

CSA

Surry County Children's Services Act For At Risk Youth



Policy and Procedures



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i. County Wide Vision Statement

Surry County strives to improve the quality of life of our youth and families by encouraging economic growth, improving its citizens' health, and achieving educational excellence.”

Adopted 2007

ii. Philosophy/Long Range Planning

The Surry County Community Policy and Management Team (CPMT) is committed to providing child-centered, family-focused, community-based services for children in the least restrictive environment. The Team will strive to increase positive youth development, strengthen/preserve families, and promote safe, stable family units. The Team will serve and advocate for intensive treatment services through a comprehensive, collaborative system of care.

I. Community Policy and Management Team

A. **Establishment** -The Surry County Community Policy and Management Team (**hereafter referred to as the “CPMT”**) shall be established and function as prescribed in Section 2.2-5204 et seq. of the Code of Virginia.

B. **Membership** - Code-mandated members shall include the Superintendent of Surry County Public Schools, Director of Social Services, Probation Supervisor of 6th District Court Service Unit, Senior Public Health Nurse of Surry Health Department, and Clinical Manager of Surry Community Services Board (D-19). Agency heads or their designees of Code-mandated organizations shall be permanent members of the CPMT. In the event that an agency’s Director or Manager is not available, he/she may designate an alternate to represent their agency’s interests at CPMT meetings.

Membership shall also include the County Administrator or his/her designee, a parent, and a private provider who shall all be appointed by the Surry County Board of Supervisors. Other members may be appointed to the CPMT, including but not limited to a local government official, a local law enforcement, youth and families agencies, and representative of other public agencies, all of whom have authority to make policy and funding decisions for their respective areas/agencies. A parent and a private provide if one exist. These representatives shall serve at the pleasure of the Board of Supervisors of Surry and may serve unlimited terms.

Parent representatives who are employed by a public or private program that receives funds pursuant to this chapter or agencies represented on a family assessment and planning team may serve as a parent representative provided that they do not, as a part of their employment, interact directly on a regular and daily basis with children or supervise employees who interact directly on a regular basis with children. Notwithstanding this provision, foster parents may serve as parent representatives. The family assessment and planning team may include a representative of a private organization or association of providers for children’s or family services and of other public agencies. Persons serving on the team who are parent representatives or who represent private organizations or associations of providers for children’s or family services shall abstain from decision-making involving individual cases or agencies in which they have either a person interest, as defined in § 2.2-3101 of the state and Local Government Conflict of Interests Act, or a fiduciary interest.

Any person serving on such team who does not represent a public agency shall file a statement of economic interests as set out in § 2.2-3117 of the State and Local Government Conflict of Interests Act (§ 2.2-3100 et seq.). Persons representing public agencies shall file such statements if required to do so pursuant to the State and Local Government Conflict of Interests Act.

All vacancies, including unexpired terms, shall be filled in the same manner as the original appointment. Persons who serve on the team shall be immune from any civil liability for decisions made about the appropriate services for a family or the proper placement or treatment of a child who comes before the team, unless it is proven that such person acted with malicious intent.

C. **Meetings** - CPMT shall meet at least bi monthly. Regular scheduled meetings shall be held at a time/place to be determined by the CPMT and will be announced at least two weeks in advance via traditional mail (hard copy) or computerized email. There will be no meeting

scheduled for the month of July and August. The meeting schedule may be adjusted during the months of November and December to accommodate holidays. Special meetings may be called as needed by the Chair or upon written request of any member of the CPMT.

1. Attendance: Attendance at all regularly scheduled meetings of the CPMT is required for each member or his/her designee. Absences by team members and/or designees shall be recorded in the minutes of team meetings and reported to the Board of Supervisors.

2. Quorum: The quorum for the CPMT shall consist of a majority of the membership present including the CSA Coordinator or designee.

3. Confidentiality: CPMT and Family Assessment and Planning Team (hereafter referred to as "FAPT") meetings where children/youth/families are discussed shall be confidential and not open to the public. All information about specific children and families obtained by team members shall be confidential. The CSA Coordinator will ensure that each CPMT and FAPT member shall have a signed the **Assurance of Confidentiality** on file before participating in meetings (**Appendix B**). This form is in addition to the Exchange of Information Form and does not replace it.

D. Duties and Powers: CPMT, as a governmental entity of the County of Surry and as a creation of state law, having been mandated by the General Assembly, shall be subject to state and local laws and regulations established to regulate its functioning, and shall have the general powers, duties and responsibilities of a POLICY AND MANAGEMENT TEAM as outlined in Section 3.1.1 of the Code of Virginia as amended. As set forth in the Code of Virginia, the powers and duties of CPMT or designees shall be:

1. Develop interagency policies and procedures to govern the provisions of services to children and families in this city.
2. Develop interagency fiscal policies governing access to the state pool of funds by the eligible populations including immediate access to funds for emergency services and shelter care.
3. Establish policies to assess the ability of parents or legal guardians to contribute financially to the cost of services to be provided and, when not specifically prohibited by federal or state law or regulation, provide for appropriate parental or legal guardian financial contribution, utilizing a standard sliding fee scale based upon ability to pay.
4. Coordinate long-range, community-wide planning which insures the development of resources and services needed by children and families in this city.
5. Establish policies governing referrals and reviews of children and families to the FAPT and a process to periodically review the FAPT recommendations for funding.
6. Establish quality assurance and accountability procedures for program utilization and funds management.
7. Establish procedures for obtaining bids on the development of new services.
8. Manage funds in the interagency budget allocated to the collective communities from the state pool of funds, the trust fund, and any other source.
9. Establish a system to authorize and monitor the expenditure of funds by the FAPT.
10. Submit grant proposals, which benefit this area to the state trust fund, and to enter into contracts for the provision of operation of services upon approval of the Board of Supervisors of Surry County

