

State and Local Advisory Team (SLAT)

August 1, 2024

9:30 a.m. – 12:00

Office of Children’s Services

1604 Santa Rosa Road

Richmond, VA 23229

Richmond/Henrico Rooms

AGENDA

Note: This is an in-person meeting

To accommodate interested members of the public, the meeting will be viewable at:

<https://meet.goto.com/994172701>

or via phone. 872-240-3212

Meeting Passcode: 994-172-701

- **Call to Order / Welcome / Opening Remarks** Mills Jones
- **Public Comment** (In-person and remote)
- **Approval of Minutes – May 2, 2024 SLAT meeting** SLAT Members
- **Workgroup Updates**
- **Status Items**
 - Policy Update Kristi Schabo
 - SEC Strategic Plan Mills Jones
 - Model Strategic Plan Template Workgroup
 - Model CSA Intake Form Workgroup
- **SEC Report**
 - June Meeting Update Mills Jones
- **OCS Update** Kristi Schabo
- **New Business**
 - CANS Training and Use Amy Swift
 - Fiscal Shared Responsibility Amy Swift
 - Family Input Survey Results Kristi Schabo

- **SLAT Member Reports**

State Representatives

- | | |
|---------|------------------|
| ○ VDH | Kyndra Jackson |
| ○ DJJ | Linda McWilliams |
| ○ DSS | Em Parente |
| ○ DBHDS | Kari Savage |
| ○ DMAS | Laura Reed |
| ○ DOE | Sabrina Gross |
| ○ DARS | Patricia Hodge |

Local Representatives

- | | |
|--------------------|------------------------|
| ○ LDSS | Amy Swift |
| ○ CSA Coordinator | Mills Jones |
| ○ CSB | Sandy Bryant |
| ○ CSU | William Stanley |
| ○ J&DR Court | Honorable Marilyn Goss |
| ○ Parent | Cristy Corbin |
| ○ Private Provider | Shannon Updike |
| ○ Public Schools | Kristina Williams-Pugh |
| ○ Local Government | Lesley Abashian |

- **Closing Remarks / Adjourn**

Mills Jones

Next SEC Meeting – Thursday, September 12, 2024

Next SLAT Meeting – Thursday, November 7, 2024

2024 SLAT Meetings

November 7

**STATE AND LOCAL ADVISORY TEAM (SLAT)
CHILDREN'S SERVICES ACT
Richmond/Henrico Rooms
1604 Santa Rosa Road
Richmond, VA 23229**

**MINUTES
May 2, 2024**

Members Present: Shannon Updike, VCOPPA; Laura Reed, DMAS; Grace Hughes, VDH; Sabrina Gross, DOE; Amy Swift, CPMT – DSS Representative; Kimberly Ayers, CPMT – DSS Representative; William Stanley, CPMT – CSU Representative; Kristina Williams-Pugh, CPMT – School Representative; Lesley Abashian, CPMT – Local Government Representative; Jessica McCauley, CSA Coordinators Network (*virtually*); Traci Jones, VDSS; Patti Hodge, DARS

Members Absent: Kari Savage, DBHDS; Cristy Corbin, Parent Representative; The Honorable Marilyn Goss, Juvenile and Domestic Relations District Court Representative; Linda McWilliams, DJJ

CSA Staff Members Present: Stephanie Bacote, Mary Bell, Marsha Mucha, Kristi Schabo

Welcome/Opening

Shannon Updike chaired the meeting for Mills Jones, Acting SLAT Chair, who was not available for today's meeting. She called the meeting to order at 9:30 a.m. and welcomed everyone. Introductions were made and new members were introduced.

Public Comment Period

There were no public comments.

