



# Children's Services Act Program Newsletter

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## Children's Services Act Office

Question, concerns or compliments ... Please don't hesitate to let us know!

DFSCSA@fairfaxcounty.gov  
703.324.7938

Like many of you, CSA staff is teleworking during this COVID-19 crisis. Rest assured that we are working to ensure that program operations continue as smoothly as possible. To help you support the children, youth and families you serve, we have made adjustments to processes to support expedited authorizations, started to convert the most frequently used forms to "fillable" .pdfs for ease of use and have created a [CSA COVID-19 information page](#) on CSA's public website so that we can keep you, families and providers informed on the operation status of providers, etc.

## COVID-19 OPERATIONAL GUIDANCE FOR CASE MANAGERS

The COVID-19 Operational Guidance for CSA Case Managers outlines the steps case managers can take to continue providing forms and information to CSA, ratings CANS, and obtaining needed signatures. The guidance document is included on page 4 of this newsletter and can be downloaded from [CSA's COVID-19 information page](#).

## DOCUSIGN

We understand that case managers may not be able to see the families they're working with face to face. DocuSign allows people to sign a document from anywhere from any device. Single sign-on has been turned on for DocuSign for all Fairfax County Employees. DocuSign is helpful for getting signatures on Consents to Exchange Information, eligibility forms, and various agreements. [Click here](#) for instructions on how to get started with DocuSign.

## CSA FORMS AVAILABLE IN .PDF FORMAT

We are working to convert some of our most frequently used forms to “fillable” .pdfs. The converted forms can be found on CSA’s FairfaxNet and public pages. Currently, the following forms are available:

- Parental Contribution Assessment (NEW)
- Consent to Exchange Information
- Request to Amend Authorization (“Fix Memo”)
- CHINS Eligibility Determination Checklist
- Inter-Agency Transfer

The Parental Contribution Assessment form, in addition to being converted to .pdf format, has been updated to include information on waivers and reductions. Previously, these were separate forms. All the relevant information a family would need to walk through the parental contribution process has now been joined into one document so that families are better informed. We encourage case managers to start using the new Parental Contribution Assessment form now; old forms will not be accepted after May 1, 2020.

More forms will be added as they become available. If you still need the MS Word or Excel versions of these updated forms, they can still be found on the CSA FairfaxNet and public form pages.

FairfaxNet forms page:

<https://fairfaxcounty.sharepoint.com/sites/DFS/csa/SitePages/Forms.aspx>

Public website forms page:

[www.fairfaxcounty.gov/healthymindsfairfax/childrens-services-act/forms](http://www.fairfaxcounty.gov/healthymindsfairfax/childrens-services-act/forms)

## ENTERING CANS RATINGS IN CANVAS

Starting July 1, 2020 case managers will be expected to enter CANS (Child and Adolescents Needs and Strengths) ratings into the state information system—CANVaS. To ensure you’re ready for the change, review the CANVaS training videos found on the state Office for Children’s Services website at <https://www.csa.virginia.gov/Cans/Index> and create an account. Creating an account is easy ... just complete the CANVaS New Case Manager Account form (found on FairfaxNet) and return it to CSA along with your CANS Training Certificate.

Using CANVaS will help our community with accuracy of ratings and give case managers a greater ability to compare scores over time. The CANVaS system allows case managers to create child-specific reports and graphs to chart progress over time. For more info, visit the [CANS page](#) on FairfaxNet.

## PROVIDER OPERATION STATUS

We’re dealing with an unprecedented situation that is requiring tremendous agility and flexibility from all of us—including providers. They are quickly trying to make adjustments so that they can continue serving clients as safely and appropriately as possible. Staff are reaching out to providers on a weekly basis to stay informed about their operating status. You can find this information on [CSA’s COVID-19 information page](#). Be sure to check out the page for the most up to date information.

## CANS Certification

The Child Adolescent Needs and Strengths Assessment (CANS) is a mandatory uniform assessment required for children and youth served through the Children’s Services Act. New CANS users and those who need to recertify can do so at

<https://www.Schoox.com/login.php>.

Users must pass the CANS exam with a score of .70 or more. Please send a copy of your certificate to CSA via fax at 703.653.1369.

For info on how to create an account on the CANS training website, please download the “How To” Guide at <https://praedfoundation.org/wp-content/uploads/2018/08/Schoox-How-To-08072018.pdf>.

## 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 the CSA 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.

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Please stay safe and thank you for all that you’re doing to ensure that the children, youth and families in our community continue to be supported.

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### Questions/Concerns About Possible Fraud?

If you have concerns about service delivery, the Service Summaries distributed by CSA are a good mechanism for reporting those concerns. CSA program staff are also always available to discuss any questions or concerns you may have.

Additionally, a more formal process can be followed by contacting the Fairfax County Fraud Hotline at 703.787.3243 to report an allegation. The calls are reviewed and followed up on by the Internal Audit Office.





# 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.”

## **COVID-19 Extensions of Existing**

### **Authorizations for Community-Based Services and Treatment Foster Care**

Youth may receive up to 3 additional months of community-based services using their existing MAP. A new MAP and Family Resource Meeting (FRM) are not required. TFC approval is based on service level. To request additional services, please send the following documents:

- ◆ Request to Amend Authorization (“Fix Memo”) 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).

## **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](http://www.fairfaxcounty.gov/healthymindsfairfax/childrens-services-act/forms)

*Additional guidance and clarification may be forthcoming as the situation changes and <sup>new</sup> 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!*