



# Children's Services Act (CSA) Program Newsletter

Harvest Greetings!

October 11, 2016

## Welcome Utilization Review's Newest Team Member



CSA is pleased to announce the arrival of Kristina Kallini, LCSW, to the role of Utilization Review Analyst in CSA. The Utilization Review team is fully staffed with three Utilization Review Analysts and a Utilization Review Manager. As you will see in her biography, Kristina brings with her a wealth of experience and talent. She will provide a fresh perspective to our CSA family.

**Kristina M. Kallini, LCSW** was born and raised in Fairfax County. One of the aspects of growing up and living in Northern Virginia that Kristina holds in high regards and values is the diversity among members of the community. Her educational and professional practice experiences combined with her personal life experiences and relationships growing up contribute to her

knowledge of common emotional, psychological, and behavioral challenges and strengths across differences (in race, culture, religion, sexual orientation, gender, ethnicity, socioeconomic status, etc).

Kristina began her college education at Northern Virginia Community College where she earned her Associates degree in psychology. She then transferred to George Mason University where she completed her Bachelor's degree with a double major in Psychology and Sociology. It was following graduate school that she learned more about graduate programs in social work and opportunities afforded in the field of social work. Kristina then moved forward to earn a Master's Degree in Clinical Social Work through Virginia Commonwealth University. Upon completion of her graduate degree in 2006, Kristina joined UMFS working at the Leland House program, a local 45 day crisis residential stabilization program for adolescents that is operated in partnership with Fairfax County. During her time working with UMFS, Kristina served various roles to include therapeutic counselor, therapist, lead therapist/supervisor, and program director. Kristina played an integral role in developing and implementing processes and structures related to operation of Leland House program and in programming for Intensive Care Coordination (ICC) services. In addition, she worked collaboratively in partnership with Fairfax County in as part of a systems of care grant and provided oversight of the development and implementation of Family Support Partner services in Fairfax County.

Kristina has over 10 years combined clinical experience working with youth kids and families in behavioral health and 7 plus years of experiences as a supervisor and/or administrator. She has a strong clinical background, is licensed as a Clinical Social Worker (LCSW) in the state of Virginia, and has received training in Collaborative Problem-Solving, trauma-informed care, high fidelity wraparound model, the neurosequential/person-brain model, youth display of sexually harmful behavior, along with various other areas of clinical practice. In addition, she has co-presented on ICC services and family support partner services at conferences and in various forums and co-presented information on the provision of mental health services to members of the Muslim community at one of the American Association of Children's Residential Center (AACRC) conferences she attended.

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## Changing of Seasons



As of October 14, 2016, **Shanise Allen, LCSW**, Management Analyst III will no longer work with the CSA Program. Until her replacement is hired, please contact the CSA Administrative Assistant at 703-324-7938 who will direct your call to someone in CSA to assist you with regarding the parental contributions and training concerns. Shanise has accepted a promotion with the Community Services Board (CSB) after working 18 years in the Department of Family Services as a Social Worker, Adoption Preservation Supervisor, Utilization Review Analyst, Contract Manager and Training Coordinator.

In her own words, Ms. Allen commented, "I have so much respect for the work done in the CSA program. It has been a privilege to work with professionals committed to improving the lives of youth and families. I will treasure the friendships and working relationship fostered along the way. I am thrilled to join the CSB as the Residential Contract and Data Manager for Assisted & Community Residential Services (ACRS). I know that many of the skills acquired and lessons learned in CSA have prepared me for my new position." **We wish her all the best!**



## A New Liaison with MultiAgency Services - FCPS

**Beth Renswick, M.Ed** is the new Multi-Agency Services Liaison, who will replace MaryJo Connors. Beth comes to Fairfax County Public Schools, Multi-Agency Services Office, as an experienced case manager of students placed in non-public schools. Since 2007, Beth has worked tirelessly in the placement and monitoring of students' programming in the private special education schools.

Beth received her undergraduate degree in special education from the University of Delaware and her graduate degree in education (agency counseling) from The College of William and Mary. She has worked in general and special education programs exclusively in Virginia for over 25 years, working with students and their families in a variety of settings in Virginia. She has taught in resource, self-contained, inclusive, and collaborative classrooms mainly in elementary and middle schools.

While in King William County, Beth was the Coordinator of Special Programs for four years. During that time, she became responsible for students who were placed in the private sector through the local CSA process and was an active member of that Family Assessment and Planning Team. Other areas of responsibilities included, but were not limited to, compliance, testing, and transition.

Beth was previously employed by Loudoun County Public Schools as a case manager for students with disabilities requiring placements in private schools for students with disabilities.

