

**Office of Comprehensive Services  
Annual Report to the General Assembly**

***Regional and Statewide Training  
Regarding the Comprehensive Services Act***

December 2012

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**Report Mandate**

The Appropriation Act, Chapter 890, Item 283, B requires the following:

*6. Out of this appropriation, \$50,000 the first year and \$50,000 the second year from the general fund is provided for a combination of regional and statewide meetings for technical assistance to local community policy and management teams, family assessment and planning teams, and local fiscal agents. Training shall include, but not be limited to cost containment measures, building community-based services, including creation of partnerships with private providers and non-profit groups, utilization management, use of alternate revenue sources, and administrative and fiscal issues. A state-supported institution of higher education, in cooperation with the Virginia Association of Counties, the Virginia Municipal League, and the State Executive Council, may assist in the provisions of this paragraph. A training plan shall be presented to and approved by the State Executive Council before the beginning of each fiscal year. A training calendar and timely notice of programs shall be provided to Community Policy and Management Teams and family assessment and planning team members statewide as well as to local fiscal agents and chief administrative officers of cities and counties. A report on all regional and statewide training sessions conducted during the fiscal year, including (i) a description of each program and trainers, (ii) the dates of the training and the number of attendees for each program, (iii) a summary of evaluations of these programs by attendees, and (iv) the funds expended, shall be made to the Chairmen of the House Appropriations and Senate Finance committees and to the members of the State Executive Council by December 1 of each year. Any funds unexpended for this purpose in the first year shall be reappropriated for the same use in the second year.*

**Background**

The mission of the Comprehensive Services Act for At-Risk Youth and Families (CSA), enacted in 1993, is to create a collaborative system of services and funding that is child centered, family focused, and community based when addressing the strengths and needs of troubled and at-risk youths and their families in the Commonwealth. CSA was envisioned as a model system of care for at-risk youth with complex issues requiring coordination of services.

The State Executive Council (SEC), chaired by the Secretary of Health and Human Resources, is responsible for implementation of the CSA. The SEC is comprised of the heads of child-serving agencies including social services, education, behavioral health and developmental services, juvenile justice; the director of the Department of Medical Assistance Services; General Assembly representatives; parents; private providers; local government representatives; and a representative of the Executive Secretary of the Supreme Court. The SEC is responsible for the development of programmatic and fiscal policies for implementation of the CSA.

The State and Local Advisory Team (SLAT) includes representatives from all stakeholder state agencies, local government representatives and parents. The SLAT is responsible to advise the SEC on programmatic and fiscal policies and to advise state agencies regarding training needs.

The Office of Comprehensive Services (OCS) is the administrative entity responsible to ensure implementation of the policies of the SEC, to provide oversight of local implementation of the CSA, to advise the SEC on programmatic and fiscal policies, and to provide training and technical assistance to local communities.

The CSA requires each community to establish a two-tier management structure. The Family Assessment and Planning Teams (FAPT) develops an individualized child and family service plan. The Community Policy and Management Team (CPMT) is responsible to develop and implement programmatic and fiscal policies and procedures to implement the CSA and to authorize the use of funds according to recommendations of the FAPT. Both teams are comprised of representatives of the local child-serving agencies including social services, juvenile court services, schools, community services board, and health department. Representatives of private providers and parents also serve on these teams.

### **FY12 Training Plan**

The FY12 training plan was approved by the State Executive Council on June 23, 2011. With the input of a workgroup appointed by the State and Local Advisory Team, the approved plan was expanded. The revised plan is included as Attachment A. The plan outlines five major strategies by which the Office of Comprehensive Services will enable statewide implementation of the CSA in accordance with requirements of the Act, to communicate best practices, and to achieve the best outcomes for youth and families. Each strategy, and how it was implemented during FY2012, is discussed below.

### **Conference Planning and Implementation**

The First Annual Commonwealth of Virginia CSA Conference was held on June 5-6, 2012 at the Hotel Roanoke and Conference Center. The theme of the conference was “Strengthening the Core to Increase Flexibility” with the following goal:

*To increase each community's confidence in its ability to meet statutory requirements and state policies in the implementation of the CSA so that time, energy, and resources can be spent on the “real work,” i.e., achieving the vision of CSA to serve youth and families creatively, effectively, and with the greatest cost efficiency.*

### **Participants:**

342	Local Agency Staff (social services, schools, court services, community services boards, etc.)*
37	State Agency Staff (VDSS, DBHDS, DJJ, DOE, DPB, Governor’s Office, OCS)
70	Private Providers
12	Other (parents, parent advocates, consulting firm staff, university staff)
<b>461</b>	<b>TOTAL</b>

\*113 of 131 localities were represented (may not account for each locality represented by a regional community services board or court service unit)

**Topics:**

Twenty-three different workshop sessions were offered as listed below.

