



# COMMONWEALTH of VIRGINIA

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Executive Director

OFFICE OF COMPREHENSIVE SERVICES  
*Administering the Comprehensive Services Act for At-Risk Youth and Families*

## ADMINISTRATIVE MEMO #12-04

TO: CPMT CHAIRS  
CSA COORDINATORS

FROM: SUSAN CUMBIA CLARE

DATE: APRIL 27, 2012

SUBJECT: TECHNICAL ASSISTANCE IMPROVEMENTS

In keeping with its commitment to partner with local communities to ensure effective implementation of the Comprehensive Services Act (CSA), the Office of Comprehensive Services (OCS) is pleased to announce enhancements to the technical assistance services available to local communities effective May 1, 2012.

New local liaisons will be available to each of five geographical regions of the state. Each liaison will serve as the local government's primary point of contact to the OCS. The role of liaisons will be to address immediate needs, connect communities to appropriate resources, and problem-solve general CSA issues and questions. Regional assignments for the five liaisons are located at the following address: <http://www.csa.virginia.gov/html/LOCAL%20GOVERNMENTLIAISONS.pdf>

We encourage you to review the new technical assistance services available by visiting the Technical Assistance page at [http://www.csa.virginia.gov/html/training\\_technical/Technical\\_Assistance.cfm](http://www.csa.virginia.gov/html/training_technical/Technical_Assistance.cfm). These services include:

1. An on-line "Ask OCS" program which enables the anonymous submission of questions for review, research, and response. Responses will be posted to the Web for statewide reference.
2. An on-line "Request for On-Site Technical Assistance." OCS will match requests for on-site technical assistance with the expertise of staff to ensure meaningful and productive services designed to meet the specific needs identified in the request.
3. Posting of "Frequently Asked Questions," or FAQs. The FAQs represent questions that have been posed multiple times to the OCS or are determined to be of significant importance.

Also new to the CSA Website is a Resource Library available at the following address: [http://www.csa.virginia.gov/html/training\\_technical/Resource\\_Library.cfm](http://www.csa.virginia.gov/html/training_technical/Resource_Library.cfm). This site provides a single access point for the documents that are currently embedded within the manual and manual toolkits.

Not yet live, but projected to be available by July 1, 2012, will be an OCS hosted page on the Commonwealth of Virginia Knowledge Center. This site will enable all local staff to access on-line curricula related to implementing the CSA.

We are pleased to offer these new services and look forward to ensuring the provision of high quality and reliable support to local communities. Questions may be directed to the Office of Comprehensive Services at (804) 662-9816.