



CSA TODAY

A NEWSLETTER OF THE OFFICE OF CHILDREN'S SERVICES

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Director's Blog

Scott Reiner, Executive Director

Hello to everyone in the CSA community. I hope you have had (or have planned) a few days of relaxation this summer. Within the past few weeks, there has been a resolution to the issue of how statewide rate-setting will be implemented for private day special education programs for the upcoming 2023 – 2024 school year. After much careful deliberation and consultation, those rates will be established at no greater than a two percent increase from the comparable program rate from last year. An OCS Administrative Memorandum issued on July 24 provided specific guidance. It can be found at this link: https://www.csa.virginia.gov/content/doc/Administrative_Memo_23-06.pdf. I appreciate everyone's patience and flexibility as this matter extended into the summer and I am confident that everyone will implement the guidance with integrity.



The annual CSA Service Gap Survey is complete. OCS Senior Research Analyst, Carrie Thompson, has compiled the data submitted by 103 of 127 CSA programs (81% response rate). Statewide, the most prevalent types of gaps are community-based behavioral health (81% of reporting localities), crisis services (59%), foster care (56%), residential treatment (52%), and evidence-based behavioral health (52%). Specific services within those broad categories and particular populations impacted are described. OCS will publish a locality-specific dashboard of these results for the first time. We hope this information will provide localities and providers a foundation to discuss and hopefully initiate new services to meet the identified gaps.

We have received well over 50 high-quality proposals for breakout sessions at the October CSA Conference. We appreciate the enthusiasm of so many of our partners in state and local government and from the private provider community if offering to share their expertise. Final scheduling is underway, and the agenda will be available soon. We look forward to seeing as many of you as possible in Roanoke in October. More information about the conference and the registration link can be found at: <https://www.cpe.vt.edu/ocs/>.

Until next time

2023 New CSA Coordinator Academy

Anna Antell, LCSW, Lead Program Consultant

In May 2023, OCS held the annual New CSA Coordinator Academy at the Virginia Tech Center in Richmond, and 21 new CSA Coordinators from around the Commonwealth made the trip to Richmond. The 3-day event covered essential topics such as CSA History, FAPT and CPMT Roles and Responsibilities, CSA Eligibility, CANS, CHINS/Parental Agreements, Service Planning and UR, CQI, CSA Finance and IT, Special Education, and Audit.

Thank you to all the OCS staff for your contributions to the event; sharing your CSA expertise was appreciated by all! And thank you to Erica Mann from UMFS for an engaging presentation on Collaborative Leadership, Lora Smith-Hughes and Aaran Kelley from VDSS for your insights on Kinship Care and Foster Care Prevention, Kae Zulager for your powerful perspective on family voice, and to CSA Coordinators Crystal Bell (Newport News), Jessica Webb (Prince William County), and Mills Jones (Goochland County) for sharing your tips, tricks, and local expertise at the event. This event was truly a team effort!

It was wonderful to meet and welcome the newest Coordinators of the Academy:

Heather Bowman (Buchanan County), **Tiana Branch** (Cumberland County), **Janet Bright** (Lee County), **Jennifer Duncan** (Alleghany-Covington County), **Sarah Elliott** (Stafford County), **William Fairhurst** (Rappahannock County), **Krista Hill** (Caroline County), **Michelle Howard** (Spotsylvania County), **Andrea Jones** (Staunton/Waynesboro/Augusta), **Leslie Krom** (Middlesex County), **Michael Mahoney** (Fauquier County), **Amanda Romans** (Smyth County), **Olivia Rutledge** (Russell County), **Michelle Sherrod** (Portsmouth County), **Claire Spaulding** (Clarke County), **Beth Stone** (Patrick County), **Beverly Terry** (City of Danville), **Robin Thompson** (King George), **Meaghan Turner** (Manassas City), **Carla Valle** (Manassas Park) and **Monica Wilkerson** (Amelia County).

We enjoyed spending time together in person and look forward to again hosting the Academy in 2024. See you at the CSA Conference in October!!







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

12th Annual Commonwealth of Virginia CSA Conference

SAVE THE DATE

When: October 17-18, 2023
**Where: The Hotel Roanoke &
Conference Center**

Free Pre-Conference Events October 16th
CANS & Service Planning - FAPT
Data Analysis - CPMT
Family Engagement - CSA Coordinators

Registration is required for Pre-Conference Events


 OUTREACH & INTERNATIONAL AFFAIRS
 RICHMOND CENTER
 VIRGINIA TECH.

