

8TH ANNUAL COMMONWEALTH OF VIRGINIA CSA CONFERENCE  
**RESILIENCE: ACHIEVING THE POSSIBLE**



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



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ADVANCEMENT

**APRIL 29 -  
MAY 1, 2019**

**Hotel Roanoke &  
Conference Center**  
**Roanoke, VA**



# COMMONWEALTH of VIRGINIA

Scott Reiner, M.S.  
Executive Director

OFFICE OF CHILDREN'S SERVICES  
*Administering the Children's Services Act*

April 30, 2019

Dear Conference Participants,

Welcome to the 8<sup>th</sup> Annual Children's Services Act Conference. Our conference theme, *Resilience: Achieving the Possible*, reflects a core belief of our system of care – that individuals, families, and communities have within them the remarkable capacity to overcome hardships, rise above challenges, and realize the unique potential to achieve their highest goals and aspirations. We frame this as being “strengths-based” or resilient. We see this potential in the narratives of the lives of those we serve who despite experiences of trauma, economic hardship, or unique learning difficulties “rise above” to find success. This comes from the human desire to become our “best selves” and to overcome adversity. This is supported and enabled by the contributions of each of you who make it your mission to help build resiliency in those we serve through the CSA.

This year's conference program is highlighted by two exciting plenary presentations that reflect this resiliency and has breakout sessions to appeal to the remarkable and diverse group of attendees: state and local government, public and private child-serving agencies, clinicians, case managers and administrators, new and “veteran” CSA practitioners. I am sure you will find offerings to meet your learning needs. And while you're here, please take advantage of the opportunity for networking with “old” colleagues, meeting new ones, and visiting with our exhibitors who will inform you about the services they provide. These pathways to enhance your knowledge, skills, and resources are what this event is all about. It is my hope that these two days will build your resiliency in meeting the challenges of the important work you have committed to.

Thank you for joining us at the conference and for your contributions to Virginia's system of care.

With my sincerest warm wishes,



Scott Reiner





# Office of Children's Services

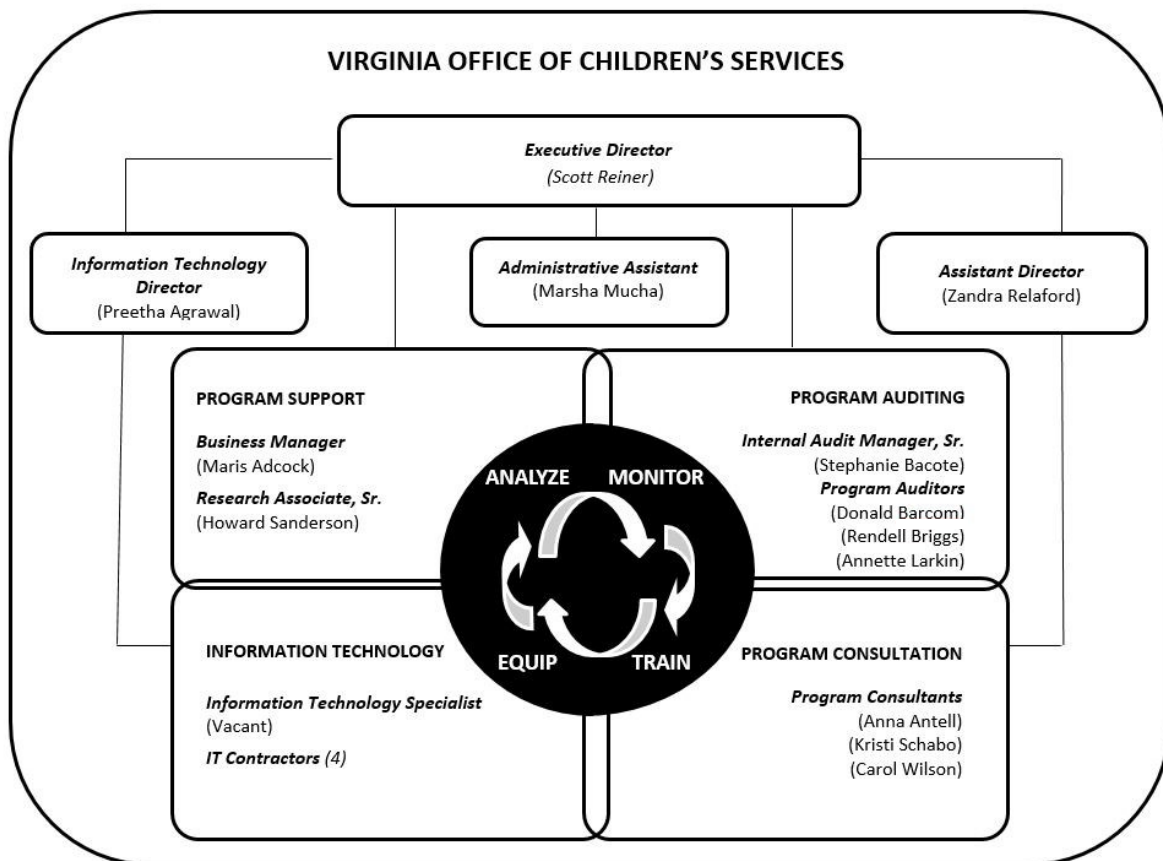
Empowering communities to serve youth

## *Vision*

*A collaborative, child-centered, family-focused, community-based system of care that effectively meets the needs of youth and their families in the Commonwealth*

## *Mission*

*Empowering Communities to Serve Youth*



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# Conference Underwriters

The Office of Children's Services would like to thank the following agencies for their support of the 8th Annual Commonwealth of Virginia CSA Conference.



VIRGINIA DEPARTMENT OF  
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The Office of Children's Services would like to thank the Commission on Youth and its leadership, The Honorable Richard P. Bell (chair), The Honorable David W. Marsden (vice-chair), and Amy Atkinson, Executive Director, for providing copies of the Commission's Collection of Evidence-based Practices for Children and Adolescents with Mental Health Treatment Needs, 7th Edition to conference participants.



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# one

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# 8th Annual Commonwealth of Virginia CSA Conference

## Resilience: Achieving the Possible

*April 29 - May 1, 2019*

### Monday, April 29, 2019 - CSA Coordinators Only

- 2:00 pm - 5:00 pm Pre-Conference Training for CSA Coordinators  
5:00 pm - 6:30 pm CSA Coordinator Reception

### Tuesday, April 30, 2019

- 7:00 am - 8:30 am Conference Registration - *North Entry Foyer*  
Continental Breakfast and Sponsor Visits - *Common Areas*  
8:30 am - 8:45 am Opening Remarks - *Roanoke ABCD*  
8:45 am - 9:45 am Keynote Address: Jelani Freeman - *Roanoke ABCD*  
9:45 am - 10:15 am Sponsor Visits and Break  
10:15 am - 11:45 am Breakout Sessions  
11:45 am - 1:00 pm Lunch - *Roanoke ABCD*  
1:00 pm - 2:30 pm Breakout Sessions  
2:30 pm - 3:00 pm Sponsor Visits and Break  
3:00 pm - 4:30 pm Breakout Sessions  
4:30 pm - 6:00 pm Evening Reception - Hors d'oeuvres & Cash Bar - *Garden Court*

### Wednesday, May 1, 2019

- 7:00 am - 8:30 am Continental Breakfast and Sponsor Visits - *Common Areas*  
7:30 am - 8:30 am Informal Peer Group Discussions - *Roanoke ABCD*  
8:30 am - 10:00 am Breakout Sessions  
10:00 am - 10:30 am Sponsor Visits and Break  
10:30 am - 12:00 pm Breakout Sessions  
12:00 pm - 1:30 pm Lunch, Award Presentations, and Sponsor Visits - *Roanoke ABCD*  
1:30 pm - 2:30 pm Conference Closing Keynote - *Roanoke ABCD*  
2:30 pm - 3:00 pm Door Prizes  
3:00 pm Depart

# 8th Annual Commonwealth of Virginia CSA Conference

## Resilience: Achieving the Possible

***April 29 - May 1, 2019***

***Conference Keynote Speaker: Jelani Freeman***

***Appellate Attorney, Department of Veterans Affairs***



Jelani Freeman is a community leader, attorney and inspirational speaker who has dedicated his life to serving children. His commitment to kids grew from his time in multiple foster homes, shelters, group homes and juvenile facilities. Jelani Freeman entered the foster care system in Rochester, NY at the age of 8, when his mother was no longer able to care for him and he spent the majority of his youth in care before he aged out of the system. Driven by his determination to be a voice for voiceless children, Jelani has worked for multiple agencies that serve youth, including the D.C. Department of Youth Rehabilitation Services, where he served as the architect of many of the Department's positive youth development programs.

Jelani has spent his career working in government, starting with a Senate internship for Hillary Clinton in 2003, which propelled him to speaking about his personal story at the 2016 Democratic National Convention. Jelani earned a law degree from Howard University School of Law in 2010. He also holds a Bachelor's degree in Political Science and History from SUNY Buffalo and a Master's degree in History from American University. Currently he works as an Appellate Attorney for Department of Veterans Affairs. He serves as a Court Appointed Special Advocate (CASA) in D.C. and sits on the Boards of the Center for Adoption Support and Education (CASE), the Congressional Coalition on Adoption Institute (CCAI) and the D.C. Office of Employee Appeals (OEA). Jelani was also a longtime Board member of the Barker Adoption Foundation, D.C. Child Fatality Review Committee (CFRC) and the D.C. Mayor's Advisory Committee on Child Abuse and Neglect (CCAN).

***Preconference Speaker: Jessica Webb***

***Administrative Services Coordinator, Roanoke County Department of Social Services***



Jessica Webb is the Administrative Services Coordinator for Roanoke County Department of Social Services, serving in this capacity since July 2018. Prior to this, Jessica spent 12 years in local government working with the Children's Services Act departments in Roanoke City and Roanoke County as a Utilization Management Specialist and CSA Coordinator. Jessica has a Bachelor of Arts in Sociology and Criminal Justice from Roanoke College, a Master of Business Administration from Averett University and a Certificate in Local Government Administration from Virginia Tech. Additionally, Jessica has certifications as a Lean practitioner and for the DISC and 12 Driving Forces assessments.



