



**Office of Children's Services**  
Empowering communities to serve youth

# **2024 New CSA Coordinator Academy Service Planning and Utilization Review (UR) Anna Antell, LCSW Lead Program Consultant**

# Session Outline

- Overview the service planning requirements of FAPT
- Service Planning Framework
- Utilizing service plans to guide FAPT
- Utilization Review requirements and best practices



# Requirements of FAPT

Code Section 2.2-5208 FAPT Powers and Duties:

"FAPT shall assess the strengths and needs of troubled youths and families who are approved for referrals to the team and **identify and determine the complement of services required to meet these unique needs...**"

"Develop an Individual Family Services Plan for youths **and families** reviewed by the team that provides for appropriate and cost-effective services"

# Service Planning Begins....

"All children and youth, regardless of eligibility criteria, age, or referral source, who receive services funded by the CSA state pool shall be assessed using a mandatory uniform assessment instrument approved by the State Executive Council. (§2.2-2648, §2.2-5209 and the Appropriation Act)..."



# Assessment Information...The Foundation

- The CANS should match the clinical, behavioral and social presentation of the youth and family
- Is all assessment information congruent?
- What do the youth and family identify as their needs and strengths?

*The strengths identified through the assessment process are used to meet the identified needs of the youth and family*



# Framework for Service Plan Development



# Service Plans as Road Maps



# Service Planning Framework



*Goal*

The  
Destination



*Objectives*

The  
Short Trips



*Services*

The  
Fuel



## Long Term Goal

Jasmine remains at home, attends school daily, participates in trauma-focused treatment and is once again playing volleyball.

Michael has returned home. Michael and his parents utilize the behavior plan to manage his aggressive behaviors and Michael once again attends church with the family.

Kyle lives with his grandmother. He attends school daily and participates in weekly SA treatment. Kyle's grandmother attends her own Recovery groups and they are once again playing cards on the weekend.

# SMART Objectives

S- Simple, Straightforward, Specific

M-Measurable

A- Attainable/Appropriate/Achievable

R-Realistic

T-Time Framed/Time Specific

# Objectives

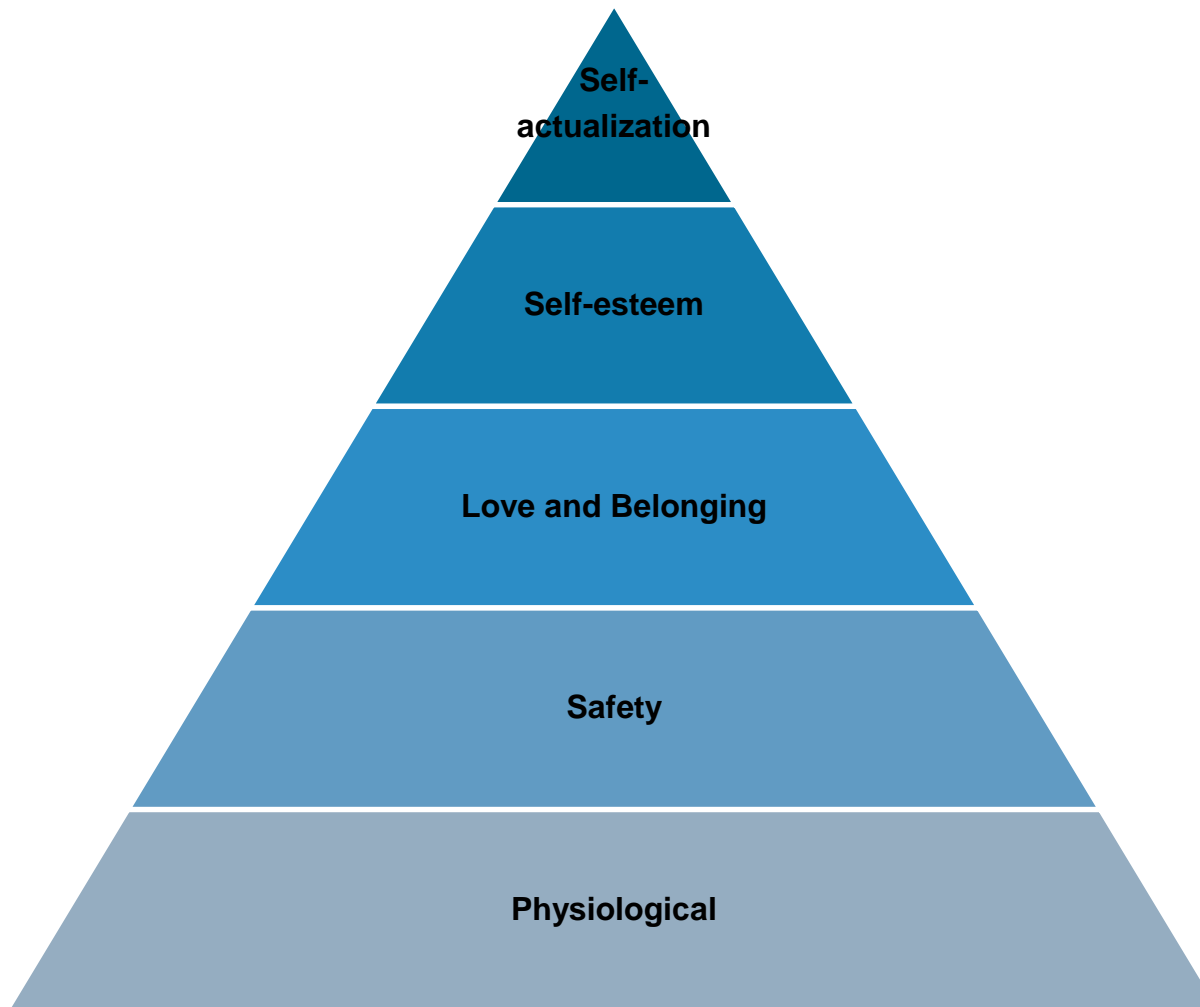
John will decrease his anxiety through engagement in in-home services at least 3 times per week for the next 3 months as reported by submitted documentation

