

Newsletter

Children's Services Act Program

UPDATE TO PARENTAL CONTRIBUTION COLLECTIONS PROCESS



In Spring, 2022, CSA will start a new process for referring unpaid CSA Parental Contribution (CoPay) accounts to the Fairfax County Department of Tax Administration (DTA). Families are starting to receive notification of this new process in the invoices for their Parental Contribution. (The notification to parents is included at the end of the newsletter for reference.)

As the CSA case manager, you will receive notification when a family is past due 30 and 60 days. After 60 days with no payment, the account will be referred to DTA who will contact the family and begin working with them to remedy the account. DTA can refer families to a collections agency where fees, interest, and the balance will be subject to collections.

It is CSA's intent to avoid having to refer families through this process. Therefore, we ask that if you receive such a notice that you contact the family and work with them in the following ways:

- ◆ Ensure they understand the need to make payments on their account;
- ◆ Inquire if families have had a change in their circumstances that may change the amount charged (e.g., hardship, medical bills, job loss, loss of income);
- ◆ Help them to complete a re-assessment by resubmitting the Parental Contribution Assessment Form to request a waiver or reduction;
- ◆ Encourage them to schedule a consultation with the Federal Reimbursement Unit (FRU) Analyst, Brian Salazar Zamora, if they have any questions or concerns about their invoice or services received

Thank you for your assistance in making sure families are aware of how the copay process for CSA works



FEBRUARY 2022

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Children's Services Act Office

Question or concerns? Please don't hesitate to let us know!

DFSCSA@fairfaxcounty.gov or 703.324.7938

FAIRFAX CONSORTIUM FOR EVIDENCE-BASED PRACTICE IS SEEKING FEEDBACK ON THE TRAININGS & TREATMENTS NEEDED IN THE COMMUNITY

The [Fairfax Consortium for Evidence-Based Practice](#) is inviting clinicians, clinical supervisors, administrators, and those who offer CSA case management services to share their opinions about the types of trainings and/or treatments for youth and families that they would like to see available in Fairfax County and the cities of Fairfax and Falls Church. This survey will also include questions about the use of evidence-based practices as well as factors that promote or hinder their use.



Feedback will be used to guide the selection of free future trainings for behavioral health service providers offered through the Consortium. You will be invited to participate in these trainings, as appropriate, and receive free CEUs.

The Consortium would be immensely appreciative if you would be willing to complete the appropriate survey(s) at the links below to help them decide which trainings to offer in the future. If you serve in multiple official roles (e.g., you are a clinician *and* a supervisor), please complete the survey below for each role. Each survey should take 10-15 minutes depending on how much feedback you decide to offer. **As a thank you for your time, you will be emailed a \$10 Starbucks or Amazon gift card (your choice) for each survey that you complete.** Please only submit one survey per role, even if you receive multiple requests or reminders.

- ◆ If you are a **CLINICIAN**, please complete the survey with the following link: https://gmuchss.az1.qualtrics.com/jfe/form/SV_elNaRUj1HbfTAmg
- ◆ If you are a **CLINICAL SUPERVISOR OR ADMINISTRATOR**, please complete the survey with the following link: https://gmuchss.az1.qualtrics.com/jfe/form/SV_1FwzulA99UNkP0g
- ◆ If you provide **CSA CASE MANAGEMENT SERVICES**, please complete the survey with the following link: https://gmuchss.az1.qualtrics.com/jfe/form/SV_bllGEg5vZje4Fq6

Please share this information request with clinicians, supervisors/administrators, and CSA case managers in or outside of your practice who serve youth and families in Fairfax County, or the cities of Fairfax and Falls Church, who may not be already associated with the Consortium. Questions or concerns should be directed to fairfax.consortium@gmail.com. Surveys close on Monday, February 28, 2022.

ENTERING CANS RATINGS IN CANVAS

Case managers are expected to enter CANS (Child and Adolescents Needs and Strengths) ratings into the state information system—CANVaS. Visit the Office for Children’s Services website for CANVaS training videos and user manual — <https://www.csa.virginia.gov/Cans/Index>.

Creating a CANVaS account is easy ... just complete the [CANVaS New Case Manager Account form](#) and return it to CSA along with your CANS Training Certificate.



21ST ANNUAL NORTHERN VIRGINIA CSA SYMPOSIUM & PROVIDER EXPO *A Virtual Half Day Event*

*Wednesday, March 9th.
Registration and speaker
information will be shared
soon!*

STAFF CHANGES AT HEALTHY MINDS

FAIRFAX

What Are We Going to Do without Desi?

Desiree (aka Desi) Gordon retired from Fairfax County after 26 years. She no longer has to commute from her home in Maryland to Fairfax.



