

Building a Network of Providers for a CSA System of Care

*Fairfax County Department of
Administration for Human Services*

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Overview

- ▶ State CSA regulations and flexibility within those regulations regarding local purchase of service opportunities
- ▶ Overview of the Fairfax Falls Church CPMT local policy on purchase of services
- ▶ An understanding of the utility of an “open application” time period process and how to achieve a transparent review and approval process for adding new and renewing existing APOS to the local provider network
- ▶ Overview of System of Care practice standards implication on providers
- ▶ Exceptions to and uses for Child Specific Purchases

4.3. Pool Fund Usage

- ▶ "These funds, as made available by the General Assembly, shall be expended for public or private non-residential or residential services for troubled youths and families" COV § 2.2-5211
- ▶ http://www.csa.virginia.gov/html/csa_manual_dev/stage.cfm?page=43.cfm#435

Types of Services (include but are not limited to):

- ▶ **Community Based Services:**
 - Home-based Services, including Applied Behavioral Analysis
 - Outpatient Therapy Services
 - Day Treatment
 - Private Day School Placement
 - After school programs
 - Mental Health Support Services
 - Treatment Foster Care
- ▶ **Congregate Care, Residential Treatment, & Residential Schools**

4.3.7 Use of Pool Funds for Community-Based Behavioral Health Services

- ▶ For purposes of determining the use of Pool Funds for the purchase of community-based behavioral health services, the Office of Comprehensive Services **shall apply the regulations established by the Department of Medical Assistance Services ("DMAS")** regarding the appropriateness of such services.

CPMT Responsibilities

- ▶ The Community and Policy Management Team is responsible for the development of “policies and procedures to govern the provision services to children and families in the community” (3.1.5. Duties and Responsibilities)
- ▶ “Every team shall also review local and statewide data provided in the management reports on the number of children served, children placed out of state, demographics, types of services provided, duration of services, service expenditures, child and family outcomes, and performance measures.”

Virginia Procurement Law

▶ § 2.2-4345.A.14

The Comprehensive Services Act is exempt from competitive procurement when purchasing goods or personal services for direct use by the recipients of such programs if the procurement is made for an individual recipient.

▶ Individual Purchases and Payments

CSA Service Fee Directory

- ▶ “The State is required to have a Service Fee Directory in place for all CSA providers of Specialized Services. (COV § 2.2–5214)
- ▶ The term specialized services means a service or activity specifically designed to assist persons with disabilities or at risk.

Fairfax-Falls Church CSA System of Care

- ▶ Services Fairfax County and the Cities of Fairfax and Falls Church
- ▶ Serves approximately 1200 Children and Youth eligible for CSA Funding
- ▶ Expended over \$41 million in CSA eligible services in 2014
- ▶ Partners with over 138 Public and Private Providers through over 153 contracts-APOS.

Local CSA Policy

All Fairfax–Falls Church agencies purchasing services from public and private providers serving at–risk youth and families under the CSA will utilize standard umbrella agreements for services. These agreements contain general terms and conditions including indemnification language of the County, insurance requirements, process for resolution of disputes and reporting requirements. Providers are required to sign an Agreement for Purchase of Services to do business with the CPMT.

The **CSA Program Manager** has been delegated signature authority for agreements entered into by the CPMT. The **CSA Management Team** has delegated authority to approve Open access and Child Specific Contracts with providers for non–congregate care services located in the State of Virginia.

All Out Of State Residential Treatment Center and Group Home contracts MUST be approved by the CPMT.

Local CSA Policy

- ▶ Prior to an agreement with a service provider, the CPMT has tasked the CSA Management Team with screening potential providers and approving appropriate providers for the necessary services.
- ▶ New providers, or new services with existing providers, will be considered during a bi-annual “Open Application Period.”
- ▶ Providers must re-apply every three years.

Local Policy can be found at:

- ▶ <http://www.fairfaxcounty.gov/csa/>
- ▶ Under Local Manual

Agreements for the Purchase of Services (APOS)

- ▶ Are open “contracts” that establish a relationship with expectations and requirements of both parties, the CPMT and the Provider. The APOS includes specific Addenda delineating the specific requirements of the various types of services provided.
- ▶ Do **NOT commit any funds** nor promise use of services.
- ▶ Comprise the individual purchase, along with the rate sheet, the individual purchase order and the recipient’s service plan.

