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Minutes of the Quarterly Meeting of the  
**STATEWIDE COORDINATING COUNCIL**  
November 2, 2012

The meeting was called to order by Sheila Jordan at 10:05 am.

**Attendance:**

Members, in-person: Region 2: Kathy Edmonston, Parent; and Lyn Hassenboehler, FINS, 23<sup>rd</sup> Judicial District.  
Region 3: Liz Gary, Parent.

Members (via teleconference):

Region 3: Sue Ellen Stewart, Families Helping Families Northshore, Parent; Region 5: LaVonya Malveaux, Opelousas City Court. Region 7: Joretha Wright, Parent. Region 8: Brandy Ezernack, Parent; Chris Nolen, Human Services Board; Mitzi Harris, Guest.

Members Absent:

Region 2: Dr. Emily Olinde. Region 3: Mary Corban, Parent. Region 5: Karen Hebert. Region 6: Sue Benoit, Parent. Region 7: Ronny Sibley, Parent; and Dave Strong. Region 8: Benita Cyphers, Parent; Gail Jones. Jefferson: Karen Davis, NHS Human Services; Amanda Eyes, Jefferson Parish Human Services Authority; Angela Henry, Parent/Professional; Louise Ory, Parent.

Guests:

Region 7: Jason Soileau, Guest. Advocacy Center: Stephanie Patrick. State Governing Board (SGB): Mark Thomas, Vice Chair; Shari Rich, Parent; and Sheri Houin, Parent. SMO: Mary Ann Donovan-Mason, Parent; Marvin Alexander, Youth Advocate.

Staff:

Sheila Jordan, OBH, Parent; Lisa Longfellow, OBH; Gwen Jackson, OBH; Janice Zube, OBH; and Jody Levison-Johnson, OBH.

**I. July Minutes**

Motion to accept the minutes as presented was made by Lyn and seconded by Liz. The motion passed unanimously.

**II. Coordinated System of Care Structure/Approach Adaptations**

Jody Levison-Johnson announced that there are currently 612 children/youth enrolled in CSoC. Implementing two new provider types is a major accomplishment. There have been challenges identified with some of the current structures which are currently being addressed. Due to challenges with the Family Support Organization (FSO) fiscal model, two FSOs have cancelled their contracts and a third has given a 90 day notice. This has required expedited yet thoughtful action to ensure the continuation of quality services while preserving the intent and values of CSoC.

A brief overview of the proposed changes to the structure of the Coordinated System of Care (CSoC) was provided which includes:

- Move to a single statewide FSO
  - Decrease overhead by having one administrative structure (management, human resources, billing, etc.)
  - Requirement for regionally based staff to be hired, provide services and participate in Regional Community Teams
- Streamline enrollment process by integrating assessment functions within the Wraparound Agencies (WAA)
  - Magellan will send referrals to WAA
  - WAA will ensure completion of the assessment (CANS Comprehensive and Independent Behavioral Health Assessment)
  - WAA will build Child and Family Team and use assessment to support the identification of needs and involve service providers including the FSO when indicated.
  - FSO supports will still be available if immediate needs are identified by Magellan or WAA at initial referral or any point prior to initial plan of care development.

The development of this plan has been influenced by:

- OBH and Magellan meeting with FSOs
- Survey of FSOs, WAAs, state agency staff and community members
- Environmental scan – survey of other peer support structures nationwide
- Input from State and Magellan CSoC team
- Consultation and information gathering with FSOs from Mercer
- Additional consultation with Mercer
- The critical need to address financial issues.

A Request for Information (RFI) will be issued later this month to identify an organization or group to serve as the Statewide FSO.

### **III. Public Comment**

Several questions were raised that included the following themes:

#### Local Leadership in Family Voice & Choice and Youth Voice & Choice

Jody emphasized that we are all responsible for developing family and youth voice in CSoC. The Community Team will be asked to take a leadership role. We have to look at multiple models to develop family voice and leadership skills. There is a role for FSOs, and places like the Advocacy Center, Partners in Policy Making, state agencies and other participants.

