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Comprehensive Services Act 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*



UMFS Leland House Program is Proud to Share New Intensive Care Coordination (ICC) Services

In January 2013, United Methodist Family Services (UMFS) was awarded the contract with the Fairfax County Community Policy Management Team (CPMT) to continue operating the Leland House program. UMFS mission is "Touching Lives, Creating Futures." For the past six years, we have served adolescents between the ages of 12-17 who experience an acute mental health crisis that prevents them from remaining safely in the community. However, our team has often spoken of a desire to continue supporting our youth after they leave the safety of Leland House. With the inclusion of two Intensive Care Coordination (ICC) workers in the contract, this desire is becoming a reality. **We are excited about the incorporation of Intensive Care Coordination (ICC) into our program!**



Alexandria "Adria" Holder is the first Intensive Care Coordinator (ICC) at Leland House. She served as a Youth Counselor and then a Behavior Support Specialist prior to her transition to the ICC role. Adria can be contacted at aholder@umfs.org. For additional information about ICC Services, you can also contact Kristina Kallini, Director of Leland House, at 703.222.3558, ext. 104 or via email at kkallini@umfs.org.

The Leland House team of professionals work closely with youth and families to build strong relationships that allow healthy change to take place while youth are in treatment. We work with the family through family therapy and family visitation, and with the youth in individual therapy and in the group milieu through daily interactions and use of therapeutic interventions. As a result of this intensive work, our team members develop a deep understanding of the strengths and needs of each child and family served in the program. The Intensive Care Coordination (ICC) services at Leland House will allow UMFS to continue touching the lives of our youth and families throughout their time at Leland House and upon discharge to maximize the success of reintegrating the youth in the family, school and community. Intensive Care Coordination (ICC) services will be provided for up to six months.

This ICC service at Leland House lends to maintenance of a holistic approach to treatment by wrapping children with natural supports and professional services as needed starting at intake and continuing beyond discharge. The intent is to prevent youth from being placed out of home in a long-term residential treatment, hospital, or detention center. The assigned UMFS Intensive Care Coordination (ICC) worker will be involved with a youth and his/her family at each stage of the treatment process. They will assist the youth and family in navigating the challenges of paperwork, finances, identifying natural supports, securing services, and facilitating team-based planning meetings to help youth and families during the transition home. The collaborative nature of Intensive Care Coordination (ICC) ensures there is a greater and clearer understanding of families' needs and strengths. Aligning ICC with Systems of Care (SOC) principles empower youth and families to be actively involved in planning and working towards goals that support the family vision. The process also helps the family connect with and strengthen natural supports and resources that exist at the youth's time of admission to Leland House. UMFS looks forward to the expansion of services at Leland House.

For additional information about services at Leland House, please refer to the UMFS website at www.umfs.org.

Kristina Kallini, LCSW, Program Director

CSA System of Care Training Plan for Case Managers and Supervisors

It is understood that to best serve youth and families, CSA case managers and supervisors need ongoing training. SOC principles promote ongoing training and CPMT policy mandates training for staff working with CSA. The new training requirements take into consideration that staff cannot receive all of the training at once. So, the new training requirement recommends that training occur over the course of 3 years. During the first year of employment, case managers should attend CSA SOC foundational sessions which focus on philosophy, policy and procedures. These sessions will enable a case manager to effectively work with a youth and family receiving CSA services. While the remaining 4 required sessions to be completed within 3 years of hire are intended to increase awareness and enhance skills in evidence based practices. The training sessions are listed below:

Within 12 Months: SOC Foundational Sessions 1-4: Intro to System of Care, Team-based Planning, Accessing Services through CSA, and Child and Adolescent Needs and Strengths (CANS) certification.

Within 36 Months: SOC Foundational Sessions 5-8: Family Engagement, Risk Assessment, Trauma Informed Care, and Worker Safety and Crisis Intervention.

In lieu of attending, CSA SOC sponsored trainings, agencies may substitute trainings as long as the it is consistent with topic. The CSA SOC Training Team will determine whether substitute trainings meet the SOC practices based upon the practice standards and CSA policy. The CSA SOC Training Team is comprised program and training staff from the JDRDC, CSB, DFS, FCPS, and DAHS. If you have questions about whether trainings that you have recently attended or plan to attend meet the CSA SOC training requirements, please contact

