



# CSA TODAY

A NEWSLETTER OF THE OFFICE OF CHILDREN'S SERVICES

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## Director's Blog

*Scott Reiner, Executive Director*



COVID-19. A term that no one had heard of when our last newsletter hit your inboxes has now turned our world upside down and inside out. Social distancing, flattening the curve, PPE.

In the face of these rapid disruptions, your commitment to maintaining essential CSA functions, creativity, and resiliency has shone through "the fog." I want to personally offer a huge "thank you" for everything you are doing (most of which I'm not even aware of) to keep your programs and services operational and respond to the needs of your communities. My appreciation extends to CSA staff, CPMT and FAPT members, staff in all of our public agencies, public and private service providers.

It will undoubtedly be some time before things return to whatever "normal" will look like as public life and the economy reopen and recover. Be assured, those things will happen. What won't change is the key role CSA serves in the system of care for many of our most vulnerable children and families. Each of you hold a key role in the CSA's ability to meet the needs of your community.

On behalf of everyone here at the Office of Children's Services, we appreciate and honor all you are doing, as it says in the children's song to "keep the wheels on the bus going round and round." OCS is here to support you in whatever way we can. Please don't hesitate to reach out to us...

Be safe, be well and I look forward to seeing you all soon.



Due to current uncertainties related to the COVID-19 pandemic, the status of the annual CSA conference remains the same until more information is available regarding protocols for large group gatherings scheduled to take place in the fall.

OCS will share updates regarding the conference with our partners and conference participants as soon as more definitive information is determined.

Your continued and enthusiastic support of this event is greatly appreciated.

[Follow the 2020 CSA Conference on Facebook](#)



We are excited to announce that OCS will host a virtual New CSA Coordinator Academy. Due to COVID-19, the annual in-person New Coordinator Academy (scheduled for March) was unable to occur. In order to ensure that new coordinators have the needed skills, tools and knowledge, we will be hosting a modified virtual event.

Through the *GoTo Webinar* platform, OCS staff will deliver training on essential topics such as Roles and Responsibilities, Eligibility, CANS, UR/Service Planning, Finance and Audit. The event will be a mix of "live" presentations with opportunity for discussion and independent viewing of selected e-learning modules in the VLC (Virginia Learning Center) followed by a "Q+A/Discussion" period.

Sessions will occur over the course of six Fridays in June and July. We also plan to have an abbreviated in-person event in the fall, once the COVID situation is resolved. Thank you to our new coordinators for your patience and flexibility as we adapted to the current situation, AND we look forward to "seeing" you in June. For more information, please email Anna Antell at ([anna.antell@csa.virginia.gov](mailto:anna.antell@csa.virginia.gov)).

# CANS Update

## Closing CANS Assessments

Carol Wilson, Program Consultant, OCS



CANVaS Local Administrators (aka DSU/RAs) have done an amazing job of “cleaning up” old open CANS assessments! **Congratulations!**

The need to be vigilant remains though, so please double check any remaining old assessments (those open longer than 60 days) and ensure case managers know the importance of closing the assessment when completed.

Both the “Instructions for Case Managers on Closing CANS Assessments in CANVaS” and “DSU/RA Instructions for Closing CANS Assessments” may be found in the “Documents” folder in CANVaS. Each provides provide step by step instructions on how to locate and close open assessments. For those of you who are Local Administrators, you may find it helpful to share the case manager resource, especially with newly employed staff. If you have questions or need assistance, please email Carol Wilson at [carol.wilson@csa.virginia.gov](mailto:carol.wilson@csa.virginia.gov).