<b>Topic/Description</b>	<b>Presenter</b>	<b>Number of Participants</b>
Access to Medicaid-Covered Care	Emily McClellan, Esq. (DMAS)	39
The Benefits of Intensive Care Coordination	Pam Fisher (DBHDS)	24
Can CSA Pay?	Stacie Fisher and Dawn Howard (OCS)	159
CSA Parental Agreements and DSS Non-Custodial Agreements	Carol Wilson (OCS) Lisa Tully (VDSS)	90
Custody Assistance	Lyndell Lewis (VDSS)	52
De-mystifying Treatment Foster Care: Understanding the New TFC Guidelines	Brad Bryant (People Places) Karen Reilly-Jones (Chesterfield CSA Coordinator)	64
Executive Level Overview of CANS	Carol Wilson (OCS)	27
Executive Level Overview: Systems of Care	Janet Lung and Jamie Sacksteder (DBHDS) Larry Moore (Deputy Co. Administrator, Franklin Co.) Greg Winge (Franklin County CSA Coordinator)	40
Getting the Most Out of CSA	Betsy Clark, Melanie Galloway, Sherrika Fulgham, Stephanie Afonja, Cynthia Broskie and Paul Alston (Hampton City CSA Representatives)	52
Getting What You Pay For: UM/UR in the CSA System	Stacie Fisher (OCS) Janet Bessmer, Ph.D. (Fairfax/Falls Church CSA) Panel of Utilization Review Specialists	57
High Fidelity Wraparound: 101	Kendra Quinn-Ward (U. of Maryland) Mendy Meeks (DMAS)	34
Improving Team Collaboration: Addressing Common Barriers	Terrie Glass (Leadership Solutions)	46
Managing by Data: Connecting the LDSS and VDSS Dots with CSA	Jennifer Behrens (VDSS) Lynette Cary (Albemarle County DSS)	49
Maximizing Parent Involvement in CSA	Cindy McFeature, Ph.D. (Washington County DSS); Tamara Temoney (Hanover County DSS) Em Parente (VDSS); Vicky Hardy-Murrell (Family-to-Family Parent Resource Center)	31

<b>Topic/Description</b>	<b>Presenter</b>	<b>Number of Participants</b>
OCS Program Audits	Stephanie Bacote and Ty Parr (OCS)	110
Public/Private Partnerships: Building Service Capacity	Greg Peters (United Methodist Family Services) Michael Farley (Elk Hill, Inc.) Brady Nemeyer (OCS) Panel of Private Provider Representatives	33
Statutory Responsibilities of the CPMT	Susan Clare (OCS) Joe Paxton (SEC; Co. Administrator, Rockingham County)	55
Strengthening Core Understanding of Special Education	Susan Clark, Ph.D. (Stafford County Public Schools); Deborah Johnson (Virginia Department of Education)	55
Strengthening Families Initiative	Paul McWhinney and Hayley Mathews (VDSS)	27
Systems of Care in Alexandria: Consolidation and Collaboration	Dawnel White, Deborah Warren, Laurie Meyer Alexandria City CSA Representatives	47
Understanding CSA Allocations, Local Match Rates, and State Share Reimbursement	Charles Savage (OCS)	68
Understanding the CSA Denial of Funds Policy	Sharyn Robins (OCS)	25
What FAPT Should Know About Children's Mental Health: Why is Defining Mental Health Like Nailing Jello to the Wall?	Lee Goldman, Ph.D. (Fairfax County CSB)	46

**Summary of Evaluations:**

A total of 126 conference evaluations were submitted at the conference and are summarized below:

<b>Overall Conference Content</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>N/A</b>
Variety of Topics	0	5%	36%	55%	2%
Relevancy of Topics	0%	5%	31%	60%	2%
Length of Sessions	2%	8%	41%	45%	2%
Schedule of Sessions	2%	6%	45%	42%	2%
Overall Informational value	2%	10%	30%	52%	2%

A three month follow-up survey was distributed through a web-based survey tool. A total of 142 surveys were completed. These are summarized below:

<b>Three month follow-up survey results</b>	<b>Yes</b>	<b>No</b>
Have you visited the CSA Conference Website to review training materials?	65%	35%
Have you formally shared training materials with CPMT, FAPT, or other group?	63%	37%
Have you evaluated current CSA practices based on something learned at the conference?	84%	16%
Do you have plans to change CSA practices in your locality?	64%	36%
Do you anticipate a need for technical assistance or further guidance from OCS to implement your planned change?	42%	58%
Have you sought additional information or placement with vendors you met at the conference?	49%	51%

Evaluations of each breakout session workshop were collected. These evaluation forms are available for review in the Office of Comprehensive Services.

