



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

April X, 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 2400 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, as well as a representative from the Governor's Office and family, youth and advocate representatives. Goals for the CSoC include reduction in the number of youth in residential/detention settings and of the state's cost of providing services by leveraging Medicaid and other funding sources and improving the overall outcomes for these children and their caregivers.

The CSoC began enrollment in five 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 and also receive additional support services from Family Support Organizations. 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.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.

Specific information pertaining to the CSoC per SR 119 follows.

Names of individuals serving on the CSoC Governance Board.

Name	Role	Department /Organization (if applicable)
Ruth Johnson	Chairwoman	Department of Children and Family Services
Mark Thomas	Vice Chair	Advocate Representative
Kent Batiste	Member	Youth Representative
Anne Cassidy	Member	Governor's Office
Sherri Houin	Member	Family Representative
Peggy Kirby	Member	Family Representative
Kathy Kliebert	Member	Department of Health and Hospitals
Mary Livers	Member	Office of Juvenile Justice
Donna Nola-Ganey	Member	Department of Education

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

Magellan Health Services of 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 1225Region 2 initially including: Ascension, East Baton Rouge (includes Zachary, City of Baker and Central Community school systems) and West Baton Rouge parishes with planned expansion to East Feliciana, Iberville, Pointe Coupee, and West Feliciana parishes.

Eckerd CenLa Wraparound Agency
 6501 Coliseum Blvd., Suite 700, Alexandria, LA 71303
 Geographic coverage area: Act 1225Region 7 initially including: Avoyelles, Grant, LaSalle, Vernon, and Rapides parishes with planned expansion to Catahoula, Concordia, and Winn parishes.

Choices, Inc.
 124 Jefferson, Mansfield, LA 71052

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

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

Wraparound Services of Northeast Louisiana
3001 Armand, Suite G, Monroe, LA 71201

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

Jefferson Parish
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 1225Region 2 initially including: Ascension, East Baton Rouge (includes Zachary, City of Baker and Central Community school systems) and West Baton Rouge parishes with planned expansion to East Feliciana, Iberville, Pointe Coupee, and West Feliciana parishes.

Louisiana Federation of Families for Children's Mental Health
802 Main Street, Pineville, LA 71360

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

Project Celebration
580 W. Main Street, Many, LA 71449

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

Children's Coalition
1363 Louisville Avenue, Monroe, LA 71201

Geographic coverage area: Act 1225Region 9 initially including: Morehouse and Ouachita (includes the City of Monroe School System) parishes with planned expansion to 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.

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Region	Area	Number receiving CSoC Services
2	Capital Area	X
7	Alexandria Area	X
8	Shreveport Area	X
9	Monroe Area	X
Jefferson Parish	Jefferson Parish	X

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

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

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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.

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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.

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

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

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The number of calls referred to a WAA by region.

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Region	Area	Number referred to a WAA
2	Capital Area	X
7	Alexandria Area	X
8	Shreveport Area	X
9	Monroe Area	X
Jefferson Parish	Jefferson Parish	X

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

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The number of referrals denied for CSoC services.

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

Enrollment in WAA services began March 1, 2012. As such there is no average length of service calculation at this time.

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

Enrollment in non-WAA services began March 1, 2012. As such there is no average length of service calculation at this time.

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

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

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

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

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

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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 CSoC Director, at (225) 342-5921.

Sincerely,

Kathy Kliebert
Deputy Secretary

Ruth Johnson
Chairwoman

Department of Health & Hospitals

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, Director, CSoC
Members of the CSoC Governance Board