

CSA and Time from Referral to Service: Survey Questions

Locality: Dinwiddie

Coordinator: Angel Young-Gill

These questions are to be completed by your CSA office. Please provide responses to each of the questions below and submit by: **April 15, 2023**. (email to carrie.thompson@csa.virginia.gov)

1. What is your locality's referral process, from referral received through approval of services?

2. If your CSA staff are out of office, are back-ups in place or does the work wait until their return?

3. Does your locality offer emergency FAPT?

4. Are there certain service referrals that take longer than others to process? Please provide examples.

5. How does your locality set its FAPT agenda? Are there open slots available for "urgent" referrals? Are there any other contingencies built into your agenda?

6. Does your locality require CPMT approval before the start of services? If not, please explain.

7. Is the assignment of a case manager required before FAPT will hear the referral?

8. If a person is known to have Medicaid, how does the request proceed (1) for those that may only need Medicaid services, or (2) for those that may need non-Medicaid services?

9. Is there anything else you would like to share about your locality's service approval process, or any information about situations that may cause delays between the time a referral is received and services are approved by CPMT?

Please email this completed survey to Carrie Thompson, OCS Research Associate Senior, at carrie.thompson@csa.virginia.gov by **April 15, 2023**. You may also send questions about this survey or the data collection tool to this email for assistance.