11. Serve as the County's liaison to the state CSA, reporting on the programmatic and fiscal operation and our recommendations for improving this system.
12. May create grant proposals and seek other funding sources that meet the objectives and purpose of the CPMT and to submit such proposals to the Board of Supervisors for its approval.
13. Collect and provide uniform data to the state on, but not limited to, expenditures, numbers of youth served in specific CSA activities, length of stay for residents in core licensed residential facilities and proportion of youth placed in treatment settings suggested by a uniform assessment instrument for CSA funded services.
14. Administer funds pursuant to § 16.1-309.3.
15. Have authority, upon approval of the participating governing bodies, to enter into a contract with another community policy and management team to purchase coordination services provided that funds described as the state pool of funds under § 2.2-5211 are not used.
16. Submit to the Department of Mental Health, Mental Retardation and Substance Abuse Services information on children under the age of fourteen and adolescents aged fourteen through seventeen for whom on admission to an acute care psychiatric or residential treatment facility licensed pursuant to § 37.2-403 et seq, of the Code of Virginia, exclusive of group homes, was sought but unable to be obtained by reporting entities. Such information shall be gathered from the FAPT. Information to be submitted shall include:
 - ◆ The child or adolescent's date of birth;
 - ◆ Date admission was attempted; and
 - ◆ Reason the patient could not be admitted into the hospital or facility.
17. Establish policies for providing intensive care coordination services for children who are at risk of entering, or are placed in, residential care through the Comprehensive Services Act program, consistent with guidelines developed pursuant to subdivision D 22 of § 2.2-2648.

E. Amendments to Policy: The terms and provisions of the local CSA program may be amended at any regular meeting of the CPMT by a majority vote of those present and voting, given that notice of any proposed amendments was submitted to all voting members in writing and received by them two weeks prior to the meeting. The CPMT will seek advice from the County's legal representative when recommending amendments to this policy.

F. Chair:- Each meeting shall be facilitated by the appointed Chair. The CPMT shall elect a Chair and Vice Chair every two years at the last duly called meeting of the CPMT in the fiscal year, ending June 30th.

Duties of the Chair:

The duties of the Chair shall be:

- ◆ To confer with CSA Coordinator monthly to develop meeting agendas and provide oversight to minute's distribution.
- ◆ To preside at all meetings of the CPMT.
- ◆ To appoint committees necessary for the operation of the local CSA Program.

- ◆ To work closely with FAPT Chair and the CSA Coordinator and to keep the CPMT informed as to the activities of FAPT and statewide CSA policy and procedural changes.
- ◆ To keep the Board of Supervisors informed of the activities of the CSA Program.
- ◆ To ensure that all policies and procedures established by the CPMT are adhered to, in accordance with state and local law and to report any areas needing correction to the CPMT for it's consideration.
- ◆ As required, report to the state CSA and participate in Regional and Statewide CSA meetings.
- ◆ Sign off on CSA certifications/documentation as appropriate
- ◆ To perform any other duties determined by the CPMT.

G. Vice Chair: The Vice Chair shall in the absence of the Chair, perform the duties of the Chair and any other duties assigned by the CPMT.

H. Vacancies: Any vacancies occurring among the officers shall be filled by the CPMT in accordance to these policies and procedures. *The CSA Coordinator shall register each CPMT Chair with the Office of Children's Services.*

II. Eligibility for Services

A. Interagency Policies for the Provision of Services to Eligible Populations

The CSA establishes a broad range of populations of children potentially eligible to be served. The Act provides policies for identifying mandated, non-mandated and other eligible populations. Included in these policies are definitions of the various eligible groups and funding available.

1. A "child" or "youth" is defined as:

- a person less than 18 years of age, and any individual through 21 years of age who is otherwise eligible for mandated services from the participating state agencies including special education and foster care services.

2. Eligible Populations

Youth, and their families, meeting one or more of the criteria below are eligible for services provided with CSA Pool Funds:

The child or youth has emotional or behavioral problems which:

- ◆ Have persisted over a significant period of time or, though only in evidence for a short period of time, are of such a critical nature that intervention is warranted;
- ◆ Are significantly disabling and are present in several community settings such as at home, school or with peers; and

- ◆ Require services or resources that are unavailable or inaccessible or that are beyond normal agency services or routine collaborative processes across agencies or require coordinated services by at least two agencies.

The child or youth has emotional or behavioral problems, or both, and currently is in, or is at imminent risk of entering, purchased residential care. In addition, the child or youth requires services or resources that are beyond normal agency resources or routine collaborative processes across agencies, and requires coordinated services by at least two agencies.

The child or youth requires placement for purposes of special education in approved private school educational programs.”

The child or youth has been entrusted to a local social services agency by his parents or guardian or has been committed to the agency by a court of competent jurisdiction for the purposes of placement.

a. Within the definition of eligible population, the Mandated Target populations are as follows:

- ◆ Children placed for purposes of special education in approved private school education programs, previously funded by the Department of Education through private tuition assistance; plus
- ◆ Handicapped children placed by local social service agencies or the Department of Juvenile Justice in private residential facilities or across jurisdictional lines in private, special education day schools, if the Individualized Education Plan indicates while living in foster homes or child-caring facilities, previously funded by the Department of Education through the Interagency Assistance Fund for Non-educational Placements of Handicapped children.
- ◆ Children for whom foster care services, as defined by Section 63.1-55.8 of the Code of Virginia, are being provided to prevent foster care placements, and children entrusted to local social service agencies by their parents or guardians or committed to the agencies by any court of competent jurisdiction for purposes of placement in suitable family homes, child-caring institutions, residential facilities or independent living arrangements,

b. Within the definition of eligible population, the Non-Mandated Target Populations are:

