



**State of Louisiana**  
Department of Health and Hospitals  
Office of the Secretary

October 31, 2012

The Honorable John A. Alario, Jr., President  
Louisiana State Senate  
P.O. Box 94183, Capitol Station  
Baton Rouge, LA 70804-9183

The Honorable David Heitmeier, Chairman  
Senate Health and Welfare Committee  
P.O. Box 94183, Capitol Station  
Baton Rouge, LA 70804-9183

The Honorable Jack Donahue, Chairman  
Senate Finance Committee  
Louisiana State Senate  
P.O. Box 94183, Capitol Station  
Baton Rouge, LA 70804-9183

RE: Senate Resolution 119 of the 2011 Regular Session

Dear President Alario, Senator Heitmeier, and Senator Donahue:

Senate Resolution 119 (SR 119) of the 2011 Regular Session urged and requested the Coordinated System of Care (CSoC) Governance Board and the Department of Health and Hospitals (DHH) to report to the Senate Committee on Health and Welfare and the Senate Committee on Finance the status of efforts to implement the CSoC in Louisiana. This correspondence serves as the CSoC Governance Board and DHH's response to SR 119.

As a component of the Louisiana Behavioral Health Partnership, when fully implemented the Coordinated System of Care (CSoC) will serve up to 2,400 young people with behavioral health challenges who are in or at-risk of out of home placement and their families. The CSoC is an initiative of Governor Bobby Jindal that brings together the Department of Children & Family Services, the Department of Education, the Department of Health & Hospitals, the Office of Juvenile Justice, the Governor's Office and family, youth and advocate representatives. There are three primary goals for the CSoC:

- (1) Reducing the number of youth in residential/detention settings;
- (2) Decreasing the state's cost of providing services by leveraging Medicaid and other funding sources; and
- (3) Improving the overall outcomes for these children and their caregivers.

The CSoC began enrollment in five Act 1225 regions of the state in March 2012. This includes the Shreveport, Monroe, Alexandria, and Capital areas as well as Jefferson Parish. Youth enrolled in the CSoC will receive individualized care planning using an innovative practice known as "wraparound" provided by newly formed regionally-based Wraparound Agencies. In addition to wraparound care planning, the 1915(c) and 1915(b)(3) waivers that support CSoC will allow this subset of the youth population who have intensive needs to receive additional services including parent support and training, youth support and training, crisis stabilization, respite and independent living/skill building.

There has long been a national movement to implement systems of care in an effort to improve outcomes for young people and their families. A national evaluation of Systems of Care has found that enrolled youth spend more time in school, have improved grades, exhibit reductions in disciplinary problems, have fewer arrests, achieve improved emotional health including fewer suicide attempts, and demonstrate reduced use of inpatient and residential care.<sup>1</sup> Given the compelling need in Louisiana and the demonstrated outcomes of a system of care approach across the country, Louisiana has begun to implement the CSoC in earnest.

CSoC began enrollment on March 1, 2012. This report contains information pertaining to the initial seven months of operation (through September 30, 2012). It is anticipated that there will continue to be increased clarity and reporting ability going forward as operating protocols and processes between Magellan, the participating state agencies, and the regionally based Wraparound Agencies and Family Support Organizations mature. In order to respond to SR 119, the following information is offered and reflects the Department of Health and Hospitals and CSoC Governance Board's intent to openly share information with respect to CSoC performance as it develops.

***Names of individuals serving on the CSoC Governance Board.***

<b>Name</b>	<b>Role</b>	<b>Department /Organization (if applicable)</b>
Suzy Sonnier	Member	Department of Children and Family Services
Mark Thomas	Vice Chair	Advocate Representative
Vacant	Member	Youth Representative
Anne Cassity	Member	Governor's Office
Sherri Houin	Member	Family Representative
Shari Rich	Member	Family Representative
Kathy Kliebert	Member	Department of Health and Hospitals
Mary Livers	Chair	Office of Juvenile Justice
Stephen Osborn	Member	Department of Education
Jody Levison-Johnson	Staff	Department of Health and Hospitals/Office of Behavioral Health

***Name and business address of the Statewide Management Organization (SMO).***

Magellan Health Services in Louisiana  
10516 Perkins Rowe  
5th Floor Suite 500  
Baton Rouge, LA 70810

***Name, business address and geographic coverage area of each Wraparound Agency (WAA).***

National Child & Family Services of Baton Rouge  
10543 N. Glenstone Place, Baton Rouge, LA 70810  
Geographic coverage area: Act 1225 Region 2 including: Ascension, East Baton Rouge (includes Zachary, City of Baker and Central Community school systems), West Baton Rouge, East Feliciana, West Feliciana, Iberville, and Pointe Coupee.