## CSA TRAINING RESOURCES



**E-LEARNING TRAINING MODULES**



**CANS Training Site**

# Spotlight on Success

## Local CSA Heroes on the Front Line

Zandra Relaford, Assistant Director

In the face of this unprecedented pandemic, local CSA teams- including members of CPMTs and FAPTs, CSA Coordinators, Community Partners and Service Providers- have rallied together to ensure continuity of operations and provision of vital services to the children and families served by the CSA system of care. Even when faced with issues such as lack of Internet access in some communities, serious child safety and well-being concerns, overcoming obstacles to secure Foster Care placements for children who've test positive for COVID-19, and keeping families (including your own) healthy and safe- you have been resilient and steadfast. Here are a few highlights from the recent survey of local CSA Offices which demonstrate the comittment and resilience of CSA teams in every community across the Commonwealth:

- 97% of respondents reported that local CSA communities are able to maintain FAPT operations virtually (by telephone, video or combination) and 99% perceive that families; and agencies can access FAPT if a critical need arises;
- 99% said that service providers have continued to deliver CSA-related services; and
- 90% of CSA Coordinators viewed that there are workable processes in place for continued CPMT operations (significantly impacted by legalities of FOIA compliance).

An initial compilation of survey responses has been emailed to all CSA programs and is also available [here](#). The reports and sentiments expressed by many of the CSA programs survey responses exemplify why you **all** deserve to stand in the "Spotlight of Success", particularly the quote below. Thank you for all that you do and please stay safe and healthy.



*"I have great community partners that have been able to stay connected thru email/phone/video to ensure we are still serving our community.*

*I am proud/blessed to have the FAPT/CPMT teams, case workers and vendors that I work with."*

## The Aftermath – Were You Prepared?

*Annette E. Larkin, OCS Program Auditor*

Audit Corner

No one would have expected life in the Commonwealth of Virginia to change so drastically in an instant. March 12, 2020, our Governor declared a state of emergency to combat the global pandemic Coronavirus (COVID-19). Executive Orders issued subsequently directed the closure of all public/private K-12 schools, closure of non-essential retail, personal care, recreational and entertainment businesses/venues, halting out of state travel for state employees, cancellation of scheduled state conferences and large events, limiting in-person public/private gatherings to 10 or less, and promoting telework for many state and local employees. “Social distancing” became the new buzzword.

Amidst ever-changing updates and directives from State officials and local government administrators managing COVID-19 responses, local Community Policy and Management Teams (CPMTs) had to determine how CSA supported services to children and families would continue and identify any potential risks/barriers. Immediate solutions were needed to address the many risk/barriers affecting stakeholders, such as:

<b>Environmental</b>	Facilitating CPMT and FAPT meetings within confines of "social distancing"
<b>Legal/Regulatory</b>	Provision of services to students with disabilities in accordance with the students' individualized educational program (IEP)
<b>Operational/Financial</b>	Accessibility and availability of staff and resources (e.g. office closures, technology, staff shortages, available funds to support increased needs of the community)
<b>Reputational</b>	Dissemination of critical information to relevant stakeholders and the community at large.

As teams consider the aftermath of COVID-19 and the future, several questions may be posed: Were we prepared? Was such an event and its potential impact to operations considered in our organization's risk assessment and response plan? As a best practice, all localities should have a continuity of operations plan (COOP). These plans document policies, procedures, and guidance intended to mitigate identified risks and ensure that mission critical functions and/or services continue with limited or minimal disruption.

**"In the business world, the rear view mirror is always clearer than the windshield."  
Warren Buffett**

## The Aftermath – Were You Prepared?

Audit Corner  
 Continued..

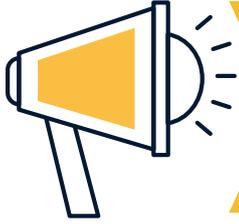
According to the Federal Emergency Management Agency (FEMA), an effective COOP will have the following elements (although this list is not all-inclusive):

- Identification of essential functions (i.e. business operations and processes)
- Delegation of authority
- Succession planning
- Identification of vital records and/or computer systems
- Identification of an alternative work site and needed equipment
- Identification of interoperable communication methods
- Assessment of human capital needs
- Testing of the COOP and training of employees on the deployment of the plan
- Reconstitution of normal business operation after the disaster is over

In the aftermath, CPMTs should evaluate the effectiveness of the deployment of the COOP as it relates to CSA functions. Debriefing at every level will be necessary to identify the lessons learned while executing the plan. A Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis is a tool that CPMTs can use in assessing effectiveness of the COOP. Thereby answering the question, were we adequately prepared? The matrix below depicts typical questions to start the discussion.