- ◆ Children placed by a juvenile and domestic relations court, in a private or locally operated public facility or nonresidential program, plus
- ◆ Children committed to the Department of Juvenile Justice and placed by it in a private home or in a public or private facility.

c. Other eligible population: All children not identified in mandated or non-mandated populations who meet the criteria listed in the aforementioned or CHINSU cases. All of the referral procedures will apply. (i.e. such as Community Based Services)

B. Funding from the Surry Community Pool of Funds is available for services for these populations as follows:

- ◆ First Priority: Mandated Targeted population.
- ◆ Second Priority: Non-mandated Targeted population. (i.e. Court Services Involved)
- ◆ Third Priority: Other Eligible population. (i.e. such as Community Based Services)

C. Impact of Legal Residency on Eligibility for Services

1. The CPMT is responsible for payment of services identified in the IFSP for all children who are residents of Surry County.
2. In the event, the child's/family's legal residency changes, the following policy shall govern payment for services:
 - a. The sending CPMT jurisdiction is responsible for (a) providing written notification to the receiving CPMT jurisdiction of changes in the child/family's residence to include the following: Name of youth and family members; date of change in residence; current address and telephone number of parent in receiving locality, as well as address and telephone number of other parent if parents are separated; verification of custody; and a current Individual Family Service Plan and other FAPT documents; and (b) informing service providers of changes in the child/family's residence.
 - b. The sending CPMT jurisdiction pays for the services until thirty (30) calendar days after the receiving CPMT receives, in writing, the information listed in the above paragraph.
 - c. When the residence of the child/family transfers to a new CPMT, the receiving CPMT must review the current Individual Family Service Plan and adopt or revise and implement within thirty (30) calendar days.

III. Family Assessment and Planning Team (FAPT)

A. Appointment The CPMT will appoint the members of the FAPT.

B. Membership

1. **Public Agencies:** A representative from the Surry County Department of Social Services, the 6th District Court Service Unit, District 19 Community Services Board, Surry County Public Schools, the Surry County Health Department, and Department of Youth and Family Resources, Sheriff's Department, and a Parent Representative shall sit on the FAPT. These representatives have the authority to access services in their respective agencies. The decisions of the FAPT will not override waiting lists internal to specific agencies. The CPMT will be committed to giving priority to the FAPT cases when recommended for services should a waiting list exist.
2. **Parent/Private Representatives:** The FAPT will make every attempt to reasonably accommodate parent's schedules when scheduling meetings. Parent representatives who are employed by a public or private program that receives funds pursuant to this chapter or

agencies represented on a family assessment and planning team may serve as a parent representative provided that they do not, as a part of their employment, interact directly on a regular and daily basis with children or supervise employees who interact directly on a regular basis with children. Notwithstanding this provision, foster parents may serve as parent representatives. The family assessment and planning team may include a representative of a private organization or association of providers for children's or family services and of other public agencies. Persons serving on the team who are parent representatives or who represent private organizations or associations of providers for children's or family services shall abstain from decision-making involving individual cases or agencies in which they have either a personal interest, as defined in § 2.2-3101 of the State and Local Government Conflict of Interests Act, or a fiduciary interest. Persons who serve on a family assessment and planning team shall be immune from any civil liability for decisions made about the appropriate services for a family or the proper placement or treatment of a child who comes before the team, unless it is proven that such person acted with malicious intent.

Any person serving on such team who does not represent a public agency shall file a statement of economic interests as set out in § 2.2-3117 of the State and Local Government Conflict of Interests Act (§ 2.2-3100 et seq.). Persons representing public agencies shall file such statements if required to do so pursuant to the State and Local Government Conflict of Interests Act.

3. **Other Representatives:** When a family and youth are known to other public or private agencies not aforementioned, a representative may be invited to the meeting to discuss that specific family; however, this person or representative does not have "membership" and does not have authority to make decisions required of FAPT members (they do not have a "vote"). In order to assist in preparation for FAPT meetings, case managers who invite someone other than the usual participants, such as a vendor or parent, are to call the CSA Coordinator prior to the meeting to inform them of who is coming and why they are being invited.
4. **Quorum:** The quorum of a FAPT shall consist of a majority of the membership, including the CSA Coordinator.
5. **Attendance:** Attendance at all regularly scheduled meetings of the FAPT is required for each member or his/her designee. Absences by team members and/or designees shall be recorded in the minutes of team meetings and reported to the CPMT.
6. **Liability:** Persons who serve on a family assessment and planning team shall be immune from any civil liability for decisions made about the appropriate services for a family or the proper placement or treatment of a child who comes before the team, unless it is proven that such person acted with malicious intent.

C. FAPT Duties and Responsibilities

The (FAPT) shall assess the strengths and needs of troubled youths and families who are approved for referral to the team by the Screener. The FAPT shall also identify and determine the services

required to meet these unique needs.

