



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

January 31, 2013

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 included the Shreveport, Monroe, Alexandria, and Capital areas as well as Jefferson Parish. In October 2012, the Jefferson Parish area was expanded to include Orleans, Plaquemines and St. Bernard parishes. Youth enrolled in the CSoC 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 recent publication based on evaluation data from the national system of care effort reports, "Systems of care decrease behavioral and emotional problems, suicide rates, substance use and juvenile justice involvement. They also increase strengths, school attendance and grades, and stability of living situations."¹ 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 ten months of operation (through December 31, 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, the regionally based Wraparound Agencies and the Family Support Organization 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.

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

During this quarter, CSoC services began to Orleans, Plaquemine and St. Bernard parishes; CSoC now covers the entirety of Act 1225 Region 1.

¹ Stroul, B., Goldman, S., Pires, S., & Manteuffel, B. (2012). *Expanding systems of care: Improving the lives of children, youth and families*. Washington, DC: Georgetown University Center for Child and Human Development, National Technical Assistance Center for Children's Mental Health.

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.

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, Orleans, Plaquemines and St. Bernard parishes

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

During this reporting period, two additional FSOs terminated their contracts. FSO coverage for the Northeastern region, the Jefferson Parish/Greater New Orleans region, and the Capital Area region is being provided by the Federation of Families for Children's Mental Health on an interim basis while the new statewide FSO is established.

Families Helping Families of Greater Baton Rouge (through 12/21/12)
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. Coverage for this region after December 2012 is provided through an agreement with the Louisiana Federation of Families for Children's Mental Health.

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. Act 1225 Region 9 including: Morehouse, Quachita (includes the City of Monroe School System), East Carroll, Franklin, Jackson, Lincoln, Madison, Richland, Tensas, Union and West Carroll parishes. Began offering expanded coverage in Act 1224 Region 1 in October 2012 and Act 1225 Region 2 in January 2013.

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.

Families Helping Families of Jefferson (through 10/12/12)

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 December 31, 2012.

| Act 1225 Region | Area | Number of members receiving CSoC Services |
|------------------|------------------|-------------------------------------------|
| 2 | Capital Area | 138 |
| 7 | Alexandria Area | 96 |
| 8 | Shreveport Area | 155 |
| 9 | Monroe Area | 181 |
| Jefferson Parish | Jefferson Parish | 115 |
| TOTAL | | 685 |

Both the State CSoC Team and Magellan have 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 these last reporting periods, two additional Family Support Organization ceased service delivery requiring Magellan to develop an alternative plan to offer those services within those regions. 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 December 2012.

| DHH Region/ Human Service District | Area | Number of providers as of December 31, 2012 |
|------------------------------------------|-----------------------|---------------------------------------------|
| Metropolitan HSD | New Orleans Area | 200 |
| Capital Area HSD | Baton Rouge Area | 251 |
| South Central LA HSA | Houma/Thibodeaux Area | 51 |
| 4 | Acadiana Area | 125 |
| 5 | Lake Charles Area | 58 |
| 6 | Alexandria Area | 57 |
| 7 | Shreveport Area | 126 |

| | | |
|----------------------|------------------|-----|
| 8 | Monroe Area | 102 |
| Florida Parishes HSA | Northshore Area | 137 |
| Jefferson Parish HSA | Jefferson Parish | 131 |

For detailed information about providers by provider type and region as of December 31, 2012, please see Attachment A to this report. It is important to note that Attachment A 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 2nd quarter of FY13, \$2,210,533.27 was spent on the CSoC. This totaled \$1,071,697.90 in SGF and \$1,138,835.37 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) is required upon completion of the first full year of the program's operation. February 28, 2013 will mark the end of the first year of implementation. Once those reports have been calculated for CMS, this data will be incorporated into SR 119 responses.

