



Comprehensive Services Act (CSA) Program

Newsletter

Info for accessing resources across the public child serving agencies for at-risk youth and families

A Partnership of CSA, DAHS, DFS, CSB, JDRDC, FCPS, Families and the Private Provider Community



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A New Season in CSA

October 9, 2015

A Message from the CSA Manager

Welcome to a new school year! CSA program staff kicked off the year by meeting with all the FCPS school social workers to review the changes to the CSA program that began in July. During the Fall, CSA staff will be offering feedback sessions on the new process as well as a second supervisory training session. We have been working on other system improvements by partnering with NAMI to use the Family Support Partners to serve as parent representatives in team-based planning meeting and working with the CSB to increase the case management offered to youth with behavioral health care needs across our system of care. This new service is called Case Support and we will keep you informed about this new development. Please enjoy this issue of the newsletter which has lots of program updates and information!

Dr. Janet Bessmer

TAKE the CSA SURVEY

In an effort to streamline and expedite access to services as well as to increase efficiencies, CSA rolled-out significant changes to the FAPT and UR processes beginning this past July. Your feedback about how the new processes are impacting your work and the timeliness of services to youth and families is a valuable and an important component of CSA's Results Based Accountability plan for continuous improvement. We'd like for all CSA involved staff to complete the feedback survey which can be accessed at the link below. The **deadline** to take the survey is **Oct. 15th**.

<https://www.surveymonkey.com/r/HCYZ6KW>

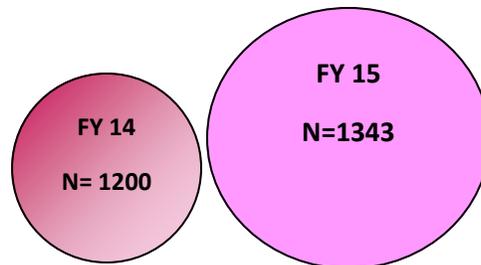
Thanks in advance for your feedback!



CSA DATA FACTS



12% increase in the number of youth funded by CSA.



Did you know.....

- ◆ The number of youth and families served by CSA increased 12% between FY 14 and FY 15 from 1200 youth to 1343.
- ◆ The number of CANS completed last quarter is 775 including 327 in July, 249 in August, and 199 in September.
- ◆ The number of community based requests for services increased from 53 in July to 84 in August.
- ◆ The number of residential requests for treatment is 8 in July and 7 in August.
- ◆ The number of parental copayments processed last quarter is 128 with 47 in July, 46 in August, and 35 in September.
- ◆ 76% of youth placed by CSA in residential treatment receive Medicaid funding for treatment costs.
- ◆ 22% of CANS submitted require follow-up for proper completion or corrections.
- ◆ The number of utilization review requests processed is 61 in July and 91 in August.

CSA TIP of the Month : Check your CANS once, twice or even thrice before sending it to CSA!

Consent Form TIPS

When filling out the Consent To Exchange Information form please remember these crucial points:

1. Only one person per form; each child or adult for whom you are requesting services needs his/her own form.
2. The form must be signed by the parent or guardian of the child for whom you are requesting services.
3. Be sure the person signing fills in the expiration date.
4. To avoid delays, get the consent signed when you begin working with the family.
5. Your request CANNOT go forward without a valid consent!



Welcome National Alliance on Mental Illness (NAMI) Family Support Partners

We are pleased to announce our new partnership with NAMI Northern VA’s family support partners (FSP). Family support partners have been working with the families receiving Intensive Care Coordination (ICC) and now we have expanded their role to join our initial team-based planning meetings! NAMI Northern VA Parent representatives are parents/care-givers of children who live with mental health or behavioral issues. Parent representatives use their own experiences to help other families with similar experiences. Youth and families participating in the team-based planning process (family resource and family partnership meetings) are eligible to have a parent representative attend their

initial meeting. Family Support Partners help orient families on CSA’s system of care and team-based planning process, identify strengths and needs, empower families to use their voice and choice, effectively advocate, access community resources, identify natural supports, and develop the family meeting action plan.

