



Children's Services Act Program Newsletter

In this Issue:

- **New Utilization Review Manager**
- **Signature Requirements for CSA Documentation**
- **Removal of CANS "Bubble" Forms**
- **CSA Identifier FAQs**



Children's Services Act Office

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

DFSCSA@fairfaxcounty.gov
703.324.7938

CHILDREN'S SERVICES ACT WELCOMES NEW UTILIZATION REVIEW MANAGER

After a 7 month vacancy in the UR Manager position, we are happy to introduce you to the new Utilization Review Manager, Jeanne Veraska. Jeanne joined CSA in February and already has made herself a valuable part of the team. She joins the CSA program after almost 14 years with Fairfax County Public Schools (FCPS). While an educator with FCPS, she served in many roles— she was a School Social Worker in elementary, middle and high schools; served as the Program Manager for the homebound/home-based program entitled Out-of-School Support; project managed a multi-year grant, Project AWARE (Advancing in Wellness and Resilience in Education), served as the local coordinator for the Virginia Tiered Systems of Support (VTSS); and was an Educational Mental Health Specialist for a year.

Prior to working with FCPS, Jeanne worked in another school system, with a legislative-advocacy organization, for community-based non-profits, and in the medical setting. Jeanne has even dabbled in unique jobs including positions with the Fulbright Commission in London; the Globe Theatre; Real World/Road Rules; a wine consultant agency; and an independent dance company.

She currently consults with EdVenture Partners and the McCain Foundation to support a Department of Homeland Security prevention program in high



(Continued on page 2)

(Continued from page 1)

schools targeted at domestic terrorism and white supremacy. Jeanne received her Masters of Social Work in Community Empowerment and Program Development at the University of Georgia, her Bachelors of Social Work from James Madison University, and her Educational Leadership Certification from Longwood University. In her spare time, Jeanne volunteers as a mentor for a fabulous twelve-year-old girl and as a trainer for Doorways for Woman and Families in Arlington. What is most important to Jeanne, her priority job, and greatest love, is being a mom in partnership with her spouse. She is a mother of two fun and active elementary-aged boys and spends as many of the 940 Saturdays she has with them before they turn 18 to do her best to help them develop into social-emotionally, well-adjusted, resilient individuals.

SIGNATURE REQUIREMENTS FOR CSA DOCUMENTATION

Effective **September 1, 2021**, there will be an update to the signature requirements for Meeting Action Plans (MAPs) and Plans of Care (POCs) created at team-based planning meetings. **Authentic (“wet”) or DocuSign signatures will be 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.

(Continued on page 4)

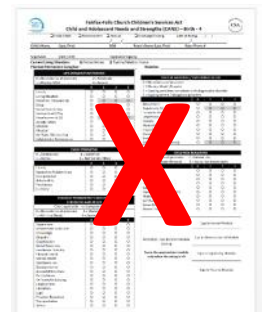
ENTERING CANS RATINGS IN CANVAS

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.

UPDATE: CANS “BUBBLE” FORMS TO BE REMOVED FROM CSA WEBSITES ON SEPTEMBER 1, 2021

As you know, the use of the state CANVaS system is required for all CANS assessments. Therefore, the CANS “bubble sheet” forms on the CSA website(s) will be taken down on September 1, 2021. If you have not yet created a CANVaS account, please take the time to create one as soon as possible by following the steps outlined above.



VIRTUAL CSA

In Phase 3, all CSA staff continue to telework until further notice. Please submit all documents by central email or fax. dfsCSA@fairfaxcounty.gov
703-653-1369



CSA Identifier FAQs

“What is the difference between a CSA/Harmony ID and a CANVaS ID?”

- When a request is being made for CSA-funded services, the child must be entered in our software system (currently Harmony). The process of doing this generates a 6-digit number which is the child’s **CSA/Harmony ID**.
- When a case manager is completing a CANS assessment for a child in CANVaS, the state CANS system, the user is prompted to enter the child’s last name and Social Security Number, which is used as a unique identifier. The CSA office will provide a Unique Identifier, beginning with 059, for children who do not have an SSN or for children/families who do not permit their SSN to be used; **CSA no longer will be asking for the SSN from families**. This is the **CANVaS ID**.

“Do I need to open a child with CSA in order to obtain a CANVaS ID?”

- No! If you are not ready to request CSA-funded services but are planning to complete a CANS assessment, you can contact our office to obtain a CANVaS ID or to find out if your child has already been assigned one. *Don’t forget—you may just be starting to work with this child, but someone else may have worked with him/her before so check with us first!*

“What do I need to submit to obtain a CANVaS ID?”

- Once you provide our office with the child’s name and DOB we can provide you with the ID. Please ensure that you have the correct information (i.e. complete surname, accurate spelling, etc.).

“What do I need to submit to open a child with CSA to begin requesting services?”

- Once you are ready to request CSA-funded service, please provide us with a Team Based Planning/Service Request form with parts 1 and 2 completed, as well as a current valid consent. You can also check with us to see if this child is already in our system and/or if there is a valid consent on file. This information will be used to open the child’s case, create a CSA/Harmony ID and also a CANVaS ID.

“How do I complete a CANS assessment for a youth in CANVaS?”

- First you must set up a CANVaS account if you don’t already have one—the instructions can be found on the CSA website at <https://www.fairfaxcounty.gov/healthymindsfairfax/childrens-services-act/forms>.
- Please check CANVaS (using the child’s ID # and last name) to see if the child already has an account. All children who have had CANS assessments already completed should have CANVaS accounts. If this child is new to CSA or no CANS has been completed, you will need to add the child to CANVaS
- Instruction for adding a new child to CANVaS can be found in the CANVaS manual, starting on page 23: <https://www.csa.canvas.virginia.gov/Documents/CANVaS2.ualv1.007897.pdf>.

Please reach out to CSA if you have questions not addressed here.

NEED HELP FROM UTILIZATION REVIEW STAFF?

Are you working with a youth/family who could benefit from CSA funded services? Do you have questions about the process? The CSA Utilization Review staff is available to consult with you prior to submitting a packet!

Please don't hesitate to reach out.

**we can
help**

UR Staff

Kristina Kallini, UR Analyst
kristina.kallini@fairfaxcounty.gov
703.324.3870

Suzette Reynolds, UR Analyst
suzette.reynolds@fairfaxcounty.gov
703.324.7752

Jeanne Veraska, UR Manager
jeanne.veraska@fairfaxcounty.gov
703.324.5722

(Continued from page 2)

For all other participants whose signatures are not obtained, please indicate manner of participation (phone, video, review of plan after meeting, etc.) next to their name.

As a reminder, 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.



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.

