

**Coordinated System of Care (CSoC)**  
**Project Status Report for June 24, 2011 Governance Board Meeting**  
 Prepared June 20, 2011

*Authorities – Jim Hussey/Darrell Montgomery*

Please refer to report prepared by Darrell Montgomery.

*Statewide Management Organization (SMO) – Ron Lampert*

Per discussion at the last Governing Board meeting, the following reflects the most recent timeline for SMO implementation:

Activity	Anticipated Date	Notes
Conduct statewide LBHP Forums	6/15-6/30/11	
Receive PST approval of SMO RFP	Week of 7/5/11	
Issue SMO RFP	Week of 7/5/11	
Vendor questions due	Week of 7/11/11	
Answers posted	Week of 7/25/11	
SMO vendor proposals due	Week of 8/9/11	
SMO vendor proposal technical review	Week of 8/17/11	
SMO vendor proposal committee review	Week of 8/22/11	Completion of scoring by 8/26/11
Vendor selected & notified	Week of 9/5/11	
Vendor contract negotiations begin	Week of 9/5/11	
Begin SMO implementation activities	Week of 9/5/11	Concurrent with contract negotiations
Execute SMO contract	Week of 9/26/11	
SMO operational	Week of 2/27/12	

*Quality Assurance and Improvement – Jody Levison-Johnson*

See attached PPT Presentation for an overview of the proposed CSOC Quality Assurance and Improvement Approach. Work to further refine the framework and strategies will continue.

*Operations – Ron Lampert*

**Financial Stability Monitoring Workgroup** has completed its initial task of constructing a work plan.

**Outpatient Rate Setting** is currently working on determining which individuals can bill for which codes.

**Children’s Fee for Service Codes Workgroup** finished a draft of the fees for children’s services. Medicaid will be presenting this information to Don Gregory and Jerry Phillips this week.

**IT Workgroups** has been focusing on referrals, eligibility, invoicing.

- **Referrals:** OBH will be sending a feed (file type to be determined) and is looking into doing Medicaid determinations in its clinics. OJJ will be working on an internal procedure to address the referral process.
- **Eligibility Roster:** DOE will use IEP and Medicaid determinations. DCFS will use MEDS. OBH will be sending a file to the SMO (file type to be determined).

- **Invoicing:** A subgroup that was comprised of all agencies was formed and all approved a draft process which included the invoice field needed by all agencies. The Operations Workgroup will review, approve, and send on to the Financial Stability Workgroup.

### *Training and Technical Assistance Report – Jody Levison-Johnson*

The CSoC Team met on Monday June 20<sup>th</sup> and discussed training and technical assistance needs. Some of these needs are specific to CSoC and some are related to the Louisiana Behavioral Health Partnership. We will be working to pull together an overall framework that identifies the various audiences for training and also the specific content needs. This will allow the CSoC Team to ensure training reaches all intended audiences and covers all necessary topics in a non-duplicative and efficient way (including building on existing resources and capability within the State).

#### Next steps

- (1) Janice Zube from the CSoC Team will be working to pull together an overall framework that identifies the various audiences for training and also the specific content needs.
- (2) Janice will reach out to the many groups that have focused on this topic thus far as well as others to ensure all needs are unearthed and responded to.

### *Wraparound Agency (WAA)/Family Support Organization Implementation – Jody Levison-Johnson*

#### Phase I implementing regions (Regions 2, 7, 8, and 9)

Initial contacts are being made with the regions. The CSoC Team discussed possible approaches to orient the Phase I cohort including:

- Convening a Phase I Implementation Institute: providing initial information as a large group
- Conducting individualized sessions with each region that incorporates aspects of a more thorough needs assessment process
- Provision of individualized and group training and TA based on needs assessment results
- Forming a Phase I implementation Learning Community that allows the regions to share progress, areas of strength and challenges with one another in a transparent and supportive manner.

#### Next steps

- (1) Jody will meet with volunteers from the CSoC Team (Janice Zube & Yvonne Diaz Domingue) to map out an Implementation Institute approach and develop a budget.
- (2) Follow-up contact will be made with all regions to begin implementation planning.

#### Jefferson Parish

- John Ryals initiated contact with CSoC Director immediately after receiving the notification letter from the Governance Board.

- The Jefferson Parish Implementation Team clearly understands the Governance Board's reservations regarding the proposed WAA and will reconvene to determine the most appropriate process for selecting a new vendor.
- Dr. Ryals was also informed about the concerns stemming from selection of the initial WAA in terms of reflecting true understanding of the CSoc approach, associated values and intent. From the discussion, it was clear there is a high degree of understanding as well as true commitment to accepting technical assistance and training to support the community's enhanced understanding of operating in alignment with CSoc expectations.

### *Other Activities/Items for Follow-Up*

#### Louisiana Behavioral Health Partnership

**Forums** are scheduled through month's end across the State. The dates/times/locations are:

- **Tuesday June 21, 2011 2:00 p.m. - 4:30 p.m. (Acadiana):** Dr. Joseph Henry Mental Health Center, 302 Dulles Drive, Lafayette, LA 70506
- **Wednesday, June 22 5:00 p.m. - 7:30 p.m. (New Orleans Area):** Yenni Building, Council Chambers, 2nd Floor, 1221 Elmwood Park Blvd., Jefferson, LA 70123
- **Thursday, June 23 2:00 p.m. - 4:30 p.m. (Southwest Louisiana):** Civic Center City-Lake Charles, Jean Lafitte Room. 900 Lake Shore Drive, Lake Charles, LA 70601
- **Monday, June 27 10:00 a.m. to Noon (South Central Louisiana):** Terrebonne North Library, 4130 West Park Ave., Gray, LA 70359
- **Tuesday, June 28 9:00 a.m. - 11:30 a.m. (Northshore):** Quality Inn and Conference Center, Regency Ball Room, 2000 South Morrison Blvd., Hammond, LA 70403
- **Wednesday, June 29 10:00 a.m. - 12:30 p.m. (Central Louisiana):** Central State Hospital, Education Building, 242 W Shamrock Ave, Pineville, LA 71360 - 6439
- **Wednesday, June 29 5:00 p.m. - 7:00 p.m. (Northwest Louisiana):** Southern Shreveport Multipurpose Room, Martin Luther King Jr. Drive, Shreveport, Louisiana 71107
- **Thursday, June 30 9:00 a.m. - 11:30 a.m. (Northeast Louisiana):** University of Louisiana – Monroe Student Union -Ballroom D, Monroe, LA 71201

**OBH** has convened a Task Force under the leadership of Dr. Tony Speier to support the implementation of the Louisiana Behavioral Health Partnership. The CSoc Director will be meeting with Dr. Speier and Pete Calamari (Interim Assistant Secretary-OBH) on a weekly basis to facilitate coordination/communication between CSoc and LBHP. As implementation unfolds, CSoc and OBH will continue to work to ensure effective channels for information exchange and input are developed and sustained.

#### Stipends for Families

DHH is willing to contract with family organizations to ensure the ability to pay stipends to families if that remains the recommendation of the FSO Workgroup. Janice Zube is following up with Workgroup members based on feedback received during the last Governance Board meeting.