# 8th Annual Commonwealth of Virginia CSA Conference

## Resilience: Achieving the Possible

**Closing Keynote Speaker: Jonathan Katov**

**Founder & CEO, Open Table**



Jon is a servant leader, social enterprise builder and former senior advertising and marketing executive with thirty years' experience developing and expanding community service and commercial innovations. As the founder and CEO of Open Table, Jon has spoken to thousands of people in the United States and from countries around the world about the Open Table story and how we can invest our Relational Assets (the combination of relational and social capital) in each other to help us all live the better lives we envision for ourselves. Through the Open Table model, Jon has partnered with faith communities and agencies of the



Jon's photo shares his personal mission to become part of each community he visits through home stays with families. In Erie, Pennsylvania, Jon regularly stays with family of beekeepers. The most important gift Jon has received in Open Table is his relationship with Ernie, through which he discovered his human purpose: to be for each other.

federal government to lead the development of a national shared purpose movement to grow the common good in communities. Jon recently founded the Center for Community Convening™, an organization of Open Table, that convenes multiple community sectors in shared purpose initiatives. Through the Community Convening™ model, business, faith communities, foundations, government, healthcare, media, service clubs, universities and other sectors co-invest their Relational Assets to expand Tables and develop innovative models to help solve social challenges.

Jon has a BA from the University of Illinois – Chicago where his studies focused on Latin American literature and advertising.

**Angie Williams**

**Managing Director of Development, Open Table**

Angie Williams is the Managing Director of Development for Open Table. Angie is an accomplished leader in the development and innovation of services for people youth, young adults and families. As Open Table's Managing Director of Development, Angie has led the creation of implementation and expansion strategies for state and county projects in collaboration with government, human services organizations, faith-based organizations, foundations and other community sectors. She has twenty years of experience working with youth, young adults and families. At United Methodist Family Services (UMFS) of Virginia, a \$30 million statewide private child welfare agency, Angie developed systems and training that



allowed more than 1,200 volunteers to invest their relational and social capital in UMFS programs across the state. She also serves on the Virginia Systems of Care Expansion Team implementing a statewide SAMHSA grant project integrating Open Table as a model to serve youth and families. Angie served as the director of youth and young adult programs for the Virginia Conference of the United Methodist Church and its 1,100 churches and more than 300,000 members. One of Angie's key accomplishments is the development of a statewide leadership training program for young adults that has expanded and sustained for 15 years. Angie has a B.A. from The College of William and Mary and holds certifications in youth ministry through Princeton Theological Seminary, as well as certification in volunteer administration through the international Council of CVA. Angie and her husband Jeff are the proud foster-adoptive parents of two daughters adopted through UMFS – Sharon at age 14 (now 26) and Leona at age 5 (now 14).

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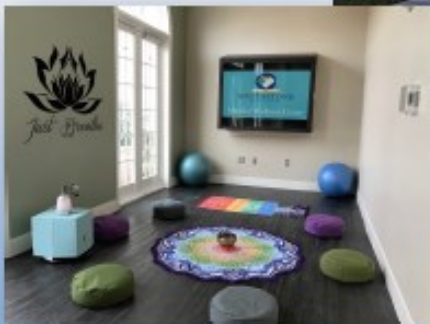


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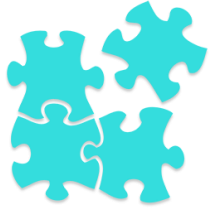
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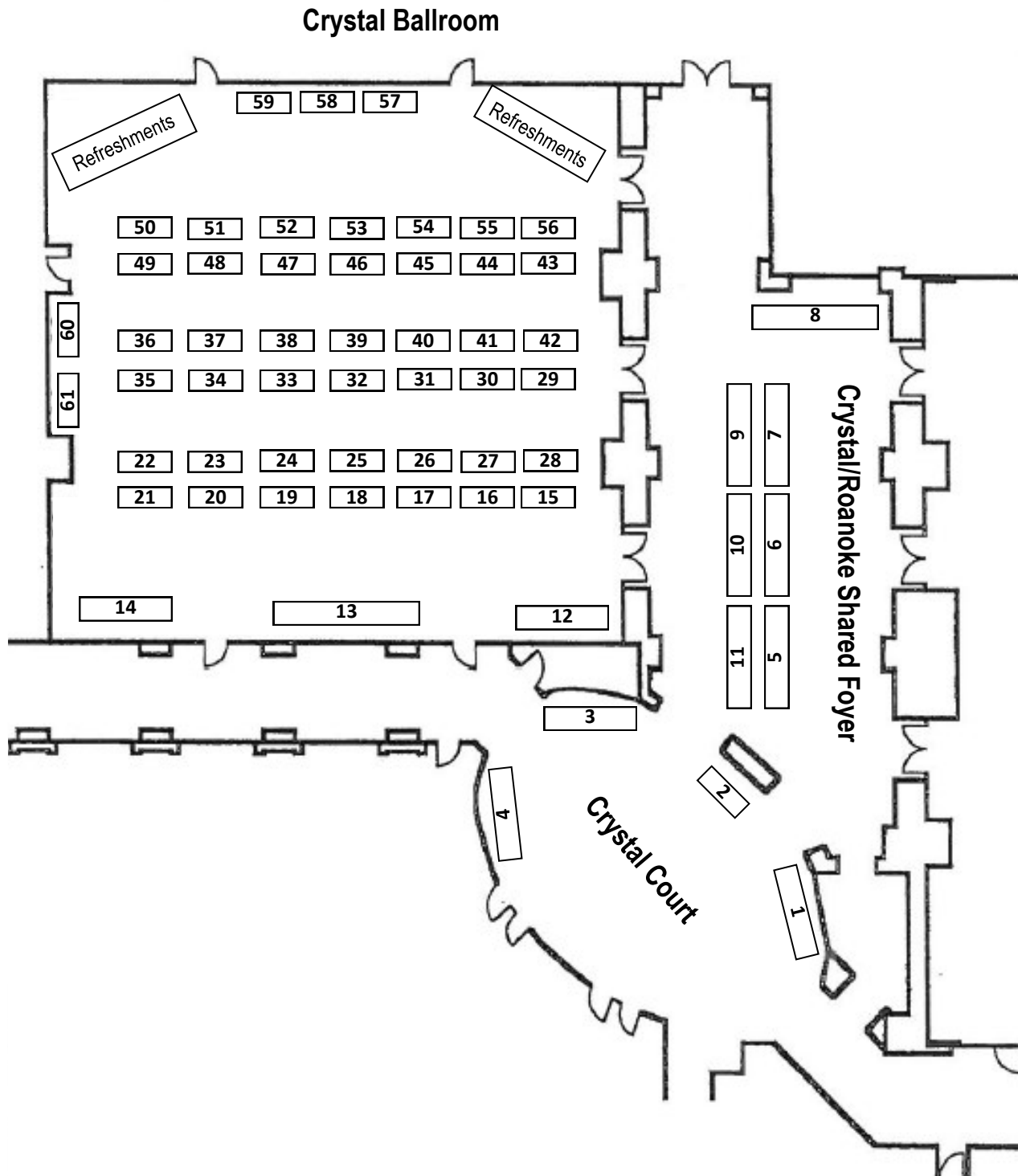




# 8th Annual Commonwealth of Virginia CSA Conference Resilience: Achieving the Possible

## Conference Sponsors Table Map

(Sponsor listings on page 21)



<b>Executive Sponsor</b>	<b>Location</b>	<b>Table #</b>
Intercept Health	Crystal/Roanoke Shared Foyer	5, 6, 7, 8

<b>Platinum Sponsors</b>	<b>Location</b>	<b>Table #</b>
Believe-N-U Academic Development Center	Crystal Ballroom	13
Centra Health	Crystal Court	1
Grafton Integrated Health Network	Crystal Court	3
Harbor Point Behavioral Health Center	Crystal Court	4
Southstone Behavioral Health	Crystal Court	2

<b>Gold Sponsors</b>	<b>Location</b>	<b>Table #</b>
The Hughes Center	Crystal Ballroom	12
Lutheran Family Services	Crystal Ballroom	14
Mountain Youth Academy	Crystal/Roanoke Shared Foyer	9
Newport News Behavioral Health Center	Crystal/Roanoke Shared Foyer	10
UMFS United Methodist Family Services	Crystal/Roanoke Shared Foyer	11

<b>Silver Sponsors</b>	<b>Crystal Ballroom Table #</b>	<b>Silver Sponsors</b>	<b>Crystal Ballroom Table #</b>
ABC Behavior	19	Jackson-Feild Behavioral Health Services	29
Anthem Healthkeepers Plus	54	Kempsville Center for Behavioral Health	52
Bair Foundation	42	Lafayette School	24
Braley & Thompson	17	Lauris Online	46
ChildHelp	33	Liberty Godparent Home	34
Commonwealth Catholic Charities	22	Liberty Point	55
Commonwealth Challenge Youth Academy	40	National Counseling Group	15
Creekside Behavioral Health	25	NDUtime	39
Cumberland Hospital	45	New Hope Treatment Center	28
DBHDS Department of Behavioral Health	57	New River Valley Community Services	58
DePaul Community Resources	48	North Spring Behavioral Healthcare	35
Devereux Advanced Behavioral Health	37	Open Table	57
Discovery School	44	PICF Training Institute	18
Dominion Youth Services	51	Poplar Springs Hospital	61
Elk Hill	27	The Stepping Stones Group	53
Embrace Treatment Foster Care	16	Therapeutic Alliance	43
Extra Special Parents ESPVA	30	Therapeutic Interventions	23
Families First of Virginia	50	Three Rivers Treatment Center	60
Family Insight	20	Timber Ridge School	47
Family Preservation Services	26	The Up Center	31
First Home Care	41	VDSS Department of Social Services	59
Hallmark Youthcare	36	Virginia Family Services	56
HopeTree Family Services	32	Virginia Home for Boys and Girls	21
Impact Living Services	38	Youth for Tomorrow	49

