

# Newsletter

## Children's Services Act Program

### SIGNATURE REQUIREMENTS FOR CSA DOCUMENTATION

Effective **September 1, 2021**, signature requirements were updated for Meeting Action Plans (MAPs) and Plans of Care (POCs) created at team-based planning meetings. **Authentic ("wet") or DocuSign signatures are required for the following participants:**

- Parent/Legal Guardian
- CSA case manager
- All child-serving agency representatives who are required participants in the meeting (i.e., DFS, CSB, FCPS, JDRDC)
- Youth 14+ when possible
  - ⇒ If signature is not obtained, please document youth's participation next to youth's name.

For all other participants, signatures are not required. This will hopefully help you avoid delays when preparing the service authorization request and get services in place for the family as quickly as possible.

Additionally, authentic or DocuSign signatures **are required** on the following documents:

- Consent to Exchange Information;
- Eligibility Determination;
- Parental Contribution (Copayment) Assessment Agreement; and,
- Parental Agreement.

At this time, signatures **are not required** on the following forms (the case manager and supervisor names should be indicated on their respective lines):

- Case Manager Request for Community Based Services;
- Case Manager Request for FAPT Meeting; and,
- IFSP-EZ.



## MARCH 2022

### IN THIS ISSUE

- ◆ **Signature Requirements for CSA Documentation**
- ◆ **CSA Staff Introduction**
- ◆ **Residential Admissions and Medicaid**
- ◆ **Update to Parental Contribution Collections Process**
- ◆ **Parent Satisfaction Survey Results**
- ◆ **Workforce Roles in High Fidelity Wraparound**

**Children's Services Act Office**

Question or concerns? Please don't hesitate to let us know!

DFSCSA@fairfaxcounty.gov or 703.324.7938

## CSA WELCOMES NEW STAFF

Kendra Rascoe joined the Children's Services Act program this month as a Utilization Review Analyst. Kendra is a Licensed Professional Counselor. She received her Master of Arts in Marriage and Family Therapy from Liberty University and her Bachelor of Arts in Psychology from East Carolina University. Kendra is coming from the Community Services Board under the Wrap-around Fairfax Team. She has a range of experience in the mental/behavioral health field over the past fifteen years. She hopes to continue to gain knowledge and experience to help serve the community.



Kendra has a passion for helping people and families. She shares this same passion with her husband, who works for Fairfax County Community Service Board under Jail Diversion. Kendra and her husband welcomed a new addition to their family on December 1, 2021. She has a 15-year-old step daughter, 4 year old son, and 3 month old son that keep her busy. Kendra is also a dog mom to Kratos, Dogo Argentino.

## RESIDENTIAL ADMISSIONS AND MEDICAID

The Children's Services Act program is required to access Medicaid funds prior to paying for residential services with CSA funds. Vickie Grazioli, CSA Medicaid Case Analyst, Federal Reimbursement Unit, helps the program stay compliant with this requirement. All residential placements must go through the IACCT (Independent Assessment Certification, and Coordination Team) process. Vickie is liaison with providers and case managers regarding IACCT and Medicaid for all CSA residential placements.

CSA has a process in place for having documents signed by the CSA Manager and submitted to providers. Residential providers and case managers should contact Vickie for all requests for documents, such as the CSA Referral form for Residential Treatment Services (DMAS Form 600), previously known as the Medicaid Rate Certificate.

Vickie also submits IACCT Inquiry forms to Magellan and manages the Medicaid approval process for youth placed in residential and Therapeutic Foster Care. She can answer questions pertaining to the IACCT Inquiry or Medicaid for specific youth in the CSA program. If you run into any issues with IACCT or Medicaid, please contact her as soon as possible. Timely communication between providers, case managers, and our Medicaid Case Analyst will help ensure that youth obtain Medicaid funding for their placement on the earliest possible day of their stay.

Vickie can be reached by email [Vickie.grazioli@fairfaxcounty.gov](mailto:Vickie.grazioli@fairfaxcounty.gov) or 703-324-7120.

## ENTERING CANS

### RATINGS IN CANVAS

Case managers are expected to enter CANS (Child and Adolescents Needs and Strengths) ratings into the state information system—CANVaS. Visit the Office for Children's Services website for CANVaS training videos and user manual — <https://www.csa.virginia.gov/Cans/Index>.

