



COVID-19 Operational Guidance for Children's Services Act Case Managers



Effective March 20, 2020

To better serve children and their families during this national emergency, the Community Policy & Planning Team (CPMT) Chair has given the CSA program permission to make changes to our typical procedures and policies.

General Guidance for all CSA Case Managers

CSA program staff will be working remotely with limited in office presence. We request your assistance in the electronic submission of forms to facilitate the processing of required documentation.

- ◆ Submit all forms electronically to the central email (DFSCSA@fairfaxcounty.gov) or via fax to 703-653-1369.
- ◆ It is strongly encouraged that CANS be completed in CANVaS with a .pdf export of the ratings sent to the central email. (Download the [CANVaS instructions](#)) The CANS "bubble" sheets will be accepted through 7/1/2020.
- ◆ Encrypted emails may be sent directly to Samira Hotochin (samira.hotochin@fairfaxcounty.gov) with a cc: to Sarah Young (sarah.young@fairfaxcounty.gov). (This is not the preferred program option. Please see state guidance re: HIPAA rules during this crisis.)
- ◆ County staff are encouraged to use DocuSign to obtain legal signatures for Consents to Exchange Information, Eligibility forms, Parental Contribution Assessments, and Parental Agreements. Scanned documents with hand written signatures or photos of signed documents that are legible will also be accepted.

Requirements for Monitoring/Family Resource Meetings

- ◆ To conduct Family Resource Meetings (FRM), Youth and Family Team (YFT) meetings and other service planning meetings, follow your agency policy for client contact using approved applications like Skype, Microsoft Teams, GoToMeeting, conference calls, Face Time, etc. CSA will accept all agency approved methods for working with clients.
- ◆ Regular contact with clients is recommended. For youth in Residential Treatment Facilities (RTC), case managers may substitute an approved remote virtual meeting that allows the client to be seen to confirm well-being. In person face to face meeting at RTC are not required until further notice.

New Service Requests for Community-Based Services and Treatment Foster Care

- Procedures and required documentation remain the same.
- Team-based planning meetings can be done virtually.
 - Phone participants, for the time being, should be identified as having “participated telephonically according to COVID-19 guidelines.”

UPDATED COVID-19 Extensions of Existing

Authorizations for Community-Based Services and Treatment Foster Care

Case managers may use the Amend Authorization (“Fix Memo”) form to request an extension of an existing community-based service for up to 3 months from the current end date without requiring an additional FRM or new MAP. **These extensions are available for services authorized through May 31.** A valid consent, current parental contribution assessment and an updated CANS are still needed. To request additional services, please send the following documents:

- ◆ Request to Amend Authorization with specific dates to extend and new start and end dates.
- ◆ Re-assessment CANS if prior CANS is more than 90 days old.
- ◆ Valid Consent that covers the requested service period (if needed).
- ◆ Parental Contribution Assessment that covers requested service period (if needed).

These extensions are available for authorizations ending before 5/31/20. Any extension request for authorizations ending after 5/31/20 will require a complete CSA packet.

Financial Relief for Families—COVID-19 Parental Contribution Waiver

Families are being provided with a COVID-19 waiver of the parental contribution towards the cost of services. The waiver will cover the months of March through June, 2020 -- they will not be charged a contribution for any services that are delivered during that time. A letter has been sent to families to inform them about the COVID-19 Waiver.

Parents are still assessed for parental contribution and submit the assessment forms to our office. For both new service requests and COVID-19 extension requests, if you are having trouble completing the Parental Contribution Assessment, please contact CSA for help.

Forms can be downloaded at

www.fairfaxcounty.gov/healthymindsfairfax/childrens-services-act/forms

Additional guidance and clarification may be forthcoming as the situation changes and ^{new} state/local guidance is provided. CSA staff can be reached via email, phone and remote meeting (Skype, Teams, etc.) for questions and assistance. Thank you!