# 8th Annual Commonwealth of Virginia CSA Conference

## Resilience: Achieving the Possible

### April 29 - May 1, 2019

Tuesday, April 30   First Breakout Session A   10:15 a.m. - 11:45 a.m.		
Session Topic		Location
A1	Autism & Trauma: The Compatibility of ABA and Trauma Informed Practices	Wilson
A2	Building and Utilizing a System of Care for Those with Behavioral Health Needs-Part 1	Washington Lecture Hall
A3	Building Resilience by Balancing the Needs for Safety and Adventure	Shenandoah A
A4	Building Resiliency in Families Impacted by Addiction	Pocahontas
A5	CSA Financial and Information Systems Reporting	Appalachian
A6	Family First Prevention Services Act: The LDSS Perspective	Roanoke G/H
A7	From Family Member to Workforce Partner; Developing and Managing a Family Support Partner Program	Monroe
A8	Internal Audit Reviews	Buck Mountain
A9	School-wide Expectations that Promote Student Success for Achieving Transition Goals	Mill Mountain
A10	Service Planning: A Framework for Practice	Harrison/Tyler
A11	The Art of Brainstorming	Shenandoah B
A12	The Importance of Using Neuroscience in a Trauma Informed Practice	Roanoke E/F
Tuesday, April 30   Second Breakout Session B   1:00 p.m. - 2:30 p.m.		
Session Topic		Location
B1	Behaviors Related to Brain Injury “Who is This Person?”	Buck Mountain
B2	Building and Utilizing a System of Care for Those with Behavioral Health Needs-Part 2	Washington Lecture Hall
B3	Considering Trauma When Crafting Individualized Education Plans	Harrison/Tyler
B4	Crisis Interrupted - The Partnership Between Fairfax County and UMFS Empowers Families Through the Provision of Crisis Stabilization Placement and High Fidelity Wrap Services	Monroe
B5	Family First Prevention Services Act: The Provider's Perspective	Roanoke G/H
B6	Family Networking - The Key to Easier and More Effective Family Engagement	Mill Mountain
B7	Fraud, Waste, and Abuse Risks and CSA	Shenandoah A
B8	High Fidelity Wraparound: A Model That Builds Resiliency in Families and Transforms Communities	Appalachian
B9	How to See in the Dark: Leadership When the Path is Not Clear	Roanoke E/F
B10	Reimagining Foster Care	Shenandoah B
B11	The New World of Working with Children and Youth With Sexual Behavior Problems	Pocahontas
B12	Understanding ABA Services	Wilson



# 8th Annual Commonwealth of Virginia CSA Conference

## Resilience: Achieving the Possible

### April 29 - May 1, 2019

Tuesday, April 30		Third Breakout Session C	3:00 p.m. - 4:30 p.m.
Session Topic			Location
C1	Banana Yellow Piano: How to Better Understand Parents to Drive Engagement		Shenandoah B
C2	Building Resilience Through Restorative Leadership and Compassion Fatigue Prevention		Pocahontas
C3	CSA 101—CSA Basics: Systems of Care, Eligibility, and Funding		Wilson
C4	Evidence-Based Programs: What are They? Where to Find Them? Why is Fidelity Important?		Buck Mountain
C5	Family Finding and Kinship Care—Unlocking Doors for Difficult to Place Youth		Shenandoah A
C6	From Foster Care to Adulthood: Building Resiliency Through Partnership and Engagement		Mill Mountain
C7	Redefining Possibilities: Creative Service Development in a Community-Based System of Care		Monroe
C8	Sensory Processing: Offering Clarity to Mental Health Casework		Roanoke E/F
C9	The Unacknowledged Emotion of Shame and its Relationship to Anger and Aggression		Roanoke G/H
C10	Trauma-Informed Case Presentation and Narration		Appalachian
C11	Using Continuous Quality Improvement (CQI) to Make a Difference in CSA		Washington Lecture Hall

Wednesday, May 1		Peer Breakfast Conversations	7:30 a.m. - 8:15 a.m.	Roanoke ABCD
Session Topic			Location	
Rural and Small Jurisdictions			Tables Marked “1”	
CPMT Members			Tables Marked “2”	
CSA Coordinators			Tables Marked “3”	
CSB FAPT Members/Case Managers			Tables Marked “4”	
DSS FAPT Members/Case Managers			Tables Marked “5”	
DJJ FAPT Members/Case Managers			Tables Marked “6”	
School FAPT Members/Case Managers			Tables Marked “7”	
Parents/Youth			Tables Marked “8”	
Fiscal Agents/Financial Report Preparers			Tables Marked “9”	
Private Providers			Tables Marked “10”	

# 8th Annual Commonwealth of Virginia CSA Conference

## Resilience: Achieving the Possible

***April 29 - May 1, 2019***

**Wednesday, May 1 | First Breakout Session D | 8:30 a.m. - 10:00 a.m.**

Session Topic		Location
D1	Alphabet Soup: What CSA Personnel Need to Know About Special Education and the CSA	Pocahontas
D2	Developing Cultural Competency with Millennial Youth	Roanoke E/F
D3	Finding Resiliency Through Eco-Mapping	Monroe
D4	Fraud, Waste, and Abuse Risks and CSA	Shenandoah A
D5	Harry, Frodo, Luke, et al: What the Hero's Journey Tells us About the Path to Healing and Service	Shenandoah B
D6	Integrated Service Approach: Case Management, the Road to Resiliency	Wilson
D7	Open Table: A Model to Build Natural Supports that Transforms Communities	Washington Lecture Hall
D8	Promoting Post-Secondary Education After Foster Care	Appalachian
D9	Systems of Care and High Fidelity Wraparound: The Journey to Implement an Evidence-Based Practice Model in Virginia	Buck Mountain
D10	The Family Friendly FAPT	Roanoke G/H

**Wednesday, May 1 | Second Breakout Session E | 10:30 a.m. - 12:00 p.m.**

Session Topic		Location
E1	Bridging the GAPS between CSA & DSS - Enhancing CQI and Supporting Case Managers	Appalachian
E2	Collaborative Problem Solving: Building Resilience Through Family Engagement and Youth Voice and Choice	Shenandoah A
E3	CSA 201—"Can CSA Pay?" How Do Your FAPT and CPMT Make This Decision?	Wilson
E4	Fostering Connections/ESSA Guidance 201	Harrison/Tyler
E5	Improving Outcomes for Youth and Families Through Multi-Systemic Therapy (MST)	Pocahontas
E6	Lessons Learned Implementing an Evidence-Based Model	Buck Mountain
E7	Update on Department of Juvenile Justice (DJJ) Transformation	Monroe
E8	Using Continuous Quality Improvement (CQI) to Make a Difference in CSA	Washington Lecture Hall
E9	What Families Really Need	Roanoke E/F
E10	When You Get Stressed, What Kind of Animal Do You Become?	Shenandoah B
E11	Youth Voice: Building Resiliency Through Advocacy	Roanoke G/H

# 8th Annual Commonwealth of Virginia CSA Conference

## Resilience: Achieving the Possible

### April 29 - May 1, 2019

Tuesday, April 30

First Breakout Session A Topic Descriptions

10:15 a.m. - 11:45 a.m.

#### **A1 Autism & Trauma: The Compatibility of ABA and Trauma-Informed Practices**

*Samantha McFarland, MEd, BCBA, LBA, Clinical Director, SVH/Blue Ridge Autism and Achievement Center and Christy Bonavita, Foster Care Specialist, DePaul Community Resources*

This session will provide an introduction of presenters and the partnership formed between two organizations to serve the community. In turn, presenting to an audience the commonalities between ABA as a complimentary approach to mental health based, trauma-informed practices. There will be a discussion about why there are challenging behaviors in children who are diagnosed with autism and children who have experienced trauma as well as emphasis on how both ABA and trauma-informed practices first promote relationship building. Presenters will share how and why this is important from both perspectives. This workshop will give an overview of how each discipline approaches interventions in crisis situations and the common ground between the approaches. Each discipline stressing the importance of understanding the reason behind the behavior and then repairing the relationship and building effective strategies. The presentation will leave participants with a “toolbox” for intervention and prevention strategies and presenters will explain the situations for each “tool” illustrated.

#### **A2 Building and Utilizing a System of Care for those with Behavioral Health Needs - Part 1**

*Ann Folk Bevan, MS, Director of Developmental Disabilities and Behavioral Health, Department of Medical Assistance Services, Brain Campbell, Program Advisor, Department of Medical Assistance Services, and Dr. Alyssa Ward, Behavioral Health Clinical Director, Department of Medical Assistance Services*

Over the past few years, during the CSA and DMAS sessions, there have been case specific questions related to resources and processes with those individuals who are most challenging in our system. Part one will provide updates in the DDW and BH systems with DBHDS and DMAS, followed by breaking the audience into groups to review case studies. The teams would review case studies and discuss utilization of resources and develop a plan for addressing the needs of the individuals.

#### **A3 Building Resilience by Balancing the Needs for Safety and Adventure**

*Wade Puryear, MEd, MS, Vice President of Education, United Methodist Family Services/ Charterhouse Schools*

In 2001 Charterhouse School adopted the Circle of Courage as a philosophical model and guide for meeting the developmental growth needs of youth. Meeting these needs is the foundation for building relationships and resilience. In 2015, the developers of the Circle of Courage collaborated with Cal Farley Ranch in Texas and added Safety and Adventure to the basic needs of youth. Since that time, balancing the internal drives for safety and adventure has been noted as a key factor in building resilience. In this workshop attendees will review the basic growth needs of youth with a particular focus on safety and adventure. Attendees will also learn how the internal drives for safety and adventure connect to brain science and practical ways to develop safe adventures in treatment programs, classrooms, and homes.