Conference and Lodging Registration Open May 15, 2023

The **12th Annual Commonwealth of Virginia CSA Conference** will be held at the Hotel Roanoke & Conference Center in Roanoke, Virginia. This year marks the 30th anniversary of the CSA, and we are excited to celebrate the successes and champion the future of this community program! Registration, lodging options, and other conference details can be found by visiting the conference website at <https://www.cpe.vt.edu/ocs/>. Early registration rates end on September 1. Registration closes on **October 6, 2023**.

We will kick off this event with three pre-conference sessions: *CANS & Service Planning* for FAPT members, *Data Analysis* for CPMT members, and *Family Engagement* for CSA Coordinators on October 16th from 2 PM to 5 PM. FAPT members, CPMT members, and CSA Coordinators are invited to engage in these specialized sessions to explore these relevant topics. Registration is required to attend the pre-conference events. Please be sure you have signed up for these workshop “add-ons” when you register online.

We will use *Guidebook*, an interactive mobile app, which will house the conference agenda, list of breakout sessions, your favorite vendors, evaluations, and more to enhance your conference experience and engagement. There will be multiple breakout session tracks, with some of the sessions specifically identified for CPMT and FAPT members and New CSA Coordinators to engage in.

We look forward to celebrating our CSA Coordinators who have served at least five years in their role as well as honoring a few selected CSA Coordinators for their significant impacts in their communities while serving youth and families.

Follow us on Facebook (<https://www.facebook.com/CSAOffice>) and Twitter (<https://twitter.com/CSAConferenceVA>) for information on conference events.



DARS Division for Community Living

Under the direction of the Department of Aging and Rehabilitation Services (DARS), the newly configured Division for Community Living (DCL) is now available to provide community-based services to the older population and individuals with disabilities. DCL has developed partnerships with multiple community organizations to assist individuals in Virginia in accessing necessary supports while living independently.

Two of DCL's programs, the *Office for Disability Programs* and *No Wrong Door Virginia*, are valuable resources for the CSA population.

The **Office for Disability Programs** provides services to individuals with severe disabilities, including those experiencing brain injuries and long-term needs. Services include brain injury services, independent living, long-term rehabilitation case management, and personal assistance.

No Wrong Door Virginia serves as a virtual, statewide network of shared resources, intending to streamline access to valuable tools and long-term services. It empowers individuals and families opportunities to weigh their available options and to make informed decisions; thus, strengthening community partnerships and prioritizing individuals and their families.

For more information on DCL, click this [link](#).





OCS Office Hours REBOOT

OCS Office Hours is designed to provide meaningful connections between the OCS staff and individuals working within the CSA system of care through recurring virtual meetings. These interactive sessions allow participants to ask questions about the CSA program and receive information on significant changes or updates that impact CSA implementation.

To improve the experience, OCS will continue offering sessions with specific CSA topics or themes. There will be several "All Hands on Deck" sessions, in which all OCS staff will be available to answer questions relating to all CSA program areas, including CSA policy, finance, CANS, legislative updates, audits, etc. OCS will also include special extended sessions with public agency partners to provide information on their agency's purpose and resources and answer questions relating to their alignment with CSA.

Sessions will occur on the third or fourth Fridays between September and May during a 1-hour time frame (9:00 – 10:00 AM), with no sessions in November and December. Special sessions will be 90 minutes (9:00 – 10:30 AM). Participants may submit their questions in advance to Mary Bell (mary.bell@csa.virginia.gov).

To connect to a session, use this [link](#) to join the *GoToMeeting* virtual platform. You can also dial in using your phone.

Access Code: 847-692-341
United States: +1 (872) 240-3311

Be on the lookout for email notifications about the upcoming virtual sessions.

We look forward to learning and connecting with you!

OFFICE HOURS SCHEDULE

September 15, 2023	OCS Team
October 27, 2023	VDSS
January 19, 2024	OCS Team
February 16, 2024	DJJ
March 15, 2024	OCS Audit
April 19, 2024	DMAS
May 17, 2024	OCS Team



GoToMeeting link: <https://meet.goto.com/847692341>



CANVaS 2.0 User Tips



OKTA Implementation and CANVaS

By Carol Wilson, Senior Program Consultant

As many of you have experienced, the "hot" topic for all things CANVaS-related this summer is "OKTA."