CSA System of Care Training Schedule

Spring Calendar

	Session	Date
1.	Level 200: Advanced Facilitation	Tue., Apr. 2nd, 9am-4pm Sully Govt
2.	Level 100: Intro to SOC and Team-based Planning Required for Case Managers and Supervisors who did not attend a 2012 "What is a Family Resource Meeting?" session.	Wed., April 24th, 9am-12pm Gov. Ctr 9/10
3	2013 Statewide CSA Conference	Tue. , April 30 - Wed., May 1 Roanoke
4.	Level 100: Intro to Accessing CSA Services Required for Case Mangers and Supervisors who did not attend a 2012 " What is a Family Resource Meeting? session.	Thur. May 23st, 1pm-4pm Gov. Ctr 9/10
5.	Level 100: Orientation to FY 14 CSA Contracting Processes	Thur., May 30th, 9am-12am VDOT
6.	Level 300: Family Resource Meetings	Tues., Jun., 4th, 9am-12pm Annandale
7.	Level 300: Family Resource Meetings	Tues., June 25th, 9am - 12pm Herrity
8.	Level 200: CSA Law and Policy Required for new CPMT and CSA Management Team Members	TBD

REGISTRATION:

County staff may register on the Employee Learning Center at
<https://fxcounty.plateau.com/plateau/user/login.jsp>

FCPS and Non-county staff may register by email at Shanise.Allen@FairfaxCounty.Gov For additional information contact Shanise Allen, LCSW, CSA Program at 703-324-8241.

Alert Service Ending!!

As of April 19th, **Residential Youth Services (RYS)** will only provide services through the **LIFT Program**. RYS will no longer provide group home services. For group home services, please see the Provider Directory at <http://csadirectory.fairfaxcounty.gov:7040/>

Message from the CSA Manager

Accuracy of FAPT Review Documents Increases Dramatically: 33% Drop in Errors in One Month!

Thanks to the combined efforts of case managers, supervisors, FAPT members and CSA staff, March marked the largest one month drop in errors since new FAPT review documents were introduced in October 2012. In February 52 FAPT referrals contained at least one error, declining to 35 in March. As a result the vast majority of FAPT reviews were held on a timely basis and with access to the most current and accurate information. Of particular note was a significant increase in the involvement of CSB, FCPS and FCCPS staff in Family Partnership and Family Resource Meetings when indicated.

In the spirit of continuous quality improvement, below is the "Top Ten" list of errors in March. Two items near the top of both February and March's lists were lack of current provider reports and current CANS, each of which must have been completed within 30 days before a FAPT review. These are essential items for the FAPT to consider in decision-making, and are also important information for case managers, families and UR. Many case managers are reluctant to ask providers to change their usual schedule of sending progress reports. Providers, however, understand the importance of their reports to the FAPT review process, and are often willing to expedite a report in order to meet FAPT timelines to consider an extension of services.

The Top Ten March Errors in FAPT Review Documents

	Missing FAPT Information	Number of Errors
1	No current provider report	11
2	No current CANS	8
3	No Medicaid documentation on Case Manager Report to FAPT	5
4	No co-payment assessment	4
5	Incomplete Action Plan	4
6	Consent form is incomplete	4
7	No youth signature on the Action Plan	3
8	No Restrictiveness of Living Addendum	3
9	No case manager signature on Action Plan	3
10	No CSB signature on the Action Plan	3

CSA Management Team Member Highlight

**Kamonya Omatete, MA, CPM, Program Manager
Foster Care and Adoption Program, DFS**

How long have you been working with CSA and in what capacity?

I have been working with CSA during my entire career with Fairfax County DFS. First as a social worker/case manager with the Child specific team in determining the most appropriate services for the children and families I served for 7.5 years. Then as a supervisor, I participated on the North County FAPT for 5.5 years- FAPT 4 Rules! (you don't have to put that in:). Now as the current Program Manager of the Foster Care and Adoption Program as a member of the CSA Management Team.



What is your current job and responsibilities?

Foster Care and Adoption Program Manager. I have the pleasure to work with the case carrying supervisors and social workers working directly with children that enters foster care as well as their families. I am working with my staff and our partners to ensure that all children that enters foster care has a permanent family when they leave our system, whether its the child returning to their parents or extended family or the child is adopted by a relative or non-relative family. Foster Care is temporary and every child deserves a family!

What changes, challenges and/or accomplishments can we expect to see from your agency in the next year?

The Children, Youth, and Family Division of DFS had an opportunity to participate in Annie E. Casey Leadership Program called Agents of Change this past year. Also part of our team was a member of CSA and a Juvenile Court Judge to develop strategies to decrease the number of older youth (12-17) from aging out of foster care. In other words, our agency and partners are working to ensure our older youth have permanent families and not age out of our system.

What words of advice would you offer new social workers?

Child Welfare continues to change for the betterment of the children and families we serve. Be open to learn or enhance your skill set in order to engage our families. As this field Evolves- we will Evolve with it!

Any personal info you'd like to share?

I have a wonderful and supportive husband. I couldn't do this without his support! I also have two bright and very active children ages 4 and 7. I am also a member of the Illustrious Sorority of Delta Sigma Theta, OO-OOP!