The “Old Way”

- ▶ In the past, local policy :

New providers, or new services with existing providers, were considered when it had been determined that the current service delivery system capacity posed a waiting time for service for children identified to be in need of service; cannot meet the “special” needs of a specific child or group of children, i.e. language, disability, location, etc., and could not address the service gaps identified by case managers or FAPTs.

The “Old Way” meant:

- ▶ New providers were rarely added as a “open contract” and current providers had difficulty getting new and innovative programs considered to be added to their contracts.
- ▶ New providers did not know how or when they could offer services to the CSA eligible youth and families.
- ▶ Criteria for being considered as a provider was not shared publically.

Difference between the “old” way and the “new” way

- ▶ Current providers will no longer be automatically sent the subsequent fiscal year’s APOS and Addenda with a rate sheet to return with license, insurance and other application documentation.
- ▶ Providers will need to reapply every three fiscal years in order to be considered to continue to provide services.

Difference between the “old” way and the “new” way

- ▶ Increased transparency: information is on the public internet
 - CSA Local Policy
<http://www.fairfaxcounty.gov/csa/>
 - Contract documents and requirements for provider eligibility
<http://www.fairfaxcounty.gov/admin/cm/csa.htm>

Application to receive an Agreement for the Purchase of Services

- ▶ Open Application Periods occur two times a year. All prospective providers are invited to apply. All current providers wanting to add services to their contract are invited to apply to add services.
- ▶ Every three years all current providers wishing to renew their services must apply.
- ▶ The Application Period is NOT a competitive Solicitation.

Application Requirements

- ▶ Provider Application
- ▶ Provider Proposed Rates and Service Descriptions
- ▶ Copies of licenses and accreditation
- ▶ Copies of Liability Insurance, among other types of insurance
- ▶ A W-9 if new to the County or have had a change in their organization name or tax information.
- ▶ References

Applications are reviewed for:

- Located in the State of Virginia or close proximity to the Washington DC Metro area.
- Enrolled with the Department of Medical Assistance Services (DMAS) as a Medicaid Provider, as appropriate per type of service
- Insured for appropriate limits, per the Office of Risk Management for Fairfax County.
- Licensed for the contracted services by the State of Virginia or the jurisdiction for the provider location.
- Accept the SOC Practice Standards.

Upon receipt of completed applications, CSA Contracts staff will review for:

- Accreditation by Council on Accreditation (COA), Commission on Accreditation of Rehabilitation Facilities (CARF), Joint Commission (TJC), formerly the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Virginia Association of Independent Specialized Educational Facilities (VAISEF) when appropriate.

Upon receipt of completed applications, CSA Contracts staff will review for:

- Listing in the CSA Service Fee Directory : The provider must be in the CSA Service Fee Directory (SFD) PRIOR to providing services. Information is to include their organization, services, and current rates.
- Providers cannot charge more than is posted on the Service Fee Directory.

Approval Process

- ▶ Providers meeting the minimum requirements with positive references may be awarded an APOS.
- ▶ Exceptions:
 - Providers located outside of the Commonwealth of Virginia may be awarded an APOS on a child specific basis–ONLY.
 - Providers of Medicaid Eligible Services that are NOT Medicaid Enrolled Providers, may not receive an “open access” APOS.
- ▶ The CSA Management Team will review eligible providers and make recommendations to the CPMT.
- ▶ All providers that are new to the SOC must be approved by the CPMT prior to entering into an APOS.



System of Care Practice Standards

System of Care Principles

- ▶ Community-based services
- ▶ Least restrictive setting
- ▶ Keep families together
- ▶ Youth guided and family driven
- ▶ Inter-agency collaboration
- ▶ Individualized services
- ▶ Strength-based
- ▶ Coordinated care
- ▶ Flexible & responsive services
- ▶ Culturally and linguistically responsive
- ▶ Accountability for outcomes, safety and cost effectiveness

Our System of Care principles emphasize the collaborative nature of work in human services.

Without the private provider community, children and families would not receive the critical services and supports they need.

SOC Practice Standards

- ▶ Guidelines used to determine what a human services professional involved with a youth with serious behavioral or emotional issues should or should not do.
- ▶ Benchmark of achievement which is based on a desired level of excellence.
- ▶ Represent our shared consensus on how youth and families should receive services.

Providers are Partners

- ▶ As providers are awarded APOS, they accept the SOC Practice Standards and agree to incorporate them into their practice.
- ▶ Providers participate in the Team Based Planning process
- ▶ Providers are stakeholders in the success of the system.
- ▶ Included in the contract revision process annually.
- ▶ Provider training and information sessions.