Somedays the commute was a total of 3 hours day. While most of her career has been with the Community Services Board, Desi worked with Healthy Minds Fairfax since 2015.

Her main task at Healthy Minds Fairfax was to develop and manage the Short-Term Behavioral Health Services (STBH). Tracy Davis, a member of the Healthy Minds Fairfax team, said it best, “I think one of the most significant things about her time at HMF is the mark she is leaving by having been a part of establishing, implementing, and growing the STBH program. It’s an amazing unique program and so important that I hope she feels proud of herself!” Betty Petersilia, who hired Desi to work at Healthy Minds Fairfax said, “Her organizational capabilities kept the Short-Term Behavioral Health Service on track as calls for service grew exponentially over time.”

One of the STBH providers, Laurie Levine, had this to say about Desi, “When I email Desi, if she hasn't responded within five minutes I begin to worry. She is either in a meeting or I fear she may be stuck somewhere on a remote mountain, that is how responsive she is! My SOS emails to her are always taken seriously and attended to. I know it's bad when she says, ‘we have to get Peter on this one.’ Desi has been my cheerleader since I signed on to STBH.”

Besides running the STBH program, Desi had some unofficial tasks. In fact, “no Power Point left this office without Desi making it ‘look good’,” states Betty. Betty went on to say that Desi’s personal style and “can-do attitude added a whole new sense of class to our small office and our presence in the community.”

What did Desi mean to the small Healthy Minds Fairfax team? Her co-worker, Tracy said “Desi is so easy to get

along with and get to know. I love talking to Desi about travel and our kids! Going through my first global pandemic quarantine with Desi and the HMF family was an experience that I will, hopefully, never share with anyone else. It’s a crazy bond that I wouldn’t have wanted to go through (work wise) with anyone else.” Betty said, “If ever I had to be in a fox hole, real or imagined, I would want Desi Gordon there with me.”

Desi said recently that she has no worries about STBH with Hilda Calvo Perez coming on board.

HILDA CALVO PEREZ HIRED AS HMF MANAGEMENT ANALYST III

After graduating with a degree in Psychology, Hilda started off her professional career providing outpatient mental health services. She then went on to pursue her dream of working in developing countries in projects at a local and national level that helped reduce the poverty gap.

Once relocated to Northern Virginia, Hilda served as a home-based counselor for a few years until she joined the Wraparound Fairfax Team with the Community Services Board. In her role as wraparound facilitator, Hilda honored her collaborative skills while working with county agency staff and community partners in order to best assist youth and families navigating our system of care. This experience prepared her for her next role as Utilization Review Analyst with the Children Services Act (CSA) where she continued to work with system partners to ensure that youth and families receive the services and supports they need.

The last year and a half, Hilda has been working for the Department of Family Services as liaison between the Children, Youth and Families Division and CSA. Additionally, Hilda has managed CPS records and collaborated in other initiatives within the Department. Out of work, Hilda enjoys traveling with family, visiting friends, cooking, volunteering, and walking her dog, Lola.



TRAININGS & MEETINGS

All trainings & meetings are virtual unless otherwise noted.

Community Policy & Management Team

Public Meeting

Friday, February 25, 1pm to 3pm

CSA Part 1 Training

[Introduction to Systems of Care](#)

Tuesday, March 2, 9 am to 11:30 am

ICC Stakeholders Meeting

Friday, March 4, 10 am to 11:30 am

CSA Part 2 Training

[Facilitating Family Resource Meetings](#)

Tuesday, March 22, 9 am to noon

CSA Part 3 Training

[Accessing CSA Services](#)

Thursday, March 24, 9 am to noon

County employees with Access to Employee U can register for trainings by clicking on the linked training above.

All other individuals wishing to participate in trainings can register at <https://www.fairfaxcounty.gov/hocode/EReg/Registration.aspx?groupID=87>.



The CSA Newsletter is a Fairfax County, Va., publication.

THE CSA PROGRAM WELCOMES NEW UTILIZATION REVIEW ANALYST

Tiffany Robinson is a Licensed Marriage and Family Therapist and a state approved clinical supervisor with the Virginia Board of Counseling. She received her Master of Arts in Clinical Counseling psychology from LaSalle University and her Bachelor of Arts in Psychology with a Pre-Med minor from Hampton University. She has over 10 years of experience in a variety of public, private and community mental health agencies. For the last 5 years she served with the Fairfax-Falls Church Community Services Board, Youth and Family Division, on the Resource Team and as a behavioral health senior clinician. Prior to joining Fairfax County, Tiffany served as a therapist within the Inova Healthcare System in roles of school, homebased and addictions counseling.

