

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



Tuesday, May 21, 2013

Upcoming Spring

CSA SOC Training

- ◆ Intro to Accessing CSA
5/23, 1pm-4pm
- ◆ Family Resource Meetings
6/25, 9am-12pm
- ◆ Intro to System of Care &
Team-Based Planning
6/24, 9am-12pm

See training registration & details
on page 6.

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EFFECTIVE IMMEDIATELY: ICC IS NOW ACCEPTING REFERRALS!!!!

Please fill out the Team-Based Planning Request Form and check ICC (at the top). Send the form to Suzette Reynolds in the CSA office along with a co-pay agreement (if there is not a current one) and the CSA Consent Form (if there is not a current one on file) either by fax: 703-653-1369 or email:Suzette.Reynolds@fairfaxcounty.gov. If you have any questions, please contact Suzette Reynolds at 703-324-7752 or send an email.

Meet the Newest Members of the Intensive Care Coordination (ICC) Team



Row 1: Samira Hotochin, Jacqueline Sott, Aaron Valdes ; Row 2: Rebecca Bogdanovich, Rachel Watson, Kerri Barclay; Row 3: Hilda Calvo Perez, Maria Thomas (Pictured above left to right and bottom to top)

Since operation in November 2010, the Community Services Board, ICC team has provided family-driven, youth-guided wraparound services for families with youth at risk of out-of-home placement. The ICC team has encountered many challenges, many successes, and have learned a great deal about our community. Our mission to create an integrated, holistic, and unconditional approach to supporting children, youth and their families remains fundamental to our success. We look forward to again working with the families of Fairfax County, our community partners and our esteemed colleagues to fulfill our unified mission...to keep our children and youth in our community where they belong.

Community and Policy Management Team (CPMT) A Parent Representative's Point of View



Staci Alexander
CPMT Parent
Representative

How long have you been involved with the CSA program?

I am very new to the CSA program. My first introduction to the CSA was program was a conversation I had with a school social worker prior to my daughter's last IEP meeting. My daughter is eight years old and has cerebral palsy and autism. We have been through early intervention and involved in preschool and elementary school autism classes for years. At times we have had to manage very severe behavior and aggression issues which wreaked havoc on our entire family. CSA was never mentioned to me as a potential resource until the 2nd grade! My job is to make sure that never happens to another family.

What is your role as a CPMT parent representative?

I am actively involved in supporting special needs kids, particularly children with autism through my role on the FCPS Advisory Committee for Students with Disabilities and as a member of Parents of Autistic Children of Northern Virginia. As a CPMT parent representative, my role is to share my insights and feedback as a parent trying to navigate the complex world of disability information. It can be very overwhelming and my primary interest is making sure that we make vital information accessible and easy to understand for all families.

What unique perspective do you bring to the CSA program and CPMT team?

I began my career working with at-risk youth in the Atlanta public school system. After I moved to Washington, DC I volunteered for an organization that supported the needs of youth in the Washington, DC foster care system. I have had the opportunity to see how cruel and difficult the world can be to children who are on their own. As the parent of twin daughters, one with significant special needs, I also know how small and powerless you can sometimes feel as a parent. All of these experiences have prepared me to look at the work of the CPMT and consider not just the needs of children like mine with autism; but of a system of children struggling with a variety of issues and needs. In addition, my experience as a policy professional allows me to consider not just the human and emotional side of issues; but the systemic and policy challenges that impact the effectiveness of the CSA program.

What message would you like to share with parents about the CSA program and process?

The most important lesson I want to share with parents is to get help as soon as you can. Ask questions and make the professionals in your child's life explain things to you until you understand. When you are in the middle of a crisis it seems to take so much energy to find out the most appropriate place to turn for help but it's worth the effort. Don't give up and always fight to get the help you need for the children in your care.

Feel free to share any other information about your family, education, hobbies or affiliations.

I am married to Jason Alexander and we have beautiful twin daughters Clarke and Campbell. We have lived in Annandale for over 10 years and are active members of the community. We are members of Antioch Baptist Church in Fairfax Station, VA. We are also proud sports parents for the Annandale Boys & Girls Club soccer league and the Fairfax Challenger special needs baseball league.

Originally from Atlanta, Georgia, I am a graduate of Vassar College and the Baruch Graduate School of Public Affairs (City University of New York)

I work as an Outreach Advisor in the Integrated Communications division for AARP. My organization is committed to community service and graciously allows me time-off during the day to serve as CPMT parent representative as a part of our Community Builders service program.

SPEAKING YOUR LANGUAGE ABOUT CSA FORMS

Do a little spring cleaning and rid yourself of old forms. Whenever old forms are submitted to the CSA office, newly required info is missing. Unfortunately, the “old” forms are out-of-date and cannot be used. CSA case managers needed to go to CSA infoweb, go to the FORMS tab, select forms, and use current forms only. Repeat process for every request and review for CSA services.