**Outreach Planning and Implementation**

<b>Topic (Presenter)</b>	<b>Organization/Group</b>	<b>Date</b>	<b>Number of Participants</b>
CSA: Focus Moving Forward (OCS Executive Director)	• Virginia Coalition of Private Provider Organizations Annual Symposium	11/6/11	75
	• Virginia Association of Local Human Service Officials Annual Symposium	9/13/11	45
	• Central Region Annual Vendor Fair and Training Day	9/26/11	450
Basic to Basics: Can CSA Pay? (OCS Director and Staff)	• Virginia League of Social Services Conference	5/2/12	34
	• Franklin County CPMT and FAPT Training Day	3/29/12	75
Rating and Using CANS for Service Planning (OCS Staff)	CSA case managers and FAPT members		425
	• Louisa, Culpeper, Orange, Madison and Fluvanna	10/27/11	(27)
	• Alberta-Regional Southside staff	1/27/12	(36)
	• Virginia Beach-Regional Eastern staff	2/9/12	(36)
	• Henrico-Central Regional staff	3/1/12	(42)
	• Warrenton-Northern Regional staff	3/14/12	(43)
	• Chesterfield- Central Regional staff	3/23/12	(34)
	• Harrisonburg-Valley Regional staff	4/11/12	(44)
	• Lynchburg-Western Regional staff	4/24/12	(53)
	• Lebanon-Southwestern Regional staff	5/10/12	(56)
• Newport News-Eastern Regional staff	5/24/12	(54)	

<b>Topic (Presenter)</b>	<b>Organization/Group</b>	<b>Date</b>	<b>Number of Participants</b>
CSA and Special Education (OCS Director)	Aspiring Leaders of Special Education Training Academy	11/9/11	40
Local Auditor Training (OCS Staff)	Local fiscal agents and auditors <ul style="list-style-type: none"> <li>• Richmond</li> <li>• Roanoke</li> <li>• Charlottesville</li> <li>• Warrenton - no registrants</li> <li>• Va. Beach - no registrants</li> </ul>	7/26/11 8/3/11 8/9/11	36 (9) (14) (13)
CANVaS Level 1 (Christopher Sears, RCR Technology, Inc. and OCS Staff)	Local agency CSA case managers <ul style="list-style-type: none"> <li>• Southwestern Region</li> <li>• Western Region</li> <li>• Northern Regional</li> </ul>	8/9/11 8/10/11 9/7/11	76 (19) (18) (39)
Care Coordination & CSA (OCS staff)	Social Services Child Welfare Advisory Committee	12/16/11	18
CSA Parental Agreements and DSS Non-Custodial Agreements (VDSS and OCS staff)	Caroline County case managers, FAPT/CPMT members	01/25/12	14
Utilizing Child Welfare Resources (VDSS and OCS staff)	Child Welfare and Housing Access Summit (sponsored by Virginia Poverty Law Center, FACES and Voices of Virginia's Children)	06/02/12	15
CANS and SDM Assessment (OCS staff)	VDSS Permanency Advisory Committee	06/24/12	12
Family Engagement Rollout (OCS Staff)	Western Region Department of Social Services Directors	8/23/11	34
CSA and Medicaid Funding (OCS Staff)	Southwest CSA Coordinators	3/26/12	15
The Private Provider's Role in a System of Care (OCS Staff)	Virginia Home for Boys and Girls	6/13/12	20
CSA Data and Financial Reporting (OCS Staff)	Local CSA Coordinators, Fiscal Agents, FAPT and CPMT Members <ul style="list-style-type: none"> <li>• Va. Beach</li> <li>• Richmond</li> </ul>	8/11/11 9/20/11	26 (11) (15)
<i>NOTE: sessions in remaining regions were provided in FY2011</i>			
Introduction to CSA Program Audits (OCS Staff)	HHR Agency Heads	5/21/12	25

Summary of Evaluations:

Participant evaluations are collected for each training session conducted by OCS. These evaluations are utilized by presenters to improve future training and are available for review in the Office of Comprehensive Services.