Leigh will have a decrease in aggressive behaviors towards her sister by participating in one positive family activity with mentor at least 1 time per week as reported by grandmother

Dad will participate in at least one age appropriate activity/game with Tyler each day as recorded on the family calendar.

Mom will apply to at least 3 jobs per week as reported to Case Manager

# Needs Are Not Services!!!



# Turning Needs into Objectives

- Prioritize! You can't tackle ALL needs at once
- Voice of the youth and family?
- What's worked in the past?
- What didn't work? And why?
- What are the lessons learned?
- Don't forget strengths!!!

# Functional Strengths

- Strengths aren't just things we are good at... characteristics, interests, belief systems and people can be strengths
- Any strength can be functional. IF we use it in the right way, HOW can the strength be used in service planning?



# Service Plans Should....

- Incorporate all assessment data
- Be strengths-driven
- Have multiple life domains represented
- Convey the complete picture of the youth and family
- Use measurable and individualized objectives
- Include the voice of family and youth



# Service Planning is Ongoing





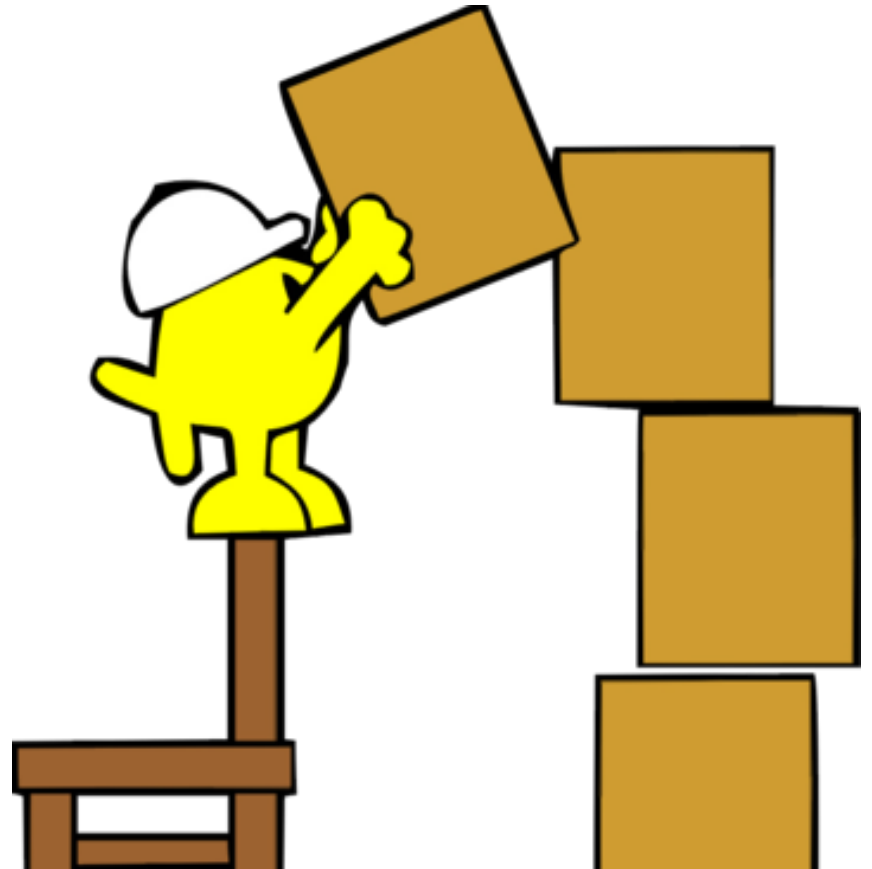
# Implement the Plan



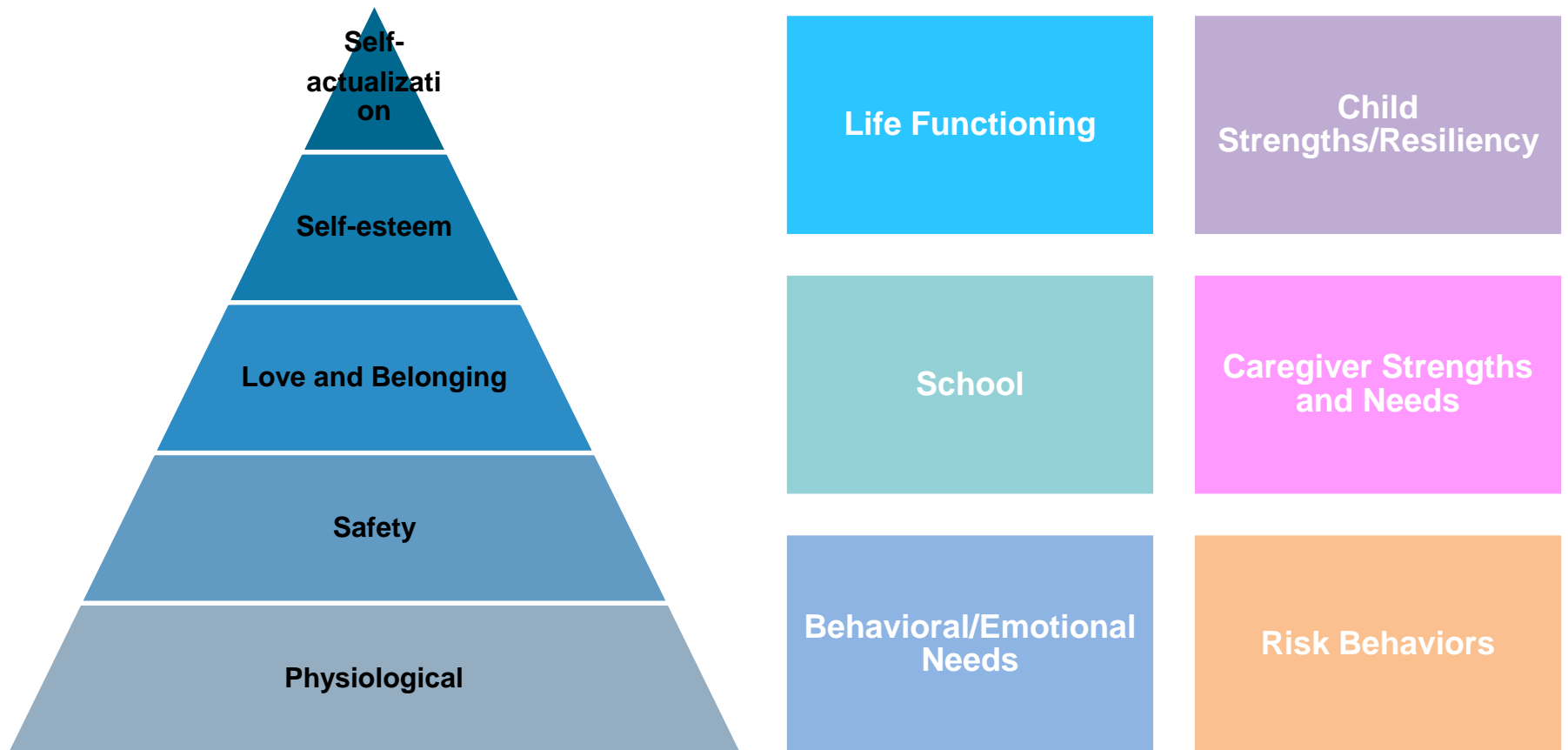
# Revisit and Revise Plan



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# Discharge Planning $\neq$ Discharge Services!!





# Utilization Review



# What are the Requirements?

- The Code of Virginia (COV) states that “each locality receiving funds for activities under the Comprehensive Services Act (CSA) shall have a **locally determined utilization management plan...**” (COV 2.2-2648)
- The Family Assessment and Planning Team or approved alternative multidisciplinary team, in collaboration with the family, **shall provide regular monitoring and utilization review of the services** and residential placement for the child to determine whether services and placement continue to provide the most appropriate and effective services for the child and his family. (COV 2.2-5208)”