#### **A4 Building Resiliency in Families Impacted by Addiction**

*Richelle Burney, LCSW, CSAC, CAADC, Clinical/Program Director, Community Solutions and Taheima Place and Larry Grossman, MA, QMHP, Owner, Community Solutions*

This workshop will provide attendees with a broad overview of the strategies necessary to enhance the stability of families faced with addiction. Families receiving FAPT funded services are increasingly facing the need to address substance abuse utilizing a Systems of Care approach. We will provide a multidimensional definition of the term resiliency using evidenced-based clinical research. From this we will lead into the treatment process starting with the development of a comprehensive clinical assessment and a review of the optimal clinical tools appropriate for this population. The areas addressed will include: risk and protective factors; the relationship of trauma and substance abuse; addressing co-



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occurring disorders, environment/safety, financial stability, and wraparound social/community supports. We will explore the development of an effective Individualized Service Plan for the whole family that addresses the areas of need while increasing family supports and Protective Factors. We will discuss service implementation and identify the combination of services that families impacted may need (i.e. individual/family outpatient therapy, peer recovery services, case management or other community based services). We will also address the importance of family engagement, community partnerships, multidisciplinary treatment team meetings, and aftercare services to build, as well as maintain, resiliency within the family unit.

### **A5 CSA Financial and Information Systems Reporting**

*Preetha Agrawal, Information Technology Director, Office of Children's Services and Maris Adcock, Business and Finance Manager, Office of Children's Services*

This session will be a presentation and discussion of the Office of Children's Services (OCS) data reporting and financial system. OCS continues to make improvements in the reporting of data and information through the CSA Local Expenditure Data and Reporting System (LEDRS). The presentation will include information on such things as the Account Management System, submission of data to OCS, Financial and Data reports available in LEDRS. Presenters will discuss ways to use the data to monitor CSA expenditures and data submitted and the reimbursements processed to localities. There will also be some discussion on the validation of the Medicaid information which has been provide to OCS by Magellan.

### **A6 Family First Prevention Services Act: The LDSS Perspective**

*Carl Ayers, MSW, Director, Division of Family Services, Virginia Department of Social Services and Elizabeth Overall Lee, MSW, Project Manager, Division of Family Services, Virginia Department of Social Services*

This presentation will discuss the impacts of the Family First Prevention Services Act (Family First) on local departments of social services. Family First was adopted in February 2018. The act includes historic reforms to the child welfare financing streams by providing prevention services to families of children who are at imminent risk of entering foster care. It underscores the importance of children growing up in families and seeks to avoid the traumatic experience of children being separated from their families and entering foster care. Specifically, federal reimbursement will be available for trauma-informed mental health services, substance abuse treatment and in-home parenting skills training to safely maintain in-home family placements. It also aims to improve the well-being of children already in foster care by incentivizing states to reduce placement of children in residential treatment, and instead place children in the least restrictive, most family-like setting appropriate to their individual needs. This legislation sparks a sweeping overhaul of the child welfare system, the largest seen in nearly 40 years. Opportunities for real and lasting change are available, and the physical and mental health benefits to children and families will be extraordinary – shifting local departments of social services to a culture of proactive and targeted prevention services for families. Family First supports VDSS's overarching mission that kids should grow up in a safe, stable and secure family that supports their long-term well-being. This presentation will provide an overview of Family First as it relates to local departments of social services and provide an overview of Virginia's Three Branch Model and Implementation Plan.

### **A7 From Family Member to Workforce Partner; Developing and Managing a Family Support Partner Program**

*Christy Corbin, Certified Peer Recovery Specialist, Family Support Partner Supervisor, United Methodist Family Services and Tanya Byington, Parent Support Partner, National Alliance on Mental Illness, Northern Virginia*

Participants will learn the value of utilizing a Family Support Partner (FSP) with the families they serve, learn how to recruit parents as professionals and reflect on their agency's needs to implement an FSP program. Strategies will be shared on how to recruit, train and develop the FSP role of the High Fidelity Wraparound workforce.

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#### **A8 Internal Audit Reviews**

*Paul Baldwin, Children's Services Act Coordinator, Bedford County Department of Social Services*

This workshop will provide insights on the benefits of performing Internal Audit Reviews of your local CSA program. Attendees will learn the trials and errors of the first year of internal audits and the refined process that resulted from CPMT members working collaboratively with the CSA staff to limit the opportunities for fraud, increase the accuracy of documentation, and reduce the likelihood of duplicate payments for services rendered. This presentation will cover how CPMT members can be engaged to work closely with the Children's Services Act staff to be proactive in continuous quality improvement and preparation for external audits.

#### **A9 School-wide Expectations that Promote Student Success for Achieving Transition Goals**

*R.M. Tommy Barber, EdD, Educational Consultant, HopeTree Family Services and HopeTree Academy; Tim Roberts, MEd, Special Education Supervisor, HopeTree Academy; and Maxine Casey, EdD, School Administrator, HopeTree Academy*

The presentation begins with a brief history and innovative applications of the "Student Job Description" in public special education settings. As the utility of this education concept grew, it is explained how it evolved into a set of "Power Tools" for HopeTree Academy's (HTA's) special education students. An explanation of how it forms the expectations for the development of students' classroom (academic) participation grade as well as the foundation of HTA's behavioral management program. Also, throughout "HTA's" vocational courses, these Power Tools develop in students a series of appropriate work habits, job social skills and values which they must use in performing any job/profession in the "world of work" as well as in achieving other transition goals. Session participants will learn how a student's Power Tool development will result in understanding just what a job's pay/salary is buying when he/she is performing work in any occupational setting. Next, the benefits of using the Power Tools for character development with special populations will be discussed. The session concludes with a Question and Answer period.

#### **A10 Service Planning: A Framework for Practice**

*Anna Antell, LCSW, Program Consultant, Office of Children's Services*

This session will provide a framework for quality service planning within a System of Care. The components of strong service planning as well as the role of family voice in the service planning process will be addressed.

#### **A11 The Art of Brainstorming**

*Rachelle Butler, LCSW, Assistant Director, United Methodist Family Services*

Brainstorming is a skill. It is also a vital part of facilitating meetings where innovative solutions are necessary to solve complex problems. This training will give participants tools to help them lead robust brainstorming sessions with youth and families as well as help run effective brainstorming sessions in meetings. The presenter will borrow from innovation engineering and other brainstorming tools to help facilitators leave the training with tangible tools to use in practice.

#### **A12 The Importance of Using Neuroscience in a Trauma Informed Practice**

*John Murray, Jr., MSW, CEO/President/Founder, Families First of Virginia*

In this session attendees will explore the importance of using neuroscience in a trauma informed practice. The training will explain how trauma affects brain development and brain function. Each participant will be asked to evaluate if their current clinical interventions, techniques, and strategies actually help children heal from trauma. As professionals, we will be challenged to look at our dated, unproductive, and even trauma triggering approaches to the children in the foster/adoption system. The session will provide professionals with the tools so they may embrace neuroscience in child welfare in order to become more productive and successful.

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### **B1 Behaviors Related to Brain Injury “Who is This Person”**

*Debbie Coleman, Area Manager Clinical Liaison, The Florida Institute for Neurologic Rehabilitation*

This session will provide a fun and interactive approach to learning about brain injuries. Participants will learn about the leading causes of brain injuries, the levels of treatment, the difference between TBI and psychiatric diagnoses, and how to help families understand the new and different person they are now living with. This session will provide information on early intervention methods of treatment, the benefits of treatment for the individual, and treatment cost comparison.

### **B2 Building and Utilizing a System of Care for those with Behavioral Health Needs - Part 2**

*Ann Folk Bevan, MS, Director of Developmental Disabilities and Behavioral Health, Department of Medical Assistance Services, Brain Campbell, Program Advisor, Department of Medical Assistance Services, and Dr. Alyssa Ward, Behavioral Health Clinical Director, Department of Medical Assistance Services*

Over the past few years, during the CSA and DMAS sessions, there have been case specific questions related to resources and processes with those individuals who are most challenging in our system. Part one will provide updates in the DDW and BH systems with DBHDS and DMAS, followed by breaking the audience into groups to review case studies. The teams would review case studies and discuss utilization of resources and develop a plan for addressing the needs of the individuals. Part two will focus on the teams’ work and recommendations matched with the expertise and additional suggestions from the facilitators to assist in the education of the audience on available resources that may not have been identified.

### **B3 Considering Trauma When Crafting Individualized Education Plans**

*Sabrina Gross, JD, Compliance Specialist, Virginia Department of Education and Martha Montgomery, School Psychology Specialist, Virginia Department of Education*

The purpose of this presentation is to inform educators and advocates about the special education process and discuss how trauma should be considered when crafting Individualized Education Programs (IEPs). IEPs are education plans that are to ensure that special education students receive a free appropriate public education (FAPE). Special education laws and regulations require IEPs to include deficits that are directly related to the disability as well as any deficits that prohibit a student with a disability from benefitting from their education. Although a special education student may not have a mental health diagnosis, the team should still consider trauma-related factors that impede the student’s learning when making decisions about IEP goals, services, and/or accommodations.

### **B4 Crisis Interrupted- The Partnership Between Fairfax County and UMFS empowers families through the provision of Crisis Stabilization Placement and High Fidelity Wrap Services**

*Marie Thomas, LCSW, Program Director-Leland House, United Methodist Family Services; Jessica Jackson, Youth & Family Intensive Services Manager, Fairfax-Fall Church Community Services Board; Laurie Huitema, Resource Team Supervisor, Fairfax-Fall Church Community Services Board; Jessica Grimes, ICC Supervisor, United Methodist Family Services; Doug Healey, Wraparound Supervisor, Fairfax-Falls Church Community Services Board ; Rob Kitchel, Family Support Partner, United Methodist Family Services; and Laura Giunta, Regional Director; United Methodist Family Services*

This workshop will demonstrate how Fairfax County’s commitment to the High Fidelity Wraparound (HFW) Model has improved outcomes and decreased long term RTC placement for families in the county. This presentation team will also discuss how the HFW workforce within Fairfax County is working together to achieve fidelity to the HFW model. Fairfax County and UMFS have partnered to integrate crisis stabilization placement at Leland House and HFW services. During the process of stabilization of the youth at Leland House the family also begin their journey into High Fidelity Wrap Around services. By engaging the youth and family in HFW early in their placement at Leland House the youth and family team begin building rapport and planning for the youth successful reintegration into the community. Participants will gain an understanding of the how the combination of these two services can multiple the impact for families.