Approval of Minutes

The minutes of the February 1, 2024 meeting were approved on a motion by William Stanley, seconded by Kristina Williams-Pugh, and carried. (*Patti Hodge, Lesley Abashian, and Amy Swift abstained.*)

Workgroup Updates

Kristi Schabo, OCS Senior Policy and Planning Specialist, updated members on the CHINS workgroup activities. The workgroup has developed a draft revision of policy 4.1.1, which includes two appendices: a Documentation of CHINS eligibility form and a revised model parental agreement. The workgroup also created a draft practice guidelines document. The revised draft policy and other documents will be available for review at the June State Executive Council (SEC) meeting. If approved by the SEC, A Notice of Intent to Develop Policy will be disseminated for a 45-day public comment period.

Universal Referral Form for Residential Services

Mira Signer, Special Advisor to the Office of the Secretary of Health and Human Resources, presented on the work of the Universal Referral Work Group of the Safe and Sound Task Force. The universal referral form is a document that can be submitted to private residential treatment facilities or children's residential facility providers in Virginia for localities seeking admission.

Status Items

Kristi Schabo reported:

- Policy Update – At the SEC’s March 2024 meeting, the SEC approved the following revised policies:
 - Policy 2.4 – Public Participation in Policy-Making Actions
 - Policy 3.4 – Dispute Resolution Process
 - Policy 4.2 – Payment for Services and Change of Legal Residence - with a delayed implementation day of July 1, 2024.

A Notice of Intent to Develop/Revise Policy for Policy 4.5.2 –Time Frames Regarding CSA Pool Fund Reimbursement was approved for a 45-day public comment period by the SEC at their March 2024 meeting. That public comment period ends today (*May 2, 2024*).

The next policy under review will be policy 4.3, “Carve-Out” of Allocation for Development of New/Expanded Services.

- SEC Strategic Plan – At the direction of the SEC, SLAT will form two workgroups to focus on areas of the SEC’s Strategic Plan. A SLAT workgroup will develop a model strategic plan template for localities to use as a tool in developing their own strategic plans. SLAT will also convene a workgroup to develop a model CSA intake form. SLAT members were asked to let Ms. Updike know if they would like to work on one of these projects. More information will follow.

SEC Report

Ms. Schabo reported on behalf of Mills Jones on the following items from the March 14, 2024 SEC meeting:

- As reported earlier, the SEC approved revised policies 2.4, 3.4 and 4.2.
- The SEC received and reviewed a request from the Commission on Youth (COY) to provide clarification on policies related to the limits of confidentiality during FAPT and CPMT meetings.
- The SEC provided guidance to SLAT on how they might assist the SEC with implementing the SEC’s Strategic Plan.

OCS Updates

Ms. Schabo provided updates in the following areas:

- Enhancements have been made to the CQI dashboard. Total average length of stay data, as well as additional information, have been added, as has an updated display for CANS outcomes.
- The Governor’s biennial budget for 2024-2026 includes an increase in CSA funding of \$36 million in FY2024 and an additional \$12 million in FY2025. (*Budget items are pending action from the General Assembly and Governor.*)
- The Time-to-Service Study has been concluded and results shared with local programs. SLAT will also receive a copy of the Study.
- A family guide video has recently been completed. Once the video has been uploaded to YouTube, that information will be shared with SLAT members. A family guide brochure is also in the planning stages.
- The 13th Annual CSA Conference will be held in Roanoke on October 16 and 17, 2024. A pre-conference session will be held on October 15, 2024, for CSA Coordinators, members of CPMTs, and FAPTS.
- The New CSA Coordinator Academy will be held next week on May 7, 8, and 9, 2024.

- Data on the utilization of private day special education services has been collected by DOE and will soon be available on the CSA website.

New Business – Election of Officers

Ms. Schabo reported that, at SLAT’s February 1, 2024, meeting a Nominating Committee (Cristy Corbin, Laura Reed, and Shannon Updike) was formed to make recommendations for the SLAT Chair and Vice-Chair for the upcoming year beginning July 1, 2024. The Nominating Committee recommends Mills Jones to serve as SLAT Chair and Sabrina Gross to serve as SLAT Vice-Chair beginning July 1, 2024.