Aside from her experience in public education, she has worked in the mental health field and the addiction field providing both direct and indirect services in public and private agencies and colleges. **Welcome aboard, Beth!**



## CASE MANAGEMENT JOB AIDE

# What is UR and why are they calling me?

Utilization review (UR) is a formal assessment of the necessity, efficiency, and appropriateness of the services and treatment plan for an individual. UR asks, “Is it the right service, at the right time, with the right provider?” UR also provides a method for assessing the quality of services, performance improvement, and tracking of provider treatment outcomes across the CSA system. When determining your plan of care, consider the following:

## 1. Collaboration

Is there evidence of **effective collaboration** among key members, including the youth and family? Is the youth and family in agreement with the plan? Is there any disagreement among team members? Do you have the right people on the team?

## 2. Progress and Barriers

If request is for an extension, identify **progress towards goals and barriers to progress**. Are the services in place effective? Why or why not? If there is no progress or worsening symptoms and behaviors, what will be different this time? What changes have been made to the treatment interventions? Consider changes in CANS scores.

## 3. Supports

For RTC placements, what **supports and preparations** are needed in the home and community in order for the youth to return home in a timely manner? Consider how often is the family visiting and participating in family therapy. Have there been any home passes?

## 4. Best Match

Is the provider the **best match** for the youth, family, and situation? If not, have you considered a different provider? Sometimes the service is right, but there is a mismatch in provider. If what you're doing isn't working, you need to try something new. More of the same is unlikely to produce a different result.

## 5. Strengths and Needs

What are the **strengths and needs** of the youth and family? What are the actionable CANS scores that need to be considered in the service plan? Identify strengths and natural/community supports that may be accessed to address the needs. Consider level of risk when determining level of care. What is the least restrictive setting that will keep the youth, family, and community safe?

## 6. Least Restrictive

Have **least restrictive options** been tried? Have private insurance options been exhausted? For RTC consideration, has an intensive community based plan been attempted? Intensive community based services include ICC, home-based services, intensive out-patient, day treatment, and partial hospitalization programs with adjunct interventions such as mentoring, recreational activities, and other natural supports.

## 7. Transition Plan

Is there a **transition plan**? Discharge planning and termination begins at the start of services. What is the estimated length of service, and what preparations are being made to prepare the youth and family to step-down to less restrictive services? Be sure to include community programs such as school-based programs, prevention programs, recreational programs, and volunteering/employment opportunities. Also include linkage to the families' natural supports such as extended family and faith based communities.

## 8. Evidence and Trauma

Use of **evidence and trauma informed practices**. Case conceptualization is key to identifying appropriate, effective interventions. What is the theoretical rationale for the interventions chosen on the care plan? If there is a history of trauma, are all providers and team members trauma informed? If not, who could provide this education to the team?

## CSA /SOC Training Schedule

Register for training sessions at <https://ffclearning.fairfaxcounty.gov/Default.aspx>. Contact Tanisha.Capers@fairfaxcounty.gov or 703-324-5634 with questions. Please register at least 3 days prior to each session. Training sessions will be cancelled without a minimum number of registered participants.

### Part II: Facilitating Family Resource Meetings (DFS-CYF exempt)

*Objective: Overview on preparing the youth, family and team members for the meeting; developing an action plan during the meeting; identifying needs, strengths, objectives and tasks; assessing risk and identifying resources and referrals; and keeping the group focused and moving through the meeting process.*

Thursday, October 20, 9:00 am to 12:00 pm

Pennino Building, 12011 Government Center Parkway, Room 206, Fairfax, Virginia 22035

### Part III: Accessing CSA Services

*Objective: Overview of CSA eligibility criteria, referral process, forms, CANS requirements, resources, contracts, and utilization review process.*

Thursday, November 3, 2016, 1:00pm – 4:00 pm

Herrity Building, Room # 106, 12055 Government Center Pkwy., Fairfax, VA 22035

### CANS Refresher Course

Tuesday, November 8, 10:00 am to 11:30 am **(Fairfax)**

Herrity Building, Room 107, 12055 Government Center Pkwy, Fairfax, VA 22035

### Training Requirements

Within the first 12 months of hire, CSA lead case managers, supervisors of lead case managers, Family Assessment and Planning Team (FAPT) members, and CSA staff are required to attend CSA-SOC training events, Parts 1, 2, & 3. Attendance is required of DFS-CYF staff, FCPS and FCCPS school social workers, FCPS-MAS staff, probation officers, and CSB therapists who work with the CSA program. Families and providers are invited and encouraged to attend.

CSA by the Numbers (2016)	Aug	Sept
Number of Full FAPT planning meetings	13	15
Number of requests for community-based and residential services	157	164
Number of Medicaid submissions for TFC	57	33
Number of Medicaid submission for RTC	13	17
Number of direct parent inquiries to CSA	4	8
Number of Family Partnership Meeting meetings	131	103
Number of CANS entered	303	308
Number of Referrals for ICC	9	8
Non-DFS Initial Family Resource Meetings/Family Partnerships Meetings	14	17
Number of Wraparound Fairfax cases	63	62
Number of ICC cases- Leland UMFS Community	5	3
Number of copayment assessments , waivers and reductions	50	41