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<sup>1</sup> US Department of Health & Human Services. (2008). Helping Youth Thrive in the Community. Children's Mental Health Awareness Day May 8, 2008.

Eckerd CenLa Wraparound Agency

6501 Coliseum Blvd., Suite 700, Alexandria, LA 71303

Geographic coverage area: Act 1225 Region 7 including: Avoyelles, Grant, LaSalle, Vernon, Rapides, Catahoula, Concordia, and Winn parishes.

Choices, Inc.

124 Jefferson, Mansfield, LA 71052

Geographic coverage area: Act 1225 Region 8 including: Caddo, DeSoto, Natchitoches, Red River, Sabine, Bienville, Bossier, Claiborne, Jackson, and Webster parishes.

Wraparound Services of Northeast Louisiana

3001 Armand, Suite G, Monroe, LA 71201

Geographic coverage area: Act 1225 Region 9 including: Morehouse, Ouachita (includes the City of Monroe School System), East Carroll, Franklin, Jackson, Lincoln, Madison, Richland, Tensas, Union and West Carroll parishes.

National Child & Family Services

824 Elmwood Park Blvd., Suite 135, Harahan, LA 70123

Geographic coverage area: Jefferson Parish

***Name, business address and geographic coverage area of each Family Support Organization (FSO).***

Families Helping Families of Greater Baton Rouge

2356 Drusilla Lane, Baton Rouge, LA 70809

Geographic coverage area: Act 1225 Region 2 including: Ascension, East Baton Rouge (includes Zachary, City of Baker and Central Community school systems), West Baton Rouge, East Feliciana, West Feliciana, Iberville, and Pointe Coupee.

Louisiana Federation of Families for Children's Mental Health

802 Main Street, Pineville, LA 71360

Geographic coverage area: Act 1225 Region 7 including: Avoyelles, Grant, LaSalle, Vernon, Rapides, Catahoula, Concordia, and Winn parishes.

Project Celebration

580 W. Main Street, Many, LA 71449

Geographic coverage area: Act 1225 Region 8 including: Caddo, DeSoto, Natchitoches, Red River, Sabine, Bienville, Bossier, Claiborne, Jackson, and Webster parishes.

Children's Coalition (through 9/1/12)

1363 Louisville Avenue, Monroe, LA 71201

Geographic coverage area: Act 1225 Region 9 including: Morehouse, Ouachita (includes the City of Monroe School System), East Carroll, Franklin, Jackson, Lincoln, Madison, Richland, Tensas, Union and West Carroll parishes.

Families Helping Families of Jefferson

201 Evans Road. Building One, Suite 100, Harahan, LA 70123

Geographic coverage area: Jefferson Parish

***The total number of individuals receiving services in CSoC broken down by region.***

The chart below indicates the number of children currently enrolled in the Coordinated System of Care by region as of September 28, 2012.

<b>Act 1225 Region</b>	<b>Area</b>	<b>Number of members receiving CSoC Services as of 9/28/2012</b>
2	Capital Area	126
7	Alexandria Area	71
8	Shreveport Area	154
9	Monroe Area	150
Jefferson Parish	Jefferson Parish	53
<b>TOTAL</b>		<b>554</b>

It is important to note that during first stages of the Coordinated System of Care implementation, Magellan continued to work with each partnering state agency to identify priority populations for enrollment and to establish effective referral and enrollment processes. Magellan continues to screen all referrals on children and youth for clinical eligibility.

***The total number of enrolled providers broken down by provider type and by region.***

The five CSoC implementing regions each have a Wraparound Agency enrolled in the Magellan provider network. During this last reporting period, one Family Support Organization ceased service delivery requiring Magellan to develop an alternative plan to offer those services within that region. Across the state, the total number of providers currently enrolled who may serve children in any capacity is outlined in the chart below. These data are tracked by OBH regions, rather than CSoC regions as they apply to the entire Louisiana Behavioral Health Partnership. The following represents a summary view of provider volume as of the end of September 2012.