All youth and families eligible for a team-based planning meeting (FRM/FPM) may have a parent representative attend their initial meeting. Families will be contacted by the parent representative and offer to touch base by phone or in-person prior to the initial meeting. The parent representative will participate in the meeting and then check-in with families after the meeting.

FREE

Trauma Awareness Training for Families and Professional Partners

FREE

Tuesday, October 27

6:30 – 8:00 PM

Formed Families Forward offices
4031 University Dr., Fairfax, VA 22030

Register for the training at www.FormedFamiliesForward.org

Youth Support and Parent Support Groups

Our *Stronger Together* peer-to-peer groups are a safe place for youth and young adults age 14-22 to meet and share their experiences in social services, special education, courts, mental health or other child-serving systems. Parents and caregivers meet at same time.

4031 University Drive, Fairfax, VA 22030

Two Tuesdays a month, Oct– May, 6:30 pm to 8:00 pm

Register for the training at www.FormedFamiliesForward.org

FREE

FREE

What to Expect When You're Expecting ICC

Can you believe ICC has been in Fairfax County for 5 years already!? The CSB began its program back in October of 2010, with CSA expanding the service, contracting with United Methodist Family Services (UMFS) in 2013, first for Leland House residents, then to the community. Since then, there have been some changes, like the state mandating the use of the High Fidelity Wraparound Model for ICC providers, and CSB's program being called its current name, Wraparound Fairfax. Some things have evolved, like ever-increasing fidelity to the High Fidelity Wraparound model, as measured by the Wraparound Fidelity Index (WIFI). Here in Fairfax, "ICC" and "wraparound" are often used interchangeably to mean the same intervention.

At this point, the two providers felt it would be helpful to offer some information that families, FRM and FPM teams, and case managers need to know as they consider whether ICC is the right intervention at any given time. One point that seems to be confusing for some folks is that the **wraparound model is not geared to initiate in an emergency situation**. Therefore, if a family is in need of immediate services, please use existing teams or other resources to address them. That said, please consider the points below as you and your teams think about how to help a family.

What can families expect from the ICC process?

- Families can expect to be **very** involved in all 4 phases of the wraparound process model.
- The youth and family will assist in determining the members of the family-specific Youth and Family Team (YFT).
- The youth and family will offer "expert" information about their family.
- The youth and family will serve as co-leaders of the YFT.
- **Unless there is an emergency situation in which the youth is at imminent risk of harm to self or others, initiation of services will occur after the first YFT**, so that services and supports are matched to the needs identified by the family and YFT.
- Decisions regarding the selection of supports/services **will only** take place during YFT meetings with all team members present.
- The wraparound model promotes creative, out-of-the box thinking, thus this type of support planning **may not** focus on traditional services.
- "We believe that plans may fail, but people do not". **You should expect us to be persistent**. The YFT is responsible for developing, monitoring and tracking the progress of the Plan of Care towards the Family Vision. We will work together to succeed!
- Services/supports will be implemented in the community whenever possible.

What is the role of the ICC Facilitator?

The ICC/wraparound facilitator will:

- meet with youth and family regularly: first weekly, then as agreed on by ICC facilitator and family
- complete the Strengths and Needs Discovery with the family
- co-lead the Youth and Family Team
- guide the YFT through the 4 phases of the wraparound process:
 1. Engagement, 2. Planning, 3. Implementation, 4. Transition
- ensure the 10 principles of the wraparound model are put into practice correctly and effectively.

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If you have questions or comments about the new FAPT restructuring and UR service authorization process, plan to attend one of the sessions below. Your input is an essential component of improving the operations of the CSA program. While every effort has been made to minimize delays and duplication of tasks, there may be unintended consequences to address. Let us know.

