



**Office of Children's Services**  
Empowering communities to serve youth

# Service Planning and UR New CSA Coordinator Academy

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# Session Outline

- Overview the service planning requirements of FAPT
- Review the purpose and use of service planning
- Writing measurable goals and objectives
- Utilizing service plans to guide FAPT
- Define Utilization Review and it's CSA requirements



# Requirements of FAPT

Code Section 2.2-52080 FAPT Powers and Duties:

"FAPT shall assess the strengths and needs of troubled youths and families who are approved for referrals to the team and identify and determine the complement of services required to meet these unique needs..."

"Develop an Individual Family Services Plan for youths and families reviewed by the team that provides for appropriate and cost-effective services

# Service Planning Begins....

"All children and youth, regardless of eligibility criteria, age, or referral source, who receive services funded by the CSA state pool shall be assessed using a mandatory uniform assessment instrument approved by the State Executive Council. (§2.2-2648, §2.2-5209 and the Appropriation Act)..."



# Assessment Information...The Foundation

- The CANS should match the clinical, behavioral and social presentation of the youth and family
- Is all assessment information congruent?
- What do the youth and family identify as their needs and strengths?

*The strengths identified through the assessment process are used to meet the identified needs of the youth and family*



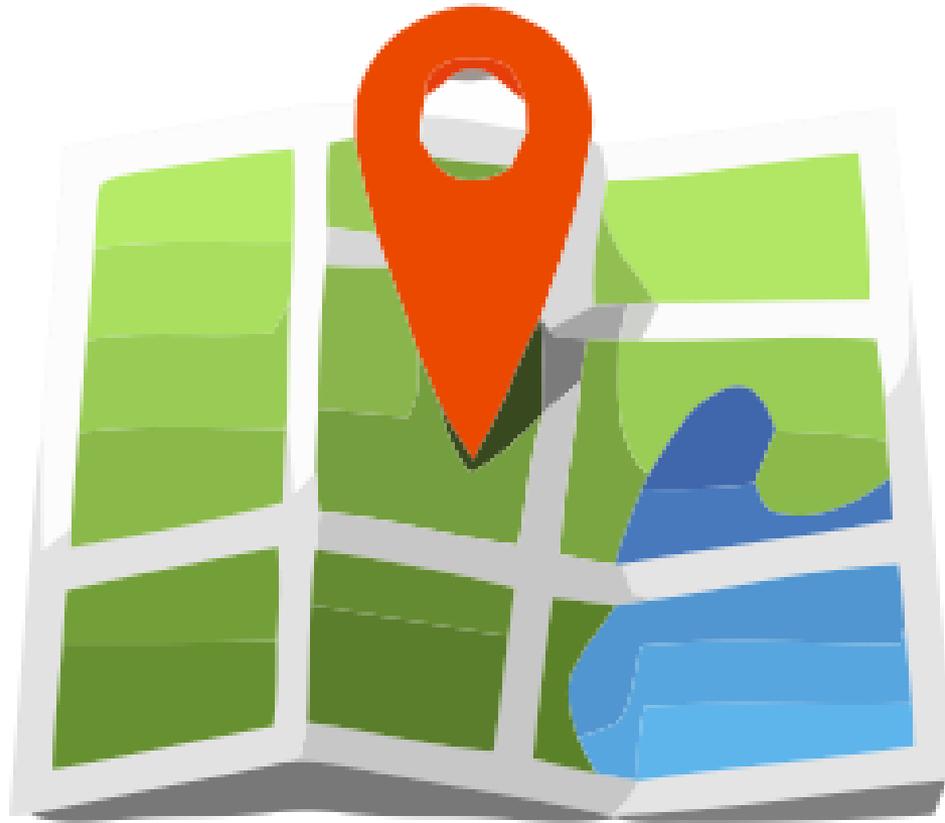
# Framework for Service Plan Development



# Service Plans as Road Maps



# Goals; The Destination



# Objectives; The Short Trips



# Services; The Fuel



# SMART Objectives

S- Simple, Straightforward, Specific

M-Measurable

A- Attainable/Appropriate/Achievable

R-Realistic

T-Time Framed/Time Specific

## An Example

John will manage his anxiety by using the coping skill of deep breathing 1 time per day for 6 months as reported by self

