

# 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



Wednesday, Aug. 7, 2013

## Upcoming

### CSA SOC Training

- ◆ **Intro to System of Care & Team-based Planning**  
8/22, 1pm-4pm  
12/ 3, 1pm-4pm
- ◆ **Accessing CSA Services**  
9/12, 9am-12pm  
12/12, 9am-12pm
- ◆ **Facilitating Family Resource Meetings**  
9/20, 9am-12pm  
1/9, 9am-12pm

### Supervisors

- ◆ **CSA Booster and Q/A session**  
8/29, 10am-12pm  
9/10, 2pm-4pm

See training registration & details on page 3.

### Inside this Edition

- ◆ **TF-CBT Training Update**
- ◆ **Secure Email**
- ◆ **Case Closure Process**
- ◆ **CANS Registration Tips**
- ◆ **Copayment Delinquent Accounts**

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

## A Sign of the Times

The CSA Management Team has decided that supervisor signatures are to be required on two CSA forms: The Case Manager Report to FAPT and the Case Status Change Form. Supervisors are being brought into the loop to maintain quality control and to assist in the training of new staff as they become involved with CSA cases. As with all CSA forms, when you need these please pull them from the CSA Fairfax Net site to be sure you're getting the most recent version.

## Youth Guide Surveys

Please turn in the surveys completed by youth after team-based planning (TBP) meetings (ICC,FRM, &FPM) during the month of July. **Fax the surveys and consent forms to 703-653-1369.** The responses will be used to develop a brochure for youth to guide them through CSA and the TBP process.

## What is Secure Email?

Secure email protects all information within a message and encrypts attachments. That's why secure email allows confidential information to be sent safely outside Fairfax County, protecting client and consumer information. A key feature of secure email is that it can only be viewed by the intended recipients, and cannot be forwarded by the recipients.

### To send Voltage Secure E-mail, follow the below instructions:

1. Click on the attachment
2. Click open if a pop-up appears
3. Click "Read message"
4. The first time you receive a secure e-mail you will have to register your e-mail address and create login credentials
5. You should now be able to view the secure e-mail.

### Resources:

<http://www.fairfaxcounty.gov/csa/voltage-instructions-external-user.pdf>  
<http://www.fairfaxcounty.gov/csa/voltage-external-quick-reference-guide.pdf>

## The End Is Near.....Case Closed

Every good thing must come to an end. The intervention was a success and the youth and family progressed. Now it is the time to close the case. In CSA after services end, case managers at a minimum must complete a **CANS**, terminate the purchase order, and submit a **Case Status Change form**. Fax case closure forms to CSA within **5 days of the end of services** to avoid inaccurate case count and to release encumbered funds. Valuable resources, time and energy can be directed elsewhere instead of responding to CSA Nastygrams about a long forgotten case that was never closed in CSA records.

## Training for Clinicians in Trauma Treatment was Well-Received

On July 18th and 19th, nearly one hundred staff from across schools, the child-serving public agencies and private providers participated in a 2-day training in Trauma-focused Cognitive Behavioral Treatment (TF-CBT). TF-CBT is the most widely recognized, evidence-based intervention for traumatized youth and their caregivers. Carrie Epstein, LCSW-R, Assistant Clinical Professor with the Yale Childhood Violent Trauma Center, explained the treatment model based on her extensive experience providing trauma treatment to a range of individuals including survivors of the 9/11 terrorist attacks in New York and also more recently to residents of Newtown, CT after a violent event at Sandy Hook Elementary School. The training resulted from recommendations of the Systems of Care workgroup on Evidence-based Treatments and was implemented with the support of the SOC Training committee to increase the capacity of our local public and private providers to offer evidence-based and trauma-specific treatments. The state Department of Behavioral Health and Developmental Services provided grant funding.



**For more information about TF-CBT**, please review the following websites and references:

- National Child Traumatic Stress Network [www.NCTSN.org](http://www.NCTSN.org)
- TF-CBT online training [www.musc.edu/tfcbt](http://www.musc.edu/tfcbt)
- National Registry of Evidence-based Programs and Practices <http://www.nrepp.samhsa.gov/ViewIntervention.aspx?id=135>

### Participants shared the following comments:

“I want to take this opportunity to thank you and your locality for the efforts to bring TF-CBT expertise and training to our professional community. We value the relationship shared with Fairfax County and look forward to our continued commitment to serve youth and families.” – **Private provider comment**

“Thank you again for allowing us to participate in this fantastic training. We are spreading the word by having all of our foster care, home based and therapy program staff take the on-line training. It contains extremely useful information we can put to use immediately.” – **Private provider comment**

“Thank you all for an outstanding and extremely well-coordinated/well organized training. I am so grateful I was able to attend!” - **School social worker comment**

**Riddle: Is this a System of Care Principle or African Proverb ?**

If you want to go fast, go alone.  
If you want to go far, go together.