<p><b><u>Strengths</u></b></p> <ul style="list-style-type: none"> <li>● What went well and why?</li> <li>● What would we continue in the event of another emergency</li> </ul>	<p><b><u>Weaknesses</u></b></p> <ul style="list-style-type: none"> <li>● What could have been done differently to achieve a better outcome?</li> <li>● How could we improve our emergency response?</li> </ul>
<p><b><u>Opportunities</u></b></p> <ul style="list-style-type: none"> <li>● What could have been done differently to achieve a better outcome?</li> <li>● How could we improve our emergency response?</li> </ul>	<p><b><u>Threats</u></b></p> <ul style="list-style-type: none"> <li>● What events occurred that were beyond our control?</li> <li>● Were there any self-imposed imitations?</li> </ul>

The COVID-19 pandemic response will be a true test of resilience for Commonwealth and its citizens. Assessing the effectiveness of your local response, will equip the CPMT's to better prepare for the next. Will you be ready?



## Information Systems Update

Preetha Agrawal, Information Technology Director

You may have noticed that the “Service Fee Directory Search” under the Service Fee Directory section on the CSA website has a new look. This is the result of upgrading Service Fee Directory to a more “modern” User Interface. A copy of the updated screen can be seen below. A major change is that the way you select various criteria for filtering down a specific provider.

The Service Fee Directory can be filtered based on one or more criteria of Service Provider Name; Service Code & Category; Available Characteristic (maximum of 3 characteristics) and by clicking on the Search button

The result set can be exported as either a .pdf file or Excel spreadsheet and/or result can be further drilled down by selecting the Service Provider Name link for each listed provider, as seen in the example below.

**Service Fee Directory - Search**

**Report Filters**

Service Provider Name:

Service Code & Category:

**Available Characteristic**

- Aggressive/Assaultive Behavior
- Autism Disorder
- Behavior/Conduct Disorder
- Delinquent/Court Involvement
- Development Disability
- Emotional Disturbance

*Please hold CTRL key to select multiple items*

**Selected Characteristic**

*Maximum 3 Characteristic are allowed*

**Results**

What format would you like?

Provider ID	Service Provider Name	Website	Admissions Conta...	Admissions Conta...	City, State
1001	<a href="#">Elk Hill Farm, Inc.</a>	<a href="http://www.elkhill.org">www.elkhill.org</a>	Jasmine Williams	804-457-4866 ext.339	Goochland, VA
1006	<a href="#">First Home Care - Tidewater (ABS LINC VA,INC)</a>	<a href="http://www.firsthomecare.c...">www.firsthomecare.c...</a>	Lizzie Caldwell	757-398-5226	Portsmouth, V
1032	<a href="#">St. Joseph's Villa</a>	<a href="http://www.NeverStopBelie...">www.NeverStopBelie...</a>	Matthew Sheerin	804-553-3241	Richmond, VA
1047	<a href="#">Specialized Youth Services of Va., Inc.</a>	<a href="http://sysva.com">sysva.com</a>	Warren G. Bull	804-733-2180	Petersburg, VA
1050	<a href="#">Youth for Tomorrow - New Life Ctr</a>	<a href="http://www.youthfortomorr...">www.youthfortomorr...</a>	Tonia Copeland	703-659-9836	Bristow, VA
1088	<a href="#">Charterhouse School - Richmond</a>	<a href="http://www.charterhousesec...">www.charterhousesec...</a>	Jennifer Maddox	855-367-8637	Richmond, VA
1097	<a href="#">Highlands Community Services</a>	<a href="http://www.highlandscsb.org">www.highlandscsb.org</a>	Allen Anderson	276-525-1538	Abingdon, VA

Thank you for your patience as we continue to upgrade the OCS systems. If there is a provider that you have been using and now cannot find in the Service Fee Directory, please email Preetha Agrawal at [preetha.agrawal@csa.virginia.gov](mailto:preetha.agrawal@csa.virginia.gov) or call (804) 662-9814.