Lee will allow her sister to choose the toys and direct play at least 1 time per week as reported by foster parent

## Some Tips....

- Use Action Words
- Use Concrete Verbs
- 1 Behavior
- What person will do, not what others will do



# Service Plans Should....

- Incorporate all assessment data
- Be strengths-driven
- Have multiple life domains represented
- Convey the complete picture of the youth and family
- Use measurable and individualized long and short term goals
- Include the voice of family and youth



# Service Planning is Ongoing



# Implement the Plan

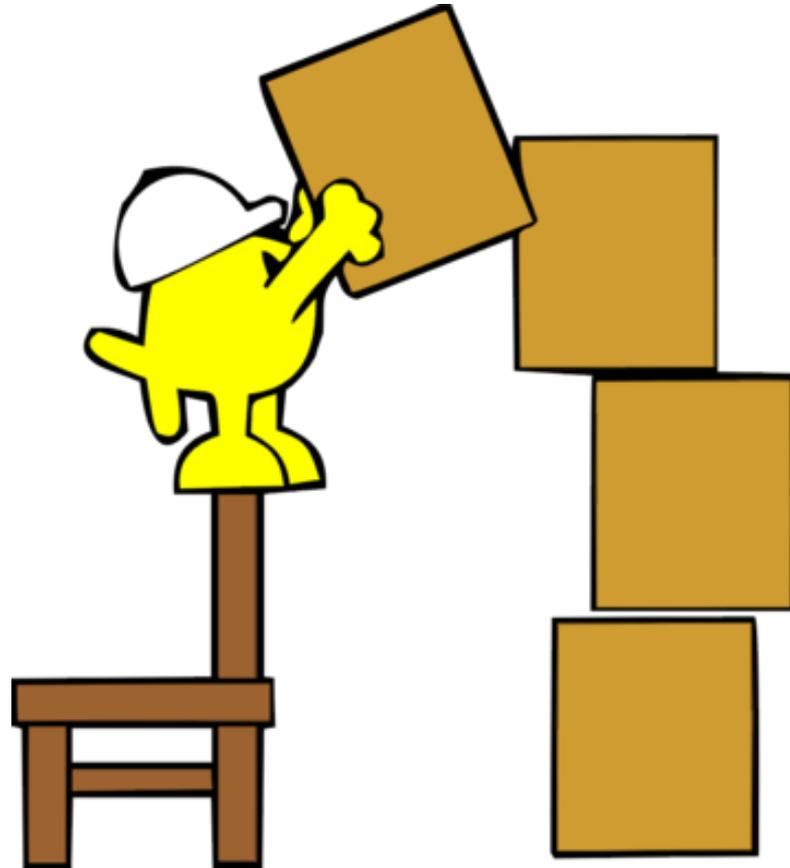


# Revisit the Plan



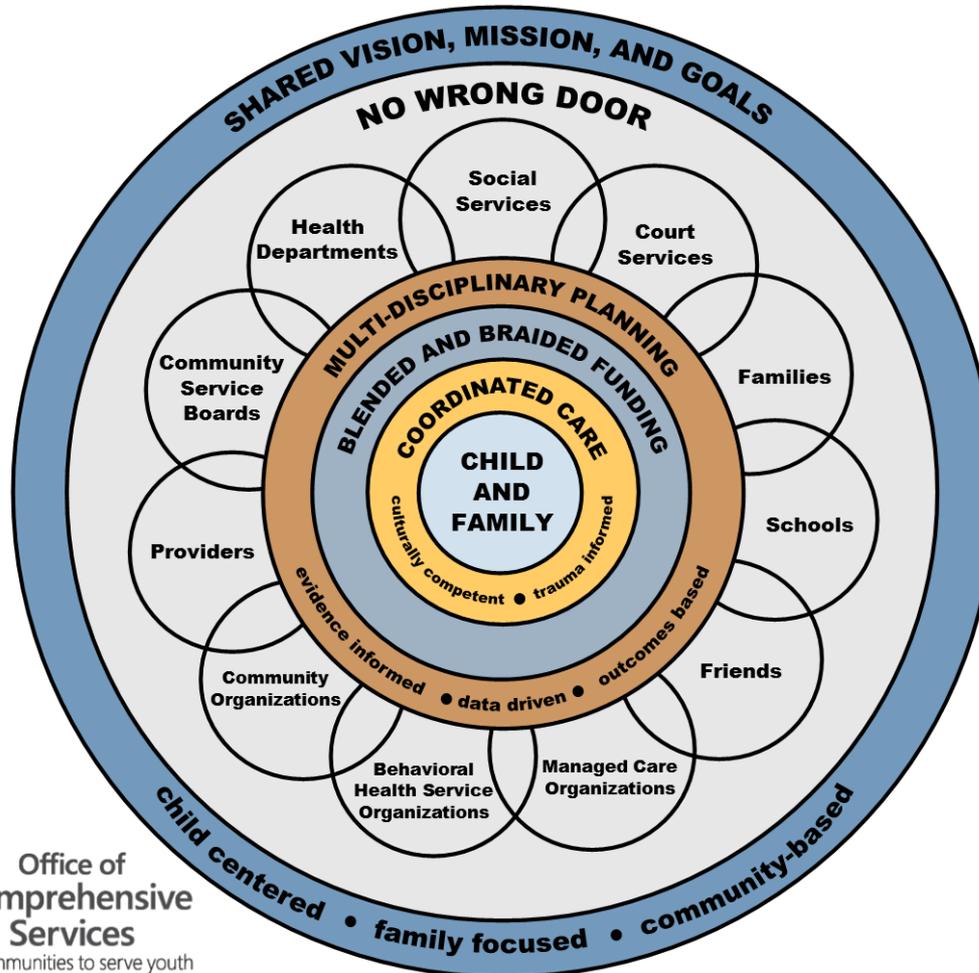
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# Revise and Update the Plan



# CSA is a System of Care

## Virginia's Comprehensive System of Care





# Utilization Review



# What are the Requirements?

- The Code of Virginia (COV) states that “each locality receiving funds for activities under the Comprehensive Services Act (CSA) shall have a locally determined utilization management plan...” (COV 2.2-2648)
- The Community and Policy Management Team is charged with the responsibility of developing and implementing the local Utilization Management Plan (COV 2.2-5206)



# Utilization Review...Required By Code

“The Family Assessment and Planning Team or approved alternative multidisciplinary team, in collaboration with the family, shall provide regular monitoring and utilization review of the services and residential placement for the child to determine whether services and placement continue to provide the most appropriate and effective services for the child and his family. (COV 2.2-5208)”

# Utilization Review

- A part of the Utilization Management (CQI) process
- An individual review of the necessity, efficiency, and appropriateness of services
- Measures the progress of the youth and family against the goals and objectives established in the Individual Family Service Plan (IFSP)