Creating a CANVaS account is easy ... just complete the [CANVaS New Case Manager Account form](#) and return it to CSA along with your CANS Training Certificate.

## 21ST ANNUAL

### NORTHERN VIRGINIA CSA SYMPOSIUM & PROVIDER EXPO

The CSA Symposium that is typically held in the month of March each year has been postponed. The Symposium Planning Committee is hard at work hammering out the details to ensure that the symposium is educational, productive and that people feel safe in attending. Keep an eye out for further details in the coming weeks.

Thank you for your patience and understanding!

## UPDATE TO PARENTAL CONTRIBUTION COLLECTIONS PROCESS



*This item was included in the February 2022 Newsletter. We're including it again to emphasize the importance of the information.*

In Spring, 2022, CSA will start a new process for referring unpaid CSA Parental Contribution (CoPay) accounts to the Fairfax County Department of Tax Administration (DTA). Families are starting to receive notification of this new process in the invoices for their Parental Contribution. (The notification to parents is included at the end of the newsletter for reference.)

As the CSA case manager, you will receive notification when a family is past due 30 and 60 days. After 60 days with no payment, the account will be referred to DTA who will contact the family and begin working with them to remedy the account. DTA can refer families to a collections agency where fees, interest, and the balance will be subject to collections.

It is CSA's intent to avoid having to refer families through this process. Therefore, we ask that if you receive such a notice that you contact the family and work with them in the following ways:

- ◆ Ensure they understand the need to make payments on their account;
- ◆ Inquire if families have had a change in their circumstances that may change the amount charged (e.g., hardship, medical bills, job loss, loss of income);
- ◆ Help them to complete a re-assessment by resubmitting the Parental Contribution Assessment Form to request a waiver or reduction;
- ◆ Encourage them to schedule a consultation with the Federal Reimbursement Unit (FRU) Analyst, Brian Salazar Zamora, if they have any questions or concerns about their invoice or services received

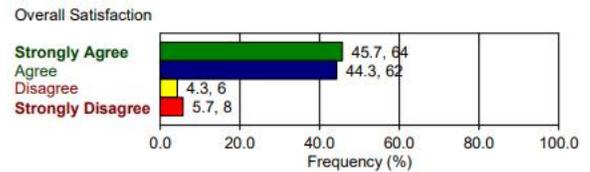
Thank you for your assistance in making sure families are aware of how the copay process for CSA works

## PARENT SATISFACTION SURVEYS

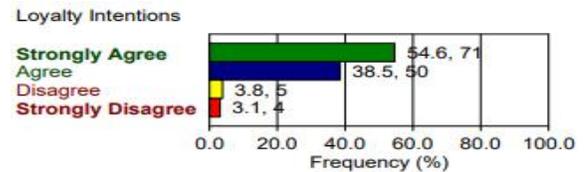
Understanding if CSA-funded services are effective and helpful for families is important. We rely on feedback from you, the case manager, and the family. On an annual basis, CSA solicits family feedback via a survey process. Below you'll find results for the 2021 year.

140 families completed a provider satisfaction survey via telephone or email.

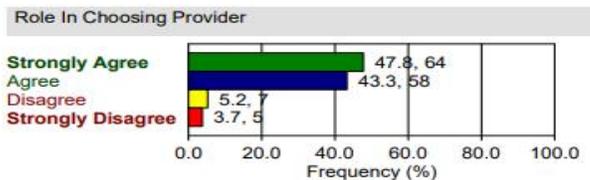
The majority of the families (126) "Strongly Agree" or "Agree" when they were presented with the following statement: "Overall, the services provided to my family helped me and my child achieve our goals."



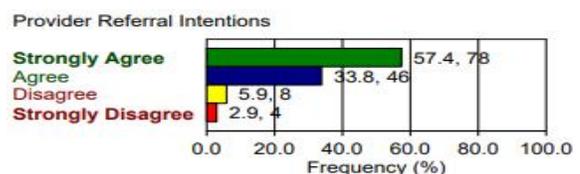
When presented with the statement "We will continue to use [Provider]" the majority (121) of families indicated that they "Strongly Agree" or "Agree". This indicates that families were happy to continue working with the selected provider.



Families also indicated that they were satisfied with the role they played in the selection of the provider with whom they were working.



Many families (124) indicated that they would refer the provider to other families, should similar services be needed.