Specific responsibilities of the FAPT include the following:

1. Review referrals of youth and families to the team;
2. Provide for family participation in all aspects of assessment, planning and implementation of services;
3. Provide for the participating of foster parents in the assessment, planning and implementation of services when a child has a program goal of permanent foster care or is in a long-term foster care placement. The case manager shall notify the foster parents of a troubled youth of the time and place of all assessment and planning meetings related to such youth. Such foster parents shall be given the opportunity to speak at the meeting or submit written testimony if the foster parents are unable to attend. The opinions of the foster parents shall be considered by the family assessment and planning team in its deliberations;
4. Develop an Individual Family Service Plan (IFSP) for youths and their families, to be reviewed by the FAPT, which provides for appropriate and cost-effective services;
5. Identify children who are at risk of entering, or are placed in, residential care through the Comprehensive Services Act program who can be appropriately and effectively served in their homes, relatives' homes, family-like settings, and communities. For each child entering or in residential care, in accordance with the policies of the community policy and management team developed pursuant to subdivision 17 of § 2.2-5206, the family assessment and planning team or approved alternative multidisciplinary team, in collaboration with the family, shall (i) identify the strengths and needs of the child and his family through conducting or reviewing comprehensive assessments, including but not limited to information gathered through the mandatory uniform assessment instrument, (ii) identify specific services and supports necessary to meet the identified needs of the child and his family, building upon the identified strengths, (iii) implement a plan for returning the youth to his home, relative's home, family-like setting, or community at the earliest appropriate time that addresses his needs, including identification of public or private community-based services to support the youth and his family during transition to community-based care, and (iv) provide regular monitoring and utilization review of the services and residential placement for the child to determine whether the services and placement continue to provide the most appropriate and effective services for the child and his family;
6. Where parental or legal guardian financial contribution is not specifically prohibited by federal or state law or regulation, or has not been ordered by the court or by the Division of Child Support Enforcement assess the ability of parents or legal guardians, utilizing a standard sliding fee scale, based upon ability to pay, to contribute financially to the cost of services to be provided and provide for appropriate financial contribution from parents or legal guardians in the individual family services plan.

7. Refer the youth and family to community agencies and services in accordance with the IFSP.
8. Recommend to the CPMT expenditures from the local allocation of the state pool of funds. The Case Manager will be responsible for monitoring and reporting on the progress being made in fulfilling the IFSP developed for each youth and family. Such reports will be made to the FAPT and CPMT during each scheduled meeting. These reports may be made in writing and/or orally and will be recorded in the minutes by the CSA Coordinator. These reports are expected in addition to the monthly reports provided by the vendors as indicated in the Vendor Contracts.
9. Designate a person who is responsible for monitoring and reporting, as appropriate, on the progress being made in fulfilling the individual family services plan developed for each youth and family, such reports to be made to the team or the responsible local agencies; Determine the need for closure.

D. Decision Making and Operational Procedures

1. Referral Source

Referrals to FAPT can be accepted from the following sources:

- a. Referrals for a family or child must be made through a member agency with that agency taking responsibility for the referral form, supporting documentation and presentation at the FAPT meeting.
- b. Families and youth who have received services from a CPMT from another jurisdiction. In such cases the thirty (30) day transfer period will be observed.
- c. State and local agencies, both public and private, including all FAPT agencies as well as those not represented on FAPT.
- d. In cases of self-referral, individuals shall be referred to the approved screener and/or an appropriate FAPT member to determine if services are deemed appropriate.

2. Referral Information

Referrals are made by a FAPT member or agency by submitting a completed **FAPT Assessment and Planning Referral Package** (Appendix D) with any supporting information, which will first be reviewed and approved by the FAPT Screener. A completed package includes the status of the case and services provided by the referring agency. In most cases, a referral will need to have the CSA Assessment Tool. If referrals were made in an emergency, an Assessment Tool may not be provided with the initial referral but it is expected from the referring agency within 5 business days thereafter. If residential placement is being sort, the IACCT process will take place.

If the FAPT Referral Package is not complete, it will be returned to the referral source and not be forwarded by the CSA Coordinator to be placed on the agenda. If all information is correct and attached, the CSA Coordinator will place the case on the agenda.

The referring agency is responsible for securing a “**Consent to Exchange Information**” form. A release of information form must be signed by a parent(s) or legal guardian in order for the case to be heard by FAPT. (Parents will be encouraged to attend and participate in all FAPT meetings.)

If the FAPT package is received before the Friday before the regularly scheduled FAPT meeting, Second Friday, the case shall be scheduled and heard at the FAPT meeting on the second Friday. If the FAPT package is received after the Friday before the regularly scheduled meeting, the case shall be scheduled for the next months meeting. Exceptions to this cycle will be allowed in emergency situations.

The staff person making the referral, or an informed substitute, must be at the FAPT meeting to present the cases.

3. Criteria for Referral to FAPT

Children at risk of foster care who may need pool funded services requiring FAPT approval. There must be documentation that the child is at risk of Foster Care within six months. Criteria for those defined as “at-risk” are as follows:

- ◆ Children who are the subject of a founded or reason to suspect disposition related to abuse/neglect and require services to be protected;
- ◆ Children with serious emotional disturbance whose parents have not demonstrated an ability to meet the child’s needs through the treatment process and require services to be maintained in the home;
- ◆ Children with serious handicapping conditions who cannot be maintained at home without pool funded services;
- ◆ Children with a combination of serious behavioral problems who cannot be maintained at home without pool funded services Treatment and legal remedies to curtail said behavior and to restore parental control must be demonstrated and documented;
- ◆ Children whose parents have filed a petition for relief of custody;
- ◆ Children in foster care who need pool funded services that require FAPT approval; the services requiring FAPT approval are In-Home or the creation of a new service;
- ◆ Children requiring special educational services, documented by an IEP. The local school division demonstrates that the local school is unable to meet the child’s educational needs in the community.
- ◆ Children receiving pool funded services needing review.
- ◆ Children/families ordered by the Court to be assessed.

- ◆ Multi problem and or multi agency cases which require assessment and planning assistance from other community services, but who are not eligible for pool funded services unless they meet one of the above criteria. (Non Mandated)

Refer also to Section: II-Eligibility of Services

4. Procedural Issues

- a. **Meetings:** Surry County will have one FAPT. The team will meet once per month unless a emergency special meeting is necessary. The list of members is provided in Appendix A.