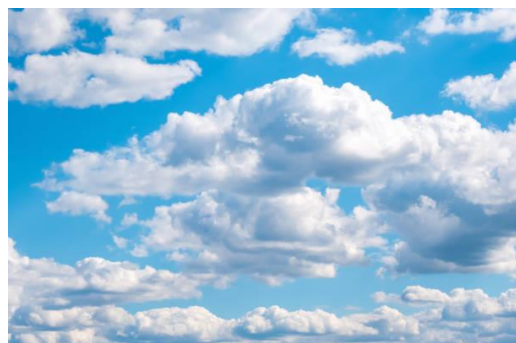
What is an okta anyway? An okta is a circle divided into eight parts, and meteorologists use the term to measure the amount of cloud cover at a specific location. For example, a day with a clear sky and no cloud cover is rated zero oktas, and a day with a completely overcast sky is measured as eight oktas. The okta symbol may be seen on meteorological maps.

But what does a meteorological term have to do with CANVaS????

OKTA is the name adopted by an information technology (IT) company that uses the IT "cloud" to provide multi-factor identity authentication when users access computer networks or software applications, like CANVaS. The Virginia Information Technology Agency (VITA) now requires that all applications housed on the Commonwealth of Virginia's network implement OKTA's multi-factor authentication to promote secure use of the network and the application it hosts, including CANVaS.

Although the Office of Children's Services' IT staff worked diligently with OKTA staff to prepare for the transition, there have been quite a few bumps in the road (or clouds in the sky?), with users having difficulty establishing OKTA credentials and/or accessing CANVaS. Our IT staff has risen to the occasion, with special thanks to Manjunath Nayak, Nirjara Pillai, Carrie Thompson, and Preetha Agrawal, for assisting users individually as requests came in. As of July 18, the number of requests for assistance dropped significantly, so we hope the clouds are clearing and brighter days are ahead.

If you still have difficulty creating OKTA credentials or accessing CANVaS, please email csa.canvassupport@csa.virginia.gov. Your CANVaS account will be reviewed and updated as needed. Be sure your CANS certification is current. OCS' IT staff will then contact you regarding what steps you need to take.





Risk Management: People, Talent, and Opportunity

Submitted By: Rendell R. Briggs, Program Auditor

In today's dynamic and ever-changing environment, new risks are constantly identified, and extraordinary events are becoming the norm. These events often affect an organization's human capital investment. People and performance management are perceived as critical issues. "People" risks are that people, whether or not intentionally, do not follow a program's procedures, practices, and/or rules, thus, deviating from expected behavior in a way that could damage the operation's performance and reputation. For example, "people" weaknesses may include:

- Insufficiently trained personnel to perform the work. Control weaknesses arise because individuals do not understand the tasks they have to perform.
- Inadequate numbers to perform the work. A backlog in transaction processing exists, and management frequently offers the rationalization that their area is understaffed.
- Inadequate management and leadership. The absence of leadership, motivation, and communication can cause teams to flounder.
- Ineffective human resource practices. Management may accept a certain level of inefficiency and retain individuals who are not performing up to par for fear it would not be possible to hire quality personnel to replace the terminated staff.



However, there is also a positive side to risk: opportunity. Just as people problems can lead to risk and control deficiencies, exceptional people can help accelerate a program to achieve success. In addition to individual talent management, which attracts and develops individuals, collective talent management ensures that an appropriate balance of talented people cooperate in the best way to achieve organizational goals and objectives. Consider the following opportunities:

- Strategically rethink the people-management approach. Engage front-line personnel and subject matter experts. Maximize stakeholders and staff with technical skills who are creative, assertive, and flexible in fast-changing business environments.
- Connect across business silos. Tailor a practical approach to managing human resources – people, talent, and opportunities – so people are not bogged down in bureaucracy.
- Establish well-defined directions from the top level to clarify how to act when challenges arise. Prioritize the risks that would impact operations, performance, and reputation the most. Escalate top threats to the right person.

Managing risk does not have to be complicated. When you right-size your processes for people and talent management, you can effectively mitigate threats to your organization's reputation and operational performance. Instead, greater focus and attention can be directed toward achieving strategic goals and objectives.

If you found this article helpful and would like more information, please get in touch with any Program Audit staff [A-Team]. Contact information is available on the CSA website (www.csa.virginia.gov). Also, check the OCS newsletter, *CSA Today*, for future articles.

References:

<https://www.mckinsey.com/capabilities/risk-and-resilience/our-insights/people-and-talent-management-in-risk-and-control-functions>
<https://www.ior-institute.org/publications/people-risk-management-a-practical-approach-to-managing-the-human-factors-that-could-harm-your-business>



CSA Mentoring Group



What Commitment is Needed?