# Utilization Review

- A part of the Utilization Management (CQI) process
- An individual review of the necessity, efficiency, and appropriateness of services
- Measures the progress of the youth and family against the goal and objectives established in the Individual Family Service Plan (IFSP)



# What UR is NOT:



# Who can do Utilization Review?





# Utilization Review as a Service



Service Type	Utilization Review Frequency	CANS Administration
Foster care maintenance, including day care	Based on CPMT policy. Though not required to come to FAPT, best practice encourages a multi-disciplinary review	Initial, discharge, and at least annually per SEC policy and as additionally directed by your local CANS reassessment policy
Community-based, non-clinical services	Every 6 months	Initial, discharge, and at least annually per SEC policy and as additionally directed by your local CANS reassessment policy
Community-based, clinical services and/or a combination of two or more services	Every 3 months	Initial, discharge, and at least annually per SEC policy and as additionally directed by your local CANS reassessment policy
Intensive in-home services, Therapeutic Foster Care, ICC, or Residential (PRTF or TGH) placement	Every 3 months	Initial, discharge, and at least annually per SEC policy and as additionally directed by your local CANS reassessment policy and/or service/funding requirement
Private day special education services or IEP residential	Completed by the IEP review team	Initial, discharge, and at least annually per SEC policy and as additionally directed by your local CANS reassessment policy
Acute psychiatric (hospital)	Daily monitoring of risk and level of need	

# Principles of Quality UR



# Quality UR Begins with Quality Service Planning



# Thorough UR Critically Examines ALL Elements of the Plan of Care



# Effective UR Measures Progress, Provides Recommendations, and Monitors Status of Recommendations



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# UR is More Than Quality and Cost of Services

