



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

November 20, 2015



Happy Thanksgiving from CSA

The Fall is an exciting and busy time for all of us who work with children, youth and families across public human services agencies and the schools. As we enter the holiday season, it is important to recognize and appreciate the tremendous work all of our stakeholders do to support children and families in our community. The CSA program staff have been working hard these past few months on the implementation of our restructured FAPT and UR process with the intent of streamlining the process and reducing "Time to Service." We appreciate the staff who attended the recent feedback sessions and/or completed the survey about how the new process is going. The feedback has been generally quite positive and we will continue to enhance our implementation of the new process using this information. We wish to thank all of the FAPT members for developing the new review and service planning process for youth with the most intensive needs. We are appreciative of the new case management resources offered by the CSB Resource Team and the Parent Support Partners from NAMI who serve as parent representatives at initial team-based planning meetings. The CSA program staff wish all of our stakeholders a safe and happy holiday.

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A Tip from the FAPT Coordinator

Did you know that in October of this year the CSA office received **144 packets** requesting services for children and families? As high as that number is, it's about average for the past several months. You can imagine how many pieces of documentation that is for the CSA office to receive, review and respond to. When you are sending in a service request, it is much quicker for you *and* for us if you send in a complete packet (**checklists can be found on our website**). If you know that you are missing a required document, please do not send in the other items—wait until you have everything you need and send it all at once. This will allow for your request to be handled much more quickly and efficiently. Thank you!

National Merit Scholarship for FCPS Multi-Agency Services Scholar

Congratulations to FCPS's Multi-Agency Services on behalf of a CSA funded student named among the "Commended Students" on the basis of a national Selection Index score of 202, applicable to all program participants without regard to state-by-state distribution. **Jennifer King** is his Educational Liaison and has monitored his program at the Grove Residential School, providing him with supports including local resources; in addition, she has convened the necessary IEP and other meetings to ensure his academic success. This is quite an achievement for this young scholar and we applaud his achievements. **Way to Go!**

NEW REFERRAL PROCESS

Intensive Care Coordination (ICC)

Beginning December 1, 2015, case managers must complete the new referral form for ICC requests. This is a great deal and time saver for case managers! This new referral form will take the place of the Team-Based Planning form for **ICC Requests ONLY** and it will also replace the specific provider forms that are required by Wraparound Fairfax and UMFS-ICC.

To make an ICC referral, case managers will be required to submit the following:

1. New ICC Referral Form
2. Consent
3. CANS
4. Parental Copay (if applicable)

After the above documents have been submitted and reviewed, case managers will be notified that the case meets the criteria for ICC and there is available space. The next step in the ICC referral process is for the case manager to complete the referral by submitting the following:

- IFSP-EZ to CSA
- Encumbrance (once service authorization is completed by UR) to CSA Finance

The new forms and new process will be updated on the CSA website by December 1, 2015. If you have any questions about this new process, please contact Suzette Reynolds at Suzette.Reynolds@fairfaxcounty.gov. Required documentation can be submitted to DFSCSA@FairfaxCounty.gov.

Copayment Conversations with Families

Recent changes to enforce the copayment policy do not have to result in suspension of services and a stressful conversation about delinquent payments between the CSA case manager and family. Before services begin and throughout the service delivery process, check-in with the provider, youth and family to ensure that the service is occurring regularly and with satisfactory progress. Inquire whether the family has received copayment statements indicating charges for services provided and is making payments to CSA. If the family's financial circumstances change due to unemployment or hardship, assist the family with completing a re-assessment of the copayment and a request for a reduction or waiver by contacting CSA. CSA should be notified immediately if the family has a change of address, family income, or size.

Family participation in treatment as well as financial responsibility for assisting with the costs of services for their child and family is a requirement of CSA funding and increases value and commitment to treatment of participants.

While CSA offers a subsidy to families to assist with the costs of treatment, fiscal accountability will be enforced as agreed upon in the copay agreement.

To learn more about the copayment process, register to attend the **Copayment Policy 101 training** scheduled on Wednesday, December 16th from 1:00pm to 3:00pm in the Pennino Building, room 200, 12011 Government Center Parkway, Fairfax, VA 22035.

To register for CSA Copayment 101 training:

County and non-county staff should register by Monday, December 14th.

Go to <http://ffcllearning.fairfaxcounty.gov/LearnerPage.aspx>

Contact Tanisha.Capers@FairfaxCounty.Gov with registration questions.





NAMI Family Support Partners/Parent Reps

We are pleased to welcome NAMI- Northern Virginia Family Support Partners (FSP’s) to our Family Resource and Family Partnership meetings. We began the pilot in September 2015 and have extended the invitation for parent reps to join our FRM/FPM’s 43 times thus far. Soon FSP’s will be adding an additional option of 5 hours of support hours to families to assist with linking to resources.