SPANISH

Sólo utilice formas actualmente en el CSA infoweb



ENGLISH

Only use forms currently on the CSA infoweb



CHINESE

只对 CSA infoweb 目前使用窗体



ARABIC

فقط استخدام أشكال حاليا على إينفويوب وكالة القضاء الكندية



Only
use forms
currently
on the CSA
Infoweb

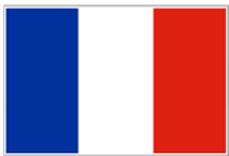
SWAHILI

Tu kutumia fomu sasa juu infoweb CSA



FRENCH

Utilisez uniquement les formes actuellement sur le site infoweb CSA



THAI

เพียง ใช้ฟอร์มอยู่บน CSA infoweb



HEBREW

השתמש רק טפסים כעת על CSA infoweb



ITALIAN

Utilizzare solo forme attualmente sul CSA infoweb



GERMAN

Verwenden Sie nur derzeit Formen auf der CSA-infoweb



CSA System of Care Training Requirements within 12 months of Hire

The System of Care training requirements were developed to ensure that CSA case managers are trained in System of Care philosophy and practice. However, it has not been crystal clear to all about who should attend which sessions and clarification seems to be in order.

Staff hired before Oct. 1, 2012 are deemed to have met the training requirements through their participation in prior CSA and SOC training sessions for the sessions stipulated for new staff within the first 12 months of hire. Staff hired before Oct. 1, 2012 may attend the sessions listed below, but are not required to do so. However, all CSA case managers are still required to be CANS trained and certified.

DFS-CYF staff fulfilled Part 1 and 2 in the last 2 years by attending the VDSS mandatory Introduction to Virginia's Family Partnership Meetings (CWS4020) and CYF Orientation to Retooling Family Partnership Services and through various updates about CSA services through other trainings. **DFS-CYF staff are exempted from Part 3: Family Resource Meetings Facilitation since CYF has in-house facilitators for FPMs.**

Per the SOC training policy, **staff hired after Oct. 1, 2012** continue to be required within the first 12 months of hire to complete 9 hours of training in the below 3 part series listed and to obtain CANS certification online.

CSA SOC Training for New Case Managers

Part 1 of 3: Intro to System of Care (SOC) and Team-Based Planning (TBP) (3hrs)

Part 2 of 3: Accessing CSA Services (3hrs)

Part 3 of 3: Facilitating Family Resource Meetings (FRM) (3hrs)

Contact Shanise Allen, LCSW, CSA Program or your agency training coordinator with questions about CSA/SOC training requirements.

CSA Technical Tip How To Create a Web Form Shortcut on Your Desktop

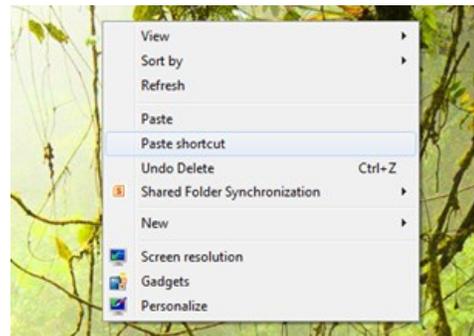
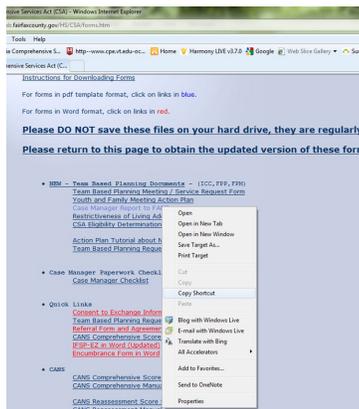
Save time and energy by creating desktop shortcuts to CSA forms on the infoweb. Follow the steps below to keep the web linked forms at your fingertips.

Step 1: Go to CSA Forms

(<http://fairfaxnet.fairfaxcounty.gov/Dept/DFS/csa/Pages/Forms.aspx>)

Step 2: Right click on the form to save to desktop

Step 3: Select Copy Shortcut



What are the changes to New Contracting

Wow! What a contract year! Your CSA Contracts Team looked at processes and revised how things are done so that our System of Care can reduce redundancies, delays and frustrations for CSA Case Managers, if at all possible. Working with a CPMT subcommittee of Gail Ledford, DAHS Director, and Deb Forkas, DFS-CFY Division Director, recommendations were made to the CPMT. On April 26, 2013, the CPMT increased the authority of the CSA Management Team regarding contract and new provider approval. The change in policy continues to require CPMT approval of all out-of-state residential and group home service purchases. For all other contracted services, all providers continue to be reviewed by the CSA Management Team and to be required to meet CSA contracting standards, but will expedite the access to these services for the CSA case managers responsible for providing services.

Under the new policy case managers are still required to select a provider from the Provider Directory. Providers not in the Directory may only be considered for a contract after all local resources and existing approved providers have been explored and determined unable to meet the youth's current needs. With contact questions, contact Barbara Martinez, MSW, Contracts Analyst Supervisor, DAHS-Contracts & Procurement Management at 703-324-8484.

Welcome Aboard, Tanisha Capers!



In what capacity do you support the CSA program and the Foster Care and Adoptions program?