Her professional interests include mother-daughter attunement and bonding, inner child healing, self-of-the-therapist, and organizational empowerment and wellness. Tiffany works from a strength-based, empowering worldview and strongly believes in holding space for others. She enjoys partnering with new and aspiring clinicians as they build confidence and walk the journey towards clinical licensure.

Tiffany has a heart for service and enjoys volunteering. Outside of work, she volunteers with her Church's youth ministry focusing on youth grades 6-8, and with community partners in providing food deliveries during the pandemic. Tiffany is mother to an amazing teenage daughter who keeps her on her toes and never lets a dull moment happen. She is also a daughter, sister, aunt, and dog owner. Tiffany enjoys spending time with nature, good food, music, laughter, spending time with family and learning new things. She also enjoys traveling and learning about other cultures.

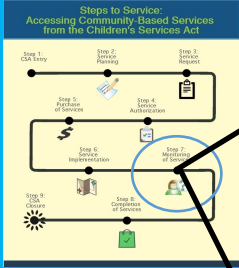


Questions/Concerns About Possible Fraud?

If you have concerns about service delivery, the Service Summaries distributed by CSA are a good mechanism for reporting those concerns. CSA program staff are also always available to discuss any questions or concerns you may have.

Additionally, a more formal process can be followed by contacting the Fairfax County Fraud Hotline at 703.787.3243 to report an allegation. The calls are reviewed and followed up on by the Internal Audit Office.

CSA STEPS TO SERVICE: MONITORING SERVICES



Accessing services for youth and their families is a multi-step process and each step can help us ensure that they are receiving the best, most effective help. From the first step, CSA Entry, to the last, CSA Closure, case managers are on the front lines of ensuring that the services that are put in place meet the unique needs of the youth and family and are being delivered effectively and efficiently.

WAYS TO KNOW IF SERVICES ARE WORKING



Check in with parent/caregiver and child/youth at least monthly to ask how services are going.



Check in with providers at least monthly to ensure goals are being met; does the treatment plan need to be updated?



Check monthly progress reports: Are goals being met? Are hours correct?



Check in during team-based planning meetings.

QUESTIONS/CONCERNS?

Sometimes things don't go as planned and that's okay! If a family isn't happy with a service, changes can be made—that can be talked out with the family individually or during a team-based planning meeting. If you or the team have other concerns, they can be communicated via any of the methods below.

WAYS TO COMMUNICATE CONCERNS

Reach out to CSA staff with any question or concern you have about service delivery, billing, contract compliance, etc.

Report concerns, billing discrepancies, missing progress reports, etc. on the CSA Service Summaries.

Call the Fairfax County Fraud Hotline at 703.787.3243 to report a fraud allegation.

As part of its Continuous Quality Improvement (CQI) efforts, CSA staff will be checking monthly and quarterly progress reports. Case managers can expect to hear from CSA staff about provider monthly reports as staff does spot checks to ensure contract compliance and delivery of services.



Fairfax-Falls Church Children's Services Act



January, 2022

Dear Parent/Legal Guardian:

This letter provides notice to you that County policy regarding collection of Parental Contributions for services provided to your child and family under the Children's Services Act (CSA) has been updated. As part of the agreement to receive CSA services, you agreed to contribute to the cost of those services based on a sliding fee scale.

In March 2022, the Fairfax County Department of Family Services (DFS)/ Children's Services Act Office will begin the process of referring unpaid balances delinquent 60 or more days to the Fairfax County Department of Tax Administration (DTA) to initiate the collection process.

All delinquent charges are subject to additional fees and collection action by DTA or its agents as authorized by law (Fairfax County Code, §1-1-18 and Code of Virginia, §58.1-3934; §58.1-3958).

The County does not invoice families until after it has paid the service provider(s). Charges to your account for services provided through CSA are posted after providers bill the County, which may not occur until months after the time of service. Please be aware that when you submit any payment to the County or its collection agent, your payment will be applied against your oldest delinquent account, if applicable, rather than against any current charges you may have for the most recent services.

If your financial circumstances have changed, please contact your case manager and work with them to see if the sliding fee scale can be applied to an updated income amount to adjust the amount of your contribution.

Sincerely,

DFS Fiscal Team

CSA Program Staff



Fairfax County is committed to nondiscrimination on the basis of disability in all county programs, services and activities. Reasonable accommodations will be provided upon request. For information, call the CSA Program.

Fairfax-Falls Church Children's Services Act for At Risk Children, Youth and Families

12011 Government Center Parkway, 4th FL, Fairfax, Virginia 22035

Email: DFSCSA@fairfaxcounty.gov; Ph: 703-324-7938; FAX: 703-653-1369; TTY 711

<https://www.fairfaxcounty.gov/healthymindsfairfax/>