



Office of
Children's Services

Maximizing the CSA Coordinator Role

New CSA Coordinator Academy

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Basic Financial Management

- Get what you pay for
- Don't spend more than what is necessary
- Don't buy what you don't need
- Use your "cheapest" money
- If it is available free, don't pay for it
- Don't buy it if someone else is supposed to



Basic Financial Management

- What is the result of good financial management?
 - Your money goes farther
 - You can buy more things
 - When you need help, you are more likely to receive it



Does a focus on effective use
and management of funds
prevent effective services to
children?



Getting What You Pay For

- How do you know . . .
 - What you want / need?
 - Assessment (CANS) driven case planning (GOALS)
 - That you are getting what you expect?
 - Utilization review
 - Services are delivered as expected
 - Services are having the desired impact
 - Qualified staff are providing the service



Getting What You Pay For

- How do you know . . .
 - Child and family input and satisfaction
 - Have they been asked?
 - Do they appear invested and committed to the goals?
 - Outcome measures
 - Results are achieved (e.g., improvements in CANS scores)

An Outcome vs. Service Driven Orientation



CSA Outcomes

- [CSA Performance Dashboard](#)
- CANS Longevity Reports (CANVaS 2.0)
- CSA Local Outcomes Benchmarks
- Provider derived outcomes – Are any of these in your contracts?



What are You?

accountable
BARRIER
Facilitator
Solution-oriented
PAPER PUSHER
CHANGE AGENT
RESOURCE
CREATIVE
ADVOCATE
gatekeeper
proactive

What Do You Want to Be?



Reflection

- What task/role of the CSA Coordinator is your strength?
- What task/role of the CSA Coordinator is most challenging to you?
- What are some steps you can take to build on your strengths and address your challenges?