Answer on page 5

## CSA SOC Training Case Manager Level 100 Required Sessions\*

### Part 1: Intro to System of Care and Team-Based Planning

#### Aug. 22nd – Thursday, 1pm to 4pm

Sulley Government Center, Rich Frank Room  
4900 Stonecroft Boulevard, Chantilly

#### Dec. 3rd – Tuesday, 12pm - 4pm

Herrity Building, room 106/107  
12055 Government Center Parkway  
Fairfax, VA 22035

- 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

### Part 2: Accessing CSA Services

#### Sept. 12th - Thursday, 9am to 12pm

Government Center, Conference Room 120C (Cafeteria Area)  
12011 Government Center Parkway  
Fairfax, VA 22035

#### Dec. 12th - Thursday, 1pm to 4pm

Government Center, Conference Rooms 9/10

- “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

### Part 3: Facilitating Family Resource Meetings

#### Sept 20th - Friday, 9am to 12pm

(VDOT) 4975 Alliance Drive,  
Fairfax, Va. 22030, Occoquan and Bull Run Conference rooms

#### Jan. 9th - Friday, 9am to 12 pm

Government Center, Rooms 9/10  
12011 Government Center Parkway  
Fairfax, VA 22035

- 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.

## Register for CSA/SOC Training Session

DFS-CYF is exempt from attending Part 3: FRM training, as they have met the requirement by attending a state mandated session on the topic. Supervisors, parent representatives, FAPT members, and private providers are encouraged and welcome to attend CSA SOC training sessions.

CSA case manager required training is open to the provider community, parents, and others involved with at-risk youth and families. To register for training 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](mailto:Shanise.Allen@FairfaxCounty.Gov) or call at 703-324-8241 with any questions or concerns.

#### **Reminder!**

**\* 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.**

## CSA Supervisor's Training Booster and Q/A Session

**Having trouble keeping up with CSA processes and procedures? Come to a Q/A session specially designed for supervisors to learn about updates in CSA. Practice reviewing FAPT request in our “mini-staffing” process to learn more about paperwork requirements.**

This training for CSA supervisor's will provide an overview of the supervisor's role in the management of staff responsibilities for CSA cases, FAPT submission, and participation in team-based planning meetings will be defined as well as clarification on procedures, requirements and timelines of FAPT and CSA paperwork. A question and answer section will be opened to dialogue about the CSA process.

FCPS and FCCPS staff may register by contacting [Shanise.Allen@FairfaxCounty.gov](mailto:Shanise.Allen@FairfaxCounty.gov)  
County staff should register on the Employee Learning Center for one of the sessions below:

**Tuesday, September 10, 2pm-4pm, Herrity Building, Room 122**  
**Or**  
**Thursday, August 29th, 10am-12pm, South County Human Service Center, Room 217**

## COPAYMENT AND COLLECTIONS CSA Makes Cents

Beginning September 1st, parents and guardians of youth accessing CSA services will receive a welcome to CSA letter acknowledging receipt of the copayment agreement and a copy of copayment frequently asked questions (FAQ) sheet. Parents should expect to receive a bill from CSA within 45-60 days after services have been rendered. But, if a bill is not received for services rendered, the family is still responsible for payment under the copayment agreement. Parents may pay their copayment fee during the month of or month following receipt of services by forwarding a check with their child's name to the following: Fairfax County Dept. of family Services, Account Receivable – CSA, P.O. Box 3406, Merrifield, VA 22038.

CPMT approved revisions to the billing and collection procedures to address delinquent accounts. An account is considered delinquent if a monthly fee is not paid within 30 days after billing. Parents will be notified that CSA may suspend services after 90 day until the balance is paid. See local policy manual for specific timeline and appeal process.

**Please encourage families to notify the CSA case manager and CSA immediately, if there is a change in financial circumstances (unemployment, file bankruptcy, or hardship) that might warrant completion of a new copayment assessment, reduction, or waiver.**

CSA case managers are responsible for discussing the copayment fee process with families as well as exploring the families resources to cover the costs of treatment. Some families may decide to not use CSA services and opt to pay out of pocket, when they understand that the copayment fee assessed may exceed the cost of services. However, CSA only bills the family for the actual cost of services, if the cost of service is less than the copayment. [A family need not receive CSA funded services to benefit from the team-based planning process or case management services.](#) Be sure to explore families resources, private insurance and Medicaid when discussing the copayment agreement with families.

