



Louisiana's Coordinated System of Care

*Stakeholder and Family Leadership in
Local Systems of Care*

*Technical Assistance Webinar
March 23, 2011*

Louisiana's Coordinated System of Care

Purpose of today's webinar is to

- ❑ Communicate the important role of local stakeholders in responding to the CSoC Requests for Proposals
- ❑ Communicate the important role of local stakeholders in implementation of the CSoC
- ❑ Answer any questions posed by attendees to support local responses to the RFA

Louisiana's Coordinated System of Care

Agenda

RFA process and Timeline Overview

Presentations by

Karen Stubbs, Deputy Assistant Secretary, OJJ

Brent Villemarette, Deputy Secretary, DCFS

Sharon Dufrene, Parent member of Leadership Team

Janice Zube, Education Program Manager, DOE

James Hussey, Medicaid Behavioral Health Medical Dir, DHH

Ron Lampert, CSoC Project Director, OBH, DHH

Questions and Answers

CSoC Request for Applications

Projected Timeline

- March 25, 2011- nonbinding “Intent to Apply” email to CSoC.HelpDesk@la.gov
- May 13, 2011- 3:30pm- Application deadline
- June 3, 2011- Potential presentation by responders
- June 16, 2011- Announcement of awards
- January 1, 2012- CSoC launch date

CSoC Request for Applications

- The response should reflect collaboration and partnership across the region, rather than the efforts of a single “lead agency” or similar entity.
- This RFA is seeking to understand the level of community support and capacity to work towards CSoC development in the region, rather than looking for an individual agency or entity to manage implementation.

CSoC Request for Applications

- ❑ The purpose of this Request for Applications (RFA) is to serve as the first step towards statewide implementation of the CSoC by identifying
 - (1) the regions in Louisiana that are ready to participate in the first phase of CSoC implementation and
 - (2) the communities within those regions that are most prepared to be part of that initial phase

- ❑ The CSoC will implement one Family Support Organization (FSO) and one Wraparound Agency (WAA) per region, and each applying region can only support one FSO and WAA as part of their proposed CSoC under this RFA.

Technical Assistance for Applicants

- Webinar Technical Assistance Meetings
 - every Wednesday, 1:00 to 3:00 pm, from 3/23 - 5/4
 - dialing and webinar log in information will be will be posted on the CSoC website

- Email Questions and posting of answers on website
 - Questions maybe submitted via email to CSoC.HelpDesk@la.gov through 5/04/2011.
 - Answers to questions will be posted regularly throughout the response period at the CSoC website (www.dcfsl.a.gov/csoc).

Webinar Schedule

- ❑ 03/23/11 - Stakeholder & Family Leadership in Local CSoCs
- ❑ 03/30/11 – Family Support Organizations
- ❑ 04/06/11 - The Role of the WAA & its Relationship with the Statewide Management Organization in the CSoC
- ❑ 04/13/11 - National Wraparound Initiative (NWI)
- ❑ 04/20/11 - Provider Issues and Related Medicaid Requirements
- ❑ 04/27/11 - FSO and WAA Relationships with the Community
- ❑ 05/04/11 - CSoC Training by the Maryland Innovations Institute

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Office of Juvenile Justice (OJJ)

Mission: The Office of Juvenile Justice protects the public by providing safe and effective individualized services to youth, who will become productive, law-abiding citizens.

Vision: OJJ is a quality system of care which embraces partnerships with families, communities and stakeholders to assist youth in redirecting their lives toward responsible citizenship.

Stakeholders: judiciary, attorneys, planning boards, FINS, law enforcement, juvenile services and providers, youth and families

Judiciary

- Your local judiciary includes District Judges, City Court Judges, Juvenile and Family Court Judges, and Hearing Officers
- Judges are particularly important to include in the RFA process due to their natural leadership position, constant interaction with agencies and youth serving organizations, awareness of providers and contacts in the community at large

Legal Representatives

- ❑ Court representation is provided by the District Attorney and juvenile A.D.A., local juvenile public defender, and mental health advocates
- ❑ Support and awareness by attorneys is important because CSOC assessment and services may come into play during dispositions and treatment options.
- ❑ During representation, attorneys can provide information to clients on CSOC.

Children and Youth Planning Boards

- ❑ CYPB are intended to encourage collaborative efforts among local stakeholders for assessing the needs of children and youth in their respective communities and for assisting in the development of comprehensive plans to address such needs.
- ❑ The CYPB presents a perfect cross representation of CSoC stakeholders.
- ❑ CYPB are a great “entity” to organize and draft your proposal.

Informal FINS office and CASA

- ❑ Families in need of services offices usually connect with families before they are deeply in a “system”. FINS offices fit nicely into the CSOC network because they are often a first point of contact and act as a referral agency that could assist the family to initiate contact.
- ❑ CASA representatives are skilled in working with families and youth and have a trusted reputation with families involved in the system.