Mills Jones was elected SLAT Chair on a motion by Lesley Abashian, seconded by William Stanley and carried. Sabrina Gross was elected SLAT Vice-Chair on a motion by Lesley Abashian, seconded by Traci Jones and carried.

Member Updates

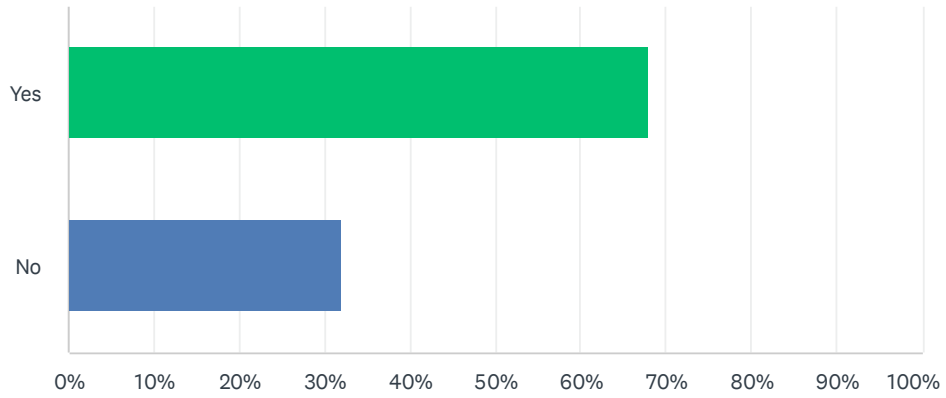
Members reported for their agencies and organizations on their projects, new programs, other ongoing activities and workforce issues. Members continue to work within their agencies and advocate through their associations for improvements to services and service delivery for the children, youth, and families of Virginia.

Adjournment

There being no other business, the meeting adjourned at 12:01 p.m. on a motion by William Stanley, seconded by Laura Reed and carried. The next meeting is scheduled for August 1, 2024.

Q1 Does your CSA program capture youth and family input/feedback on the local FAPT/CSA process?

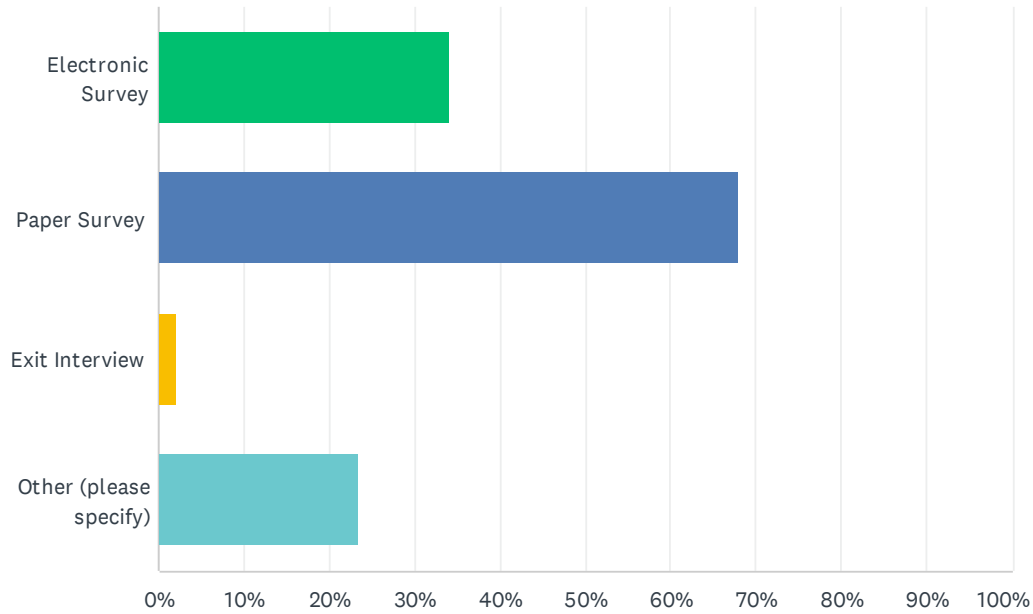
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	67.95%	53
No	32.05%	25
TOTAL		78

Q2 How do you capture this information?

