

**Notes from Coordinated System of Care Stakeholder Meeting
February 25, 2010**

Attendees:

Nell Hahn	Pam Sund	Tony Keck
Michael Dailey	Randy Davidson	Gilda Armstrong Butler
John Ryals	Pamela Brown	Karen Stubbs
Angela Henry	Calvin Johnson	Sharon Pomeroy
John Krentel	Kathy Kliebert	Michelle Smith
Rick Wheat	Kaaren Hebert	Alexa Guzman
Tracy Cormier	Jennifer Kopke	Kristi Spinosa
Mimi Hedgcock	Quinetta Womack	Jean Valliere
Laura Levine	Vee Boyd	Joe Bruno
John LaCour	Greg Kleinpeter	Shannon Robshaw
Susan Batson	Mark Thomas	

Welcome and Introductions

Shannon Robshaw, CSoC Project Manger welcomed the group. Attendees introduced themselves. She gave an overview of the agenda and introduced Michael Dailey and Nell Hahn as the newly designated Chair and Co-Chair of the Planning Group.

Report on Planning Process and Structure

Michael Dailey presented status of the project's planning process and structure. He reported vision retreat decisions on the target population, values and principles and goals as defined in the CSoC Goals attachment.

Michael then described the organization of the planning process:

The planning process will be directed and overseen by the Leadership Team. The Leadership Team will receive and act on recommendations developed and submitted by the Planning Group. The Leadership Team will meet every two weeks and make consensus based decisions. To be responsive to the project's values and principles, the Leadership Team has been expanded to include parent representatives.

The planning for the system design and development work of the initiative will be conducted by the Planning Group. The Planning Group will work at the direction of the Leadership Team. The Planning Group will form workgroups as needed to perform activities necessary to meet the goals and timeline of the project workplan; workgroups may be time-limited to accomplish specified planning tasks and objectives and include broader representation than formal Planning Group members. The Planning Group is responsible for developing recommendations for submission to the Leadership Group. The Planning Group will be composed of vision retreat participants willing to serve with the addition of family and advocacy organization representatives. Members of the Leadership Team will serve as ex-officio members of the Planning Group. The Planning Group will meet at least every two weeks and enable conference call attendance. The

Planning Group will use consensus based decision-making, and each member is responsible for monitoring meeting agendas for action items and adhering to group decisions.

Reports and invitations by Workgroups

- **Family Engagement-**

Karen Stubbs reported that the workgroup is charged with beginning immediately to gain family input into the mapping process and also developing an ongoing strategy for family engagement throughout the project. They have met several times by phone and will meet in-person next Tuesday at 1:00 at DHH. She distributed copies of the parent survey and letter and asked that stakeholders distribute broadly and ask parents to complete the surveys and return to her (attached). She stated that the workgroup was in the process of planning focus groups in 5 areas of state for direct parent feedback. There was discussion of including surveys and focus groups for youth later in the process.

Karen requested additional stakeholder volunteer to join the workgroup. Current membership includes

- Karen Stubbs- Chair
- Pam Brown
- Nell Hahn
- Girard Melancon
- Dennis Dillon
- Peggy Kirby
- Njeri Camara
- Vee Boyd
- Sharon Dufrene
- Gilda Armstrong
Butler

- **Systems Mapping**

Michael Dailey reported that workgroup currently consists of agency representatives responsible for mapping of their agency. They will ensure a consistent approach across the agencies and produce a consolidated map of existing system services, strengths, weaknesses and opportunities by March 15. They also will catalogue the federal initiatives and pending state initiatives that may impact the CSoC as well as identifying potential private resources that may support CSoC efforts. They have met by phone and are on track for meeting their timeline. Michael invited stakeholders to participate. Current membership includes:

- Medicaid- Pam Brown
- OCDD- Kathy Kliebert
- OMH- Jennifer Kopke
- OAD- Rochelle
Dunham
- DSS- Michael Dailey
- OJJ -Michelle Smith
- DOE- Donna Nola
Ganey

- **Administrative Design**

Tony Keck reported that this workgroup has met once and will meet again Tuesday at 4:00. The workgroup is charged to develop recommendations for the overall system design and its potential components of care management entities, administrative service organization/s and family support functions.

Tony invited stakeholders to participate. Current membership includes:

- Tony Keck- convener
- John Gianforte
- Jim Hussey
- Nell Hahn
- Karen Stubbs
- Kaaren Hebert
- Michael Dailey
- Dennis Dillon
- Angela Tyrone
- Joe Bruno
- Reginald Parquet

- Service Array

John Ryals reported that this workgroup met yesterday and named Jim Hussey as chair and drafted its workplan. The workgroup is charged with identifying the "ideal service array" for the specialized service needs of the defined target population, taking into account the Values, Principles and Desired Outcomes defined by the CSOC Planning Group; identified services should consist of Evidenced Based Practice and Best Practice service offerings which have the best chance of achieving desired outcomes for this specifically-identified and targeted population. The timeline is March 15th. John invited stakeholders to participate. Current membership includes

- John Ryals
- John Gianforte
- Nell Hahn
- Ryan Pasternak
- Richard Dalton
- Rochelle Dunham
- Kristy Nichols
- Suzy Sonnier
- Reginald Parquet

- Communications

Patti DeMichele and Calvin Johnson reported that this workgroup is charged with developing and implementing a strategic communications plan for external stakeholders, departmental staff, regional field staff and the Legislature. They stated that it would be very important for the other workgroup leaders to be involved in developing the communications plan and the messaging. They are scheduled to meet for the first time Monday at 10:30. They invited stakeholders to participate. Current membership includes:

- Calvin Johnson
- Patti DeMichele
- Matthew Thornton
- Rochelle Dunham
- Tammy Woods
- Rick Wheat
- Olivia Watkins

Opportunities for Stakeholder Participation

Nell Hahn stated that the project was committed to including families, advocates and stakeholders at all levels. She stated again that 2 parents had been added to the Leadership Team and that stakeholders are invited to become active members in the workgroups. She also reported that the Planning Group would be adding 4-6 additional family or advocate members. She invited input on the best way to select these new members. She stated the requirements of Planning Group members are as follows:

- Personal attendance (either in person or via conference) of meetings held every other Wednesday from 1:00- 3:00 in Baton Rouge
- Active participation in one or more workgroups

- Collaborative spirit and ability to work in consensus-based decision making model
- Advocacy on behalf of the CSoC project in your community and with your peers

She stated that the Planning Group would make a decision on the process for adding the members at its meeting next Wednesday, and invited stakeholders to send ideas for that process for the Planning Group to consider.

Ongoing stakeholder meetings

Michael Dailey asked the attendees for their thoughts about the currently scheduled monthly stakeholder meetings. Discussion followed about the value of the meetings as a feedback loop, the importance of stakeholder involvement in the workgroups to impact CSoC development, and the establishment of a website to share information. Michael asked that stakeholders send their thoughts about the frequency and purpose of ongoing meetings.

Meeting Adjourned

Final questions were addressed from the attendees and the meeting was adjourned.