There are also four new reports under “Utilities” in the CSA Pool Expenditure Reports section of the [CSA website’s Statewide Statistics](#). A brief description of each report is given under the report link name.

### Utilities

#### Pool Daily History Comparison

The report provides four fiscal years of financial information by Expenditure Description. For the active fiscal year selected, the information displays, the active fiscal year and its three prior fiscal years’ financial expenditures, by category, submitted to LEDRS, as of the same run date each year. If any year, other than an active fiscal year, is selected, the report reflects for the fiscal year selected and its three prior fiscal years, as of the end of the CSA fiscal year.

#### Approved Pool Totals Report

The report shows the expenditures by category and reflects the total expenditure less any refunds to reflect a net expenditure. The report also shows the state’s share and the locality’s share of the net expenditure by category as well as a total for each at the bottom of the report. This report can be viewed by that which has been approved by the Report Preparer (RP), Local Fiscal Agent (FA), and Department of Education (DOE).

#### Effective Match Rate Report

The report provides a summary of each locality’s pool expenditures and the corresponding effective match rate based on that locality’s utilization of the three different match rates [Base Rate Services, Community Rate Services (50% less than Base Rate) and Residential Rate Services (125% of Base Rate)], as of the date of report creation, for the chosen “Report Fiscal Year”. Additionally user has the ability to compare corresponding effective match rate between the “Report Fiscal Year” and a “Compare Fiscal Year” as of the date of report creation.

#### Refund Report

The report reflects refund information submitted to LEDRS by localities and the categories of refunds being reported.

#### Net Expenditures Report

The report shows, for an active fiscal year selected, the total net expenditures, by locality and pool fund expenditure category, which have been submitted to LEDRS, at the time the report is requested. If the fiscal year selected, is not an active fiscal year, at the date of report request, then the report shows, the net expenditures reported in LEDRS by locality and pool fund expenditure category, as of the end of the CSA fiscal year.

Localities can track their Administrative fund approval status by observing the top modified section of the Pool Transaction History report. This report is located in two places: in the CSA Pool Expenditure Report’s, Transaction History section or after login to the Local Government Reporting, in the User module main page, under Reports section.

This report has been modified to display the Administrative Allocation Section; in the 1st tabular box, there will be a row visible if Administrative funds have been requested. The Administrative fund request has various approval stages for each locality, the first column indicates the current stage of the Administrative fund request.

- 0 – CSA Coordinator has keyed in the request
- 1 – CSA Coordinator has approved & submitted the request
- 3 – CPMT Chair has approved the request
- 5 – Fiscal Agent has approved the request
- 9 – DOE has approved the request

If there is a report you had been using and now cannot find, please contact Preetha Agrawal. Thank you for your patience as we continue to upgrade and enhance the OCS systems.