Jody discussed the need to identify parents and youth to participate on the SGB. There are two vacant parent apprentice positions, one vacant youth position and one vacant youth apprentice position. The SCC will take responsibility for identifying parent and youth members of the SGB going forward. The existing positions were filled before the SCC was formed. Eventually children/youth enrolled in CSoC and their family members would be ideal candidates. Sue Ellen offered Families Helping Families assistance with identifying parents across the state.

### Why are the changes necessary?

The original FSO model and the misunderstanding of the funding model (leveraging Medicaid) and associated constraints were key to needing to make changes swiftly. FSOs depend on face-to-face contact to generate revenue. Therefore non-revenue generating positions need to be decreased. The savings that will be created through decreased administrative costs will be used to increase the fee for service rates for face to face services by approximately 25% (pending CMS approval). This will make the single statewide FSO financially viable. Although there were challenges with delayed payment, payment lags are only part of the problem. The FSO fiscal model does not adequately support FSOs. We need an administrative model to handle administrative costs and to keep local people in place to provide local services. The only FSO that stated that they believed that the current model could work also stated that the FSO management was willing to work without pay if necessary.

### The Upcoming Request for Information (RFI)

The challenges that the FSOs were facing were discussed at the July SGB meeting. The SGB directed the implementing agency (DHH) to develop and implement a solution. SGB agencies have representatives on the State CSoC team. There were some e-mails with SGB members between meetings and the next meeting was held as scheduled in October. Shari explained that the SGB sees FSO services as important and wants them to continue. The family reps on the SGB are still learning how to speak for families, not self; still coming to understand the fiscal model and the funding model. Although the RFI plan was communicated after a decision was made, Jody expressed that the release of the RFI has delayed in order to gather adequate input from all partners including families.

Jody and Sheila have had several meetings over the past three weeks, and feedback from those meetings and this meeting will be incorporated into the RFI when possible. The RFI will require regionally based staff who will be required to participate in local community team meetings. Existing FSOs could form a joint organization or subcontract services, as a part of the RFI.

Jody committed to do all she could to ensure family members and youth are a part of the RFI review panel. Once she determined if they were allowed by the State, she and Sheila would assemble a team which includes family and youth.

It was suggested that Jody send a letter to FSO agency boards of directors stating that the change to a statewide FSO model is not related to performance of the FSOs. Jody agreed to do so as requested.

Although CSoC is not on the new Children's Cabinet Kids' Dashboard, Jody advised that much information will be available on the new CSoC website, which will be launched shortly.

## **IV. Discussion Items**

Member Reports - A proposed report template was provided to members for review and discussion. Although members participating in the meeting felt that the template would be useful, the decision was tabled to a later meeting.

SCC Bylaws - decisions related to the bylaws were also tabled for a later meeting.

Lyn moved and Sue Ellen seconded to appoint temporary family apprentice members to the SGB. The motion carried. Shari recommended using a questionnaire similar to the interview used when the current SGB family reps became apprentices when non-temporary members are selected.

Lyn moved and Sue Ellen seconded to appoint Kathy and Liz to serve as temporary SGB apprentice members. Kathy and Liz agreed to serve temporarily.

**V. Decision/Action Items**

**A. SCC Quarterly Meeting Schedule**

Sheila advised that in order to align SCC meetings with the SGB meeting schedule, and based upon member response to the online meeting poll, SCC meetings for the coming year would be scheduled the second Friday of January, April, July, and October. Those dates for 2013 are January 10, April 11, July 11, and October 10. Additionally, January 9, 2014 was confirmed as the first 2014 date.

**B. Member Information Forms (new members)**

Sheila informed that there are no outstanding Member Information Forms among those in attendance at the meeting.

**VI. Announcements**

Members requested a special meeting in one month to get an update on the CSoC, and to have an opportunity to ask questions or make comments. Sheila will send a survey via e-mail to determine the best date for the next meeting. Confirmed date and time would be communicated based upon feedback from the preference survey.

**VII. Closing**

The meeting was adjourned at 12:10pm