<b>DHH Region/ Human Service District</b>	<b>Area</b>	<b>Number of providers as of September 28, 2012</b>
Metropolitan HSD	New Orleans Area	196
Capital Area HSD	Baton Rouge Area	231
South Central LA HSA	Houma/Thibodeaux Area	57
4	Acadiana Area	145
5	Lake Charles Area	77
6	Alexandria Area	53
7	Shreveport Area	122
8	Monroe Area	99
Florida Parishes HSA	Northshore Area	141
Jefferson Parish HSA	Jefferson Parish	129

For detailed information about providers by provider type and region as of September 28, 2012, please see Attachment A to this report. It is important to note that this Attachment contains only private providers and not OBH/Local Governmental Entity providers.

***The amount of state general funds and matching federal dollars expended each quarter by the CSoC.***

For the 1<sup>st</sup> quarter of FY13, \$2,237,234.72 was spent on the CSoC. This totaled \$1,045,891.15 in SGF and \$1,191,343.57 in matching federal dollars.

***The amount and percentage of the reduction of the cost to the state of providing services by leveraging state general fund through the Medicaid program as well as increasing service effectiveness and efficiency through the reduction of duplication across state agencies.***

DHH Fiscal, in collaboration with OBH, Medicaid and Mercer, is currently working on the federal reporting requirements for the entire Louisiana Behavioral Health Partnership. This includes reporting on the cost effectiveness of the CSoC program. Submission to Centers for Medicare and Medicaid Services (CMS) will occur for the 2<sup>nd</sup> quarter of FY13, and this data should be available for the next quarterly response to SR 119.

***The percentage of CSoC enrolled youth who have had to be placed in out-of-home treatment which includes but is not limited to detention, secure care facilities, psychiatric hospitals, residential treatment facilities, facilities serving the developmentally disabled, addiction facilities, alternative schools, or foster care.***

Of the 554 children and youth currently enrolled across the five implementing regions, 6% (87) have experienced some period of time in out-of-home placement.

***The number of licensed mental health professionals by type employed by the SMO to manage the toll free referral line.***

Magellan in Louisiana's clinical team involved with call center and care management operations includes:

26 Licensed Professional Counselors (LPC), one of whom is also a Nationally Certified Counselor  
17 Licensed Clinical Social Workers (LCSW)  
2 Medical Doctor  
7 Physician Advisors  
2 Registered Nurses  
2 Licensed Marriage & Family Therapists (LMFT)  
1 Licensed Clinical Professional Counselor  
1 Licensed Master Social Worker

Additionally, there are nine people with multiple licenses:

1 is a Licensed Addiction Counselor (LAC), LMFT and LPC  
1 is a Certified Clinical Supervisor and LAC  
4 are LMFTs and LPCs  
1 is a LAC and LMFT  
1 is a Registered Social Worker and LPC  
1 is a Licensed Clinical Social Worker and Registered Nurse

***The number of calls received by the SMO toll free referral line.***

Since the March 1 launch of the Magellan service line, Magellan has received 14,754 calls related to children's services. Of these calls, 11,444 have been answered by a care manager and 3,310 calls were abandoned, i.e. the caller hung up prior to a care manager coming on the line. These calls come from providers seeking authorization for services, family members or others seeking assistance securing services for a child (i.e. state agency staff making a referral). Since Magellan has been screening all children for possible eligibility for CSoC, there is no separate report delineating CSoC specific calls from all children's calls.

Of the 11,444 there were 10,126 calls screened for CSoC services (this number includes clients who called and were screened multiple times).

Of the 10,126, there were 5,518 calls that did not screen eligible and were referred to other non-CSoC services. 4,608 calls representing 3,927 unduplicated clients did screen eligible for CSoC services.

***The number of calls referred to a WAA by region.***

The following table reflects the number of calls referred to a WAA by region as of September 28, 2012.

