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Minutes of the Quarterly Meeting of the  
**STATEWIDE COORDINATING COUNCIL (SCC)**  
August 22, 2013

The meeting was called to order by Sheila Jordan at 10:07 am.

Attendance:

Members, in-person: Region 2: Kathy Edmonston, Parent.

Members (via teleconference):

Region 1: Karen Davis, Professional. Region 5: LaVonya Malveaux, Opelousas City Court.

Members Absent:

Region 1: Louise Ory, Parent. Region 2: Dr. Emily Boudreax, Professional; Lyn Hassenboehler, Professional. Region 3: Mary Corban, Professional; Liz Gary, Parent; Sue Ellen Stewart, Parent. Region 6: Susan Benoit, Parent. Region 7: Joretha Wright, Parent; Ronnie Sibley, Parent; Dave Strong, Professional. Region 8: Benita Cyphers, Parent; Brandy Ezernack, Parent; Gail Jones, Professional; Chris Nolen, Professional.

Guests:

Ekhaya Youth Project: Darrin Harris. Magellan: Mary Ann Donovan-Mason, and Levillia Moore. The Advocacy Center: Steve Kauffman. Provider Advocate: Judy McCleary. Wraparound Agencies: Carolina Jones (Region 2) and David Sykes (Region 8).

OBH Staff:

Sheila Jordan, Connie Goodson, and Lisa Longfellow.

**I. Review of May and July Minutes**

Correct noted to May Minutes: coaching training should be corrected to read Parent Support Training. The minutes were approved with this correction. July Minutes were approved as presented.

Steve Kaufman inquired about the legality of having public meetings with some participants engage via conference call. Sheila agreed to research to bring information to the next meeting.

**II. Coordinated System of Care Update**

**Current Enrollment:**

Members were provided the CSoc Data Charts for 3 periods (May 31, 2013; June 28, 2013; and August 9, 2013). The CSoc Data charts which outline the number of CSoc enrollments and the number of those youth enrolled who are receiving FSO services. Sheila shared that as of October 7, 2013, 982 youth were enrolled in CSoc and that 461 of those enrolled were also receiving FSO services.

### **Update on FSO Services:**

Darrin reported the following number of Ekhaya staff in each region: Jefferson/Orleans – 18 staff (2 pending), Baton Rouge – 10 staff (1 pending), Alexandria – 4 staff (2 pending), Shreveport – 14 staff (4 pending), and Monroe – 9 staff (none pending). Staff totals 56, plus one volunteer. Additionally, Darren shared that 5 interns (studying medical billing and coding at a local community college) will begin next week. Levillia offered, also, to inquire about intern possibilities with Southern University School of Social Work. Darrin reported that Ekhaya is working aggressively on increased productivity (getting service to as many youth/families as needed, in appropriate frequencies). Additionally, they continue to “staff up” to make sure services can be available as new youth/families enroll. Darrin advised that Ekhaya has started weekly calls with Magellan, based upon a recent monitoring review where Magellan helped identify strengths, weaknesses, opportunities and threats. Ekhaya (with the support of Magellan) did a mass mailing to all families, in an effort to re-engage families who may have previously received FSO services. Also, Ekhaya’s new toll-free number, 800-FSO4YOUTH is active.

Mary Ann from Magellan stated that Ekhaya has produced service provision; has met the goals put in place for the first month of monitoring; and is working closely with Magellan to address billing challenges. Upon inquiry, Mary Ann shared at the goals included: 1) a target of 2,500 billable units per month; continued excellent progress notes; and improved tracking of service provision and billing units. Sheila added that the FSO is working hard to improve fiscal viability and to increase staff recruitment, retention and training. The main priority going forward has to be maximizing the quality and quality of service delivery, as the FSO is currently serving 46% of youth enrolled in CSoC.

Karen inquired about staff members providing both Parent Support and Youth Support. Darrin was clear that staff members should be providing only one of those services, although he is aware that in the earlier days, a few staff were providing both. He asked that instances of that be brought to his attention, going forward. Karen requested that Ekhaya provide some documentation to be included in Plans of Care, which Darrin agreed to provide. David Sykes (WAA Director, Region 8) inquired about the plan to re-engage families, and whether the WAA would be included. Darrin expressed that joint meetings with the WAA and FSO are preferred, and that FSO staff members are encouraged to work with the wraparound facilitator to engage families. He also shared, that specific strategies may vary by region, but that the FSO is sensitive to the WAAs desire for inclusion. David expressed that he would like for the WAA in his region to coordinate with FSO staff whenever possible, especially where families previously had an FSO staff assignment who is no longer with Ekhaya. Darrin agreed.

