |                |
|                              | END OF PROJECT           |                    |            |          |                 |                |