Emergency Special Meetings: Any FAPT member may request an emergency team meeting within 48 hours (excluding weekends/holidays) by contacting the CSA Coordinator and/or FAPT Chair. Emergency meeting may be needed for emergency placements as deemed critically necessary and that are compliance with the policy and procedures of the placing agency. Procedures for payments of placements and/or services must also comply with those defined in this manual. In the case of emergency removal/placements, the move may be made and the follow-up must be done at the next scheduled FAPT meeting.

In addition to the normal documentation of all services request, the CSA Coordinator is to keep the CPMT informed of all emergency service requests as well as any need for a emergency meeting of the CPMT for funding levels that exceed pre approved levels.

- b. **Referrals:** Packages completed successfully as determined by the FAPT Screener and/or CSA Coordinator will be placed on the FAPT agenda by the CSA Coordinator as referenced in the aforementioned or as soon as possible according to agenda availability. As necessary, the CSA Coordinator is responsible for obtaining the CPMT Chairs approval/signature and returning the FAPT Package back to the submitter/referring agency within 5 working days.
- c. **FAPT Package** (inclusive of the Individualized Family Service Plan-**IFSP**, Follow-Up Form and FAPT Notes), Vendor Contract, Purchase of Service Order (POSO), CANS Assessment, D19 CSB Assessment Form if applicable, and Vendor Invoices.
- d. **Presenters:** Presenters will provide a thorough history to include the history of interventions, which have been ineffective, and the agency's involvement with the case. Other team members will share information regarding their involvement. Each case review should take, as a general rule, no longer than one hour (to complete the presentation, treatment plan and recommendations).
- e. **FAPT Reviews:** The FAPT will schedule follow up reviews on a case-by-case basis to insure that the interventions have been implemented and some effect can be noted. Follow-ups will occur monthly.

- f. **Presentation to CPMT:** For cases being referred from FAPT to CPMT, the CSA Coordinator will present the case and all requests for funding on behalf of the Case Manager. The paperwork will need to be submitted to FAPT or it will not be presented until the information is provided.
- g. **Determination and Assignment of Case Manager:** There will be, at least, one Case Manager for each case, this Case Manager may request assistance as needed. FAPT will select the AGENCY to be responsible for Case Management according to the Agency with the greatest expertise/most involvement in the major issues of the client/family. It is not a requirement that the individual or agency who initially presents the case be the case manager. The assignment of Case Manager will be determined by consensus at the initial staffing. If there is no consensus, a formal vote will be taken. The individual with the most votes shall be designated Case Manager. This designation can be appealed to the agency supervisors if issues remain. If unable to resolve, the matter shall be referred to the CPMT.
- h. **Making Decisions/Voting Procedures:** The FAPT members will make decision by consensus, using a formal voting procedure when they deem it necessary. The FAPT members will vote on all decisions. Those members eligible to vote are the designated agency representatives (one each) from Law Enforcement, Court Services, Social Services, Surry Counseling Services, D-19 CSB, Surry County Public Schools, Department of Youth and Family Resources, the Health Department and the Parent Representative. In cases of a tie, the Case Manager will discuss with his/her supervisor or CPMT member from their agency for guidance. FAPT and CPMT members will determine if the private provider, if one is available, will be a voting party in this process.
- i. **Non Voting Representatives:** Other public or private agencies not aforementioned, a representative may be invited to the meeting to discuss that specific family; however, this person or representative does not have “membership” and does not have authority to make decisions required of FAPT members.
- j. **Case Manager Designees:** If the duties of Case Manager are reassigned from one person to another due to a shift in agency involvement or court decision, etc. the CSA Coordinator should be notified immediately.

5. FAPT Agenda:

It shall be the responsibility of the CSA Coordinator to prepare and disseminate the agendas at least three (3) calendar days prior to each meeting and to provide copies of the agenda and minutes to each voting member of FAPT.

It shall be the responsibility of the referring agency and/or CSA to ensure that the parents of juveniles, whose cases are to be heard, are notified, in writing, of the date and time of FAPT meetings. This notification must be provided no less than 5 days prior to the meeting date.

Neither parental notifications, nor agendas will be required for emergency situations.

6. Family Participation

The Case Manager and/or CSA Coordinator will notify families when their cases are scheduled for review. The FAPT process will be explained to the family and they will be asked to sign the Consent to Exchange Information form. The FAPT will make reasonable attempts to plan meeting times, which enable families to attend. Attempts to notify families of the meeting will be documented with a copy of the letter sent to the family. If parents do not attend, documentation of a follow-up contact is required and a meeting scheduled to have the family sign the Individualized Family Service Plan (IFSP). In such cases, the referring agency will be responsible for scheduling a meeting to obtain parental signature(s). If he/she is unsuccessful in doing so, the case will return to the FAPT for further action. Information will be provided in the family/child's native language or mode of communication.

The IFSP cannot be implemented without the consenting signature of the custodial parent, agency or legal person serving in the place of the parent, unless otherwise ordered by the court, upheld by the appropriate appeals process or authorized by law.

7. Disposition of Referral and/or Services

The FAPT has the following options in order to dispose of a referral or to "close" a case from further FAPT review:

- a. Develop a plan of service (IFSP) and determine the need for follow-up.
- b. If no follow-up is needed, the case may be closed from further review by FAPT, with a plan of services being implemented by the case manager.
- c. If follow-up is needed, the case is reviewed as necessary until FAPT determines that no further follow-up is needed. The case is then closed to further review by FAPT.
- d. FAPT can determine that the referral is not appropriate or that no service are available and close the case from further FAPT review until a new referral is initiated.
- e. The CSA Coordinator is responsible for obtaining the CPMT Chairs approval/signature and returning the FAPT Package back to the submitter with in 5 working days.

E. Implementation and Monitoring of the Individual Family Service Plan (IFSP)

1. Completing the IFSP

The Case Manager duties may be shared or one person can assume this responsibility. This determination will be made by the FAPT members and based upon previous work will designate members to insure completion of case management tasks, noting such on the IFSP.