I serve as the Federal Reimbursement Unit's (FRU) Project Specialist. Many of my responsibilities involve work with the two programs. For example, with the Foster Care and Adoptions Program, I provide work to support the continuation of Social Security Benefits, and have many responsibilities supporting the work the FRU is involved with the Foster Care Program. With the CSA Program, I am primarily involved in the CSA Case File Organization process, creating and distribution of the FAPT reminder letters, among other activities.

What part of your educational and work experience has prepared you for your current position?

I have many years of work experience, a Master's in Business Administration with a minor in Human Resources, a Bachelor's in Sociology with a minor in Criminology. My work experience includes coordinating an after school program for at risk youth, collaborating with multiple community resources, as well as case management experience for the youth in a mental health agency. I have been employed with the Commonwealth of VA since 2006 with the VA Department of Alcoholic Beverage Control Bureau of Law Enforcement where I was a License Specialist Technician and then promoted to an Administrative Support Specialist where I was responsible for performing a wide variety of activities including case management and select investigations. Most recently, I served as a Deputy Clerk in the Fairfax County JDRC. My duties included but were not limited to docketing the county's abuse and neglect cases, assigning attorneys and GALs (Guardian Ad Litem) to cases and, preparing court documents to include documents for DFS.

When did you join the FRU?

I started with the FRU on March 11, 2013

Personal information such as hobbies, city of origin, talents, family, and/or favorite quote/ motto.

I am originally from Boston Massachusetts (born and raised). I am member Zeta Phi Beta Sorority Incorporated .

**Required CSA SOC Training
For New Case Managers ***

<p align="center">Part 1: Intro to System of Care and Team-Based Planning**</p> <p align="center">Mon. June 24 9am to 12pm 8115 Gatehouse Road Rm. 4050/4051 Falls Church, VA 22042</p> <p>Content:</p> <ul style="list-style-type: none"> • Overview of the System of Care principles and Practice Standards • Guidelines on the team-based planning process • Defining team roles and responsibilities • Essential elements of family engagement 	<p align="center">Part 2: Accessing CSA Services</p> <p align="center">Thurs., May 23 (Option 1) 1pm to 4pm Government Center, Rm. 9/10</p> <p align="center">Or</p> <p align="center">Thur., Sept. 12 (Option 2) 9am to 12pm Government Center, Room 120C (in cafeteria area)</p> <p>Content:</p> <ul style="list-style-type: none"> • “Nuts & Bolts” of CSA • CSA funding, eligibility and referrals • FAPT review, forms, and procedures • Emergency placements • How to open and close a CSA case • CANS, Medicaid, and Utilization Review 	<p align="center">Part 3: Family Resource Meetings Facilitation***</p> <p align="center">Tuesday, June 25 9am to 12pm Herrity Building, Rm 106 12055 Government Center Parkway, Fairfax</p> <p>Content:</p> <ul style="list-style-type: none"> • Prepare and guide teams including parents, youth, informal supports, service providers and resource staff to effectively participate and develop an action plan during the meeting that identifies needs, strengths, objectives, and tasks. • Overview of purpose, format of meeting, length of meeting, decision Responsibility, team members, confidentiality, post-meeting tracking, and referral sources.
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** All CSA Case managers hired after Oct. 1, 2012 are required complete Intro to SOC/TBP, Accessing CSA, and Family Resource Meeting Facilitation training sessions within the first 12 months of hire and to obtain CANS certification. A copy of CANS annual certificates should be forwarded to the CSA Office, attn.: Vickie.Grazioli@Fairfaxcounty.gov*

***DFS-CYF staff fulfilled Part 1 in the last 2 years by attending mandatory state and CYF division FPM trainings.*

****DFS-CYF staff are exempted from Part 3 since CYF uses in-house facilitators for FPMs. DFS-CYF staff fulfilled Part 1 in the last 2 years by attending mandatory state and CYF division FPM trainings.*

Register for CSA/SOC Training Session

It is important to register at least 3 days prior to CSA/SOC training sessions. If less than 10 staff are enrolled in a session, it will be cancelled and held the next quarter.

County Staff:

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

Non-county Partners:

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.

CSA Humor
Do you suffer from CSA Fatigue Syndrome?



Symptoms:

CSA Fatigue Syndrome is a feeling of weariness, confusion with forms, or overwhelming fear of FAPT reviews. CSA Fatigue is sensation of having to put more effort to do the same task. CSA Fatigue can be a normal and important response to case management. However, it can also be a sign of a more serious condition when CSA fatigue is not relieved by team-based planning and supervision.

Causes:

There are many possible causes of CSA fatigue, including:

- Information Overload
- Burnout
- Technical Difficulties
- Breakdown in Communication

Care:

Here are some tips for reducing CSA fatigue:

- Get organized
- Practice System of Care
- Use Current Forms
- Participate in Team-based Planning
- Learn Policy and Procedures
- Attend CSA System of Care Trainings

When to Contact a Professional:

Call the CSA Program right away if:

- You are confused

Call your Program Manager if:

- You wake up and fall back to sleep many times during the night thinking about CSA

CSA STAFF

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CSA Contracts

Barbara Martinez, Contracts Sup.

703-324-7446

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

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