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 685 children and youth currently enrolled across the five implementing regions, 10% (69) 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)
- 19 Licensed Clinical Social Workers (LCSW)
- 1 Medical Doctor
- 11 Physician Advisors
- 3 Registered Nurses (RN)
- 7 Licensed Marriage & Family Therapists (LMFT)
- 1 Licensed Master Social Worker (LMSW)

Additionally, there are eleven people with multiple licenses:

- 1 is a Licensed Professional Counselor (LPC) and a Nationally Certified Counselor (NCC)
- 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 LCSW and RN
- 1 is a Licensed Mental Health Counselor and LPC

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 16,455 calls related to children’s services. Of these calls, 12,801 have been answered by a care manager and 3,654 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 12,801 there were 11,676 screened for CSoC services (this number includes clients who called and were screened multiple times). Of the 11,676 duplicated calls, there were 5,241 duplicate calls that *did not* screen eligible using the abbreviated questionnaire and were referred to other non-CSoC services. There were 6,435 who *did* initially screen eligible on the abbreviated questionnaire used by Magellan. Those 6,435 calls represented 6,194 unduplicated members. Those that screen positive on the abbreviated questionnaire are then administered the Child and Adolescent Strengths and Needs (CANS) Brief which confirms initial eligibility for CSoC. Using the CANS Brief on the 6,194 members resulted in a total of 2,353 unduplicated members who were ultimately deemed initially eligible for CSoC. These members were either referred to CSoC services or Magellan’s Recovery/Resiliency Care Management program. Those clients that did not screen eligible were referred to other non-CSoC services.

The distinction between positive screenings on the abbreviated questionnaire vs. the CANS Brief represents increased data reporting capabilities since the last response to SR 119.

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 December 31, 2012.

| Act 1225 Region | Area | Number referred to a WAA as of 12/31/2012 |
|------------------|------------------|-------------------------------------------|
| 2 | Capital Area | 427 |
| 7 | Alexandria Area | 261 |
| 8 | Shreveport Area | 404 |
| 9 | Monroe Area | 344 |
| Jefferson Parish | Jefferson Parish | 308 |
| TOTAL | | 1744 |

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

Of the 2,749 clients who were screened eligible for CSoC, there were 2,353 unduplicated clients. 1,744 referrals made for CSoC in implementing regions. Six hundred nine (609) of the 2,353 were in non-implementing regions. Thirty (30) members who screened eligible for CSoC chose or were already participating in Multi-Systemic Therapy.

Other referrals in non-implementing regions are summarized below:

| Service Type | # of referrals in non-implementing regions | | | |
|------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|----------|----------|----------|
| | Region 3 | Region 4 | Region 5 | Region 6 |
| Psychosocial Rehabilitation (PSR) | 25 | 49 | 24 | 16 |
| Other community-based services (including Homebuilders, Community Psychiatric Support and Treatment and Family Functional Therapy) | 27 | 55 | 21 | 16 |

In addition, many calls were referred to a psychiatrist and regular outpatient services at OBH clinics. As the system develops, there will be more sophisticated geo-reporting by provider type and by region available.

The number of referrals denied for CSoC services.

All children/youth that are brought to the attention of Magellan undergo an initial abbreviated screening questionnaire to determine if they may qualify for CSoC. A more comprehensive screening is conducted for those who flag positively on this questionnaire. At this point, 5,241 did not flag positively on the abbreviated questionnaire or the CANS Brief. 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 98 days. Average length of services for member's enrolled and including those discharged from WAA census since March 1, 2012 by region is: Region 1 (Jefferson/Orleans Area) 71 days; Region 2 (Capitol Area) 91 days; Region 7 (Alexandria Area) 89 days; Region 8 (Shreveport Area) 108 days; Region 9 (Monroe Area) 123 days.

The length of stay averages reported do not yet reflect an accurate picture of what will be a typical length of stay in CSoC. As processes mature, we anticipate the lengths of stay will stabilize and be more aligned with national averages which generally range from 12-18 months.

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

The average length of services for CSoC clients in non-WAA services statewide is 118 days and by region is: Region 3 =97 days; Region 4= no data; Region 5 =45 days; Region 6 =26 days.

Again, the length of stay averages do not yet provide an accurate picture of service utilization and length of stay as the service array and provider network continue to develop within Louisiana.

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

Of the 685 members enrolled in CSoC, there are 644 who are Medicaid consumers.

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

Of the 685 members enrolled there were 9 other insured consumers approved for CSoC services.

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

Of the 685 members enrolled in CSoC from March 1 until December 31, 2012 there are 32 who are considered non-insured.

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

Magellan has conducted 11,676 screenings for CSoC services since March 1, 2012. Of those, there were 9,843 unique children screened and 1,711 received two or more abbreviated screens.

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

Since March 2012, Magellan received two (2) grievances from members' parents and/or legal guardians regarding CSoC and/or WAA services. To date, both grievances have been resolved.

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