

**Coordinated System of Care  
Statewide Governance Board Meeting  
December 16, 2020  
Virtual Meeting via Zoom  
Meeting Minutes**

The meeting was called to order by Chair Beth Touchet-Morgan at 1:04 pm.

**Roll Call**

Board members present:

Beth Touchet-Morgan  
Jamie Tindle  
Mark Thomas  
Michael Comeaux  
Michelle Faust

Board members absent:

None

**Approval of Minutes**

Members were presented with the February 2020 meeting minutes. Michael moved and Jamie seconded a motion to approve the meeting minutes as written.

**Elections**

Connie informed the board that Michelle has agreed to serve as Chair. Michael moved for approval and Jamie seconded. The motion was approved. Connie informed the board that Jamie Tindle left Families Helping Families of Greater Baton Rouge but agreed to continue serving on the board as a parent representative. Beth moved for approval, and Michael seconded. The motion was approved. Connie informed the board that Deatra Peoples with Families Helping Families of Greater Baton Rouge has agreed to join the board in the mental health advocate position. Jamie moved for approval and Michelle seconded. The motion was approved.

**Director's Report**

Director's Reports covering reporting periods January 1, 2020 through March 30, 2020 and April 1, 2020 through June 30, 2020 were emailed to members. Data for reporting period July 1, 2020 through September 30, 2020 were presented via PowerPoint, which was also emailed to members. Connie Goodson, CSOC Director, discussed highlights of the report and invited questions from board members. The full reports may be viewed at [www.csoc.la.gov](http://www.csoc.la.gov).

Connie shared several Magellan staffing updates. Kathy Coenson has retired from her position as CSOC director. Connie thanked her for her service over the last nine years and welcomed Syralja Griffin into the position. She also welcomed Dr. Jamie Hanna as medical director.

Connie thanked the WAAs, FSO, and Magellan for their flexibility and commitment amid the impacts of Covid-19 and the multiple hurricanes in Louisiana during the year. Connie shared information about changes to the CSoC program due to Covid-19, including a CMS waiver that allows for telephonic or videoconference service delivery for certain service types and changes to discharge criteria.

During the Director's Report presentation, Joel Boultinghouse, Executive Director of Behavioral Services of Louisiana, provided an update on the Family Support Organization (FSO). Challenges faced this year include finding secure and readily accessible means to begin telehealth service delivery and decreased youth and family engagement. Joel shared that the FSO felt supported by the State and Magellan. Joel also shared a success story about a family recently served and connected to multiple resources in Region 8. The family is doing very well.

Beth thanked all providers for their work with families during this difficult time.

Michael moved and Jamie seconded a motion to approve the Director's Reports.

### **Committee Reports**

#### **Quality Assurance Committee Report**

Cindy Guitrau reported that the Quality Assurance Committee (QAC) met on December 14, 2020 and reviewed the CSoC Data Dashboard. This dashboard includes outcomes data that Connie shared in the Director's Report. Cindy reported that the QAC continues to be pleased with CSoC outcomes.

#### **New Business**

Wendy Bowlin, Director of Quality and Outcomes, and Amanda Favrot, Quality Improvement Project Manager, with Magellan of Louisiana shared a presentation about fidelity survey results.

#### **Unfinished Business**

None

#### **Action items**

Statewide Governance Board meetings will be held on the following dates at 1:00 pm:

Wednesday, February 24, 2021

Wednesday May 26, 2021

Wednesday, August 25, 2021

#### **Public Comment**

None

#### **Adjournment**

Mark moved and Michelle seconded a motion to adjourn. The meeting was adjourned at 2:12 p.m.