Snapshots of the CSA Symposium

Laughter and learning overflowed at the Ernst Center at Northern Virginia Community College where participants were encouraged to ENGAGE YOUTH at the 12th Annual CSA Symposium and Vendor Expo held on Wednesday, March 13, 2013. The plenary speaker and one of the afternoon workshop presenters was Michael Sander, a national trainer/consultant with the Annie E. Casey Foundation. Mr. Sanders motivated and encouraged participants to take a trip “Back Down Memory Lane” to remember what it was like to be a teenager and to redefine the power of the youth voice to achieve permanence. The second afternoon workshop was a panel discussion facilitated by John Walker, PhD, a therapist with Loudon County. Dr. Walker’s workshop offered participants an opportunity to hear from youth and parents on their perspective on the best ways to engage them as well as to learn some of the do’s and don’ts of engagement.

More than 400 participants from the Northern Virginia area attended the workshops and stopped by the 70 vendor tables to speak with residential treatment, home-based, treatment foster care and other specialized service providers about services. If you missed this year’s symposium, plan to attend next spring for the 13th annual symposium. The networking and information sharing is a valuable experience for those working with CSA.

In Your Own Words: Real Talk about a Day of Training at the CSA Symposium

Workshop #1: Engaging Youth: Practical Tips to Prepare, Engage and Support Youth

Michael Saunders was inspirational, real, common sense, irreverent, and an absolute joy to listen to. He used humor and his own real experience to share his journey of learning how to work well with kids and help them thrive. He made us laugh, he made us cry, he made us remember what it was like to be a teenager in an effort to relate and connect with them. His real world advice made me want to get back to work and do as much as I could to want to engage the kids and parents we work with in a way that works for them. And despite what Michael said about me, I have never gone dumpster diving!!

Workshop #2: Engaging Youth and Their Families as Full Partners

John Walker just makes me laugh! His panel discussion with the kids and parents was one of the most honest and refreshing I have heard in a long time. They spoke from the heart and talked to us in a very frank and real way. His use of videotape demonstrating his program made his presentation come alive even more. I was ready to drive to Loudoun County to volunteer, that is if they would accept me!!! John also inspired me to want to look closer at how our programming meets the needs of kids and their parents. It made me ask the question, is our program inspiring? How can we reach higher to stretch and inspire kids and families and grow and learn how to live healthy and productive lives for themselves. And he too made us all laugh which is good for our souls!

Thanks again for a great symposium.

Elizabeth Petersilia
CSB Youth and Family Services

CSA Contacts

<u>CSA Staff</u>	<u>Responsibilities</u>	<u>Number</u>
James Gillespie, Program Manager	CSA Policy and Procedures	703-324-5442
Shanise Allen, Management Analyst	Training	703-324-8241
Maureen Altman, Utilization Review	URs (specialty: sexual offending)	703-324-7822
Janet Bessmer, Utilization Review Manager	Utilization Management and Review	703-324-7932
Beth Felt, FAPT Coordinator	FAPT and Scheduling	703-324-7406
Sarah Harmon, Utilization Review	URs (specialty: treatment foster care)	703-324-7420
Chris Metzbower, Management Analyst	Data Reporting, Website, Harmony	703-324-7980
Lisa Morton, TBP Coordinator	Team-based Planning, Family Resource	703-324-5863
Suzette Reynolds, Utilization Review	URs (specialty: substance abuse), ICC Referrals	703-324-7752
Mariann Gabor, Admin. Assist.	FAPT Paperwork	703-324-7938
	CSA Fax Number	703-653-1369
<u>FRU/CSA Support Staff</u>		
Tami Watts, Medicaid Case Analyst	Medicaid, Rate Sheets, CONS	703-324-7120
Vickie Grazioli, FRU/CSA Case Analyst	CANS, CANS Certification	703-324-5858
Janelle Wilson, FRU/CSA Case Analyst	Copayment Assessments, File Audits	703-324-7204

CSA Websites

CANS Training and Certification: <http://canstraining.com/login>

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

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

Remember to send annual CANS certificates to Vickie.Grazioli@Fairfaxcounty.gov

SUGGESTIONS, COMMENTS, & QUESTIONS

Contact: Shanise Allen, LCSW, CSA Newsletter Editor DFSCSA@FairfaxCounty.Gov

CSA Contract Services

Service Category	DAHS Staff	Contact info
Day School Specialized Services (including day care, camps, driver's education, legal/immigration)	Barbara.Martinez@fairfaxcounty.gov	703-324-7446
Group Home Services Outpatient therapy services Residential Treatment Centers	Amee.Vyas@fairfaxcounty.gov	703-324-7853
Home Based Services Treatment Foster Care Services	Tracy.Davis@fairfaxcounty.gov	703-324-5235