## WORKFORCE ROLES IN HIGH FIDELITY WRAPAROUND

In 2010, the Fairfax-Falls Church Community Policy and Management Team (CPMT) initiated Intensive Care Coordination for youth who are at risk for residential or transitioning out of a residential placement. Intensive Care Coordination is based on the principles of High Fidelity Wraparound and is designed to facilitate collaborative relationships among youth, family, natural supports, and child-serving agencies to support families in meeting their needs.

The High Fidelity Wraparound approach is a process of care management that holistically addresses the behavioral and social needs of a youth and family to develop self-efficacy. It provides the family with voice and ownership of their plan of care and service delivery. With the help and support of the facilitator as well as youth and family supports, the youth and family develop their team. Understanding the roles that facilitators, case managers and family peer support partners play in guiding and supporting families through the wraparound process can be a bit confusing. We hope that the following chart and information can help to highlight the roles each person holds in the process.

ICC Facilitator	Family Support Partner	Case Managers
Engagement of family and all team members (Providers)	Co-facilitates meetings, helps family and natural supports utilize voice	Member of the ICC team
Preps family and team prior to each family team meeting	Meets with family to identify their prioritized needs and brings to the meeting	Brings their agency's needs and concerns to team meetings so that goals are on the integrated plan
Facilitates the monthly family team meetings	Engage the natural supports and family	Brings case to FAPT, prepares/completes all required CSA documentation (e.g. encumbrances, service auths for ICC, CANS assessments, etc.)
Creates one plan for whole team and follows up with all team members on their action steps	Assists family with completing their action steps and have their own action steps	Has action steps on the Plan of Care
Develops a Crisis Prevention Plan (functional assessment) with input from the family and team	Participates in developing the crisis prevention plan with the family and team	Participates in creating the crisis prevention plan
Ensures all team members are kept informed	Builds rapport with the family based on lived experience	Essential to high fidelity wraparound process

### The ICC Facilitator:

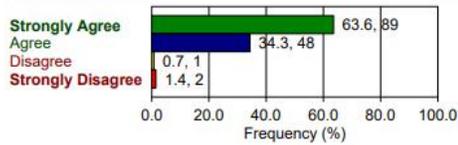
- Is responsible for fidelity to High Fidelity Wraparound (HFW)
- Completes required activities in the four phases of the process
- Facilitates HFW meetings
- Checks in with all team members in between meetings to ensure productivity and accountability
- Completes required HFW documentation
- Ensures that voices of team members are present in all meetings

*(Continued on page 5)*

(Continued from page 3)

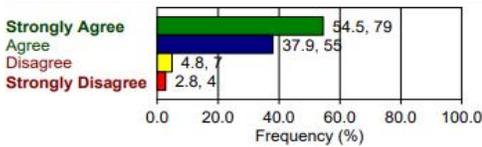
Families feel that providers show respect for their culture, ethnicity and language as services are being provided.

Respect Shown Toward Culture, Ethnicity, & Language



And, finally, families generally were satisfied with the overall quality of care provided.

Overall Quality of Care By Provider



CSA will continue to solicit feedback from families via this survey process. Using a survey company allows this feedback to be gathered at the individual provider level. Future plans include sharing the aggregate information with providers so that they can see what's working and what areas may need some improvement.

As always, should you or the families with whom you're working have concerns or questions about a CSA-funded service, please feel free to reach out to CSA.

If there are issues that need to be addressed, we would prefer to be able to handle them as quickly as possible so that families continue to receive the high quality services.



The CSA Newsletter is a Fairfax County, Va., publication.

(Continued from page 4)

### The Family Peer Support Partner:

- Helps to gather information
- Is the liaison between family/youth and team members
- Ensures the family's voice is heard and understood by team members (to include their strengths and culture)
- Ensures the family understands the voices of team members

### The Case Manager:

- Helps the team to understand the agency's needs
- Has been with the family prior to start of ICC so brings the historical knowledge from working with the family
- The working experience and understanding of their agency contribute to the strengths of the team

If you have questions about ICC or the wraparound process or how to make referrals, you can contact either of the county's ICC providers, UMFS and Wraparound Fairfax.

#### UMFS

Jessica Grimes  
703.217.3913  
jgrimes@umfs.org

#### Wraparound Fairfax

Doug Healey  
703.207.7825  
doug.healey@fairfaxcounty.gov



### 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.