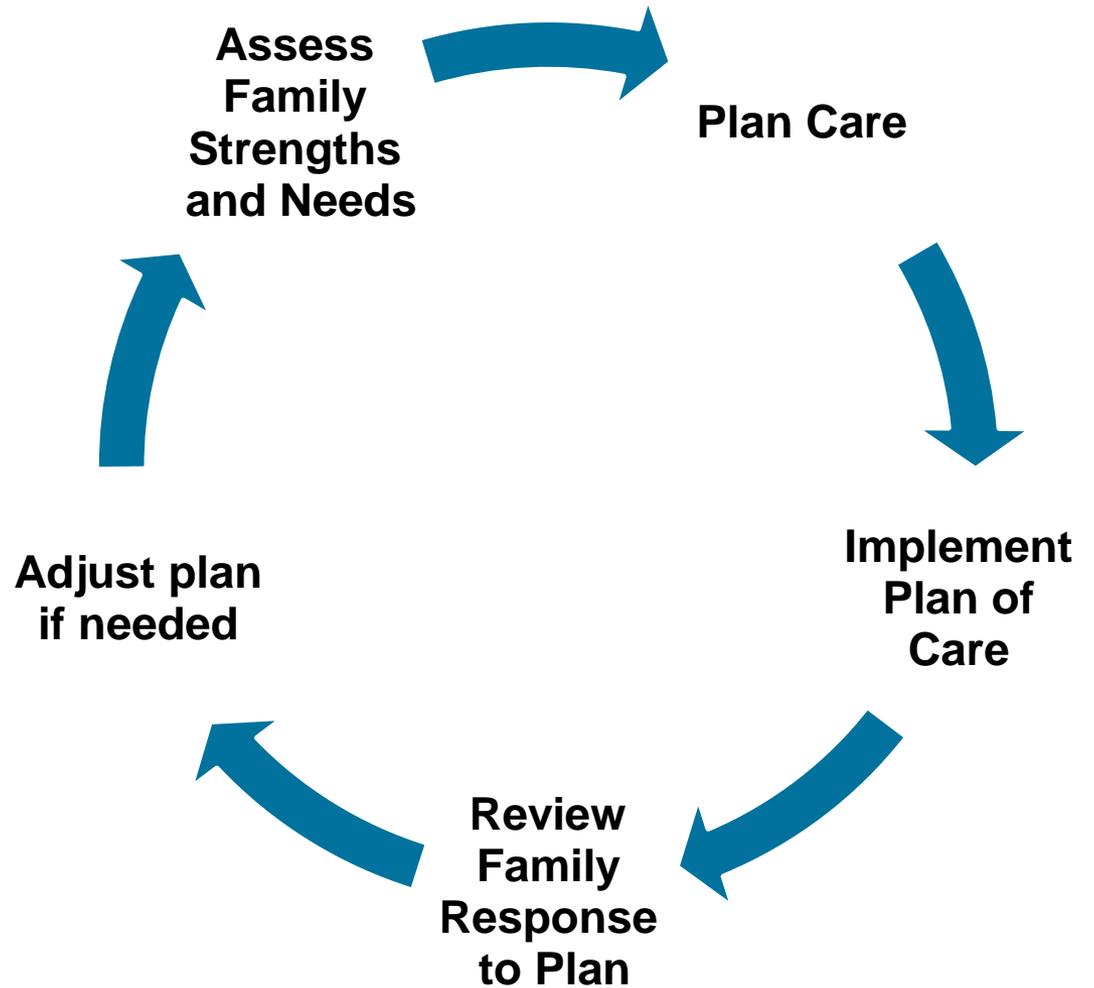


## What UR is NOT:

- A means of cutting necessary services
- A series of paper exercises or box checking that does not improve care
- A pathway to second guessing the case manager, service provider, or FAPT



# UR Cycle



# Who can do Utilization Review?

- UR can be done and documented by:
  - State Sponsored UR
  - UR Specialist
  - CSA Coordinator
  - FAPT
  - Anyone else designated by the policies of the CPMT



# Utilization Review as a Service

- Utilization Review (UR) can be purchased using CSA funds
- Because all CSA services must be connected to a youth, purchased UR is identified as a service at FAPT, placed on a youth's IFSP, and approved via CPMT
- UR can be purchased through the Community Services Board (CSB) or a private entity

## UR Frequency

The frequency of UR is based upon the locally developed plan, however, the UR Guidelines (adopted by the SEC) provide a recommended schedule for review.

Service Level	Utilization Review
Basic Foster Care Maintenance	At the discretion of FAPT
Non-Clinical Community-Based Services	Every 6 Months
Clinical Services and/or combination of two or more services	Every 3 Months
IIH, TFC, or Residential Care	Every 3 Months
Acute Psychiatric Setting, Crisis Stabilization, Assessment and Evaluation Program	Daily review of risk
Special Education Private Day	Reviewed by IEP Team

# Principles of Quality UR



# Quality UR Begins with Quality Service Planning

- Incorporation of all assessment data
- Strengths-driven
- Multiple life domains are represented
- Measurable and individualized long and short term goals
- Voice of family and youth is included
- Conveys complete picture of the youth and family



# Thorough UR Critically Examines ALL Elements of the Plan of Care

- Are the IFSP, provider service plans, and assessment information congruent?
- Does the current CANS match the clinical, behavioral, and social presentation of the youth and family?
- Do the recommended/purchased services match the needs identified in assessment information?
- Are the strengths and needs of the youth and family guiding the services and goals?
- Are the IFSP goals measurable?
- Is the family and youth voice/participation reflected in the IFSP?