Local Juvenile Services Office & Law Enforcement

- ❑ Local juvenile services offices are locally run and financed entities that may have authority over local detention centers, informal FINS office, local probation officers (non OJJ), TASC and drug court.
- ❑ Natural supporters in the RFA process due to the level of contacts and knowledge about the youth, community, existing services available, and service gaps.
- ❑ Law enforcement including sheriff, state police, city marshall, SROs should have knowledge of CSOC assistance. They are often the first point of contact with a family and can encourage CSOC assessment for suffering families.



Department of Children and Family Services

Child Welfare

Department of Children and Family Services Child Welfare Services Mission & Values Statement

DCFS is working to keep children safe, helping individuals and families become self-sufficient, and providing safe refuge during disasters.

The Child Welfare Program provides for the public child welfare functions of the State, including, but not limited to, prevention services which promote, facilitate, and support activities to prevent child abuse and neglect; child protective services; voluntary family strengthening and support services; making permanent plans for foster children and meeting their daily maintenance needs of food, shelter, clothing, necessary physical medical services, school supplies and incidental personal needs and adoption placement services for foster children freed for adoption.

DCFS Child Welfare Stakeholders

- Youth
- Foster/Adoptive Parents
- Placement Providers
 - Therapeutic Foster Care
 - Residential Treatment Facilities
- Therapeutic Providers
- Service Providers

Youth

- ❑ Serve as Peer Support Specialists with the Family Service Organization (FSO) to offer peer support services to CSoC children.
- ❑ Serve as part of CSoC governance.

Foster/Adoptive Families

- ❑ Work with the FSO to provide parent support and training to parents of children in the CSoC.
- ❑ Work with residential and Wrap Around Agency (WAA) providers to assist youth in transition to family setting placements.
- ❑ Work with community service providers to maintain youth in family settings.
- ❑ Serve on the child and family planning team

Placement Providers

- ❑ Work as part of the regional Wrap Around Agencies (WAA) to provide placement services for qualifying children through a continuum of placement options.
- ❑ Collaborate with treatment and support service providers.
- ❑ Serve on child and family planning team.

Treatment/Service Providers

- ❑ Work through the regional Wrap Around Agencies (WAA) to provide treatment services to qualifying children.
- ❑ Provide behavioral health services to youth placed in family settings.
- ❑ Serve on child and family planning team.

Next Steps

- ❑ Collaborate with other providers in region to identify a continuum of services.
- ❑ Submit an application in response to the Request for Application (RFA) by May 13, 2011
- ❑ Participate in monthly Technical Assistance (TA) presentations to become knowledgeable of the WAA and FSO requirements and services.

Family Involvement in the RFA

- ❑ Families are the Heart of the CSoC
- ❑ Family Participation is Critical
- ❑ An Authentic Family Voice, Culturally and Linguistically Competent, is Critical
- ❑ Is this for Real?

How Can We Participate?

- Contact Local Organizing Agency
 - Planning Meetings- Stretch your level of comfort
 - Help to Organize Efforts for the FSO
 - Bring Other Families to the Table

- Monitor the CSoC Website for Webinars and other Stakeholder Participation

- Share your own experiences as much as you can to drive the building of the regional CSoC

How Can Family-Run Nonprofits Help to Engage Families during the RFA?

- ❑ Provide a staff member to actively seek family participation
- ❑ Look to current membership to identify potential participants
 - Families who attend educational seminars
 - Families who are in need of services
 - Use web-based bulletin boards and listserves
 - Flyers and Newsletters
- ❑ Offer a child care or gas stipend to eliminate barriers for attendance
- ❑ Follow up with families expressing interest to ensure no gauntlets prevent participation

How Can Agencies Engage Families during the RFA?

- ❑ Provide a staff member to actively seek family participation
- ❑ Look to current resources to identify potential participants
 - Your own clinicians
 - Providers in your network
 - OJJ and OCS
 - Flyers in waiting rooms and lobbies
 - Local Nonprofits serving families
- ❑ Offer a child care or gas stipend to eliminate barriers for attendance
- ❑ Provide for attendance via teleconference
- ❑ Make meetings available during after-work hours
- ❑ Find a committee for any family member who wants to participate

Over and Above the RFA?

- Apply for membership to the State Governance Board
 - Nominate a family member

- Apply for membership to the State Coordinating Council
 - Nominate a family member

Louisiana Department of Education

Local Public School Systems

Primary Responsibility:

The education of **all** students enrolled in public education in Grades 1 – 12.

Louisiana Department of Education

All Students includes those students with significant behavioral health challenges or co-occurring disorders that interfere with learning.

Louisiana Department of Education

Personnel Resources in the School Systems

- ❑ School Site Administrators
- ❑ Classroom Teachers
- ❑ School Counselors
- ❑ School Psychologists
- ❑ Related Services Providers

WHY Schools?