### **III. Updates and Discussion: SCC Priorities**

#### **Re-launching of Community Teams in all Regions**

Sheila shared that the CSoC Liaisons are working with both implementing and non-implementing regions on Community Team Development. Ideally, each Community Team will begin or recommence regular meetings where members can be updated on issues involving the services to youth with mental health challenges, and their families. She stated that Community Teams are a key component to addressing local issues quickly. Currently, the CSoC Liaisons are working with team on the following events: Region 1 is hosting a community event on August 22 from 4pm to 6pm; and Region 2 is hosting a community event on September 14 from 10am to noon. The Liaison for both regions is Lisa Longfellow. Other liaisons are continuing to work with their teams to begin events and meetings.

With regard to non-implementing regions, Sheila informed that Lafayette and Thibodaux also have planned dates for upcoming community meetings. The SCC will be updated as additional meetings are scheduled, and occur.

**Growing SCC Membership:**

Sheila thanked Karen Davis for her referral of 2 potential SCC members. Additionally, Sheila has been in contact with two other potential members (one a parent, and the other a youth). Sheila shared that, ideally, the SCC would at least begin the process of formalizing, so that when invitation is made to these individuals, they can be given a clear understanding of the purpose of the SCC. Sheila expressed that she intends to begin this work with the SCC, in earnest, at the October meeting.

**Growing CSoC enrollment:**

Sheila encouraged all SCC members to continue “spreading the word” about CSoC, encouraging referrals, and inviting the CSoC Team to give presentations or attend relevant community meetings.

Comment

Carolina Jones (WAA, Region 2) advised that she is doing outreach in Region 2 to schools, district attorneys, child welfare and attendance offices. She welcome suggestions from SCC members. Steve shared that Carolina also attends RAC meetings and provides updates on CSoC. He believes this is a practice that should be shared across regions.

The SCC applauded David Syke’s announcement that Region 8 reached the 240 enrollment capacity.

Steve Kaufman (The Advocacy Center) inquired whether Orleans, St. Bernard, Plaquemines and Jefferson parishes counted as one or two. Connie confirmed that those parishes were all included in Region 1.

Judy McCleary (Provider Advocate) asked if children and youth supported by Metropolitan Human Services District will be enrolled in the waiver, now that the amendment has been approved to include additional parishes in Region 1. Connie confirmed that this would happen, and Karen stated that the WAA is currently in the process of enrolling eligible youth in CSoC through Magellan.

**IV. CSoC Statewide Implementation**

Connie shared that the CSoC Team is currently working on a regional self-assessment to be shared with all non-implementing regions. The assessment will be sent to all known, interested stakeholders in each community. This will include those who were a part of the original application process, those who attended one of the recently-held forums, or other agency/organizations known to CSoC. She also shared that Magellan is working to prepared dated on the numbers of youth involved in Resiliency Care Management; and in the status of the provider network in non-implementing regions. She expects to keep the SCC updated on those.

Comment

Steve Kaufman asked how stakeholders (especially families) without internet access would be included in the survey. Connie advised that community teams would also be provided with paper copies to be shared by hand. Steve suggested that organizations like Families Helping Families and mental health clinics also receive paper copies of the survey, to share with families.

Karen inquired about whether the assessment was already posted. Connie noted that it is not, but that there are various articles and documents already available at [www.csoc.la.gov](http://www.csoc.la.gov), including some implementation information and provider-focused links to Magellan information. Karen inquired about

WAA being invited to attend provider meetings with Magellan. Connie agreed that this could be key, as Magellan's provider relations team is working to educate providers about: their role in wraparound, participation in child and family teams, and the goals of CSoC. WAAs are in a unique position to contribute to that conversation. Levillia agreed to take that suggestion back to the Magellan team.

Steve stated that he is hearing that word about CSoC is not making it to teachers and aids, or at least it is "spotty". He has known of cases where they actually attend CFTs, but still don't really know what CSoC is. Connie stated that the best practice is for wraparound facilitators to have contact with team members before the CFT to actually explain the process.

Sheila reminded everyone about the upcoming Functional Behavioral Approach trainings, and invited as many to attend as possible, using the links provided in her recent email.

**IV. Items for Follow Up:**

- Sheila will provide readiness assessment link, when available
- Sheila will continue to update on community team meetings
- Sheila will work to get clarity on conference call considerations

**Next Governance Board Meeting is October 24, 2013 at 1:00 p.m.**

**Next SCC Meeting October 10, 2013**

**Meeting was adjourned at 11:35 am.**