



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

August 10, 2015



CSA is BACK and Better than Ever!!

The CSA program has undergone a significant change starting July 1. We've been "Under Construction" for over a year now, preparing for a big change to our service authorization process which is designed to reduce the "Time to Service" for youth and families, allowing streamlining of the process for community-based services. Other changes for this fiscal year include:

- Standardized state service names and definitions which means a new encumbrance form for FY16
- New TFC standardized level system developed by the state
- A change to the name of the legislation from the Comprehensive Services Act to the Children's Services Act
- A new CSA program manager

To prepare for these changes, CSA staff have shared our redesign with staff across agencies in 4 regional trainings, 10 program meetings, and meetings with other stakeholders like the private provider organization and NAMI. Over the next few months, we'll continue to refine our new processes and obtain everyone's feedback about how it's going so far.

Janet Bessmer, Ph.D., LPC
CSA Program Manager

CSA happily announces the promotion of Janet Bessmer to the position of CSA Program Manager. Dr. Bessmer has served as the Utilization Review Manager for the Fairfax-Falls Church CSA program for the past ten years. Prior to her work in Fairfax, she was the CSA Coordinator for the City of Alexandria for four years. Trained as a clinical psychologist, Janet began working in Virginia first as a CSB mental health clinician and later managed an adolescent day treatment program for the Rappahannock-Rapidan CSB. She has previously had a private practice specializing in children with disruptive behavior disorders. Congratulations Janet!

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New Service Definitions

In 2013 the State Executive Council established a workgroup to identify standard service names and descriptions to be utilized statewide to report services purchased under the Comprehensive Services Act. Analysis of a subset of data revealed in excess of 4,000 service names. This extreme number was attributed to the wide variance in service names used across the local CSA programs. As the Office of Comprehensive Services is required to routinely collect and analyze data regarding client-specific services, the need to standardize service names and ensure common definitions was deemed essential to ensure meaningful analysis and reporting. As a result the Fairfax-Falls Church CPMT had to implement a new CSA Authorization (formerly known as the Encumbrance form) with new service codes and Service Names. Please use the new form for FY 2016 Purchase Order Requests.

New Name for CSA

Effective July 1, 2015, the name of the Comprehensive Services Act for At-Risk Youth and their Families by vote of the General Assembly has been changed to the Children's Services Act. Fairfax-Falls Church CSA program will retain its current name while undergoing a re-branding process to integrate with the System of Care division

Outstanding Performance Awards



Congratulations to CSA's

- Shanise Allen*
- Maureen Altman*
- Janet Bessmer*
- Sarah Young*

July 24, 2015

Employee Awards Ceremony





Please be mindful to ensure that a current Child and Adolescent Needs and Strengths (CANS) assessment is submitted to CSA for all Medicaid eligible services in a timely manner. Medicaid funded services such as residential and group home treatment as well as therapeutic foster care require a new CANS every 90 days. Late CANS could result in loss of Medicaid coverage and billing to CSA for the days without a current CANS on file. A few weeks prior to the expiration of the CANS for residential services and therapeutic foster care, Vickie Grazioli will send case managers a friendly reminder to forward new CANS to the CSA office. Please do complete a new CANS when requested and maintain CANS certification. Thanks in advance for your efforts to be fiscally accountable with county resources and prudent in your timely submission of the CANS.

Parental Copayment Monitoring and Enforcement

CSA is more closely monitoring and enforcing the parental copayment policy to restrict access to additional services and terminate existing services, if families are severely delinquent in paying their copayment fees. At anytime, a family may request a re-assessment of the copayment due to changes in their financial circumstances such as loss of employment, reduction in salary and/or other factors affecting their household size, income or ability to pay. Family should be offered an opportunity to apply for a hardship waiver or reduction, if needed and encouraged to notify the CSA immediately of changes impacting the copay agreement.

The copayment is a subsidy intended to assist families after they have utilized and or exhausted their own resources and all other avenues of support, if applicable (Medicaid, primary care insurance, DD/ID waiver, & SSI). While many of our families pay out of pocket for services, if the costs of services are less than the assessed copayment, **even if the costs are high**, CSA will not enter into a copayment agreement with the family. It is not efficient for CSA to pay for the costs of treatment, only to bill the family for the same amount when the family could purchase the service directly from the provider.

Reductions and requests for waivers are considered when the family has a financial hardship or is paying out of pocket for behavioral health needs in an amount that exceeds the assessed copayment. There are instances, where a family is paying the debt of outstanding bills for treatment and those costs are considered for a reduction. But, the reduction and waiver is not meant to defray the costs from the family to CSA. The family is expected to pay as much as they are able up to the assessed copayment amount.

Remember, only one copayment is charged per month per household. If siblings receive CSA funded services, the 1st sibling completes the copayment agreement and the 2nd and 3rd siblings complete the waiver forms. In the event that child #1, does not receive services within the month, CSA will charge the family a copayment for sibling #2 or sibling #3 according to monthly fee assessed by the copayment agreement, if CSA funded service are provide to a household member. Please familiarize yourself with the copayment policy, so that families are informed of their financial responsibilities.

