



# COMMONWEALTH of VIRGINIA

Scott Reiner, M.S.  
Executive Director

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

### ADMINISTRATIVE MEMO #21-16

**TO:** CSA Coordinators  
CPMT Chairs  
CPMT Members

**FROM:** Scott Reiner, Executive Director  
Courtney Sexton, Program Consultant

**RE:** Implementation of HB2212 – Improving Local CSA Performance

**DATE:** October 29, 2021

In the fall of 2020, the Joint Legislative Audit and Review Committee (JLARC) issued its report of its study of the CSA program. If you haven't seen the report, it can be found at [this link](#). Among the findings was a recommendation that the Office of Children's Services (OCS) be directed to:

“to provide for the effective implementation of the Children's Services Act program in all localities by (i) regularly monitoring local performance measures and child and family outcomes; (ii) using audit, performance, and outcomes data to identify local programs that need technical assistance; and (iii) working with local programs that are consistently underperforming to develop a corrective action plan that will be submitted to OCS and the State Executive Council.” (Recommendation 13, page 62).

The 2021 General Assembly (HB2212) codified this recommendation as §2.2-2649.19 in the section of the Code of Virginia that details the duties and responsibilities of the OCS. OCS was allocated one additional position to assist in carrying out this requirement. Courtney Sexton, previously the CSA Coordinator in James City County, has been hired into that position.

A workgroup of local CSA coordinators assisted OCS in shaping how we intend to move forward. We wish to emphasize that our goal is for program improvement, not to establish another auditing process. There will be no financial penalties or referral to the auditors emerging from our engagements and we hope the expected program improvements will reduce/prevent future audit findings.

We also wish to highlight that we view your local CSA program as the work of the entire group of stakeholders. This new activity is not an evaluation of the CSA Coordinator, nor

will it focus on their role any more than any other role in the local program. The focus will be on policies, practices, and all aspects of the local CSA program, striving to identify existing strengths that are a resource to enhance areas needing improvement. The Program Consultant will assist with developing and executing a Program Enhancement Plan that will address areas jointly identified through the data review and consultation processes.

Localities will be identified for consultation based on a review of existing data. We will soon be finalizing a listing of the types of data to be reviewed and we will share that with you. The OCS Program Consultant will reach out to your local CSA staff to initiate the process as needed. OCS will also consider voluntary requests for this type of in-depth consultation, and we will develop a request form for this purpose. The current mechanism for requesting specific technical assistance remains in place and can be accessed through <https://www.csa.virginia.gov/Contact/TechnicalAssistance/2>.

We ask that you share this information with your Community Policy and Management Team members and other appropriate persons in your community, including city/county administrators.

Please direct any questions to either Scott Reiner ([scott.reiner@csa.virginia.gov](mailto:scott.reiner@csa.virginia.gov)) or Courtney Sexton ([Courtney.sexton@csa.virginia.gov](mailto:Courtney.sexton@csa.virginia.gov))

We are excited to bring this heightened level of program improvement resources to the CSA program and look forward to working with you.