

CSoC Quality Assurance Committee (QAC) Meeting Minutes - FINAL

<p><u>Date of Meeting</u> April 8, 2015</p> <p><u>Meeting Time</u> 2:00 – 3:30 p.m.</p>	<p style="text-align: center;"><u>PARTICIPANTS</u></p> <p>Members</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Michael Comeaux (DOE), Chair <input type="checkbox"/> Karen Faulk (Agency) <input checked="" type="checkbox"/> Lillie Burns (DOE) <input checked="" type="checkbox"/> Cindy Guitrau (DCFS) <input type="checkbox"/> Kim Nesmith (DOE) <input checked="" type="checkbox"/> Kristin Savicki (OBH) <input checked="" type="checkbox"/> Patty Thomas (OJJ) <input checked="" type="checkbox"/> Candace Ricard (OBH) <input type="checkbox"/> _____ <input type="checkbox"/> _____ <p>Guests</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Connie Goodson (OBH) <input checked="" type="checkbox"/> Sheila A. Jordan (OBH) <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
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Agenda Item/Topic	Discussion	Action	Responsible Party	Target Date
I. Call to Order	Michael Comeaux called the meeting to order at 2:06 pm	None	None	None
II. Roll Call	Members announced themselves.	None	None	None
III. Approval of Minutes	Minutes for January meeting were delayed, and are expected to be submitted to members for review prior to July meeting.	None	None	None
IV. Discussion Quality Assurance Elements	Members were provided with a copy of the 4-page report prepared by University of Washington. Connie advised that OBH has been working with the University of Washington team for some time on quality of wraparound. WERT was accessed via contract with University of Maryland. Connie provided a brief overview of Dr. Bruns' credentials in wraparound, especially toward wraparound being an evidence-informed practice. WERT developed a fidelity instrument (WFI). Using the tool, 35% of youth enrolled in CSoC participated. The WFI speaks directly to fidelity of practice implementation, the values of wraparound. 634 interviews were completed. She shared that there is a high correlation between high	Within Notes	All Members	

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	<p>fidelity wraparound and good outcomes. Dr. Bruns expressed how impressed he was with our results, based upon the high level ambition of our implementation. His Powerpoint presentation is available on the SGB website. Highlights include:</p> <ul style="list-style-type: none"> • Total Fidelity Scores - 72% with the national mean being 73% - to almost meet the national mean so early in the process. Other states had smaller programs, not statewide implementation. He mentioned that around 80-85% fidelity is when you start to see the best outcomes. • Regarding "Overall Satisfaction", he says typically families report high satisfaction. Louisiana's overall rating is 81%, same as national mean. These ratings are a reflection of the incredibly hard work of the wraparound agencies. • Per Kristin, “youth outcomes” are not exactly outcomes. These are parent and youth report. These numbers don't allow us to understand if there was a reduction of undesired or an increase of desired behaviors. The high rate of expulsion punctuates our need to outreach and partner better with schools. Could mean that CSOC isn't working altogether, or just that it is not working effectively with schools. Because many of these children are in wraparound for 18 months, it's hard to tell whether the expulsions/suspensions were early in the process of wraparound, or more recent. Kristin expressed and echoed the importance of continued training and coaching of wraparound facilitators. <p>Connie advised that, with Maryland contract ending, WAAs are working on developing training for the state. Louisiana currently has three certified coaches and a couple certified trainers. EDs and Clinical Directors will be working together to build a common training that each can deliver to their staff. The goal was to have WAAs develop internal capacity to do training. The WAAs are taking it over (with the support/guidance of Connie). We are in a period of transition from external to in-state trainers.</p>			

