



Office of  
Children's Services

# Maximizing the CSA Coordinator Role

New CSA Coordinator Academy

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# Basic Financial Management

- Get what you pay for
- Don't spend more than what is necessary
- Don't buy what you don't need
- Use your "cheapest" money
- If it is available free, don't pay for it
- Don't buy it if someone else is supposed to



# Basic Financial Management

- What is the result of good financial management
  - Your money goes farther
  - You can buy more things
  - When you need help, you are more likely to receive it



Does a focus on effective use  
and management of funds  
prevent effective services to  
children?



# Getting What You Pay For

- How do you know . . .
  - What you want / need?
    - Assessment (CANS) driven case planning (GOALS)
  - That you are getting what you expect?
    - Utilization review
      - Services are delivered as expected
      - Services are having the desired impact
      - Qualified staff are providing the service



# Getting What You Pay For

- How do you know . . .
  - Child and family input and satisfaction
    - Have they been asked?
    - Do they appear invested and committed to the goals?
  - Outcome measures
    - Results are achieved (e.g., improvements in CANS scores)

*An Outcome vs. Service Driven Orientation*



# CSA Outcomes

- [CSA Performance Dashboard](#)
- CANS Longevity Reports (CANVaS 2.0)
- CSA Local Outcomes Benchmarks
- Provider derived outcomes – Are any of these in your contracts?



# What are You?

accountable

BARRIER

Facilitator

Solution-oriented

PAPER PUSHER

CHANGE AGENT

RESOURCE

CREATIVE

ADVOCATE

gatekeeper

proactive

# What Do You Want to Be?



# Reflection

- What task/role of the CSA Coordinator is your strength?
- What task/role of the CSA Coordinator is most challenging to you?
- What are some steps you can take to build on your strengths and address your challenges?