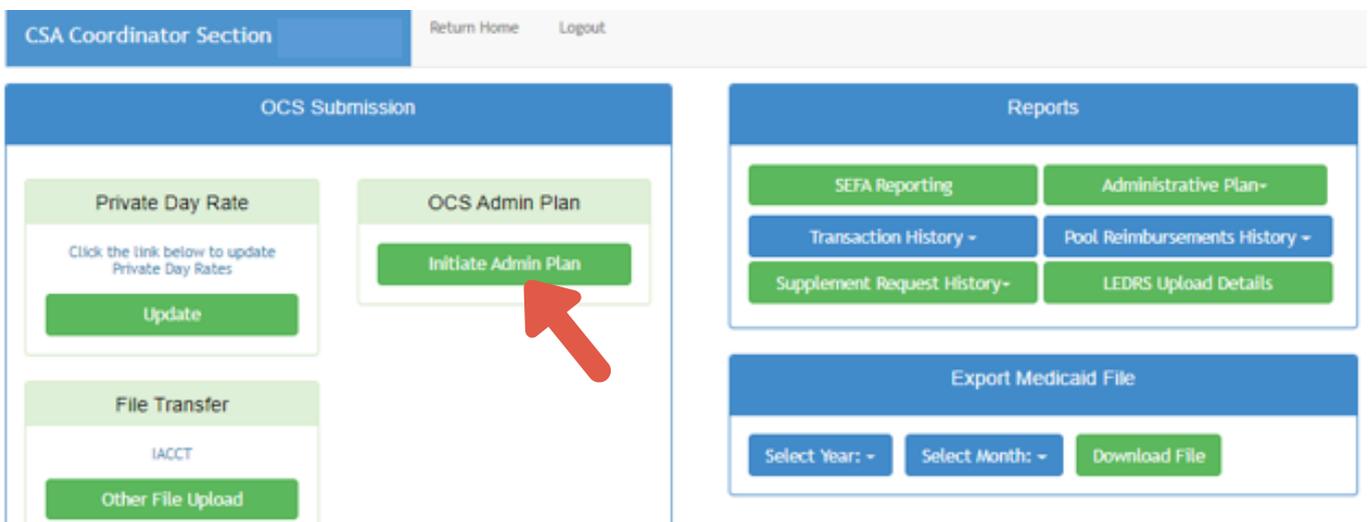
## FY2020 ADMINISTRATIVE PLANS DUE SOON

### A NOTE FROM THE BUSINESS MANAGER

MARIS ADCOCK

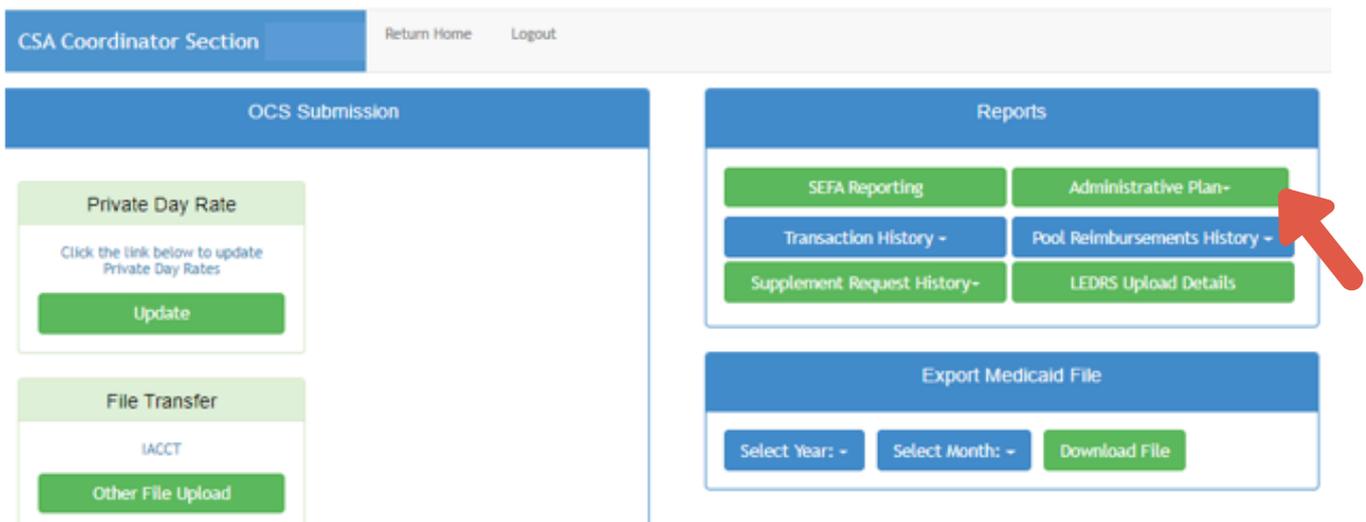
As you know, we are approaching June 15, 2020. If not already done, FY2020 Administrative Plans must be submitted. A number of localities have not yet submitted their 2020 Administrative Budget Plans through the [CSA Local Government Reporting](#) section. The last date to request these funds for this fiscal year is June 15, 2020.