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### **B5 Family First Prevention Services Act: The Provider's Perspective**

*Carl Ayers, MSW, Director, Division of Family Services, Virginia Department of Social Services and Laura Reed, LCSW, Project Manager, Division of Family Services, Virginia Department of Social Services*

This presentation will discuss the impacts of the Family First Prevention Services Act (Family First) on service providers and community partners. Family First was adopted in February 2018. The act includes historic reforms to the child welfare financing streams by providing prevention services to families of children who are at imminent risk of entering foster care. It underscores the importance of children growing up in families and seeks to avoid the traumatic experience of children being separated from their families and entering foster care. Specifically, federal reimbursement will be available for trauma-informed mental health services, substance abuse treatment and in-home parenting skills training to safely maintain in-home family placements. It also aims to improve the well-being of children already in foster care by incentivizing states to reduce placement of children in residential treatment, and instead place children in the least restrictive, most family-like setting appropriate to their individual needs. This legislation sparks a sweeping overhaul of the child welfare system, the largest seen in nearly 40 years. Opportunities for real and lasting change are available, and the physical and mental health benefits to children and families will be extraordinary – shifting local departments of social services to a culture of proactive and targeted prevention services for families. This presentation will provide an overview of Family First as it relates to changes for service providers as well as provide an overview of Virginia's Three Branch Model and Implementation Plan.

### **B6 Family Networking- the Key to Easier and More Effective Family Engagement**

*Laura May, PRS, Director of Virginia Family Network, National Alliance on Mental Illness, Virginia; Kim Barbarji, Vision 21 Training Specialist, Virginia Department of Social Service; and Robin Church, Family Service Specialist, VCU-Health*

Through the use of videos, small group activities, large group discussion, and PowerPoint, attendees will learn the valuable resources provided by families in family engagement. By the end of the presentation, attendees will have an understanding of how families can best help to engage other families. Additionally, attendees will develop a solid understanding of the process some of the families have gone through to get to a point of empowering others by the use of their personal stories.

### **B7 Fraud, Waste, and Abuse Risks and CSA**

*Stephanie Bacote, CIGI, CSA Program Audit Manager, Office of Children's Services; Annette Larkin, CSA Program Auditor, Office of Children's Services; Rendell Briggs, CSA Program Auditor, Office of Children's Services; and Brent Barcomb, CSA Program Auditor, Office of Children's Services*

Is there a chance that fraud, waste, and/or abuse occurs in your local CSA program? Are you aware of the lasting repercussions if these risk exposures are not managed effectively? This interactive workshop delivers a conceptual overview of fraud, waste, and abuse risk implications for CSA programs, while navigating topics to include: definitions, categories, characteristics/red flags, prevention, and response techniques. Discussions will also feature real world examples of alleged and/or substantiated fraud, waste, and/or abuse in government. The presentation format will incorporate lecture, PowerPoint, small group activities, question and answer.

### **B8 High Fidelity Wraparound: A Model That Builds Resiliency in Families and Transforms Communities**

*Tracy Johnson, MSW, CSA Coordinator, Henrico County CSA/DSS and Laura Bullock, LCSW, Youth and Family Clinician, Henrico Mental Health*

Through highlighting a family's journey, participants will have the opportunity to hear local examples of family and system transformation utilizing the High Fidelity Wraparound Model. Learn ways you can implement and sustain the model in your communities, build resiliency within families, and get more return on your investments.

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### **B9 How to See in the Dark: Leadership When the Path is Not Clear**

*Amanda Noell Stanley, MS, CEO, DePaul Community Resources*

Have you ever been faced with a difficult decision in a time when the stakes were high and you had limited information? In the work of human services, this is our everyday reality. Parents, case workers, agency leaders and collaborative teams are faced with critical decisions that affect the trajectory of precious lives – and many times we lack all the information we need. In those moments, leadership can be pretty scary and feel pretty lonely. This workshop will focus on how you can use the tools you already have to help you ‘see in the dark’ – to make the best decisions you can for those you serve. We’ll use adaptive leadership models and play with metaphors from the animal kingdom to help us explore the art of finding our way – and leading others on the path with us. Participants will leave with tools they can immediately employ in their work.

### **B10 Reimagining Foster Care**

*Jelani Freeman, Board Member, Center for Adoption Support and Education and Congressional Coalition on Adoption Institute and Jessica Stern, Co-Founder and COO, Connect Our Kids*

This session will provide participants with an interactive exploration of innovative ways to improve the foster care experience for youth involved with the child welfare system.

### **B11 The New World of Working with Children and Youth with Sexual Behavior Problems**

*J. Kellie Evans, LCSW, CSOTP, Vice President of Community-Based Services, The Up Center*

This workshop will explore current ATSA (Association for the Treatment of Sexual Abusers) practice guidelines and prominent research on children and youth with sexual behavior problems from the perspective and applicability of non-clinical professionals. Labels, terms and population definitions will be reviewed. Safety planning and monitoring as well as the use of polygraph with this population will be explored. Implications for policy and practice will be reviewed. Participants will learn what to expect from treatment providers.

### **B12 Understanding ABA Services**

*Kate Lewis, MS, BCBA, LBA, Director of ABA Services, Intercept Youth Services and Ashley Trainque, Clinical Supervisor, Intercept Youth Services*

Applied Behavioral Analysis (ABA) services are popping up all over Virginia. But what are they and how do you know you are receiving quality services? ABA has become a hot new service and has been growing across Virginia since the mandated insurance law passed in 2011; however, not everyone knows or understands what ABA is and how to identify a quality provider of the services. In this presentation, we will explain what ABA, Applied Behavior Analysis, is and how it became a funded service in Virginia. We will also discuss why ABA is considered an evidence-based practice and how collaboration and family engagement are imperative components of best practice for successful outcomes for clients. Finally, we will identify quality indicators to look for in finding a provider.

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### **C1 Banana Yellow Piano: How to Better Understand Parents to Drive Engagement**

*Kae Zulager, MBA, Foster Parent, Adoptive Parent, Family Support Partner, United Methodist Family Services; Tia Fuller, Parent Representative*

In this session, participants will gain insight into being the parent of high risk youth: what are the challenges, how to better understand and gain empathy for parents, how to identify coping skills, and tools to drive engagement. Participants will also learn ready-to-use skills which they can take back to their workplace.

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### **C2 Building Resilience Through Restorative Leadership and Compassion Fatigue Prevention**

*Heather Peck Dziejewski, LCSW, DCSW, BCD, Co-Founder/Director of Clinical Development, The Resilience Network, LLC; Hope Stonerook, BSW, MBA, Co-Founder/COO, The Resilience Network, LLC; and Suzanne Petersen, MS, Owner/CEO, Petersen Consulting*

Burnout, vicarious trauma, secondary traumatic stress, high workloads, high turnover, lack of regular supervision are just a few issues that plague human services agencies. Unfortunately, these issues can have a profound negative impact on workers as well as the individuals and families that they serve. The most resilient organizations are restorative as they purposefully create a culture which allows staff to rediscover or maintain health, strength, or feelings of well-being even when conflict or trauma occur. This workshop will provide an overview of restorative practices and how they can influence the health of the individual employee within the work place and agency outcomes. Concepts such as fair process and appropriate free expression in the workplace will be discussed and practiced. Participants will leave with the knowledge and tools allowing them to identify and respond to conflict effectively, learn how to distinguish between control and influence, how to approach work more positively, and how to ensure that each voice is heard. This workshop will be active, hands on and will teach specific ways that participants can become more resilient.

### **C3 CSA 101 – “CSA Basics” System of Care, Eligibility, and Funding**

*Carol Wilson, Program Consultant, Office of Children’s Services*

CSA 101 will explore some of the “must-know” basics when working in CSA whether you are a parent, an agency case manager, CSA coordinator, or member of a Family Assessment and Planning Team (FAPT) or a Community Policy and Management Team (CPMT). The workshop will focus on the various types of eligibility for CSA, how eligibility for CSA is determined, how CSA funding is allocated, how eligibility affects funding, title IV-E and CSA, all within the context of a locally administered system of care.

### **C4 Evidence-Based Programs: What are they? Where to find them? Why is Fidelity Important?**

*Kara Brooks, QMHP, Program Director, Evidence-Based Associates; Dan Edwards, Senior Director, Evidence-Based Associates; and Joel N. Walkley, Program Manager, Northern Region, Evidence-Based Associates*

In light of new service options in VA and the roll out of the Family First Prevention Services Act (FFPSA), this presentation will focus on the importance of Evidence-Based Program (EBPs), where to locate information about them (which will include current directories available and services likely to be those featured in the upcoming and highly-anticipated EBP registry that is currently being developed in anticipation of the implementation FFPSA), and what to expect of out of an agency providing an EBP. Topics include: what is an EBP registry and how will Virginia use it? What are the four key features of programs that are ‘evidence-based?’ What are three ‘lessons learned’ from existing implementation efforts that relate to the success and sustainability of EBPs in Virginia?

### **C5 Family Finding & Kinship Care – Unlocking Doors for Difficult to Place Youth**

*Shannon Updike, LCSW, Director of Foster Care and Adoption-Eastern Region, HopeTree Family Services and Emily Clark, LCSW, Director of Community Based Services, United Methodist Family Services*

Child welfare continues to be confronted by the increasing needs of youth entering foster care and the limited number of foster homes available in the community to accept these youth for placement. As the State prepares to implement several systemic changes, including the Families First Prevention and Services Act, we as a community need to be prepared to serve these youth. This presentation will explore the process of intensive family finding and how it is being used to achieve permanency through kinship placement for difficult to place youth. Participants will engage in an interactive discussion about how we identify family for community based placement and how families are being educated, supported, and empowered throughout the kinship placement journey. By engaging in this back to basics approach, we can begin the conversation of rethinking how we are achieving permanency for our difficult to place youth.