2. The duties of a Case Manager are as follows:

- a. Monitor all aspects of the case, family, treatment planning, service delivery, effectiveness of services and monthly reports from provider.
- b. Coordinate services, work with service providers to establish goals and objectives.
- c. Complete and monitor Purchase of Services Order and Vendor Invoice forms and check for accuracy before submitting for payment.
- d. Gather information on the family.
- e. Assess income of parents, determine fees and advise family of how to submit payment (as per Section VII. Parental Financial Contributions for CSA Services- pg.19 of this document).
- f. Follow-up on service delivery and evaluate progress.
- g. Represent FAPT in court and inform CPMT of the need for an attorney, when appropriate.
- h. Attend FAPT and provide case information to the CSA Coordinator prior to the CPMT meetings. If that member is unable to attend a FAPT meeting they must provide an alternate to represent them.
- i. Assess services of Provider, terminate if necessary (request input from others if needed); request contract with new provider if needed (contact CSA Coordinator for list of approved vendors).
- j. Provide follow-up report to FAPT before closing case either verbal or written so that FAPT records can be kept current.
- k. Make an initial home visit with family, with on-going quarterly contact, unless otherwise noted (type of contact and frequency to be determined by Case Manager depending on case needs and agency requirements).
- l. Duties of the Case Manager may be delegated in accomplishing some tasks.
- m. At least three (3) days prior to the meeting of the CPMT, the Case Manager must submit the following information to the CSA Coordinator:
 1. IFSP (signed by parent or guardian)
 2. Consent to Exchange Information (provided for initial FAPT Meeting)
 3. Vendor Contract, Purchase of Service Order and Vendor Invoices if one is already available. If a POSO is not already available, it shall be attached as soon as a provider is contacted and it is agreed upon to be the provider.

n. The Case Manager assigned to the case is to present the IFSP and recommendations to the CSA Coordinator who will present it to the CPMT. The Case Manger must provide current Foster Care Service Plans, IEP, legal agreements that involve funding from CSA and any documentation needed for the case.

o. Invite providers, *guardians ad litem* or other interested parties to the FAPT meetings as appropriate.

3. Review of Individual Family Service Plan (IFSP)

The team will set a minimum of a 90 calendar day review date to determine the effectiveness of the recommended intervention. The review shall be documented in the FAPT meeting deliberations. All participants of the meeting shall sign and date the **IFSP**.

If the parents are unable to attend the meeting, the referring source shall notify them of the results of the meeting. Parents may request a copy of the referral packet and the committee deliberations.

The IFSP shall contain:

- a. **What measurable/observable progress is the child and family making toward achieving the objectives in the Individual Family Service Plan?**
- b. **Why are the child and family making progress or not making progress?** This question is essential because it not only helps identify barriers to success, it helps identify interventions that work in particular settings and that may be transferable to other settings.
- c. **What new strengths and needs have been uncovered as a result of implementation of the IFSP?** This will assist the FAPT in making IFSP revisions related to the development of new objectives and the implementation of contingency plans.
- d. **What resources are needed but are not available?** This will assist the CPMT in future planning for and development of child-centered, family-focused and community-based services.
- e. The parent/family/child will be invited to review meetings. Documentation of efforts to schedule the meeting will be required as mention in the FAPT Section, Parent Participation . If present, the parent(s) will sign the review.

IV. Management of the Community Pool Funds

Cost Containment Requirements

Because of greatly increasing costs in CSA, the state is requiring that we document how we have implemented specific cost containment methods. In order to accomplish this, the following policy has been set forth.

The Local Fiscal Agent: The County Administrator serves as the local fiscal agent and is responsible for ensuring that:

- ◆ Prior to payment of any authorized bill, that adequate funds exist in the Pool Fund line item;
- ◆ All disbursements are proper and correct and are paid on a timely basis in accordance with the County policies and procedures; and, that monthly line item balance reports are sent to the CPMT and the FAPT.
- ◆ The procedures for Comprehensive Services Act are implemented properly and that the CSA Coordinator, CPMT Chair and the FAPT Chairs communicate and coordinate services effectively.

*****Some exception may be warranted on payment of some applicable, non-mandated payments in which agency specific policy and procedures will be utilized. (Such as through District 19 Community Services Board CSA budget, which will be managed by District 19's, finance department.) All of CSA Policy and Procedures will still be applicable in order to maintain an effective CSA Program.***

Other duties include:

- Ensuring that a copy of a monthly line item budget report is provided to the CSA Coordinator to forward directly to the CPMT and the FAPT.
- Ensuring that any request for payment, which would exceed existing Pool Fund balances, are brought to the immediate attention of the CPMT Chair and the CSA Coordinator.
- Ensuring that funds contained in the Pool Fund are audited in accordance with County policies.
- Ensuring that the CPMT be advised of the Budget Calendar regarding deadlines for non-county agencies to submit budget requests. (Note: Budget data will be drawn from projections received from all participating agencies).

C. Funding Procedures and Access

1. CPMT must approve all proposed residential placements; as Case Managers begin to think residential may be needed, the case should be placed on the CPMT agenda for prior approval. If residential placement is being sought, follow the IACCT process. The CANS will serve as "gateway assessment tool" in the screening process.

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2. Each residential placement will include the Vendor Contract, Purchase of Services Order and Vendor Invoices with specific outcomes expected (to be completed by the Provider) in addition to the monthly reports now required, so the case manager can monitor progress.
3. Assess use of In-Home and distinguish between In-Home and Mentoring; use contracts, which specify outcomes/expectations.
4. Establish and mandate use of a service fee policy.