# Effective UR Measures Progress, Provides Recommendations, and Monitors Status of Recommendations

- Are the youth and family progressing towards identified goals in treatment plan? How do you know? (How is progress measured?)
- If not, what are the barriers/needs towards goal achievement?
- What steps will be taken to meet these needs?
- Are treatment goals updated to reflect progress?
- Is there are clear discharge plan?
- What work is occurring to achieve the discharge plan?

# Effective UR Measures Progress, Provides Recommendations, and Monitors the Status of Recommendations

- Is the IFSP updated to reflect needs, strengths and progress?
- Are there changes in CANS scores?
- Is the overall level of functioning (family and youth) improving? How do you know?
- What changes have occurred in service delivery as a result as a result of UR recommendations?
- What steps has the FAPT taken to incorporate/consider recommendations from previous reviews?

# UR is More Than Quality and Cost of Services

- UR is a strategy to improve your System of Care
- How is family/youth voice reflected in service planning?
- Do services build upon strengths and target identified needs?
- How is family/youth satisfaction with services/service planning captured?
- How does UR inform and improve local service planning?
- UR is an ongoing cycle





## A Thorough UR...

- Provides a neutral assessment of the plan of care
- Critically examines all elements of the plan of care; the IFSP (including the goals, CANS, and evidence of family/youth participation) and the services in place
- Provides recommendations to the FAPT, case manager, and/or provider that may include adaptations to the service plan or service delivery
- Monitors for implementation/consideration of these recommendations

## State Sponsored UR

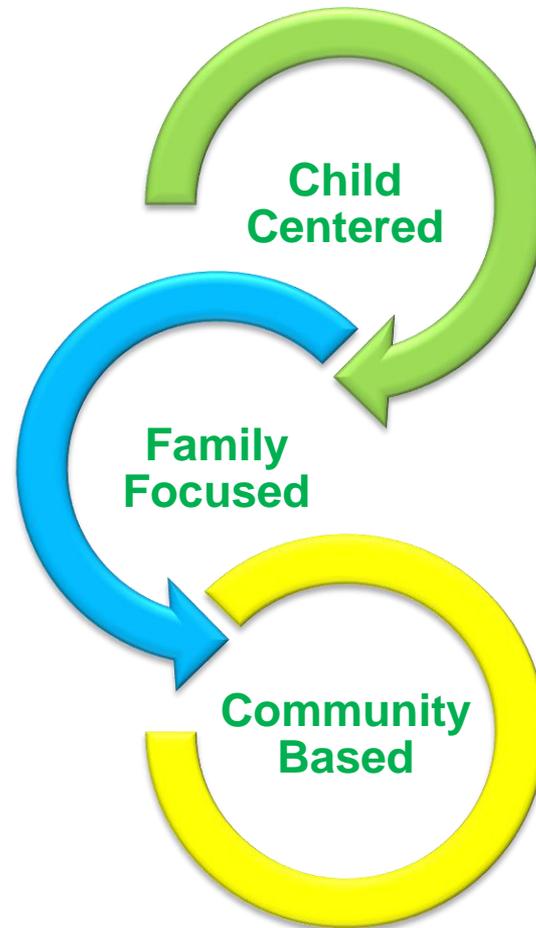
- Provided at no cost to localities who enter into an agreement with OCS
- Completed on all CSA cases placed in a residential facility for mental health/behavioral reasons
- Initial Desk Review completed 60 days after placement
- Subsequent Desk Reviews completed every 90 days
- Offers a neutral, third party, "birds eye" perspective