- Regular, non-email contact with your mentee (weekly to start, then less frequent as time passes)
- One year commitment to support your new CSA Coordinator
- Bi-monthly meetings of the CSA mentors' group (1 hour)

So many of us have stories or memories from our first couple of years of being a CSA Coordinator. The feeling of being adrift or lost is something that we can all relate to. As a mentor, you have the opportunity to ensure that our newer colleagues don't have to have the same experiences at the start of their careers.



THE CSA MENTORING GROUP WANTS YOU!

We are actively recruiting experienced Coordinators to be mentors for colleagues just joining our community. As a mentor, you will be encouraging the development of skills and knowledge that would benefit any new CSA Coordinator.

Through this process, you will be providing a connection that can make a new Coordinator feel less isolated and offering opportunities for new Coordinators to be a part of the larger statewide CSA community.

We are looking for CSA Coordinators that have at least 3 years' experience as a CSA Coordinator and have also been through an audit performed by OCS.

Not sure what to discuss in a CSA Mentor role? Some ideas are:

- Tips on running successful and productive FAPT and CPMT meetings
- Where to find policies and statutes related to CSA
- Topics of common interest outside of CSA

**YOU CAN BE A
CSA MENTOR!**

For more information, contact:

Bryan Moeller (bmoeller@fluvannacounty.org)
Rudy Zavala (rudy.zavala@dss.virginia.gov)



From the Business & Finance Manager

Submitted By: Kristy Wharton

Reminder: All reimbursement request for services incurred between July 1, 2022 and June 30, 2023 must be approved in LEDRS before close of business September 30, 2023.

As you are aware, the Office of Children's Services (OCS) is working to close out the Children's Services Act (CSA) program year 2023, which ended June 30, 2023. Localities have until September 30, 2023, to have all expenditures related to CSA program year 2023 processed into the Local Expenditure, Data, and Reimbursement System (LEDRS) and approved by your CSA fiscal agent. It is highly recommended that you complete all your expenditure data related to CSA program year 2023, and have it uploaded into LEDRS prior to September 30th.

For more information on CSA Finance processes, submit your questions to kristy.wharton@csa.virginia.gov.

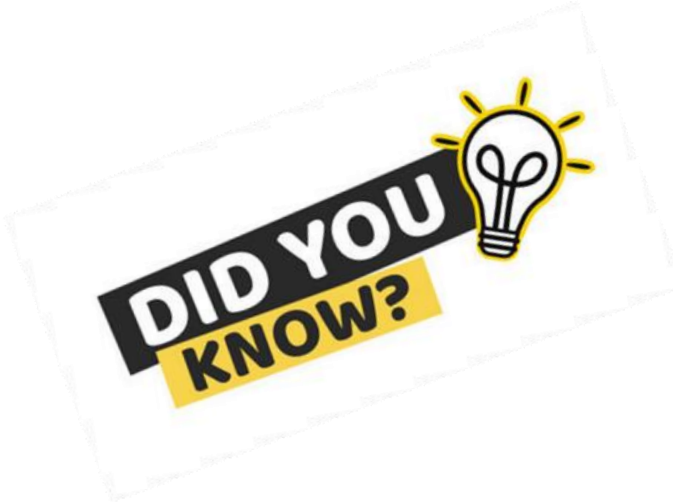


The CSA website has undergone updates for clarity and ease of access. Items moved/updated are as follows:

- **Statistics & Publications Menu** has been removed
- **Reports and Publications, Service Gap Survey, Utilization Reports, and Program Audits** are moved to the updated **Resources Menu**
- All public CSA financial reports are moved to the new **CSA Financial Reporting Menu**
 - NOTE – Many reports have updated names and/or are under new sections.
- Various content updates on pages under the **Resources sub-menu**

Please contact the OCS IT Team if you have any questions.





As a requirement of the Family First Prevention Services Act (FFPSA), Virginia's initial Prevention Plan, effective July 1, 2021, identified three evidence-based programs (EBPs) – Functional Family Therapy (FFT), Multisystemic Therapy (MST), and Parent-Child Interaction Therapy (PCIT) –to improve child safety, ensure permanency, and promote child and family well-being. The plan described the implementation of Family First and the local department of social service's (LDSS's) ability to claim Title IV-E Prevention funds for these EBPs.

To expand the service selections while meeting the needs of families and improving outcomes, the Virginia Department of Social Services amended the state's Prevention plan to include five new EBPs that are now eligible for Title IV-E Prevention funding: Brief Strategic Family Therapy (BSFT), Family Check-Up (FCU), Homebuilders (HB), High Fidelity Wraparound (HFW), and Motivational Interviewing (MI).