The process for requesting these funds is begun by the local CSA Coordinator. The CSA Coordinator needs to log into the Local Government Reporting System. Once logged in, if the screen appears as the picture below, the Admin Plan has not yet been processed for FY2020. Click on "Initiate Admin Plan" to begin submission of the locality Admin Plan.



The screenshot shows the 'CSA Coordinator Section' interface. At the top, there are links for 'Return Home' and 'Logout'. The main content is divided into two columns. The left column is titled 'OCS Submission' and contains three sections: 'Private Day Rate' with an 'Update' button, 'File Transfer' with 'IACCT' and 'Other File Upload' buttons, and 'OCS Admin Plan' with a green 'Initiate Admin Plan' button highlighted by a red arrow. The right column is titled 'Reports' and contains a grid of buttons: 'SEFA Reporting', 'Administrative Plan-', 'Transaction History -', 'Pool Reimbursements History -', 'Supplement Request History-', and 'LEDRS Upload Details'. Below the Reports section is an 'Export Medicaid File' section with 'Select Year: -', 'Select Month: -', and 'Download File' buttons.

If the OCS Submission screen does not have the button "OCS Admin Plan" (as seen below), then the locality has successfully submitted their Administrative Plan for FY2020. To see what was submitted and when it was processed, look under the Reports heading and select the "Administrative Plan" (green button). This will provide a drop-down box where you can select the fiscal year. This result will show the details of the plan submitted and the dates when approved for processing (next diagram). Please contact Maris Adcock if you have questions.



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# Resource Round Up



The Parent Education and Training Center (PEATC), in partnership with the Virginia Department of Education, is offering its trainings virtually, beginning in the month of month of May. Trainings address special education, the importance of early childhood services, COVID-19 related topics, resources available to parents of young children with disabilities and transition processes for school-age children to prepare for the adult world.



For more information, contact PEATC at (800) 869-3782 or by email at [partners@peatc.org](mailto:partners@peatc.org).



Videos on stress, distress and trauma, specifically geared toward COVID 19, are also available from the Neurosequential Network, [here](#).



Free webinar from Dr. John Lyons: Collaborative Assessment in the "New Normal": Completing the CANS and ANSA via phone" Check it out [here](#) or at <https://tcomconversations.org>.

Psychology Today has created the "**Pandemic Toolkit That Parents Need**". View the toolkit [here](#) or visit the Psychology Today website.

## TA Question of the Quarter



### Will the 2% rate cap on Special Education Private Day rates apply in Fiscal Year 2021?

Yes, the General Assembly included a directive in the FY 2021-2022 Appropriation Act which caps the FY 2021 private day special education rates at no more than two percent higher than the rates paid in FY2020.

In order to comply with the General Assembly's requirement, OCS will provide reimbursement for these services at a rate not to exceed two percent higher than the FY2020 rates during new fiscal year which begins on July 1, 2020. In the next few weeks, local CSA programs will be asked to submit their negotiated rates for FY 2021 private day special education programs.

For more information, please see OCS Administrative Memo #20-02 (issued on May 1, 2020). All OCS Administrative Memos can be found in the "Resources" section of our website.



Don't forget....along with a variety of resources, you can find contact information for the Office of Children's Services staff as well as local CSA Coordinators, CPMT Chairs, Fiscal Agents, Report Preparers, and DSU/RAs on the OCS website.

Just visit <https://csa.virginia.gov>, click on the "Contacts" tab in the upper right-hand corner. You can also submit question to the OCS Help Desk and request On-site Technical Assistance from that tab as well.

### Guidelines for Newsletter Submission

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