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### **C6 From Foster Care to Adulthood: Building Resiliency Through Partnership and Engagement**

*Aaran Kelley, MSW, Youth Services Program Specialist, Virginia Department of Social Services and Sophia Booker, Youth Development Coordinator, Project LIFE*

Youth who age out of foster care are at greater risk of poor outcomes in adulthood than their peers who did not experience foster care. The federal John H. Chafee Foster Care Program for Successful Transitions to Adulthood provides funding and legislation to support states in providing services to youth in and aging out of foster care to improve life-long outcomes. The Virginia Department of Social Services (VDSS) supports local departments of social services (LDSS) in providing these services through the allocation of federal and state funds, the provision of policy and best practice guidance, and Project LIFE. Project LIFE, a UMFS program in partnership with and funded by VDSS, provides direct services to youth as well as training and technical assistance to LDSS. This presentation will review VDSS guidance on providing services to youth 14 and older, including program and eligibility requirements, for youth in foster care (including Fostering Futures) and those who have aged out. A critical look at youth engagement will be incorporated. Discussion will also include how VDSS and Project LIFE partner to engage both youth and those who work with them to foster permanent connections and empower youth success during and after foster care.

### **C7 Redefining Possibilities: Creative Service Development in a Community-Based System of Care**

*Betsy Clark, MSW, CSA Administrator, Hampton Department of Social Services; Stephanie Afonja, MA, Owner, CEO, Family Restoration Services, Home of the Children's Fitness Academy, LLC; and Tiffany Hassell-Gregory, MA, Owner, CEO, Together Lives Change, LLC*

This session will explore the development of community-based services from the provider and parent perspective. The provider will share their insight and challenges in the development of a community-based system of care to include interactions with governmental agencies, service coordinators, other providers, and families. The provider's highlighted have provided a comprehensive array of creative services in a community that has not utilized congregate placements for over ten years. Additionally highlighted will be parents that will share their perspective and the impact those services have had on their families and the importance of their voice in the development of services.

### **C8 Sensory Processing: Offering Clarity to Mental Health Casework**

*Jennifer Sherman, MA, LPC, Senior Director of Clinical Services, Intercept*

This training focuses on conceptualizing and treating mental health symptoms from the integrative perspective of trauma, attachment, and sensory modulation. Participants examine the role of sensory modulation in mental health settings by understanding a child's sensory patterns, often influenced by trauma, sensory deprivation or social neglect. Additionally, participants will learn about sensory modulation techniques used to support and promote self-regulation, resiliency, trauma processing, and healing in clients with a history of trauma or maladaptive attachment patterns.

### **C9 The Unacknowledged Emotion of Shame and its Relationship to Anger and Aggression**

*Luke Hartman, PhD, Program Director/Director of Education, Liberty Point Behavioral Healthcare*

Shame increases anger at others. People who more frequently experience shame are more prone to anger and aggression. In this presentation, the presenter will pull back the curtain of pathologies which present as a direct target for therapeutic intervention (i.e., depression, anxiety, eating disorders, and aggression), and demonstrate that shame is a key factor to such maladaptive behavior.

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#### **C10 Trauma-Informed Case Presentation and Narration**

*Shaina Chandler, LPC, CSOTP, CCTP, CATP, TF-CBT, Director of Development, Hallmark Youthcare*

With the growing need for therapeutic placements and interventions for youth, the awareness and skillset to present and write a clinically sound report that is trauma-informed is greater than ever. This presentation will teach participants ways to formulate trauma-informed reports, develop a trauma narrative, and create a client overview that justifies needs of treatment while still acknowledging past experiences and personal strengths. This highly interactive workshop will provide attendees with the insight and skills needed to write a more trauma-responsive, strength-based, and youth supportive report. With significant increases in therapeutic interventions and placements across the state, many case workers are finding it challenging to develop reports that are both trauma-informed and support acceptance into these services. Participants will learn the impact of writing reports that are not trauma-based including the long-term impacts of case files, poor treatment outcomes, and failed or denied placements. Specific phrasing, development of reports, and tips for success will be discussed. Application of these techniques can be used in community settings, such as FAPT or in courts and through documentation in case reports and applications.

#### **C11 Using Continuous Quality Improvement (CQI) to Make a Difference in CSA**

*Zandra Relaford, Assistant Director, Office of Children's Services; Howard Sanderson, Senior Research Associate, Office of Children's Services; Crystal Bell, CSA Coordinator, Newport News/Hampton Human Services; Mills Jones, Director, Office of Children's Services, Goochland County; Rachel Lewis, CSA Coordinator, Suffolk/Franklin/Isle of Wight; and Jackie Zemmitt, Program Manager, Office of Children's Services, Petersburg*

How can localities effectively meet expectations and requirements to not only have Utilization Management processes, but improve programs by reviewing data and processes like Results-Based Accountability and Continuous Quality Improvement (CQI)? This workshop will provide answers to that question through hands-on, interactive opportunities to learn about and use newly-developed tools and approaches for using CQI to meet the requirements for Utilization Management, and doing it well in any community in Virginia. Demonstration of the CSA CQI dashboard will be featured, along with all of the "tools" that are now a part of the CSA CQI toolkit.

*End of Day One Breakout Session Topic Descriptions*

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Wednesday, May 1

First Breakout Session D Topic Descriptions

8:30 a.m. - 10:00 a.m.

### **D1 Alphabet Soup: What CSA Personnel Need to Know About Special Education and the Children's Services Act**

*Kristi Schabo, MEd, Program Specialist, Office of Children's Services and Angie Neeley, MEd, Executive Director of Special Education, Culpeper County Public Schools and President, Virginia Council of Administrators of Special Education (VCASE)*

There are many complexities to the provision of special education services through the Children's Services Act (CSA). This session will provide a brief introduction to the special education process, to include a discussion of student eligibility and IEP development, disability categories, least restrictive environments, and the difference between an IEP and a 504 plan. This workshop will also highlight issues specific to the provision of special education services through the CSA such as what is needed to determine eligibility, LEA/CSA responsibilities, the role of CPMT/FAPT in special education cases, cross jurisdictional placements, non-educational placements, and the use of special education wraparound funds.

### **D2 Developing Cultural Competency with the Millennial Youth**

*Wayne Oliver Powell, LPC, Clinical Director, Braley and Thompson*

The reality of the nuances regarding the millennial population is not something we can ignore, even if we wanted to. Life has been a different experience for the youth of today as it relates to how they communicate, respond to authority figures, problem solve, perceive themselves, attire, learn and find their place in society in general. This has posed challenges, as those involved with this population seek to strike a balance between what is the new normal and what should be addressed as deviant or unacceptable behaviors. This presentation will explore this subject and assess the prevailing perception of millennials. It will address current trends in treating behaviors including areas that need to be taken into consideration. It will provide participants an opportunity to assess their current perception of millennials and their responses to some of the current challenges experienced.

### **D3 Finding Resiliency Through Eco-Mapping**

*John Salay, LCSW, Director of Clinical Advocacy and Development, Family Insight*

An ecomap is a pictorial representation of a family's connections to persons and/or systems in their environment. As in society, patterns represent the areas that carry meaning for behavior and relationships in the family. In this sense the family can be seen as a small human society as well (Minuchin, et. al., 2007). The purpose of an ecomap is to support classification of family needs and decision making about potential interventions. They support the engagement of the family in a dialogue that can build rapport and buy-in, while heightening the awareness of the caseworker and family. The eco-mapping process is solution focused and can lead to important, hitherto overlooked, connections that increase empowerment and resiliency factors.

### **D4 Fraud, Waste, and Abuse Risks and CSA**

*Stephanie Bacote, CIGI, CSA Program Audit Manager, Office of Children's Services; Annette Larkin, CSA Program Auditor, Office of Children's Services; Rendell Briggs, CSA Program Auditor, Office of Children's Services; and Brent Barcomb, CSA Program Auditor, Office of Children's Services*

Is there a chance that fraud, waste, and/or abuse occurs in your local CSA program? Are you aware of the lasting repercussions if these risk exposures are not managed effectively? This interactive workshop delivers a conceptual overview of fraud, waste, and abuse risk implications for CSA programs, while navigating topics to include: definitions, categories, characteristics/red flags, prevention, and response techniques. Discussions will also feature real world examples of alleged and/or substantiated fraud, waste, and/or abuse in government. The presentation format will incorporate lecture, PowerPoint, small group activities, question and answer.



# 8th Annual Commonwealth of Virginia CSA Conference

## Resilience: Achieving the Possible

**April 29 - May 1, 2019**

Wednesday, May 1 | First Breakout Session D Topic Descriptions Cont... | 8:30 a.m. - 10:00 a.m.

### **D5 Harry, Frodo, Luke, et al: What the Hero's Journey Tells us About the Path to Healing and Service**

*Patrick Slifka, LCSW, Senior Clinical Director, ncgCARE and Stephan Stark, VP of Virginia Development, ncgCARE*

Throughout time, and across every culture, there has only been one story of the human condition: The Hero's Journey. Represented in myth, religion, fiction, and life, these stories both captivate us and provide insight into our daily and life-long struggle towards growth, resiliency, and individuation. Journey with us as we explore the stories of great heroes and what they tell us about our own lives, the lives of those we serve, the unexpected pitfalls, and how to affect meaningful change for each of us.

### **D6 Integrated Service Approach: Case Management, the Road to Resiliency**

*Maria Torres, LCSW, Wraparound Loudoun Program Manager; Myra Downey, MMH, Wraparound Coordinator; Pablo Rodriguez, MSW, Wraparound Coordinator; Conte Yates, LCSW, Branch Manager Service Coordination; Amy Pollard, BS, Wraparound Coordinator, and Nihan Dymczynski, MS, Wraparound Coordinator, Loudoun County Department of Mental Health, Substance Abuse, and Developmental Services*

This workshop will illustrate how to operationalize Systems of Care principles into the rapid changing health care system. Case Management is a major component of the current milieu of behavioral health practices. However, the field has failed to adequately define, conceptualize and differentiate the various forms of case management that exist across disciplines. While there are commonalities amongst the administrative functions of case management, a vast difference exist regarding the therapeutic relationship. Through this alliance case management applies two key principals: empowerment and facilitation. Workshop participants will define and discuss case management within behavioral health practices; discuss the role of assessment; and using person-centered practices to build resiliency. Utilizing these key tenants, participants will develop skills and techniques to support individuals and groups in reaching their full potential. Join us as we discuss how case management builds resiliency through an integrated service model.