Act 1225 Region	Area	Number referred to a WAA as of 9/28/2012
2	Capital Area	340
7	Alexandria Area	205
8	Shreveport Area	339
9	Monroe Area	219
Jefferson Parish	Jefferson Parish	188
<b>TOTAL</b>		<b>1291</b>

***The number of calls referred to non-WAA services by region and by provider type.***

Of the 3,927 unduplicated youth who were screened eligible for CSoC, there were 1,291 referrals in CSoC implementing regions and 818 referrals were in non-implementing regions. There were also 978 members who screened eligible for CSoC that chose or were already participating in Multi-Systemic therapy. The remaining 840 members were referred to other services or declined services. The non-WAA provider-types that are most frequently requested or referred to are Community Psychiatric Support and Treatment, Psychosocial Rehabilitation Services, regular outpatient services through OBH clinics and community based services that include psychiatrists and psychologists. As the system develops, there will be more sophisticated geo-reporting and provider-type reporting available.

***The number of referrals denied for CSoC services.***

All children/youth who are brought to the attention of Magellan undergo an initial abbreviated screening to determine if they may qualify for CSoC. More comprehensive screening and ultimately assessment is conducted for those who flag positively on the abbreviated screening. At this point, 5,518 children did not flag positively on the abbreviated screening and were referred to other



appropriate levels of care and services. Any child can be reassessed at a later time and many will be automatically reassessed as part of the transition out of a specific set of services.

***Average length of services for WAA services statewide and by region.***

Average length of services for member's currently enrolled in a WAA is 199 days. Average length of services for member's enrolled and including those discharged from WAA census since March 1, 2012 is 119 days.

***Average length of services for CSoC clients in non-WAA services statewide and by region.***

At this time, there is no average length of service calculation for CSoC clients in non-WAA services statewide or by region.

***Total number of Medicaid consumers approved for CSoC services by the SMO.***

Of the 603 members enrolled in CSoC (which includes both those currently enrolled and those who have been discharged) from March 1 until September 28, 2012, there are 513 who are Medicaid consumers.

***Total number of other insured consumers approved for CSoC services by the SMO.***

No one with private insurance had been approved for CSoC services at this time.

***Total number of non-insured consumers approved for CSoC services by the SMO.***

Of the 603 members enrolled in CSoC from March 1 until September 28, 2012 there are 90 who are considered non-insured.

***Total number of prospective reviews conducted for CSoC clients by the SMO.***

Magellan has conducted 10,126 abbreviated CANS screenings for CSoC services since March 1. Of those, there were 8,561 unique children screened. 1,565 received two or more abbreviated screens.

***Total number of grievances and appeals categorized by type by consumers and advocates, and percentage that were resolved.***

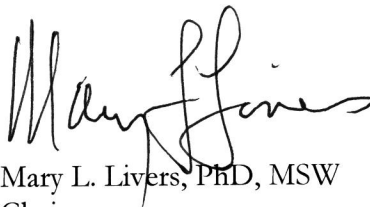
Magellan has only received one (1) grievance from a member's mother concerning staff at the WAA. That grievance has since been resolved, after the CSoC Director conducted an investigation into the claim. The mother was initially requesting her child's services be discontinued with the WAA. In the end, the mother agreed to continue receiving services from that particular WAA.

Thank you for the opportunity to report on our efforts to improve the system of care for children and youth with significant behavioral health challenges and their families in Louisiana. The CSoC Governance Board and DHH are dedicated to working with the legislature and public and private stakeholders to continue to improve our service delivery system and address the behavioral health needs of children and youth within our state. Should you have any questions regarding the information contained in this correspondence, please feel free to contact Ms. Jody Levison-Johnson, the Deputy Assistant Secretary at the Office of Behavioral Health, at (225) 342-5921.

Sincerely,



Kathy Kliebert, LCSW  
Deputy Secretary  
Department of Health & Hospitals



Mary L. Livers, PhD, MSW  
Chair  
Coordinated System of Care Governance Board

Cc: The Honorable Members of the Senate Health and Welfare Committee  
The Honorable Members of the Senate Finance Committee  
David R. Poynter Legislative Research Library  
Ms. Jody Levison-Johnson, Deputy Assistant Secretary, Office of Behavioral Health  
Dr. Anthony Speier, Assistant Secretary, Office of Behavioral Health  
Members of the CSoC Governance Board