The utilization of Motivational Interviewing will differ from the other EBPs. The LDSS will refer families to a service provider to receive the other seven EBPs, while MI is approved for use by LDSS In-Home Services staff. LDSS staff can be trained in the MI approach to strengthen family engagement and improve outcomes. More information about this training can be found on the [MI Fusion](#) page.

To access Title IV-E for these new EBPs, the LDSS must have an open In-Home Services case and meet the Title IV-E Prevention funds requirements. The plan amendment was approved with a retroactive date of July 1, 2022. If an LDSS used CSA funding for one of the new EBPs for an In-Home Services case, and all other requirements were met, the LDSS is advised to contact their [Regional In-Home Practice Consultant](#) to determine if reimbursement is possible.

Because Title IV-E Prevention Services funds can only cover these identified EBPs through an LDSS In-Home Services case, LDSSs and local CSA programs are encouraged to consider the use of these services first when working with families.

Check out the [Fusion broadcast](#) for more details on the new EBPs and corresponding guidance.





peatac

2023 Parent and Youth Empowerment Summit (PYE)

Location: Great Wolf Lodge
Williamsburg, Virginia

Date: September 9, 2023

Click this [link](#) for more info...



Recruit, Retain, and Support:
Strategies for Strengthening
the Child Welfare Workforce

September 21, 2023

Register [Here](#)

Interested in funding for training for any of the EBPs in Virginia's Title IV-E Prevention Plan?

Click [here](#) for more information...



CENTER for EVIDENCE-BASED PARTNERSHIPS

CSA Training and Resource Day



CENTRAL VIRGINIA PARTNERSHIP ON YOUTH

October 6, 2023

<http://www.cvpy.org>

Got questions about placements for hard-to-place youth?
Check out this [link](#) for Placement Resources.



Where collaboration and creativity SPARK positive change

TA Question of the Quarter

Submitted by Carol Wilson, OCS Senior Program Consultant



Question: When is it appropriate to pay the Independent Living (IL) Stipend? Why is the IL stipend still needed as Fostering Futures allows maintenance payments?

The IL stipend was used prior to the implementation of Fostering Futures to provide basic support (e.g., housing, food) to foster youth ages 16-21 residing in Independent Living Arrangements (ILAs). However, since there were not many 16-17 year olds in ILAs, it was primarily thought of as a resource for foster youth exiting care at age 18 to assist in supporting them until age 21.

With the advent of Fostering Futures, the stipend is no longer needed for 18-21 year olds, as Fostering Futures provides for the payment of basic maintenance to youth enrolled in that program with an active Voluntary Continuing Services and Support Agreement (VCSSA).

But the IL stipend is still necessary for one category of youth in foster care. The only group for which the IL stipend still applies is foster youth ages 16 and 17 who are placed in ILAs. Virginia Department of Social Services (VDSS) policy allows for 16- and 17-year-old foster youth to reside in ILAs. However, Title IV-E and CSA do not consider an ILA an approved placement for youth under the age of 18; so, maintenance cannot be paid. The IL stipend is paid to assist the youth with living expenses.

The IL stipend is a service and as such must be recommended by the Family Assessment and Planning Team (FAPT) and funding approved by the Community Policy and Management Team (CPMT). The amount of the stipend as of July 1, 2023 is \$800 monthly.

When a foster youth age 16-17 years old residing in an ILA turn 18, they may enroll in Fostering Futures and receive the basic maintenance payment. As adults, Fostering Futures youth may determine where they reside, either in a local DSS-supervised ILA or a provider's ILA program. Because the federal government wishes to support youth aging out of foster care, Title IV-E allows IV-E eligibility to be redetermined at age 18, and basic maintenance paid by IV-E if the youth is eligible. If the Fostering Futures youth is not eligible for IV-E, CSA pays basic maintenance.

The CSA Service Name of *Independent Living Stipend* should be used only for those 16-17 year old youth in ILAs. This service name is NOT used for Fostering Futures youth; rather, the service name of *Maintenance-Basic* should be used to report their monthly maintenance payment.



Got Questions?

Get answers by using the OCS Technical Assistance Help Desk. OCS staff will receive and respond to your questions, with the goal of same-day responses.

The OCS Technical Assistance Help Desk is found on the CSA website under *Contacts -> Technical Assistance* or by clicking [here](#).



Would you like to be contributor to CSA Today?

If you have information you would like to share with CSA colleagues around the state, please follow the guidelines for submission located [HERE...](#)