D. Annual Projections: Each year by March 31, the CSA Coordinator shall determine the number of children to be served during the next budget year and shall give an estimated cost (based on the expenditures of at least the two previous years). The following data shall be used:

- a. Number of children who received mandated services and related expenses for the previous two fiscal years.
- b. Number of children and families, for whom services were not mandated, who received services, and related expenses for the previous two fiscal years.
- c. Number of children and families currently receiving mandated services and related expenses.
- d. Number of children and families for whom services are not mandated and who are currently receiving services, and related expenses.
- e. Number of children anticipated to need mandated services in the upcoming fiscal year and projected related expenses.
- f. Anticipated number of children and families who are eligible for but not mandated for services and related expenses.

The CSA Coordinator will maintain the detailed instructions for completing the pool allocation expenditure plan as a part of the CSA fiscal requirements. If the total need exceeds the county's allocation, children for whom services are mandated must receive first priority.

Vendor Identification: The CSA Coordinator shall maintain an up to date listing of all state approved residential and non-residential services vendors. Vendors selected by the FAPT must be assigned a Vendor Identification Number by the County Administrator Office designated staff. Only approved vendors may be considered for placement.

- E. Access to funds:** CSA Coordinator is responsible for receiving all requests for funding under the Children's Services Act and logging those cases as either:
- (a) Process Cases or
 - (b) Staffing Cases.

Based upon the FAPT's decision, the CSA Coordinator is authorized to approve expenditures up to the following levels:

- ◆ Targeted Mandated-Residential Cases: Maximum of \$4,000/month
 - ◆ Targeted Mandated-Non-Residential: Maximum of \$2,000/ month
 - ◆ Non Mandated: Maximum of \$1,000/ month
- (Any child/youth/family receiving Non Mandated funds will only be allowed a maximum of \$3,000 per year in CSA pool funds.)*

All projected monthly expenditures that exceed the above totals are to be submitted to the CPMT Chairman for approval by the CPMT. Time constraints on all such referrals to the CPMT will be determined individually based upon the services needs of the youth and his/her family. Emergency meetings of the CPMT may be called in order to meet service needs. However, unless expressly waived by the CPMT all such FAPT Packages will forwarded to the CSA Coordinator within a period of 30 days of the staffing by the FAPT. Upon 3 working days of receipt of the vendor's bill, the Case Manager will complete a Check Request Form, attach the vendor's bill to this request, and forward this form to the CSA Coordinator who will forward the Check Request to the Chair of the CPMT for review.

The CSA Coordinator is responsible for maintaining an Excel Spread sheet which;

- ◆ Reflects the total amount of Pool Funds;
- ◆ Reflects the cumulative total of Pool Funds received along with any additional income (i.e. parental contributions, etc.)
- ◆ Reflects the cumulative total of expenditures approved in accordance with these procedures;
- ◆ Reflects the cumulative unpaid estimated obligations for Pool Funds; and maintains adequate documentation regarding individual expenditures.

The Excel Spreadsheet of all monthly expenditures shall be submitted by CSA Coordinator to the CPMT at each regularly scheduled meeting and/or at special meetings called for the purpose of formally adopting such expenditures. The Expenditure Report provided by the county Administration may be used in addition to this form.

V. Payment for Services

A. **Purchase of Services:** The Vendor Contract/POSO/Vendor Invoices shall serve as the CPMT's **initial authorization** for the expenditure of funds. It shall be signed and submitted to the CSA Coordinator for review; the CSA Coordinator maintains the original and sends a copy to the Case Manager.

B. **Case Manager Assurance:** The Case Manager is responsible for assuring that the Vendor provides services according to the Vendor Contract/POSO/Vendor Invoices and for receiving and forwarding invoices to the CSA Coordinator no later than the 5th day of each month. Expenditures and reports are due dates must concur with the times indicated in the Vendor Contract. No invoices will be paid until invoices and reports are received from the Vendor.

C. Using the **Check Request Form** (See Appendix H), the CSA Coordinator will recommend approval of invoices with approval from his/her Department Head. Final approval will be authorized by the CPMT Chair and/or the Fiscal Agent Designee.

VI. Payment for Services – Requiring Approval by FAPT and CPMT

- ◆ After FAPT recommendations are developed to provide services to a child and family, the Case Manager shall use the IFSP to prepare a Vendor Contract/POSO/Vendor Invoice with details of the service being provided.
- ◆ The Case Manager must submit a Vendor Contract/POSO/Vendor to the CSA Coordinator before payments can be made and should be done before services begin.

- ◆ Approval/Denial will be made by the CPMT immediately following the CSA Coordinator's presentation of the case.
- ◆ The Case Manager shall review and approve invoices and submit them to the CSA Coordinator for processing to go to the Fiscal Agent for payment.
- ◆ The Local Fiscal Agent/County Designee will only pay invoices for which there is a correct Vendor Contract/POSO/Vendor Invoice on file.

VII. Parental Financial Contributions for CSA Services

- **Purpose of seeking parental contributions.**– Virginia law includes a provision for localities to assess and collect fees from parents. This process may help in holding parents responsible and accountable as well as increase parental involvement and commitment to the service plan.
- **Who will be expected to contribute?** – All biological parents of children receiving services with a cost to CSA, EXCEPT: 1) Parents of children receiving IEP directed services; 2) Parents of children in foster care who have had support ordered by the court to support required by DCSE.
- State law provides that children have a right to a free public education; therefore, a fee cannot be charged to the parents in these instances. If a child is receiving special education services and another service, such as in-home, the parent may be assessed a fee for the in-home services.
- **How will the level of contribution be determined?** – The sliding fee scale will be used in calculating a percentage of income, not to exceed the cost of the service. This fee will be based on the guidelines provided by the state Department of Social Services, which is subject to change annually and is based upon the families' monthly median income.
- **Who is responsible for assessing parental contribution?** – The Case Manager is responsible for completing this process as a part of service planning with the family.
 - Each case, which comes to the CPMT for funding, must include the Case manager's
 - recommendation regarding a fee; i.e., the case is exempt from fee, amount of fee assessed, etc.
- **What forms or agreements are needed?** – Once the Case Manager determines the amount, the parent should sign an agreement or statement agreeing to pay the specified amount. The Case Manager should direct the parent to mail the contribution each month to:

Surry County Children's Services Act Program
Attention: CSA Coordinator
P. O. Box 65
Surry, VA 23883

The check or money order must include the name of the child for whom the contribution is being made. A receipt will be sent to the parent.