Agreement For the Purchase of Service

The APOS addresses:

- Serious Incident Reporting
- Purchase Orders
- General Terms of Conditions as approved by the Fairfax County Attorney
- There are currently four (4) Addenda detailing the specific requirements of each type of service provided, including reporting requirements.
 - Private Day Schools
 - Home-Based Services
 - Congregate Care and Residential Services
 - Treatment Foster Care
- **There is a separate Agreement For Purchase of Services for Outpatient Therapy Services.**

Key APOS Requirements

- ▶ Insurance
- ▶ Licensure and Accreditation
- ▶ Reporting
- ▶ Serious Incident Reporting
- ▶ Invoicing under Individual Purchase Order for each individual youth/child served.
- ▶ Annual financial review of County Providers receiving \$100,000 or more of County payments each fiscal year.

Child Specific Agreements for the Purchase of Services

- ▶ Child Specific agreements can be requested by a case manager from a child serving public agency and when a service is needed for a CSA eligible youth that is not currently provided by an In–Network Provider.
- ▶ All Out of State providers of Residential and Group Home Services must be approved by the CPMT prior to entering into a Child Specific Contract.

Treatment Foster Care Level Implementation

Virginia Department of Social Services
Effective July 1, 2015

VADSS TFC Level Implementation

- ▶ Incorporation of the levels began with a review of current contracted TFC provider levels.
- ▶ Contracts analyst partnering with Foster Care and Adoptions Program staff and CSA program staff to review the State's directive.
- ▶ Communication with Provider Partners

VADSS TFC Level Implementation

- ▶ Detailed inclusion of State descriptions in the APOS Addendum for Treatment Foster Care:
 - A. Assessment Treatment Level
 - B. Non-treatment Foster Care
 - C. Level 1 Treatment Foster Care (Mild)
 - D. Level 2 Treatment Foster Care (Moderate)
 - E. Level 3 Treatment Foster Care (Significant)

Providers are given an opportunity to provide their individualized service descriptions for each of the State prescribed levels.

Standard Service Definitions

Office for Comprehensive Services
Effective July 1, 2015

State-wide Standardization

- ❖ Provides Uniform Service Names and Categories
- ❖ Incorporates Department of Medical Assistance Services (DMAS) service names
- ❖ Include licensing regulations, when they exist
- ❖ Reporting categories

Process of Integrating Standard Service Names

- ▶ Three sets of Service codes
 - Standard Names
 - Harmony Codes
 - Contract Request and Tracking System (CRTS)
- ▶ Master Service Crosswalk of 103 Services
- ▶ 16 categories/columns per Service Line
- ▶ Impact on:
 - Provider Partners
 - Child Serving Department Case Management Staff
 - Fiscal Year change over from current to new
 - Fiscal Year 2016 Contract Documents

Results of Integration

- ▶ Over 39 Detailed Service Categories
- ▶ Separation of RTC and Residential School services
- ▶ New Categories expand ability to provide community based services
 - Family Support Services
 - Family Support Partners
 - Case Support
- ▶ Need for Providers to present their distinct services descriptions

Purchasing of Intensive Care Coordination & Family Support Partners

Key components of System of Care

Intensive Care Coordination (ICC)

- ▶ Purchasing since 2010.
- ▶ Original provider – Fairfax–Falls Church Community Services Board (public entity).
- ▶ Monthly case rate.
- ▶ Community Based Service with flex funds

Different agreement than other services

- Incorporates the referral process and limits on length of service

Expansion of ICC

- ▶ Community based Crisis Stabilization Group Home, Leland House, with 45 day max LOS
- ▶ Competitively Procured, operated by a private provider
- ▶ ICC provided to all youth admitted to the program for three to six months.
- ▶ Increased capacity to 12 community based (non Leland admitted) cases.

Parent Support Partners

- ▶ Fidelity to the Wraparound model
- ▶ Engage families in the ICC service
- ▶ Expansion of System of Care Services

- ▶ State Grant from DBHDS for SOC Expansion & APOS
- ▶ Competitive solicitation for a “Family Run” organization
 - Capacity for community advocacy
 - Participation in the SOC initiatives
 - Provide Parent Support Partners (Family Support Partners)

What did we just talk about?

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Fiscal Year 2016 Agreement for the Purchase of Services

The CPMT approved APOS and Addenda are posted on the DAHS website with the Application Documents and on the Fairfax County CSA website (<http://www.fairfaxcounty.gov/admin/cm/csa.htm>)

Contact Information

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