

CSoC Quality Assurance Committee (QAC) Meeting Minutes

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| <p><u>Date of Meeting</u> August 20, 2018</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"/> Cindy Guitrau, Chair (DCFS) <input checked="" type="checkbox"/> Janice Zube (DOE) <input checked="" type="checkbox"/> Keith Durham (Medicaid) <input checked="" type="checkbox"/> Kristin Savicki (OBH) <input checked="" type="checkbox"/> Sheila Jordan (OBH) <input checked="" type="checkbox"/> Yolonda Latimer (OJJ) <p>Guests</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Becky Palmer (Medicaid) <input checked="" type="checkbox"/> Connie Goodson (OBH) <input checked="" type="checkbox"/> Joanna Tonguis (OBH) <input checked="" type="checkbox"/> Pamela Honore (OBH) <input checked="" type="checkbox"/> Tom Jarlock (OBH) <input checked="" type="checkbox"/> Wraparound Agency Representation, by phone – Carolina Jones, Rhee Fisher |
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| Agenda Item/Topic | Discussion | Action | Responsible Party | Target Date |
|--|--|------------------------------|-------------------|-------------|
| I. Call to Order | Cindy Guitrau called the meeting to order at 2:03 pm. | None | None | None |
| II. Roll Call | Members announced themselves. | None | None | None |
| III. Approval of Minutes | Janice moved and Kristin seconded to approve the May 2018 meeting minutes. | Post minutes to CSoC website | Joanna Tonguis | August 2018 |
| IV. Discussion of Outcomes Measures/ Tool | <p><u>CSoC Dashboard – Connie Goodson</u></p> <p>Participants were walked through the detail of the most recent dashboard, which includes CSoC-specific data on: Reduction of Out of Home Placements, Improved Outcomes, Utilization of Home and Community-Based Services, and Youth Receiving High-Quality Wraparound Care Coordination.</p> <p>Connie shared that CSoC outcomes continue to be positive. She pointed out that the timely referral standard metric was lower this quarter due to a much higher number of referrals being received, likely due to factors including seasonality and a waiver service provider steering their clients to CSoC (which has been addressed by Magellan). It is expected that this metric will be higher during the next quarter, as referrals are not at elevated levels, and the Children Awaiting Services (CAS) list is now at zero. Kristin asked</p> | | | |

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| | <p>that the state agency involvement data be presented as percentages in future dashboards to aide in analyzing trends across quarters. Keith asked if there are benchmarks for the HEDIS follow-up after discharge from hospitalization measures. Kristin shared that there is a national average, which CSoC exceeds. CSoC also exceeds the Louisiana averages for adults and non-CSoC children and youth. Keith asked that standards for this measure be shared during the next QAC meeting. The group discussed the continued improvement in youth sufficiently receiving services listed on their plan of care (POC06 report) following termination of the previous Family Support Organization (FSO) and transition to the new FSO. Kristin mentioned that this report allows for family voice, as they report this data each month. Connie reviewed option selections for the report, and explained that the last step if a member is not receiving sufficient services includes submission of a needs reporting form to Magellan, who does further inquiry into barriers.</p> <p>Connie shared that the fidelity study data exceeds national means, and that the next administration of the survey will be done by the new CSoC contractor, whose contract will begin November 1, 2018.</p> <p>Connie shared that the University of Washington with John Lyons is working to develop CANS benchmarks. Connie discussed challenges in making comparisons across different programs due to varying characteristics such as population served, eligibility criteria, and size. Connie shared that she would like the new CSoC contractor to analyze the data collected in more detail in order to identify any potential correlations between factors such as length of stay and discharge reason. Janice is interested in looking at factors such as general versus special education or members with an IEP versus those without. Kristin would like to see collection and analysis of post-CSoC discharge follow-up data. The group discussed some challenges to gathering follow-up data, such as difficulty reaching families by phone and limitations to data sharing across state agencies. The group also discussed factors leading to members returning to CSoC following discharge.</p> | | | |

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| | Kristin discussed that LDH is working on changes to Mental Health Rehabilitation (MHR) services, and is working on increasing opportunities for clinicians to receive training on evidence-based services. She would like to get feedback on a call with the wraparound agencies about the types of training that are most needed. | | | |
| V. Other Items for Discussion | <p><u>Statewide Governance Board (SGB) Meeting</u> Cindy advised that the SGB meeting is scheduled for August 29, 2018 at 1:00 pm (Bienville Building, Room 173).</p> <p><u>Next QAC Meeting</u> The next meeting is scheduled for Monday, November 19, 2018 at 2:00 pm (Bienville Building, Room 417).</p> | Send meeting update and minutes | Joanna Tonguis | Before next meeting |
| VI. Public Comment | None. | | | |
| VII. Adjournment | The meeting was adjourned at 2:58 pm. | | | |

Cindy Guitrau, Chair, CSoC QAC

Date