Contact Shanise Allen, LCSW at 703-324-8241 with copayment policy related questions and contact Peter Flint, FRU/CSA Case Analyst at 703-324-5858 with copay assessment questions.

FEEDBACK

Tell Us What You Think!

If you have questions or comments about the new FAPT restructuring and UR service authorization process, plan to attend one of the sessions below. Your input is an essential component of improving the operations of the CSA program. While every effort has been made to minimize delays and duplication of tasks, there may be unintended consequences to address. Let us know.

Feedback Session on the New FAPT Restructuring and UR Service Authorization

Tuesday, September 29th, 10:00 am - 12:00 pm

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

Drop-ins welcome

CSA Supervisor Booster Session

Supervisors are responsible for ensuring that their staff is able to access services through the CSA Program. While the CSA program has been under construction, you may have wondered how the changes would impact your supervision of CSA case managers. Plan to attend this CSA Supervisory Booster session to learn how the supervisor's role plays an important part in the quality of paperwork, monitoring of services, fiscal accountability, as well as timely delivery of services. Under the new FAPT restructuring process, the paperwork has not changed but steps to accessing services have. If you want to assist your staff in avoiding delays and service authorization denials due to incomplete or incorrect paperwork, CANS errors, or mismatched services and needs, plan to attend this training. Come learn from other CSA supervisors tips and strategies that have helped them as well as from CSA staff what key information is needed to pass the compliance review with flying colors. CSA supervisors may designate a senior level staff person to attend, as well. For instance, if a Social Service Specialist is responsible for signing-off on paperwork in the supervisor's absence, the acting supervisor may attend this training, too.

This training will highlight the supervisor's role related to the following:

1. CSA forms and compliance check
2. CANS Certification, screening, and schedules
3. Family engagement and orientation to CSA
4. Case example exercise
5. Fiscal accountability
6. Service selection, monitoring, and contracting
7. Application of the SOC practice standards

Participation in the CSA Supervisory Booster training is strongly encouraged.

Where: Herrity Building, Room 107
12055 Government Center Parkway
Fairfax, VA 22015

When: Tuesday, August 18th
1:30 pm to 3:30 pm

Who: Supervisors of CSA case managing staff who work with at-risk youth and families

Register: *FCPS and Non-county staff may register by creating an external account by following the directions below or email Tanisha.Capers@FairfaxCounty.Gov*

County staff should register on the Employee U Learning Center at <http://ffclearning.fairfaxcounty.gov/LearnerPage.aspx>

14th Annual CSA Symposium & Provider Expo

This year's CSA Symposium and Provider Fair held on March 11th at Northern Virginia Community College in Annandale received high marks from participants. Approximately 480 persons registered for the day of training and visited providers throughout the day including approximately 40 CPMT members and 440 FAPT members, case managers, and parent representatives. More than 70 providers of services ranging from residential treatment to home-based and mentoring spent the day talking to staff about their services and handing-out information packets, not to mention a few sweet treats.



14th Annual CSA Provider and Vendor Fair



FAPT Recognition Ceremony

In honor of the contributions of agency , parents, and provider representatives serving on the five FAPT teams and Prioritization Committee, the CPMT awarded certificates of appreciation on June 26th.

New FAPT Schedule

South County
Tuesdays 1pm to 5pm

Fairfax (Pennino Building)
Fridays 8:30am to 12:30 pm



Sandra Porteus, Phillips and Kristina Kallini, UMFS



Patricia Harrison, Deputy County Executive; Jill Forbes, CYF Division Director, and Vellma Lukic, Social Services Specialist III.



Patricia Harrison, Deputy County Executive; Elizabeth Petersilia, SOC Program Manager; Tisha Deeghan, CSB Executive Director

CSA STAFF

Janet Bessmer, Program Manager
703-324-7932
Shanise Allen, MAIII
703-324-8241
Maureen Altman, UR Analyst
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Sarah Young FAPT Coordinator
703-324-7420
Mariann Gabor, Admin. Assist.
703-324-7938

CSA Fax number
703-653-1369

FRU/CSA Support Staff

Vickie Grazioli, Medicaid Analyst
703-324-7120
Peter Flint, Case Analyst
703-324-5858
Victor Fisher, Case Analyst
703-324-7204
Tanisha Capers, Project Specialist
703-324-5634

CSA Contracts

Barbara Martinez, CSA Contracts
703-324-8484
CSA Website: <http://infoweb/hs/csa/>
State Website: www.csa.state.va.us

System of Care New Worker Training

Fall CSA/SOC Training Sessions	Date/Location/Time
Part I: Intro to SOC and TBP	Tuesday, September 15, 2015 9:00am – 12:00pm Pennino Bldg. Room 206 12011 Government Center Pkwy. Fairfax, VA 22035
Part II: Intro to Accessing CSA Services	Thursday, October 15, 2015 9:00am – 12:00pm Herrity Building Room #107 12055 Government Center Pkwy. Fairfax, VA 22035
Part III: Facilitating Family Resource Meetings	Thursday, November 5, 2015 1:00pm – 4:00 pm Herrity Building Room # 106 12055 Government Center Pkwy. Fairfax, VA 22035

Within the first 12 months of hire, 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.

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>