## State Sponsored UR

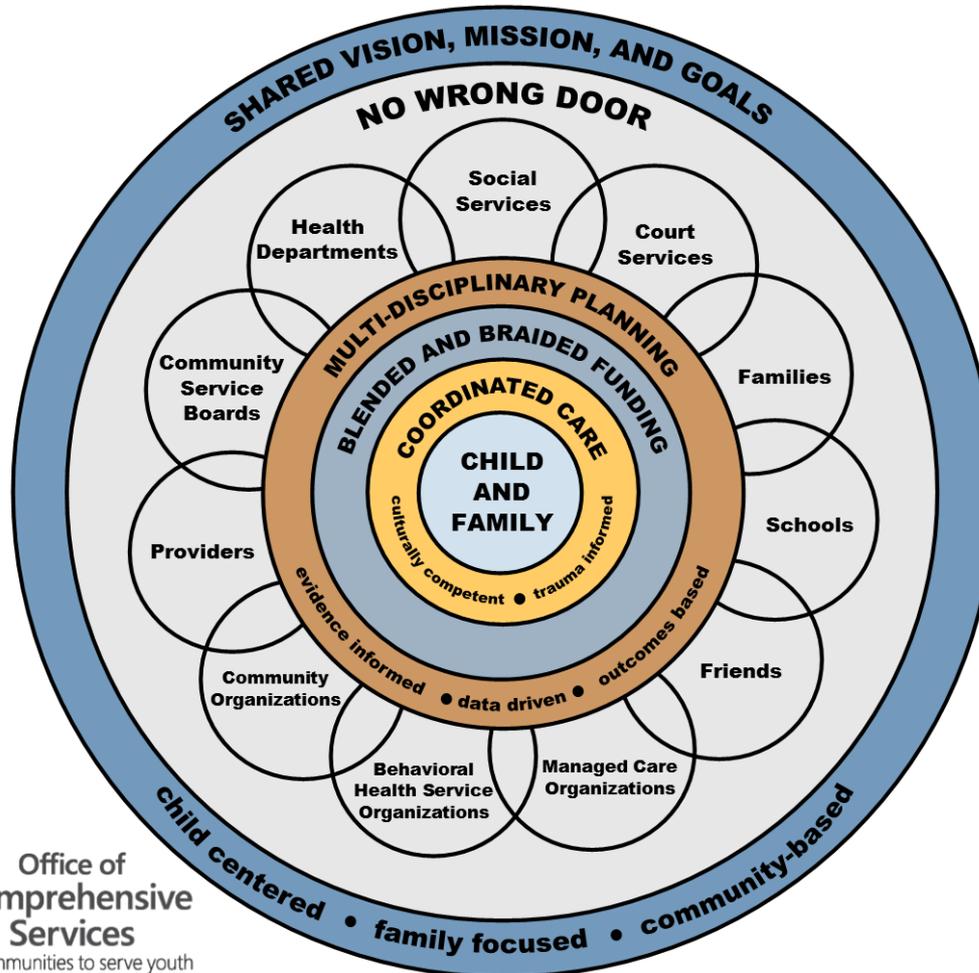
- Provides a comprehensive review of all elements of youth's care (IFSP, CANS, Service Providers) with focus on System of Care
- Looks for evidence that all components of youth's plan of care are coordinated, incorporate youth and family voice, and match with the strengths and needs of the youth and family
- Offers feedback, recommendations, and questions intended to facilitate dialogue and a critical review at the local level

# Mission of CSA



# CSA is a System of Care

## Virginia's Comprehensive System of Care



# Putting it Together; UR and Service Planning

Tools to improve your System of Care...

- UR and service planning are ongoing
- UR informs the service planning process
- UR data informs and supports the CQI process....how does the information gathered on the individual level guide the decisions made on the policy level?



## Remember...

Your locality's Utilization Management (UM) plan (which includes your locality's UR plan) should reflect the unique goals, strengths, and needs of your community because:

- The purpose of UM (CQI) is to collect and analyze data in order to evaluate and inform policies and/or services in *your* locality

AND

- Each locality is different

AND

- Plans are locally devised and implemented

# What Questions Do You Have?



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# Thank You!!!

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