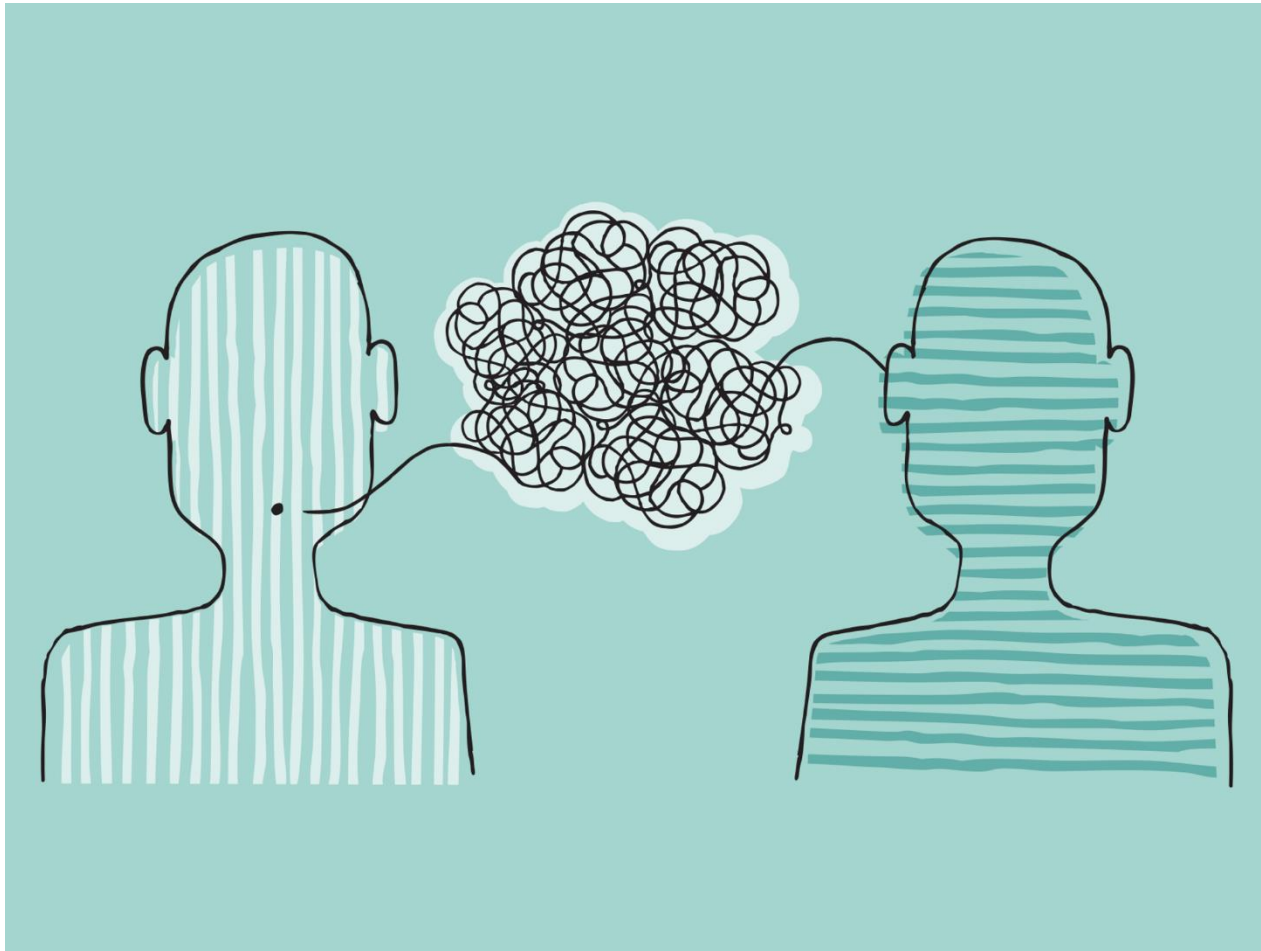




# A Thorough UR...



# State Sponsored UR

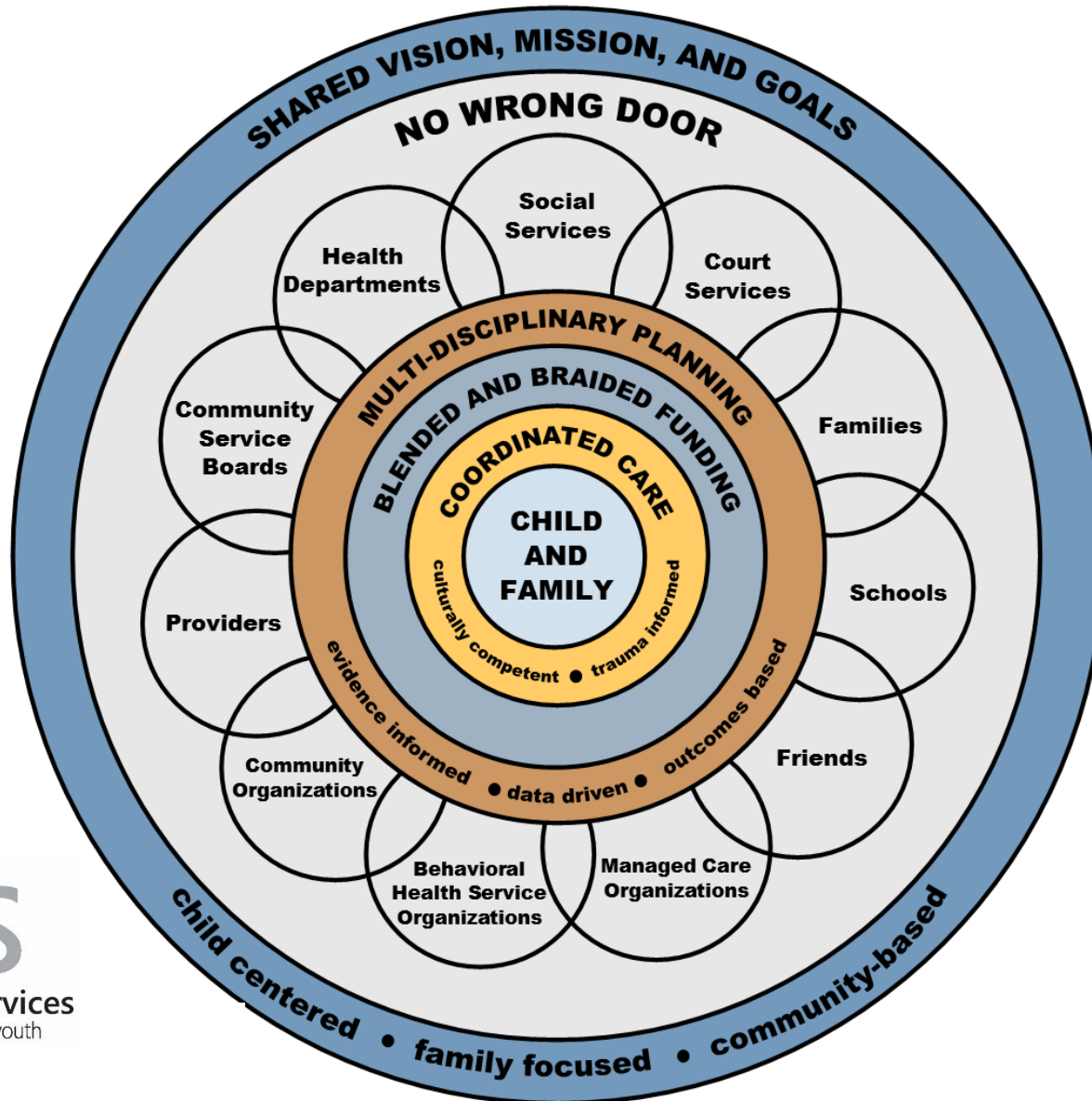


# Putting it Together; UR and Service Planning



# CSA is a System of Care

Virginia's Comprehensive System of Care



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## Remember...

Your locality's Utilization Management (UM) plan (which includes your locality's UR plan) should reflect the unique goals, strengths, and needs of your community because:

- The purpose of UM (CQI) is to collect and analyze data in order to evaluate and inform policies and/or services in *your* locality

AND

- Each locality is different

AND

- Plans are locally devised and implemented



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# Model IFSP and UR Addendum

[www.csa.virginia.gov](http://www.csa.virginia.gov) -> Resources -> Forms -> Model  
IFSP / Model UR Addendum



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# UR Guidelines

[http://csa.virginia.gov/content/doc/Utilization\\_Review\\_Guidelines.pdf](http://csa.virginia.gov/content/doc/Utilization_Review_Guidelines.pdf)

# Thank You!!!

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