- Time
- Personnel
- Services

Louisiana Department of Education

□ Roles:

- Identification
- Referral Source
- Service Provider

DHH Stakeholders- Medicaid Providers

- Purpose of RFA is to serve as the first step towards statewide implementation of the CSoC by identifying:
 - (1) regions in LA that are ready to participate in the first phase of CSoC implementation, and
 - (2) communities within those regions that are most prepared to be part of that initial phase, ***with a demonstrated strong history of the service delivery approaches, knowledge, skills and abilities necessary to a successful CSoC.***

RFA Highlights for Medicaid Providers

- ❑ WAAs are the locus of accountability for developing a single *plan of care* and providing *intensive care coordination* for children within the CSoC ...
- ❑ RFA should reflect collaboration and partnership across your region, not a single “lead agency” or similar entity.
- ❑ *Collaborative partners* are ... signaling their capacity and commitment to *work together* towards successful CSoC implementation.
- ❑ *Community buy-in* to this model is essential to success.
- ❑ Service coordination and interagency collaboration are elements of the system of care philosophy, as are family involvement and cultural competence.
- ❑ Support for and by family members within the system of care has emerged as a core strategy for improving the children’s mental health system of care.

Current Medicaid Stakeholders

- ❑ Recipients and recipient family members
- ❑ OBH & District Mental Health Clinics
- ❑ MRH Providers
- ❑ MST Providers
- ❑ Psychologists
- ❑ Physicians/Psychiatrists

Future CSOC Stakeholders

- ❑ Recipients and recipient family members
- ❑ OBH & District Mental Health Clinics
- ❑ MRH Providers
- ❑ MST Providers
- ❑ Psychologists
- ❑ Physicians/Psychiatrists

Plus:

- ❑ LCSW's
- ❑ LMFT's
- ❑ LPC's
- ❑ LAC's
- ❑ School-based Providers
- ❑ FQHC's/RHC's

Office of Behavioral Health

- Stake holders should be included in the local RFA response and planning of CSoC.
 - Federation of Families for Children's Mental Health
 - Mental Health America
 - NAMI- CANS (Child Adolescent Network)
 - Mental Health Planning Council
 - Meaningful Minds of Louisiana
 - Mental health America of Greater Baton Rouge
 - The Extra Mile (JPHSA, Regions IV,VI,VIII)
 - Louisiana Commission on Addictive Disorders
 - ATR Provider Network
 - CLAPSP (Coalition of Louisiana Addiction Prevention Service Providers)

Office of Behavioral Health

- LASACT
- Addictive Disorder Regulatory Authority
- VOA
- Families Helping Families
- Gulf Coast Teaching and Family Services, Inc.

Role of Service Providers

Providers will be required to meet Medicaid and other state standards ... to ensure quality and efficiency, including any needed training concerning the Louisiana Children's Code, participation in wraparound planning, collaborating with FSO peer providers, related functions of the juvenile justice, child welfare, and education systems, and the new array of Medicaid services.

Provider Roles in CSoC

- ❑ One of the keys to success for the CSoC is the emphasis on local/natural supports and strengthening families.
- ❑ Providers will need to ensure that natural supports of families are explored, developed and utilized to establish the long-term viability of each family

Provider Roles in CSoC

- In order to facilitate the effective treatment of children and families in the context of their homes, schools, and communities, ***pre-service competency training shall be required*** of all staff authorized to deliver services within an individualized plan of care before working with a CSoC family.

Provider Roles

- Practitioners authorized to deliver services within an individualized care plan ***must demonstrate, either through attestation or endorsement, the completion of training equivalent to content areas of pre-service training ...***
Louisiana CSoC providers will have the opportunity to participate in specialized pre-service training to facilitate and promote their professional development.

Provider Roles

- Through OBH's Essential Learning System, training opportunities will be made available to providers for a fee, in each pre-service competency. ***Providers may also demonstrate competency through completion of courses through other means or through experience in the specific competency area.*** Service providers within the Coordinated System of Care will be expected to demonstrate competency in the following areas:

Provider Competency Areas

- Professionalism,
- Ethics,
- Confidentiality and Health Insurance Portability and Accountability Act (HIPAA) requirements,
- Diversity,
- Engagement,
- Assessment,
- Wraparound,
- System of Care,
- Ecological Model,
- Evidence Based Practices,
- Co-Occurring Disorders,
- Crisis Response,
- Suicide Prevention,
- Behavioral Interventions,
- Working with School Systems,
- Communication and Collaboration Skills,
- Documentation,
- Trauma Informed Care,
- Motivational Interviewing, and
- Supervision (supervisors only).

How to Support Regional CSoC Implementation

- ❑ *Help convene* stakeholders potentially interested in becoming WAA/FSO's;
- ❑ Signal your capacity and commitment to *work together with other local stakeholders*;
- ❑ Become familiar with required training, competency and certification requirements;
- ❑ Create agency plans to gain and document required competencies;
- ❑ Make known your service delivery approaches, knowledge, skills and abilities;
- ❑ Coach staff on CSOC values, principles and goals;
- ❑ Draft & Sign *letters of commitment* to participate in regional RFA's;
- ❑ Vision/Skills/Incentives/Resources/Action Plan

(From Michelle Zabel slides)



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Questions?

CSoC.HelpDesk@la.gov

www.dcfsl.la.gov/csoc