Feedback Session on FAPT & UR Restructuring Processes

Wednesday, Oct. 14th , 1:00 pm to 2:00 pm
 Pennino Building, Room 507, 2011 Government Center Parkway
 Fairfax, VA 22035

CSA Supervisor Booster Session

Supervisors are responsible for ensuring that their staff is able to access services through the CSA Program. While the CSA program has been under construction, you may have wondered how the changes would impact your supervision of CSA case managers. Plan to attend this CSA Supervisory Booster session to learn how the supervisor's role plays an important part in the quality of paperwork, monitoring of services, fiscal accountability, as well as timely delivery of services. Under the new FAPT restructuring process, the paperwork has not changed but steps to accessing services have. If you want to assist your staff in avoiding delays and service authorization denials due to incomplete or incorrect paperwork, CANS errors, or mismatched services and needs, plan to attend this training. Come learn from other CSA supervisors tips and strategies that have helped them as well as from CSA staff what key information is needed to pass the compliance review with flying colors. CSA supervisors may designate a senior level staff person to attend, as well. For instance, if a Social Service Specialist is responsible for signing-off on paperwork in the supervisor's absence, the acting supervisor may attend this training, too.

This training will highlight the supervisor's role related to the following:

1. CSA forms and compliance check
2. CANS Certification, screening, and schedules
3. Family engagement and orientation to CSA
4. Case example exercise
5. Fiscal accountability
6. Service selection, monitoring, and contracting
7. Application of the SOC practice standards

Participation in the CSA Supervisory Booster training is strongly encouraged.

Where: Merrifield Center, Conference Room LL419-425 East
 8221 Willow Oaks Corporate Drive
 Fairfax, VA 22031

When: October, 21st
 9:30am to 11:30 am

Who: Supervisors of CSA case managing staff who work with at-risk youth and families

Register: *FCPS and Non-county staff may register by creating an external account by following the directions below or email Tanisha.Capers@FairfaxCounty.Gov*

County staff should register on the Employee U Learning Center at <http://ffclearning.fairfaxcounty.gov/LearnerPage.aspx>

CSA STAFF

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703-324-5863
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703-324-7752
Sarah Young, FAPT Coordinator
703-324-7420
Mariann Gabor, Admin. Assist.
703-324-7938

CSA Fax number
703-653-1369

FRU/CSA Support Staff

Vickie Grazioli, Medicaid Case Analyst
703-324-7120
Peter Flint, Case Analyst
703-324-5858
Victor Fisher, Case Analyst
703-324-7204
Tanisha Capers, Project Specialist
703-324-5634

CSA Contracts

Barbara Martinez, CSA Contracts
703-324-8484
CSA Website: <http://infoweb/hs/csa/>
State Website: www.csa.state.va.us

System of Care New Worker Training

Fall CSA/SOC Training Sessions	Date/Location/Time
Part II: Intro to Accessing CSA Services	Thursday, October 15, 2015 9:00am – 12:00pm Herrity Building Room #107 12055 Government Center Pkwy. Fairfax, VA 22035
Part III: Facilitating Family Resource Meetings	Thursday, November 5, 2015 1:00pm – 4:00 pm Herrity Building Room # 106 12055 Government Center Pkwy. Fairfax, VA 22035

Within the first 12 months of hire, CSA case managers and supervisor are required to attend the above training sessions and to annually obtain CANS certification. CYF staff are exempt from the requirement to attend Part III. Providers, parent representatives, and CSA involved partners are welcome to attend SOC training sessions with registration.

REGISTRATION:

FCPS and Non-county staff may register by creating an external account by following the directions below or email Tanisha.Capers@FairfaxCounty.Gov For additional information contact Tanisha Capers, Project Specialist at 703-324-5634. County staff should register on the Employee U Learning Center at <http://ffclearning.fairfaxcounty.gov/>

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Also helpful to keep in mind, is that the High Fidelity Wraparound Model is an evidence based practice. When practiced with fidelity, the model follows 4 phases, and has activities and “products” related to each of the phases. The ICC facilitator guides the youth and family team through the phases which include tasks of: 1) identifying both family strengths and needs, including helping the family develop their Family Vision, which guides the YFT’s work; 2) facilitating open team discussion to surface and prioritize ways to leverage strengths and supports to meet the needs in the most sustainable way possible; 3) delegating and tracking tasks and assisting team members to implement the strategies selected, and writing this down in a Plan of Care, and 4) helping the team monitor progress and plan for a thoughtful ending of the wraparound intervention.

The ICC program supervisors, Jacqueline Sott from the CSB’s Wraparound Fairfax (703-246-2561) and Spencer Byrnes from United Methodist (703.283.4774) are happy to consult with you and answer questions about their programs.