Answered: 47 Skipped: 31



ANSWER CHOICES	RESPONSES
Electronic Survey	34.04% 16
Paper Survey	68.09% 32
Exit Interview	2.13% 1
Other (please specify)	23.40% 11
Total Respondents: 47	

#	OTHER (PLEASE SPECIFY)	DATE
1	Family input is always documented in IFSP's at FAPT as well when reviewing and updated case information.	6/27/2024 1:02 PM
2	Verbally during regular monthly FAPT updates with the family/youth. Requests are noted in the minutes as well as accomodations. .	6/26/2024 3:42 PM
3	During FAPT	6/26/2024 3:17 PM
4	We ask families how they felt about the process occasionally.	6/26/2024 2:17 PM
5	Participation and Input valued in FAPT meetings	6/26/2024 1:25 PM
6	FAPT & CPMT Parent representatives	5/24/2024 11:55 AM
7	paper survey's have been used in the past. This ended with COVID and is being re-implemented for the upcoming FY25. Currently information is captured in FAPT documents	5/21/2024 6:20 PM
8	Vendor complaint process (as appropriate). Real-time feedback in FAPT.	5/21/2024 3:26 PM
9	Family participation in FAPT. Clarke intends to begin surveys soon after FAPT as well.	5/21/2024 3:01 PM
10	During FAPT Meetings	5/21/2024 2:11 PM

CSA Family Input Survey

11	not a formal exit interview, just information gathered by the service coordinator and information gathered by the FAPT during FAPT meetings	5/21/2024 12:30 PM
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Q3 How have you used this information? (please specify)

Answered: 47 Skipped: 31

#	RESPONSES	DATE
1	To update/improve service delivery; crafting guidance.	7/10/2024 1:46 PM
2	Reporting results to FAPT and CPMT.	7/8/2024 3:19 PM
3	We have utilized this information to help us identify service providers that have the best results in service delivery. It also helps our locality identify how we can be more supportive for our families when it comes to case management and how we can improve our FAPT experience with the families and kids we serve.	6/27/2024 1:02 PM
4	We have a very low response rate. Any survey results shared have been positive. We have been unable to use the information in a meaningful way due to low responses. We continue to encourage responses.	6/27/2024 11:04 AM
5	Used to address concerns with vendors/services	6/27/2024 9:50 AM
6	n/a	6/27/2024 8:00 AM
7	obtain feedback as to how families view the providers we partner with; Inform CPMT as to feedback given	6/26/2024 5:50 PM
8	As tools to review processes within our CPMT/FAPT protocols and to make changes if necessary.	6/26/2024 4:15 PM
9	We have been able to include more family via utilizing telephone or virtual mode for participation. We also have been able to schedule after hours or another day of in person information gathering or signatures.	6/26/2024 3:42 PM
10	To ensure any issues are addressed and to gage customer satisfaction.	6/26/2024 3:17 PM
11	To get feedback and respond accordingly.	6/26/2024 2:56 PM
12	With that information we work on making any changes that might have been shared. Or any other issues we might need to collaborate with other agencies to address concerns as well.	6/26/2024 2:17 PM
13	customer service and better engage families in the process services for our clients	6/26/2024 1:48 PM
14	The FAPT and CPMT are given copies of surveys that are filled out. If the survey is about a provider, we give a copy to the provider as well. We pass both positive and negative input to all the above.	6/26/2024 1:45 PM
15	To assist with training needs. To develop improved goals for parental participation. To assist with development of appropriate ways to communicate with parents	6/26/2024 1:31 PM
16	To assist with the service plan.	6/26/2024 1:26 PM
17	Service planning, moving forward with target dates, and closing case.	6/26/2024 1:25 PM
18	Results disseminated to FAPT and CPMT	6/26/2024 1:16 PM
19	To Review services and how we can improve. The surveys are discussed at CPMT.	6/12/2024 8:42 PM
20	Work in process: Reviewing family input and using information to strengthen program processes	6/12/2024 3:00 PM
21	Our FAPT and CPMT review survey responses as needed and ensure that our policies and practices are inclusive of those families being served.	5/30/2024 11:58 AM
22	new process just started; unsure of any feedback	5/29/2024 12:50 PM
23	We discuss issues as they come up however, we are not very successful in getting the surveys returned so, it has been difficult to use effectively.	5/29/2024 6:49 AM