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	<p>Kristin shared that we may want to consider developing a tool or some way to measure fidelity and outcomes.</p> <p>In response to Michael’s query on where we see the school and system partner outreach improvement needed, Connie responded that each district has its own personality. Patti expressed the importance of building individual relationships in the school and community, in order to gain that credibility. Connie shared that CFTs can happen in school, before school, etc., to promote teacher involvement. Much of schools involvement has to do with relationship building. To Michael’s query about whether we are getting good data, Kristin responded that we are not. Lillie shared that teams in each district hold this information, and that PBIS data can be narrowed to the specific child. Michael shared that with the right connections with teams, and having parental consent, we are more likely to get student data. Lillie agreed that once schools understand the plan and service, they are more likely to give the numbers. Connie shared that some WAAs have been successful with school partnerships. Any additional ways we can add to that would be great.</p> <p>Spreadsheet - We talked about taking a higher level review of quality measures/indicators. We realized that there is some data that we need that we don't have. One page for each of the "big items (CSoc goals). To get to ideals, we need high fidelity wraparound, and a vast array of HCBS. Color coding - see note on page 3), snapshot of overall health of the system (not about outcomes). Useful for monitoring overall health of the system, but it won't tell us is CsoC is doing its job. There are a couple measures we don't have, but can get. Items with no fill are the things we really want/need.</p> <p>Kristin did a line-by-line review of the document. Kristin and Patty discussed the idea of possibly looking at detention and other numbers from OJJ youth. Recently reduced detention capacity, due to increased standards for facilities. Kristin suggested set up a call with Patti and Connie to work on OJJ-specific possibilities.</p>	<p>Determine if call is needed, and if so, schedule.</p>	<p>Kristin, Connie, Patti</p>	<p>Prior to next meeting</p>

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	<p><u>Managing Costs</u> - ED; Lots of calculations need to be done regarding working through costs.</p> <p><u>Improving Outcomes</u>: CANS had previously been used just as an eligibility tool. We are beginning now to use it as an outcomes tool. Louisiana is just a bit behind in that. Patti asked when will it be used like a pre and post? Connie shared there are various barriers with CANS: getting tool, licensing requirements, etc. Members asked if there are any concerns that parents/youth become "desensitized" or manipulate the results; if there are concerns about extra work for staff? Connie shared that there is an extra demand on staff, as well as technical issues (comparison of entry, mid and discharge CANS).</p> <p><u>Satisfaction</u> – It was discussed that we may need to develop something to measure satisfaction. Decrease and suspension and expulsions post-CSoC. It may be important reconsider how we count and track this. Question: are there things that are missing? Are there outcomes we'd want to see? Decreasing suspension, days of suspension, out of home placements?</p> <p>Michael inquired how will we get the data for the places where we see gaps? Kristin shared most information could be requested from wraparound agencies and/or existing reports.</p> <p>Patti shared that OJJ has a challenge with the language currently used around discharges. We want to be careful to truly identify a fully successful program. Connie: the CANS data is the best for pre- and post. Using subjective "good discharges" may be a challenge.</p> <p>Connie shared that we will work with WAAs, OJJ with Patti and Education with Mike and Lillie.</p> <p>High Fidelity Wraparound - we need to figure out what and how will we use to measure fidelity in the future.</p> <p><u>HCBS</u> - last sheet. Most info on this. Utilization has been rising</p>			

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	<p>steadily. Network development (need to do a better job looking at network sufficiency). Access/wait times - good report. Utilization of wraparound: need to update and fine tune these numbers. Numbers for both youth under supervision. Does Yvonne mean there are 101 youth in DCFS custody (vs. supervision)?</p> <p>Early identification and treatment - we have not been measuring. Receiving amount of service: self-report monthly.</p> <p>Connie shared a dashboard was created to avoid duplicative review of IMT reports, and to give a snapshot of the system.</p> <p>Michael shared that this is a much better approach. Now it's just a matter of gathering the needed data.</p>			
V. Public Comment	None. Michael reminded members that meeting would to align with the July Governance Board meeting, on a Thursday as opposed to Wednesday.	Send meeting update	Sheila	Before next meeting
VI. Adjournment	The meeting was adjourned at 3:32 p.m.			

Michael Comeaux, Chair, CSoc QAC

Date