

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?

The agency representative or parent/guardian can reach out to this CSA office to make a referral for CSA services. Information is gathered to determine which criteria is appropriate for the use of CSA funds. If they do not meet a CSA area of need then we will assist them in determining the appropriate agency/service outlet. It will be set for the next FAPT meeting for further input and review/approval/alternatives. We have an emergency process that is used when the services/family need expedited services. We do an electronic FAPT with members for a quorum to seek approval then send this to the CPMT Chair for final approval. After that (if approved), we set it on the upcoming CPMT meeting for further input or approval of alternatives.

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

If the CSA Coordinator/Director is out of the office, the CSA Management Specialist is the back up to provide coverage and assistance.

3. Does your locality offer emergency FAPT?

Yes, it is mentioned in #1.

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

Youth who have extreme behaviors, suicidal tendencies and aggression have been difficult to find placements for if needed. Most out of home placements require the youth to agree to participate in the services in order to be accepted in to their program. The parent/guardian are required to engage in the CSA process to allow for successful completions of all programs/services. A recent case was closed since the child was at risk but declined services and the family was not able to help with the residential admission due to the child's refusal. The child was made a FAPT CHINS. The team and parent were not able to get her identified as a court ordered CHINS.

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?

The FAPT agenda is set based on the parent and case managers input for the upcoming/follow up FAPT meetings. We allow for the parents and private providers to call into our meeting through webex to update the team & family on how services are going. At that meeting, we set the next one. If adjustments are needed we work with everyone to revise the FAPT meeting if necessary. Members have the FAPT/CPMT calendar dates and can use that as a guide with their families too. If necessary, we will add an urgent referral in where appropriate that FAPT day.

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

Please see #1 for this input.

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

We accept parent/guardian referrals directly then will work with them to staff the case and determine the appropriate case manager to assist with the initial and ongoing FAPT process.

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?

If the family received Medicaid and do not need CSA services, we will not open a case. If the family needs non-Medicaid services or other health coverage, we will work with them to determine the family has needs and if it is, appropriate to staff as a FAPT case. We will work them through this process.

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?

There have been some private providers who had challenges recruiting & maintaining staff to initiate or maintain services.

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.