### **D7 Open Table: A Model to Build Natural Supports that Transforms Communities**

*Angie Williams, BA, CVA, Implementation Director, The Open Table and Jon Katov, CEO, The Open Table*

Using lessons learned from the first two years of Open Table implementation in Virginia, this session will talk about how to use the social capital of your community to build natural supports that increase resiliency. This training will also include a summary of important learnings that have informed the continuous quality improvement of community-wide implementation of the model in order to increase the number of children and families that can access this support. The Open Table model began as a group mentoring movement in the faith community. Over the years, it has expanded to become a partnership of shared purpose among all community sectors to create long-term sustainable relationships for those who need natural supports.

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### **D8 Promoting Post-Secondary Education After Foster Care**

*Aaran Kelley, MSW, Youth Services Program Specialist, Virginia Department of Social Services, Felicia Howard, ETV Program Specialist, Virginia Department of Social Services, and Rachel Strawn, PhD, Great Expectations Program Director, Virginia Community College System*

Despite clear college aspirations by youth in foster care, there remains a wide gap in postsecondary educational attainment between youth who have experienced foster care and their peers who have not. Youth in foster care face both academic and non-academic challenges with postsecondary education. This presentation will discuss these challenges and how youth can be supported to overcome them. Presenters will review programs available to these youth as provided by or in partnership with the Virginia Department of Social Services. Program requirements, eligibility, and benefits of the Educational and Training Vouchers (ETV) Program and Great Expectations will be highlighted. Interactive conversation will focus on how postsecondary education builds resiliency and promotes positive outcomes, as well as how foster care workers, other state agency staff, and private providers can support youth in fostering postsecondary educational success.

### **D9 Systems of Care and High Fidelity Wraparound: the Journey to Implement an Evidence-based Practice Model in Virginia**

*Pamela Fisher, RN, MSN, Child and Family Program Specialist, Virginia Department of Behavioral Health and Developmental Services; Bernnadette Knight, PhD, System of Care Evaluation & Data Coordinator, Virginia Department of Behavioral Health and Developmental Services; Brandi Tinsley, MSSW Supervisee in Social Work, Senior Project Manager, United Methodist Family Services; Cristy Corbin, Family Support Partner Supervisor, United Methodist Family Services; and James Gillespie, LCSW, MPA, Fairfax-Falls Church Community Policy and Management Team*

*A System of Care is a sustainable coordinated network that supports children and youth at risk for mental health and other challenges and families to comprehensively achieve better outcomes. (Stroul B., Blau G., and Friendman, R., 2010).* High Fidelity Wraparound (HFW) is an Evidence Based Practice (EBP) and the primary means through which Systems of Care can be implemented at the child and family level of care. It is a team-based, structured approach in which families and team members work together to help the family identify and foster strengths, and gain self-efficacy by being part of a coordinated network of care. Currently, the Department of Behavioral Health and Developmental Services has a 4 year federal grant to expand Systems of Care to 42 localities in Virginia through the implementation of HFW. The purpose of this presentation will be to: provide a brief overview of the HFW model and history of SOC/HFW implementation in VA; highlight family/youth successes with HFW; provide preliminary data from grant sites on implementation progress; and share how this EBP can support other statewide initiatives such as the Family First Prevention Services Act and the Medicaid Behavioral Health Redesign.

### **D10 The Family Friendly FAPT**

*Tracy Johnson, MSW, CSA Coordinator, Henrico County CSA/DSS and Kae Zulager, Family Support Partner, Adoptive Parent, Foster Parent, United Methodist Family Services*

Participants will hear a local perspective on the benefits of using a trauma informed and family centered approach to engage families in the FAPT process. The session will highlight a case example from the perspectives of the local CSA office, a family member, and parent support partner. The discussion will include how using this approach increases family engagement, creates the opportunity for family-driven service planning and leads to greater resiliency and self-efficacy within families that the FAPT serves.

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Second Breakout Session E Topic Descriptions

10:30 a.m. - 12:00 p.m.

#### **E1 Bridging the GAPS between CSA & DSS – Enhancing CQI & Supporting Case Managers**

*Gayle Lea Brown, Eastern Region Foster Care Consultant, Virginia Department of Social Services*

Foster care case managers often have overwhelming documentation requirements and maintenance/service payment responsibilities. These documentation requirements and payment responsibilities often limit the one on one time a foster care case manager can spend with children and families to promote permanency. The costs for local services and programs are greatly impacted by a child's entire episode in foster care when all or part of the episode is CSA or locally funded. When children are not deemed IV-E eligible, the information is insufficient to determine eligibility, or timelines are not met as prescribed, the children become IV-E ineligible and must be funded by state and local CSA funds. A support team can enhance improved outcomes for children and families assuming some of the foster care worker's documentation and payment responsibilities. A support team can enhance a DSS' ability to ensure OASIS data and payment accuracy, financial accountability, and CSA & IV-E compliance. A support team can enhance the ability to ensure the prompt and correct entry of OASIS funding, placement, and court data and the timely and accurate payment of child welfare expenses. A support team increases financial accountability, CSA & IV-E compliance, and reduces stress on child welfare staff. A support team provides quality assurance, mitigating potential financial and legal risks. A support team can process payments ensuring compliance with CSA & IV-E

#### **E2 Collaborative Problem Solving, Building Resilience Through Family Engagement and Youth Voice and Choice**

*Elizabeth Buchholz, Certified Problem Solving Trainer, Organizational Learning Manager, United Methodist Family Services and Carmen Dailey, Organizational Learning Manager, United Methodist Family Services*

Collaborative Problem Solving is an approach that avoids the use of power and control in order to solve chronic problems durably, build executive functioning and other thinking skills, build relationships, reduce challenging behavior, and address your own concerns. It is a strength based, trauma informed, evidenced based, collaborative approach to working through difficult problems that can be used in any conflict.

#### **E3 CSA 201 – “Can CSA Pay?” How do your FAPT and CPMT make this decision?**

*Carol Wilson, Program Consultant, Office of Children's Services*

What's the question OCS program staff are asked most often? “Can CSA pay for \_\_\_\_\_?” Does it seem like sometimes it's okay to use CSA, but not others? Come learn how you can answer this question for your FAPT and CPMT. Using a flow chart, this workshop will explore the factors which influence decision-making in CSA, and provide you with a step by step process to assure that you are on solid ground when using CSA pool funds. Participants will apply the flow chart to specific situations and determine if “CSA can pay.” A prior basic understanding of CSA eligibility will assist participants in benefiting from this workshop. Attendance at CSA 101 is recommended, but not required.

#### **E4 Fostering Connections/ESSA Guidance 201**

*Patricia A. Popp, Ph.D., State Coordinator for the Education of Homeless Children and Youth in Virginia, Clinical Associate Professor, William and Mary, Liaison for the Virginia Department of Education for implementation of the educational stability requirements in Fostering Connections and the Every Student Succeeds Act (ESSA); Bethany Robinson, MSW, Child Welfare Stipend Program State Coordinator, Virginia Department of Social Services, Liaison for the Virginia Department of Education for implementation of the educational stability requirements in Fostering Connections and the ESSA; and Aaran Kelley, MSW, Youth Services Program Specialist; liaison for the Virginia Department of Social Services to implement the requirements of the Fostering Connections and Every Student Succeeds Act (ESSA) to promote educational stability among children and youth in foster care, Virginia Department of Social Services*



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Research indicates that children in out of home care are more likely to face multiple academic challenges and fall behind in school than their peers not in foster care. The mandates set forth in the Every Student Succeeds Act of 2015 (ESSA) aim to reduce this academic achievement disparity through increasing school stability for children and youth in foster care. Virginia is recognized as a leader in shaping and implementing this process. Presenters from the Virginia Department of Education and the Virginia Department of Social Services will discuss and clarify federal mandates and deliver best practice guidelines being identified for school placement processes, based on Joint Guidance published by VDSS and VDOE in November 2017. Topics covered will include expectations for local agency collaboration and communication; areas of shared responsibility; conducting Best Interest Determinations; immediate enrollment; arranging for transportation; and, implementing ESSA within Virginia's foster care extension program, Fostering Futures. Case-based discussion and problem-solving components will add an additional transfer of learning aspect to the presentation, facilitating a deeper understanding of the nuances and complexities that accompany implementation of ESSA in Virginia.

### **E5 Improving Outcomes for Youth and Families through Multi-Systemic Therapy (MST)**

*Jennifer Smith Ramey, LPC, LMHP, Program Manager, Horizon Behavioral Health and Jeff Randall, PhD, President and CEO, Evidence Based Services, Inc.*

MST is an evidence-based program for youth ages, 12-17 and their families, aimed at improving family functioning over the long term. MST reduces delinquent and antisocial behavior by addressing the core causes of such conduct. The treatment model views the client as a network of systems, including family, peers, school, and neighborhood. Therapist caseload size ranges from 4-6 and the length of treatment is between 3 and 5 months. MST is a community-based treatment, with the focus on empowering caregivers to solve current and future problems. MST is the only intervention for high risk youth where results have been repeatedly replicated by independent research teams. This presentation will provide an overview of the treatment model and research findings, including outcomes relative to our local MST program in Central Virginia. A case study will be highlighted to demonstrate the effectiveness of MST with a local family and youth in Central Virginia.

### **E6 Lessons Learned in Implementing an Evidenced Based Model**

*Sara Hess, MSW, TFC and FFT Program Manager, United Methodist Family Services*

With the help of AMI Kids and Evidenced Based Associates (EBA), more evidenced based models are coming to the state of Virginia and making a profound impact on the lives of youth and families. In partnership with EBA, UMFS has had the opportunity to implement Functional Family Therapy (FFT) in many communities across the state. This presentation will provide a clinical overview of FFT, report of outcomes and explore inclusionary and exclusionary referral criteria. In addition, it will outline "lessons learned" in the training and execution of the program, new collaboration with community partners and referral sources and implementing an evidenced based model to fidelity. It is our hope to share case examples, share experiences and give advice to providers considering evidenced based models in their array of services.

