

Minutes of the Quarterly Meeting of the
STATEWIDE COORDINATING COUNCIL (SCC)
January 23, 2014

I. Meeting Opening

- The meeting was called to order by Sheila Jordan at 1:05 pm.
- Sheila conducted roll call.
 - Members, in-person: None
 - Members (via teleconference): Karen Davis, Region 1; LaVonya Malveaux (Region 5); and Sonja Miller (Region 9).
 - Members Absent: Region 2: Emily Boudreaux, Kathy Edmonston, Lyn Hassenbohler; Region 7: Mary Corban, Liz Gary, Sue Ellen Stewart; Region 5: Karen Hebert; Region 6: Susan Benoit
 - Guests: Judy McCleary (Provider Representative); Stephanie Patrick (The Advocacy Center).
 - OBH Staff: Sheila Jordan (Parent), Connie Goodson, Lisa Longfellow, and Yolonda Latimer
- Sheila reviewed the agenda.

II. Review of December Minutes

Sheila reported that the December minutes were sent to the committee members via e-mail. Attending committee members moved to approve the December minutes. Upon approval from the committee, Sheila verbalized that the December minutes will be posted to the DHH website.

III. Coordinated System of Care Update

Current Enrollment

Sheila reported CSoC enrollment as of January 17th, 2014, as 1046. Of the 1046 enrollments, 932 children/families are reportedly receiving FSO services.

Update on FSO Services

Darrin shared that one of the main priorities of Ekhaya of late has been to minimize the number of children/youth not receiving FSO services. Darrin stated that bringing on a data analysis has proved to be extremely beneficial in the “clearing and sharing data” process with the WAAs. Darrin said that this clearing and sharing process speaks to the decrease in FSO enrollment since the last SCC meeting, due to some families being discharged because of their desire not to participate in FSO services at this time.

Committee Question:

In response to what the FSO is doing in preparation for the statewide implementation of CSoC, Darren shared: “Ekhaya has been making contact with specific people in the expansion areas to discuss what family support looks like, staffing requirements, orientation formats, and training obligations. This way when implementation does begin in these areas, there will already be an established group of people on board to provide these services.” In addition, Darrin stated that Ekhaya has posted job listings on

Craig's list in the expanding regions, is remaining engaged with interested individuals who attended CSoC related forums, and is developing a plan for the implementation process.

Public Comment One:

There was still some confusion as to the decrease in the number of youth receiving FSO services. Darrin shared that youth constantly coming "in and out" out of services, staff changes to in terms of leadership, and process issues have resulted in the decrease in FSO services in some cases. However, Darrin assured that through building better relationships and the sharing of information on a consistent basis with the WAAs and Magellan the number of youth receiving FSO services will increase.

Public Comment/Question Two:

Are there people on the waiting list now and if so how many? Darrin reported that at this time, there are about one hundred youth (rough estimate)not receiving FSO services, but that Ekhaya is working hard to address challenges. He stated that Ekhaya is "staffing up" to make sure that there are adequate personnel to address the need of the service in each region. In addition, Darrin verbalized the importance of making deliberate decisions in matching appropriate supports to youth and family.

Public Comment/Question Three:

Why are the percentages of enrollment for Regions I and II over 100? Darrin explained that the numbers reported are "moving numbers", further sharing that youth and families are being enrolled, pending enrollment and discharged at all times of the reporting period, thus some of the processes might overlap one another. Darrin verbalized that Ekhaya supervisors meet with WAA representatives weekly and are able to receive a "real time" account of enrollment and discharges in the regions.

Public Comment/Question Four:

What is happening with Shreveport, they have the lowest number of FSO support services compared to the other regions? Darrin stated that he will be working with David Sikes, the Director of Choices in the Shreveport area on the presumptive piece of the work to be done to increase FSO services in this area. Darren verbalized that he is aware that in Shreveport there are more FSO staff providing quality services, but not to as many families. He said that Shreveport generally tops all other regions in billable hours. Darren explained that there could be variables to why numbers are different in the Shreveport region. Darrin expressed that whatever the issue is, it is not a relationship issue because the Ekhaya supervisor in that area meets with David twice a week. Nonetheless, Darren shared that there could possibly be a process issue which he is working on identifying.

Update on FSO Work group Activities

Sheila reported that since the last SCC meeting, a time limited workgroup (requested by the CSoC Governance Board) to discuss the challenges of the FSO has met four times. Sheila shared that in this workshop, participants discussed issues related to the FSO such as the geographic needs, maintaining staff, and having enough staff to meet the service needs of the youth/families. Sheila verbalized that the workgroup is comprised of former FSO leadership and staff, SCC members, Office of Behavioral Health (OBH) staff, and an outside expert. She stated that the workgroup requested and was provided an extensive presentation from Ekhaya on their present practices. Sheila verbalized that the fifth workgroup session, to be held the following week, would focus on WAA/FSO relationships and the opportunity for growth, training needs of new FSO staff, training needs of new WAA staff so that there will be a better understanding of the FSO service component, and the need for the FSO to engage families across all of the regions. Sheila said that the findings of these workgroups and the outside expert will be presented at the next SCC meeting.

III. Updates and Discussion: SCC Priorities

2014 Meeting Schedule/Growing the SCC and increasing Membership

Sheila proposed to the committee that the next SCC meeting be held on April 10th at 6:00pm, venue to be announced. Sheila explained that in order to obtain new members the committee needs to begin to meet at times and venues more accessible to youth and families. The committee agreed with the proposal. Sheila stated that she will work out all of the logistics and forward to committee once finalized.

Livonia shared that she will reach out to Gayle Jones so that she can begin to participate on the committee again, stating that she (Ms. Jones) might have retired, thus no longer gets the e-mail invites. Sheila will check to ensure that this Gayle Jones is the same one Livonia knows.

Public Comment/Question:

Are there Community Teams (CTs) in each region? Connie answered that this varies from region to region, yet that it is the community's responsibility to get the people together. Karen added that in the implementing regions, WAAs have a community resource person who is in charge of bringing community teams together.

Sheila reported that per request of the Governance Board, she will be presenting the defining work of the SCC and what are some of the challenges of the work to be done. Sheila verbalized that one of the issues she will discuss will be that there is still a big disconnect between the billing support systems and the community support systems. She expanded stating that education is a big part of the problem, that everyone still needs to be brought to the table, that there is a lack of knowledge between those formal, traditional and non-traditional services and that everyone still seems to be working separately.

Connie inserted, "These seem like community team responsibilities. Community teams should be the ones out there encouraging youth and parent participation in sharing their experiences as to what is being done right and what is not being done right. But the meetings have to be engaging and inviting; otherwise they (youth and family) will feel uncomfortable and not share anything.

Lisa verbalized that it would be ideal to have a community team member to attend the SCC meetings, at which time valuable communication and transfer of information can happen.

Connie echoed the above suggestion from Lisa as a good idea. She stated, "We have to be inviting and engaging. We are better informed by the people who receive the services. This has to be a meaningful experience when youth and families come to the table. This is a big change to all, it takes a lot to engage youth and families, but it can be done."

Kathy verbalized that the committee did not need to divert away from the developed CSoC mission. She stated that the committee might need to look at the genesis of the SCC purpose and vision.

Stephanie shared that the FSO should also be highly engaged in identifying and encouraging parental participation on the SCC.

Next Governance Board Meeting is to be announced.

Next SCC Meeting is April 10th, 6:00pm.

Meeting was adjourned at 3:00 pm.