Top 3 Copayment Issues

- What slows down the copayment process?**
1. Case Managers writing information on Assessment Form after the Parent/Guardians have signed it
 2. Illegible Handwriting on the Assessment form
 3. Required documentation not included- two most recent/current paystubs, documentation of other sources of income (social security, child support, etc)

Parent Direct Referrals

As many of you know, parents may call CSA directly to request a Team-based Planning Meeting or Service if they are not already connected with an agency. We’ve been tracking these direct referrals since May and have received 43 thus far. Of the 43, 27 were CSA eligible. 17 of these cases were referred to the CSB Resource Team (RT) and 14 remain open today. Of the other eligible 10; 5 were referred to FCPS, 2 became DFS cases and 2 families did not follow up. 9 of the referrals were found not eligible at this time. Of those not eligible, 3 informational meetings were held, 2 were linked with CSB-OP and 4 linked to their school social worker. The remaining 7 are cases still pending because additional information was still needed. The TBP Coordinator will reach out twice and then wait for the family to respond.

On average, parent referrals are responded to within 1 business day. Our referral sources varied. See chart.

****REMINDER:** When an agency is assigned lead case manager, according to CPMT approved policy, that agency must contact families within 3 business days.

Lisa Morton, LCSW
Team-based Planning Coordinator

Parent Referral Sources	Percent
Private Providers	33 %
Hospitals	23 %
Self/Friend	21 %
Unknown	12 %
County Agency or County/ City School	10 %
Educational Advocate	1 %



Copayment Training 101 Wednesday, December 16th

Come find out all there is know about the CSA parental copayment process. Although CSA provides a subsidy to families when they cannot afford to fully cover the costs of treatment on their own, families are still expected to contribute in the form of the CSA copayment. It is important that CSA Case Managers and Supervisors thoroughly understand the copayment policy and billing processes, so that families know what to expect and are prepared to fulfil the obligations of the copayment agreement.

During this training, staff will learn the below and much more:

1. **How to properly complete the copayment form?**
2. **What forms of documentation of income are accepted?**
3. **Under what circumstances is a youth exempt from the copayment process?**
4. **How often and when is a family billed for CSA funded services?**
5. **What happens if a family is unable to pay the assessed copayment amount?**
6. **How is a family charged if both community based and residential treatment is provided within a month?**
7. **What happens when Medicaid covers part of the costs of treatment? Is a copay still charged?**



Come with your questions and leave with the answers!

**Wednesday, December 16th
1:00pm to 3:00pm
Pennino Building, room 200,
12011 Government Center Parkway,
Fairfax, VA 22035**

To register for CSA Copayment 101 training, county and non-county staff should register by **Monday, December 14th**. Go to <http://ffclearning.fairfaxcounty.gov/LearnerPage.aspx>. Contact Tanisha.Capers@FairfaxCounty.Gov with registration questions.

A Special Thanks to INOVA Kellar

Thanks to **INOVA Kellar Center** for generously providing scholarships for 30 county staff to attend the Adolescent Suicide Prevention Series: Evidence-Based Clinical Practices for Assessment, Intervention, and Treatment. Opportunities for continued education are greatly appreciated and necessary to provide the highest level of service to youth and families. The next session within the above mentioned training series occurs on Dec. 7, 2015.

Dialectical Behavior Therapy Techniques for Suicidal Adolescents: A Research Base and Clinical Applications

Monday, Dec. 7, 2015
INOVA Fair Oaks Medical Campus
3580 Joseph Siewick Drive, Auditorium Lower Level
Fairfax, VA 22033

Register online at inova.org/kellarEDU

The **workshop objectives** explain the Biopsychosocial Model of the development of emotion dysregulation, suicidal behavior and self-injury; explain how the concept of dialectics informs DFT based interventions with an emphasis on dialectical dilemmas that adolescents and their families face; and provide an overview of the components of Dialectical Behavior Therapy.

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CSA Website: <http://infoweb/hs/csa/>

State Website: www.csa.state.va.us

Upcoming System of Care New Worker Training

Within the first 12 months of hire, new 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.**

Fall CSA/SOC Training Sessions	Date/Location/Time
Part I: Intro to SOC and TBP	Thursday, January 28, 2015 9:00am – 12:00pm Pennino Bldg Room 206 12011 Government Center Pkwy. Fairfax, VA 22035
Part II: Intro to Accessing CSA Services	Thursday, February 18, 2015 9:00am – 12:00pm South County Center 8350 Richmond Highway Alexandria, VA 22309
Part III: Facilitating Family Resource Meetings	Wednesday, March 9, 2015 1:00pm – 4:00 pm Herrity Building Room # 106 12055 Government Center Pkwy. Fairfax, VA 22035

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/LearnerPage.aspx>

Happy Thanksgiving!