CSA Family Input Survey

24	FAPT parent representatives assist the family with any questions they have during the FAPT process. They are also able to provide a more rational explanation of what services are being explored for their child. CPMT parent representatives look at a broader scope of the cases and provide input and questions when services are being reviewed during closed session.	5/24/2024 11:55 AM
25	Survey responses are reviewed by a workgroup of CPMT & FAPT members. Used to inform practices and procedures as well as evaluate quality of vendors/services.	5/24/2024 8:49 AM
26	We use this information to better structure the FAPT process. Past surveys have been used to allow in-person or virtual attendance, improve our communication with parents, allow for Q/A for parents. Moving forward we will offer paper and electronic surveys.	5/23/2024 11:07 AM
27	Yes, the survey is provided to CPMT.	5/22/2024 4:20 PM
28	We use the information to see if there are ways to improve our services/experience.	5/22/2024 1:28 PM
29	We try to use this information to better the FAPT process and look for better community-based services for our clients	5/22/2024 10:33 AM
30	just for general info to im	5/22/2024 10:11 AM
31	We have only received one back over several years. The results were reviewed. It was positive, so no changes were incorporated into the plan.	5/22/2024 9:52 AM
32	Information is used at FAPT for service planning	5/22/2024 8:09 AM
33	It is reviewed by CSA Coordinator and CPMT to see if there needs to be changes made to the CSA processes.	5/22/2024 6:18 AM
34	Survey results are shared with FAPT and CPMT to determine if improvements/changes are needed to the FAPT process.	5/21/2024 6:56 PM
35	This information is used to review team and service provider performance.	5/21/2024 6:20 PM
36	To inform conversations with vendors around complaints and action steps needed to address them. Ask specific Interpreters to come back to participate in the family's FAPT (was a great Interpreter) or submit a complaint to our interpretation contract about the lack of quality in interpretations. Long-term want to use parent/family feedback to inform vendor score cards and rate increases.	5/21/2024 3:26 PM
37	Collecting and present to CPMT in January.	5/21/2024 3:19 PM
38	We use this to direct service planning	5/21/2024 3:01 PM
39	TBD - we just added in for FY24 to our results-based performance measures.	5/21/2024 2:22 PM
40	Surveys - we use to gauge where our teams are working and areas of need. During FAPT meetings, we use to work on case plan and services for family and/or youth.	5/21/2024 2:11 PM
41	This information is compiled each year and analyzed by the CPMT and FAPT.	5/21/2024 1:12 PM
42	To improve how services are provided and the flow of communication to families	5/21/2024 1:09 PM
43	review surveys at each CPMT	5/21/2024 12:57 PM
44	We present this information quarterly in charts to our CPMT.	5/21/2024 12:54 PM
45	Reports to CPMT quarterly, reports to FAPT. Offer meeting with CPMT Chair to parents who listed concerns and provided their names.	5/21/2024 12:40 PM
46	the information has not been used systematically, just more case by case	5/21/2024 12:30 PM
47	I share the data with CPMT and FAPT and look at how we can better engage our families and see if there is anything that we are missing.	5/21/2024 12:18 PM