- **Does the parent have the right to appeal?** – YES; our policy currently provides procedures for the parent to appeal the services plan; the assessment of the fee will become a part of the services plan and therefore can be appealed by the parent. The appeal procedures are located in **VIII- Miscellaneous, Section D. Complaints and Appeals, Page 21** of this manual.
- **Non – payments** Non-payment of parent’s co-payment obligations will be result in legal procedures.

VIII. Miscellaneous

A. Non-discrimination

It is the policy of the Surry County CPMT to ensure that services are provided to all identified children and families without regard to sex, race, age, religion, socio-economic status, handicapping conditions, sexual orientation or national origin. The Surry County CPMT will act in compliance with all applicable State and Federal Statutes regarding the non-discriminatory provision of service.

Alleged violations of this policy shall be submitted to the CPMT, via the CSA Coordinator, in writing. The CPMT shall review all alleged violations, received in writing, of this policy within five (5) days of receipt. The CSA Coordinator shall respond, in writing, within three (3) days, after review by the CPMT. A copy of the complaint and response shall be maintained in the records of the CPMT.

B. Procurement procedures

The CPMT is responsible for ensuring that all services and programs are solicited/contracted for in accordance with established County and State procurement requirements. Services and program contracts will require service providers to make application to all other payment sources (direct Client pay, third-party insurance, Medicaid, etc.) before use of Pool Funds.

C. Grant funding proposals

The CPMT will review and approve all requests for grant funds from the State Trust Fund and will submit to the Surry County Board of Supervisors for approval.

D. Complaints and Appeal Procedures

The service plan and assessment of fees developed by FAPT may be appealed by the child and/or family, in part of whole. The following process shall be followed for the appeal of a FAPT service plan.

The child and/or family shall advise the referring agency, in writing, of its decision to appeal a service plan within ten (10) days of notice after the FAPT meeting. The request for appeal from the child and/or family shall identify the objective(s) from the service plan begin appealed and state the reason(s) for the appeal.

Upon receipt of this notice, the referring agency shall hold an informal conference to discuss the appeal. Present at this conference should be representatives of the referring agency, the child and/or family/parent/guardian. The informal conference shall be held within five (5) days of receipt of the appeal notice. If the referring agency agrees with the child and/or family, the modified service plan shall be referred to the next meeting of the FAPT for acceptance.

The youth/family can request a review of actions taken, including but not limited to denial of access to the Family Assessment and Planning Team, dissatisfaction with the Family Assessment and Planning Team assessment, plan, implementation of services or improper notification of meetings. Eligibility for services has been indicated in Surry County's Community Policy and Management Team and shall not provide a form for due process review.

If the referring agency denies the appeal or if the FAPT denies the modified service plan, the parent, child and/or family must submit a written request for appeal within ten (10) days of the denial to ask the CPMT to review the appeal. The child and/or family shall be notified in writing of the date, time and location that the CPMT will consider review of their appeal. This must be held within thirty (30) days from when the request has been received. The parent, case manager and CPMT will be present at the appeal as there may be a need for further details or/and questions. The parent/guardian will leave the meeting. Then, the CPMT will make a determination regarding the appeal and inform the parent/guardian and case manager (orally if possible on the same review date). Within ten (10) days the family, parent, case manager will receive a written notice of the outcome of the appeal from the CPMT. During the appeal process, the CPMT will not discuss any information that was not originally presented at the FAPT meeting or during the appeal review. CPMT policies as well as the eligibility process are not items for deliberation. If needed, information will be provided for the youth/family through an official translator or in their native language.

The appeal process does not supersede other appeal rights which may be governed by regulatory policy or statute. There is no appeal body other than the court beyond Surry County's CPMT. **For any petitions before the Court related to a Child In Need of Services it will be followed up with previously outlined Foster Care Prevention Guidelines as well as a written recommendation for services from FAPT.**

E. Quality Assurance/Accountability

Procedures are in place at the State Level to assume assurance measures regarding program utilization and funds management. Program effectiveness, cost containment methods, cost benefit analysis functions procedures, development of data tracking functions, and evaluative criteria all need to be addressed.

CPMT and FAPT member agencies are encouraged to gather the following data in order to assess the effectiveness of CSA services in Surry County.

1. Number of children in each service type.
2. Assessment scores at admission versus discharge.
3. Number and percentage of FAPT meetings attended by parent/guardians.
4. Number of CSA alternative funding streams.

5. Average amount expended in each service type.
6. Percentage of each service type to overall expenditures.
7. Amount and percentage of services funded through alternative funding sources and what (if any) impact this has on family satisfaction.
8. Amount of state and local funding split.

An annual “work session or in service” will be dedicated to discussing perceived data needs for future evaluations of quality service and effectiveness, as well as the methods/procedures needed to capture this data. Updates to the State level CSA will also be made annually.

V. Recording of FAPT/CPMT meetings

It shall be policy of the Surry County Children’s Services Act (CSA) program to take Minutes/notes, which shall be incorporated into the IFSP at each meeting and may be provided to parents upon request.