**On-line Curriculum Development**

The Commonwealth of Virginia Knowledge Center offers the ability of each state agency to provide on-line training to its staff and constituents. Prior to FY2012, online training was not a strategy utilized by OCS though some CSA specific trainings were available through the Virginia Department of Social Services Knowledge Center. (Note: The CSA Knowledge Center was launched in October 2012.)

During FY2012, the following activities were completed to enable OCS to offer such training to state and local stakeholders responsible for implementation of the CSA:

- An OCS staff member was assigned responsibility for administering the CSA site
- This staff member participated in training regarding the Commonwealth's Knowledge Center to develop the skills necessary to administer the site.
- The CSA web page was designed and preliminary curricula were developed.

OCS also supports an online training and certification site to enable CSA caseworkers to attain and maintain the certification necessary to administer the *Child and Adolescent Needs and Strengths* assessment. There were 3,413 individuals certified/recertified on this site during FY 2012.

**New CSA Coordinator Academy Development**

The first "New CSA Coordinator Academy" was conducted on April 30-May 1, 2012. The Academy provided orientation to local staff working in the capacity of CSA coordinator. The initial academy targeted individuals who had served in this capacity for fifteen or fewer months. Future academies will be scheduled when a cohort group of at least 10 new coordinators is identified.

Members of the State and Local Advisory Team and OCS staff conducted the training sessions to orient participants to the responsibilities, desired outcomes, funding options, and unique needs of the youth served by each of the child-serving agencies involved in the CSA. Experienced CSA coordinators volunteered to serve as mentors to the new coordinators through development of a one-to-one relationship. Mentors participated in the Academy with the new coordinators.

Participants:

New Coordinators	15
Mentors	<u>10</u>
<b>TOTAL</b>	<b>25</b>

**Summary of Evaluations:**

<b>Topic</b>	<b>Not Helpful</b>	<b>Helpful</b>	<b>Very Helpful</b>
Overview of CSA		58%	42%
Maximizing Coordinator's Role within Local CSA Infrastructure	8%	42%	50%
Special Education	8%	34%	58%
Group Discussion – DSS & Related Issues		67%	33%
Maximizing CSA Funds		42%	58%
Utilization Review		17%	83%
Parent Perspective		50%	50%
Service Categories, Match Rates, Reporting		50%	50%
Using Data		25%	75%
Private Providers	16%	67%	17%
Mental Illness, Medication & Treatment	17%	50%	33%
Juvenile Court Services	8%	75%	17%
CANS		58%	42%
Frequently Asked Questions, Q&A, Technical Assistance		50%	50%

**Renovation of Training/Technical Assistance Pages on CSA Website**

During FY2012, significant changes were made to the CSA Website to improve the ability of users to access training and technical assistance from OCS. The following changes were implemented:

- The CSA Manual was converted to HTML to enhance user friendliness by reducing download time, enabling access regardless of user software or browser, and enabling searches within the document.
- A “Resource Library” page was designed and posted. The Resource Library provides links, organized by topic, to guidance documents, forms, policies, brochures, checklists, etc.
- On-line technical assistance features were added:
  - “Ask OCS” enables stakeholders to submit questions, confidentially if desired, to OCS. Responses to the questions are posted to the CSA website.
  - An on-line form to request technical assistance was added.
  - A “Frequently Asked Questions” page was added. The FAQ page posts an analysis and response to questions that are determined to be of major concern/interest to CSA stakeholders.
- A “Denial of Funds” page was added. This page publishes violations that have resulted in the denial of funds to local governments for failure to comply with requirements of the CSA. Publication of such violations serves to inform those responsible for implementation of the Act.



**Cost of Training**

The cost of training provided during FY2012 is outlined below:

Cost	Event
33,685	First Annual CSA Conference
3,709	New CSA Coordinator's Academy
2,461	Regional Sessions: Rating and Utilizing CANS for Service Planning
6,857	CANVaS Level I Training
22,000	On-line uniform assessment training and certification (CANS)
<b>\$ 68,712</b>	<b>TOTAL</b>

**OCS Training Calendar**

OCS hosts a web-based training calendar initially launched in November 2009. The calendar may be accessed from the CSA home page at [www.csa.virginia.gov](http://www.csa.virginia.gov). The training calendar ensures timely notice to stakeholders of trainings related to implementation of the CSA and serving at risk youth and families.