



CSA Overview for Families

The Children's Services Act (CSA) was designed to ensure that children and their families, who qualify, receive the services they need. Information is presented below to help families understand the process to access services.

Who is Eligible for Services?

A child may be eligible for services that may be funded through CSA if they meet one or more of the following criteria:

- Youth who require private placement for special education.
- Youth who are in foster care or eligible for foster care services, including prevention.
- Youth who are eligible for services through a Child in Need of Services or Parental Agreement.
- Youth who have significant emotional or behavioral problems and may require services not available from an agency, require services of multiple agencies, or may be at risk of an out of home placement. These problems occur across several settings, such as, home, school, with peers, or in the community.

What is the Family Assessment and Planning Team (FAPT)?

- The FAPT looks at the strengths and needs of the individual child and families, and along with families, decides what services to provide and prepares an individual family service plan (IFSP).
- FAPT includes parents, other family members, children with appropriate, staff from community services boards, court service units, the department of social services, the public schools, private providers, and parent representatives.

At the FAPT meeting:

- The child, if appropriate, and family take an active part in meeting to discuss their strengths, needs, and goals.
- An individual family services plan (IFSP) is created.
- You will be assessed for a parental copayment, if applicable.
- The family signs the service plan if they agree with the plan or provides verbal consent if participating via phone or video conferencing.
- A follow up FAPT meeting will be scheduled.

After the FAPT meeting:

- Your case manager will provide you with a copy of the IFSP.
- Services begin as soon as possible.
- If the family disagrees with the IFSP, they may ask for a review with the CPMT.
- Emergency services may begin immediately.
- Your case manager will follow up with you and your family between FAPT meetings.

What is the Community Policy and Management Team (CPMT)?

- The CPMT coordinates agency efforts, manages the available funds, and sees that eligible child(ren) and their families are referred for assessments/services as appropriate according to local CSA policies and procedures.

You have the right to:

1. Receive information from their case manager about the FAPT process.
2. Provide information about their family and be notified to attend FAPT.
3. Participate and be present for the entire FAPT meeting and discuss their child's and family's situation as well as participate in decisions that apply to them and their family, unless prohibited by court order.
4. Understand the information provided to them and have it delivered in their preferred language.
5. Consent and agree in writing or verbally during the FAPT meeting, before beginning any services, except when ordered by the court or in case of emergency.
6. Read records, challenge information, give permission for release of records, and be provided a written copy of records unless ordered otherwise by the court.
7. Ongoing assistance from a case manager assigned to your child and family.
8. Review the IFSP and provide input.
9. Disagree with the assessment and service plan and place their concerns in writing to FAPT and/or CPMT and receive follow up.

How to appeal a FAPT decision:

If you are dissatisfied with a FAPT decision you have the right to appeal that decision.

1. Within 10 days of receiving a copy of the IFSP from your case manager you may file a written request for review of the FAPT action by the CPMT to the CSA Program Manager.
2. The CPMT will hold a review within 30 calendar days of the day the CSA Program Manager receives the written request.
3. You will be notified of the review date at least five days in advance and may attend the review to be heard and defend your position.
4. The CPMT may uphold or alter the FAPT decision and the CPMT decision is final and binding.
5. The CPMT will send a written notice to the parent advising them of the CPMT decision.
6. This review process shall not take the place of any other review process pursuant to the existing state or federal law.

Where can I go for help?

The CSA process was created to help families be healthy and successful. While the process can seem overwhelming and impersonal at times, help is available at every step of the CSA process. Please contact the Franklin County CSA office at 540-483-7209 or by email at heather.kesterson@franklincountyva.gov with any questions or concerns.