Please contact Shanise Allen with copayment policy and procedure questions at 703-324-8241. If you need assistance completing the copayment forms, CSA/FRU Case Analyst, contact Janelle Wilson at 703-324-7204.

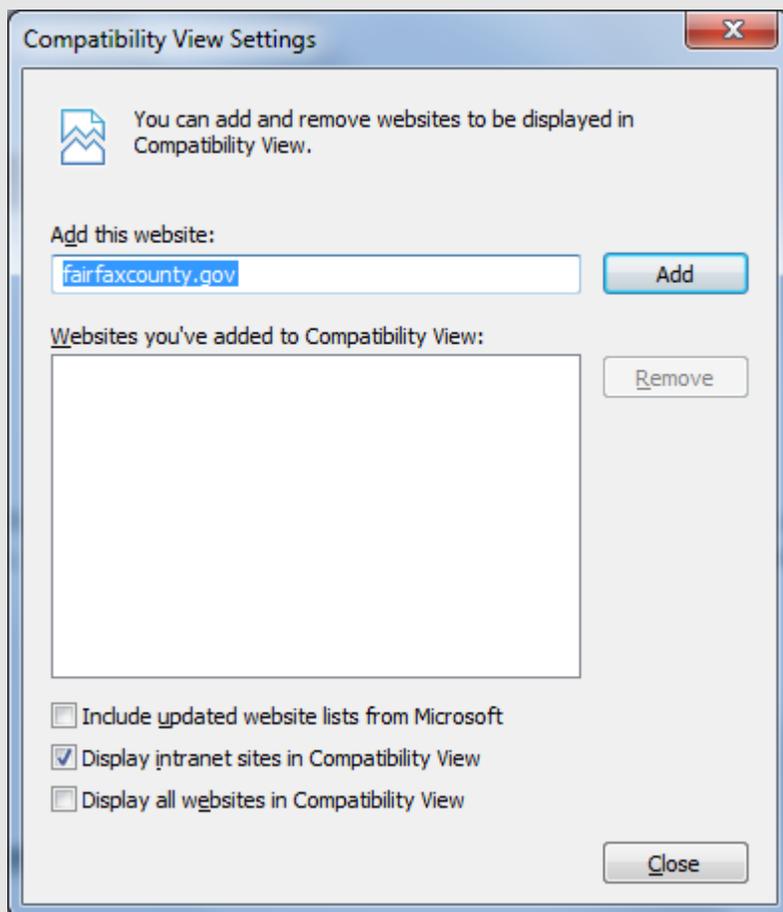
**Are you having difficulty registering on the CANS Site?**

If you have difficulty registering on the CANS website, browser compatibility issues may be preventing you from registering. If you go to the [www.canstraining.com](http://www.canstraining.com) to register but find that the dropdown boxes cannot be accessed, try changing the compatibility settings on your computer.

**To fix the browser problems:**

1. Go to the Tools menu and select the Compatibility View Settings.
2. Uncheck the box for Display all websites in Compatibility View and click Close.
3. Restart your browser.
4. Return to [www.CANSTRAINING.com](http://www.CANSTRAINING.com) to register.
5. Send a copy of CANS annual certificates to the CSA Office, attn.: Vickie.Grazioli@Fairfaxcounty.gov or fax to 703-653-1369.

Please contact your agency super user or Janet Bessmer with CANS questions or concerns.



**Riddle Answer: Both**

**CSA STAFF**

- James Gillespie, Program Manager  
703-324-5442
- Shanise Allen, MAIII  
703-324-8241
- Maureen Altman, UR Analyst  
703-324-7822
- Janet Bessmer, UR Manager  
703-324-7932
- Beth Felty, FAPT Coordinator  
703-324-7406
- Sarah Harmon, UR Analyst  
703-324-7420
- Chris Metz bower, MA III  
703-324-7890
- Lisa Morton, TBP Coordinator  
703-324-5863
- Suzette Reynolds, UR Analyst  
703-324-7752
- Mariann Gabor, Admin. Assist.  
703-324-7938

**CSA Fax number**  
703-653-1369

**FRU/CSA Support Staff**

- Tami Watts, Medicaid Case Analyst  
703-324-7120
- Vickie Grazioli, FRU/CSA  
703-324-5858
- Janelle Wilson, FRU/CSA  
703-324-7204

**CSA Contracts**

Barbara Martinez,  
CSA Website: <http://infoweb/hs/csa/>  
State Website: [www.csa.state.va.us](http://www.csa.state.va.us)