### **E7 Update on Department of Juvenile Justice (DJJ) Transformation**

*Beth Mohler Stinnett, MS, Statewide Program Manager, Division of Community Programs, Virginia Department of Juvenile Justice*

This workshop will provide an overview of the Virginia Department of Juvenile Justice's Transformation efforts. Participants will learn about the agency's efforts to safely REDUCE the use of state-operated juvenile correctional centers, REFORM correctional center and court service unit practices, and REPLACE JCCs with a continuum of community-based alternatives. Emphasis will be placed upon the agency's adoption of evidence-based practices and use of risk assessments and other structured-decision-making tools to drive case-specific decisions including direct care length of stay. Participants will learn about the roll out of a new tool, a Standardized Disposition Matrix designed to inform recommendations to the court. This workshop will also include an update on the agency's efforts to reinvest cost-savings from the closure of a correctional center into a continuum of services.

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#### **E8 Using Continuous Quality Improvement (CQI) to Make a Difference in CSA**

*Zandra Relaford, Assistant Director, Office of Children's Services; Howard Sanderson, Senior Research Associate, Office of Children's Services; Crystal Bell, CSA Coordinator, Newport News/Hampton Human Services; Mills Jones, Director, Office of Children's Services, Goochland County; Rachel Lewis, CSA Coordinator, Suffolk/Franklin/Isle of Wight; and Jackie Zemmitt, Program Manager, Office of Children's Services, Petersburg*

How can localities effectively meet expectations and requirements to not only have Utilization Management processes, but improve programs by reviewing data and processes like Results-Based Accountability and Continuous Quality Improvement (CQI)? This workshop will provide answers to that question through hands-on, interactive opportunities to learn about and use newly-developed tools and approaches for using CQI to meet the requirements for Utilization Management, and doing it well in any community in Virginia. Demonstration of the CSA CQI dashboard will be featured, along with all of the "tools" that are now a part of the CSA CQI toolkit.

#### **E9 What Families Really Need**

*Robin Church, Family Service Specialist, Children's Mental Health Resource Center at Virginia Treatment Center for Children (VTCC) and Family Support Partner for United Methodist Family Services at VTCC*

What do families really need while trying to reach their family vision? Using her lived experience, Robin learned what she needed from providers in the community. Being honest and vulnerable at a time that was embarrassing, confusing and scary. 'I didn't know what I needed, I only knew the hardship my family was going through' So what does it take to peel back that onion? Let's talk about the difficulties a family may be going through and how might we get there.

#### **E10 When you get stressed, what kind of animal do you become?**

*Hope Stonerook, BSW, MBA, Co-Founder/COO, The Resilience Network, LLC; Heather Peck Dzewulski, LCSW, DCSW, BCD, Co-Founder/Director of Clinical Development, The Resilience Network; and Suzanne Petersen, MS, Owner/CEO, Petersen Consulting*

How do you successfully navigate a work environment overwhelmed with compassion fatigue? The focus of this workshop is to stay resilient in a toxic workplace. Working in a toxic environment can be extremely stressful for the workforce. Everyone manages stress differently, however, each individual has tendencies under stress which can become counterproductive. Developing self-awareness of how stress specifically impacts you is the first step to building resilience skills that allow you to positively navigate in a difficult environment. This workshop will help participants identify their personality style under stress (animal type), personality styles of others when they are under stress, specific communication techniques for each personality style, and the adjustments one can make to provide a healthy balance in the workplace. This is a highly interactive experiential workshop.

#### **E11 Youth Voice: Building Resiliency Through Advocacy**

*Chauncey Strong, MSW, Youth Development Specialist, Virginia Department of Social Services*

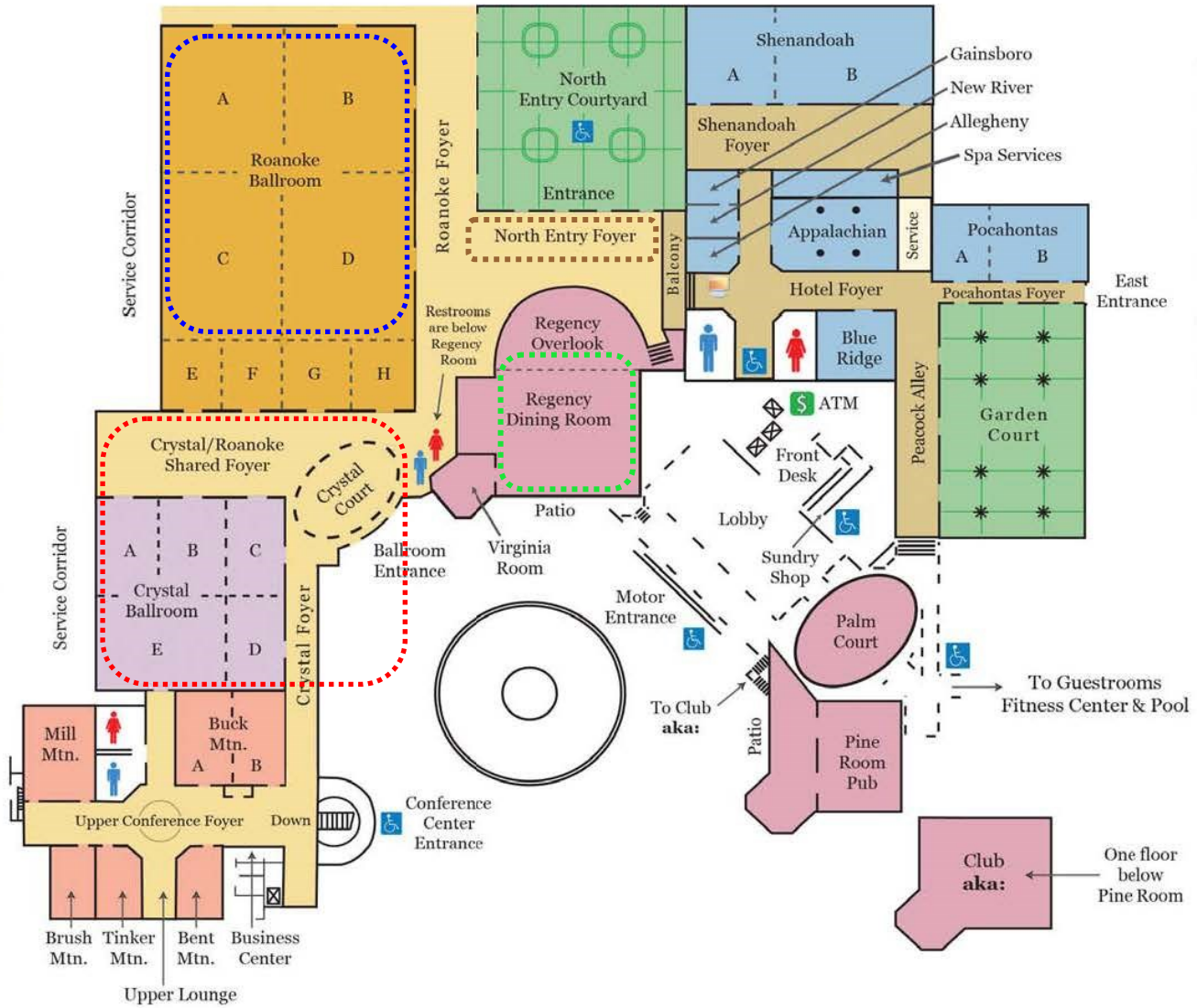
Many young people in foster care experience multiple challenges that place them at risk of negative outcomes such as homelessness, substance abuse, unemployment, and even suicide. Yet with the right support systems and opportunities, youth in foster care can develop resiliency in the face of adversity. This resiliency helps youth cope with, adapt to, and overcome the life challenges they face, becoming stronger and more determined than ever. The Virginia Department of Social Services will facilitate a presentation highlighting the Virginia youth advisory board, SPEAKOUT (Strong Positive Educated Advocates Keen On Understanding the Truth). Board members for SPEAKOUT are youth, 14-26 years old, currently or formerly in foster care in Virginia. This presentation will explain the board's mission, vision, and goals, as well as discuss the importance of youth voice. SPEAKOUT representatives will be invited to co-present and share their perspectives on the intersection of resiliency and advocacy.



THE HOTEL ROANOKE & CONFERENCE CENTER

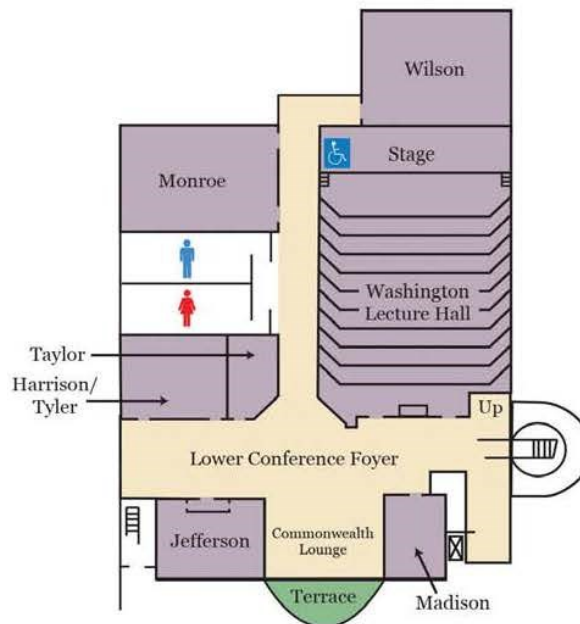
BALLROOM LEVEL

UPPER LEVEL



- General Session/Participant Lunch
- Sponsor Tables
- Sponsor Lunch
- Registration

CONFERENCE LEVEL



Approximate Room Capacity	
Appalachian	70
Buck Mountain	90
Harrison/Tyler	50
Mill Mountain	70
Monroe	80
Pocahontas	150
Roanoke E/F	100
Roanoke G/H	100
Shenandoah A	70
Shenandoah B	200
Washington Lecture Hall	170
Wilson	80