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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

## JOB AID: PREPARING YOUTH FOR TEAM-BASED PLANNING MEETINGS

Have you wondered how you can prepare youth for the team-based planning process? Katie Basinski at Fairfax County Public Schools, along with CSA Utilization Review staff developed a job aid to help you talk to youth about the process. Getting youth involved in team-based planning is one of the Fairfax-Falls Church System of Care Practice Standards.

Below is a sample script that may help you explain the process. A printable version is included at the end of the newsletter and on the CSA websites.

### SAMPLE SCRIPT

"You will be participating in a meeting called **[Youth and Family Team Meeting, Family Resource Meeting, Family Partnership Meeting or Family Assessment and Planning Team]**. You may hear people shorten this and refer to it as **[YFT, FRM, FPM, or FAPT]**. The purpose of this meeting is to talk about what's going well with you and your family, and also to talk about some of the problems in your life that may be interfering with your school work and relationships, or that are not allowing you to live your best life or reach the hopes and dreams you have for yourself and your family.

In addition to you and your family, there will be some other people at the

### *System of Care Practice Standard Participation in Service Planning*

*"Youth and families are supported to fully participate in meetings and/or activities related to planning for and meeting their identified needs. Case managers will encourage and support youth and family participation in all service planning activities..."*

*(Continued on page 2)*

meeting. These are people who have special knowledge about how to help families who are having similar experiences. **(Identify specific people or roles who you know will be in attendance.)** Do you have any questions about who will be at the meeting? Is there anyone else you can think of who should be there?

The meeting will last about \_\_\_ long. It will start with introductions, so you will know who everyone is and why they are there. We will then talk about all the wonderful things about you and your family. Then we will talk about any of the needs you and your family have. Finally, we will come up with a plan to address those needs. We hope everyone can agree on how to best meet those needs, but if you or anyone disagrees, that's ok too!

Your participation in the meeting is very important. We don't want to make decisions about you without you. We would love to hear your voice in the meeting, but you can also share your ideas and feelings in writing and have someone else share them. The important thing is that the team understand things from your point of view.

Some questions that might be asked of you are....

- What are the strengths of you and your family?
- What things or people have helped me in the past and why?
- What things have not been helpful in the past and why?
- What do I need to change to be able to be safe and healthy at home?
- What does my family need to change so that I can be safe and healthy at home?

Do you want to talk a little about how you might answer these questions? How are you feeling about the meeting? Do you have any questions or concerns? Sometimes it helps to take some big belly breaths before the meeting. If you like, we can do this together before we go into the room.”

## 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](#) and return it to CSA along with your CANS Training Certificate.

## 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.

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# VIRTUAL CSA

All CSA staff are teleworking until further notice. Please submit all documents by central email or fax.

[dfsCSA@fairfaxcounty.gov](mailto:dfsCSA@fairfaxcounty.gov)

703-653-1369





## YOU SAY HELLO, WE SAY GOODBYE

If you are a Children, Youth, and Families case manager who needs to access CSA services for one of your clients then you are familiar with Juliana Swanson, an ardent Beatles and Washington Nationals fan.



She's been the CFY/CSA liaison for several years and is responsible for ensuring that the referral packets to CSA have all the necessary information and documents. Much to the dismay of many, Juliana will be retiring in June and her colleagues are both celebrating her well-earned retirement while also feeling the loss of Juliana's support and guidance.

"Her expertise and skill in reviewing CSA paperwork and providing guidance and training have overwhelmingly improved the documentation and the accuracy of the CSA funding request process. Juliana has also been a support to staff whenever a request for records and/or files was made from clients and attorneys. She is thorough, timely and professional," shares her colleague Cyndi Barker Tackett.

Throughout her time as CYF/CSA liaison Juliana used her skills and knowledge to make the work of others around her better.

"Juliana was such a great support to those around her. She was a true collaborator and made the process smoother for our team to get the paperwork to UR and FAPT. Her patience and guidance has been appreciated – and she needed a lot of IT!!! And *many* staff have benefited from her help with CANS! Blessings to her and her future endeavors," shares her colleague, Kamonya Omatete.

Brenda Washington shares that "Juliana Swanson entered, we thought to give us permission to surrender

mistakes and bad habits in our submission of FAPT request forms. Initially we were happy to have such freedom. Then, we paused and stubbed our toes, realizing that she was really here to help us reshape our words, structure and vocabulary. Juliana was here to pluck out comma splices, misspelled words, etc. Her task at hand has become clearer to me and I suspect many in DFS who realized she would be reviewing those forms for accuracy and timeliness of submission. We knew that she was an accomplished professional and competent in getting the job done timely and efficiently. Juliana never missed an opportunity to teach us simple and practical lessons on this journey about writing."

Her colleagues wish Juliana all the best in her new adventure as she makes her way back home to Oklahoma. "Juliana has been such a strong bridge between CYF and CSA, and has helped us all in so many ways. She has more than earned her porch on the Oklahoma plains - it's time to put her feet up and enjoy family time," says Sandi Slappey, Juliana's supervisor.

Finally, we hear again from Brenda who we are sure speaks for all of Juliana's colleagues. "Juliana, well done in preparing us to do the work; and for teaching us that we have the knowledge and skills to get the job done. Just know that what you instilled in our consciousness is ours to forever keep in our hearts as a reminder from you that DFS is committed to getting the job done. Best wishes."



## 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>.



## CSA STAFF CHANGES

CSA wishes to congratulate Hilda Calvo Perez on her new promotion! Even though this means she will no longer be part of CSA's Utilization Review team, we are happy to share that she will continue to be part of the extended CSA family in her new position as Children, Youth and Families CSA Liaison.



After finishing her studies in Psychology at the Autonoma University in Madrid, Hilda started her career in Spain providing outpatient services. Then, she decided to pursue her dream of working for disadvantaged people in developing countries, and for 9 years she worked in extremely poor communities of El Salvador, Honduras and Bolivia on a variety of psychosocial initiatives with non-profit organizations and national and local governments to improve the lives of at-risk children, youth and their families. After re-locating in Northern Virginia, Hilda worked as a home-based mental health provider for four years before joining the Wraparound Fairfax with the CSB as a facilitator, where she served high-risk children and their families for four years.

Hilda's positive attitude, experience providing home-based care and ICC services and professional demeanor helped to ensure that children and families received the services and supports they needed from CSA. We will miss you, Hilda. Thankfully we will only have to travel a few cubes

down the Pennino 400 Suite to see you!

We wish you all the best in your new job.

Hilda's first day as CYF/CSA Liaison was June 8th.



### **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.



# Multi-Systemic Therapy Meet and Greet

**Presented by National Counseling Group**

Multisystemic Therapy is an evidence based program that addresses high needs cases in which a youth (12-17) is engaging in antisocial behaviors (truancy, theft, aggression, substance use, and more). MST uses a family and systems model to address all drivers of the behaviors, and is supported by over 40 years of research.

To learn more about the program and how you can make a referral, please join us for a 1 hour meet and greet:

Wednesday, 6/17, 11am: <https://meet.google.com/xux-btyo-uwj>

or

Friday, 6/19, 9am: <https://meet.google.com/mnb-ftma-aac>



For more information about MST and to download the referral form, please visit  
[www.fairfaxcounty.gov/healthymindsfairfax/evidence-based-treatments](http://www.fairfaxcounty.gov/healthymindsfairfax/evidence-based-treatments)