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HELLO

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Direct Service Provider
Orientation and Training

Agenda

- ✓ Welcome!
- ✓ Onboarding
- ✓ Contract
- ✓ Referral Packet and Process
- ✓ Reporting
- ✓ Communication Expectations & Best Practices

- ✓ Quality Assurance, Improvement & Monitoring
- ✓ Performance Measures
- ✓ Other Best Practices & QA Initiatives

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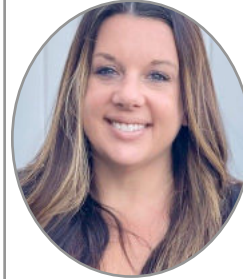# Welcomes You!

AMIkids Team Members

Korah Skuce (Regional Director)

Jaclyn Scott (Program Director)

Ernest Madison (Eastern Regional Service Manager)

Betty Dixon (Western Regional Service Manager)
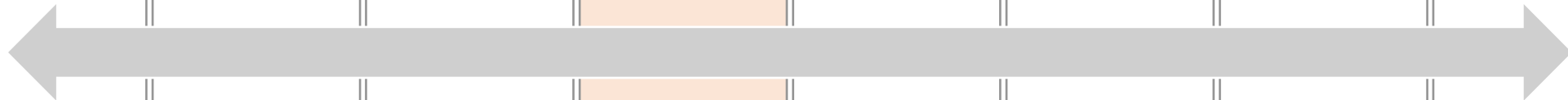
Kristi Raymond (Southern Regional Service Manager)

Christie Runski (Billing and Business Manager)

Allicia Gnolfo (Data Entry Records Specialist)
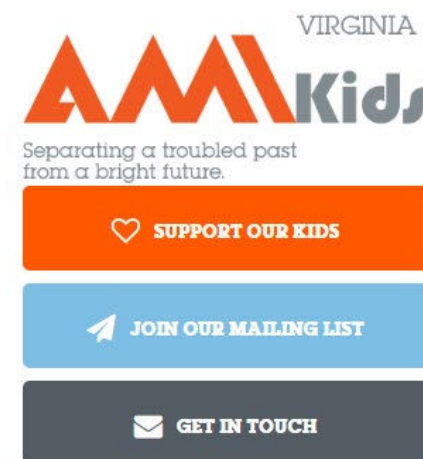
Autumn Moss (Compliance Manager)

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www.amikidsvirginia.org

AMIkids Virginia

Helping Virginia kids discover their potential since 2016.

STORY   LEADERSHIP   NEWS   VENDOR DIRECTORY   CONTACT   DOCUMENTS

Link to Documents for Virginia DJJ Staff

Link to Documents for Virginia Service Providers

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Separating a troubled past from a bright future.

♡ SUPPORT OUR KIDS

✈ JOIN OUR MAILING LIST

✉ GET IN TOUCH

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Overview of RSC Model

Statewide Continuum of services	Centralized Coordination of Care	Quality Assurance and Continuous Quality Improvement
• Provide alternatives to placement in JCCs • Increase array of services for all regions • Provide more evidence-based services • Improve accessibility • Fill Service Gaps	• Referrals • Billing • Reporting • Monitoring	• Reduce Barriers • Risk Need Responsivity • Fidelity • Performance Measures • Family Inclusion

Onboarding

Request for Qualifications

This outlines the RSC Background, Target Population, Elements of Service Continuum, and Scope of Services we are seeking. www.amikids.org/rfq

We ask for you to include in your qualifications/proposal:
- Agency History and Qualifications
- Description of proposed Programs or Services, including curriculum or model utilized
- Staff Qualifications
- Agency Oversight and Quality Assurance methods
- Performance Outcomes
- Cost Presentation (if applicable)
- Service Area description
- Testing & Instruments for evaluations and assessments
- Residential Facility Information in applicable

Initial Onboarding Checklist

Did you?

☐ Receive the Welcome Letter

☐ Complete online DSP informational sheet with list of agency contacts using link: https://forms.office.com/r/CCJsYt81qb

☐ Submit copies of staff licensures to virginiaservices@amikids.org

☐ Ensure all staff sign the VDJJ confidentiality Statement and keep these on file

☐ Submit provider locality workbook with counties served for each contracted service

☐ Submit Logic model or schedule collaboration & training call

☑ Schedule billing call with AMIkids – Christie Runski

☐ Verify information correct on AMIkids Vendor Directory

☐ Have all team members view the YASI for DSPs training

☐ Schedule 1:1 call with RSM to share information about your program

Contract

Contract Highlights

- **Reporting Requirements:** Page 3-4 - Evaluations, Monthly Summary Reports, Discharge Reports, Incident Reporting, DSP Agency Reports
- **Confidentiality** – pages 5 and 38 and Appendix F (electronic records, use of encryption, signed policy)
- **Service Descriptions-** Appendix A
- **Fee Schedule -** Appendix B
- **Performance Measures** - Appendix C
- **Insurance Requirements -** Appendix D General Terms, Page 28-29
- **Subcontracting -** page 31 in Appendix E Special Terms
- **Billing & Payment** page 32 in Appendix E Special Terms
- **Employee Background Checks** page 37 in Appendix E Special Terms

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Contract Documents

Contract documents should remain current throughout the length of the contract. Please send updated agency licenses , staff licenses, SWaM certification, and Certificates of Insurance to Virginiaservices@amikids.org, as they are renewed and updated.

Service rates are standardized and must align with other state agency funders. These are reviewed each year in June prior to new contract renewal. Please make sure any requests for changes are submitted timely and with justification.

Referral Packet and Process

Referral Packet

- ***UPDATED*** Referral Form with Rationale
- Authorization Form
- BADGE Face Sheet
- Comprehensive Case Plan
- YASI Wheel & Mapping
- YASI Behavioral Analysis
- Social History

- Release Form
- ACE assessment
- Other Evaluations
- Court Orders
- Other Court Documents

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Updated Referral Form

ASSESSMENT OF RISK, NEEDS, AND RESPONSIVITY

Date of Current YASI: _____ **Overall Risk Level:** High ▾

If the YASI is not completed, indicate the reason: _____

Dynamic Needs 6-Level: Low-Moderate ▾

Dynamic Protective Score: High ▾

YASI Priority Domain 1: Aggression/Violence ▾

Domain 2: Alcohol and Drugs ▾   **Domain 3:** Employment & Free Time ▾

Indicate DSS Involvement: No DSS involvement ▾

Check areas of responsivity/barriers: ☑ Language (list here): _____

☑ Transportation   ☑ Trauma History

Explain and elaborate areas of responsivity/barriers:

Updated Referral Form

OTHER REQUESTED SERVICES*   *Use the links at the end of the form to see providers and services available in each region.*

Requested Start Date: _____   Requested Start Date Details:

If services are requested to begin prior to release, explain:

Service Request 1) Requested Sub-Category: Choose an item.

Requested Service:

Requested Dosage: Requested Provider:

Target Need Area for Requested Service: Choose an item.

Provide detailed rationale and overarching goal(s) for the requested service:

AMIkids Authorization Form

AMIkids Service Authorization Form

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from a bright future.

On behalf of Virginia Department of Juvenile Justice, the Regional Service Coordinator (RSC) AMIkids has approved funding for the following service(s) to your agency

Authorization Approved Date: _____   **Target Date to Begin Services:** _____

Approved Direct Service Provider

DSP: Choose an item   DSP Contact Name: 0

DSP Phone Number: 0   DSP E-mail: 0

Youth Demographics

Youth Name: _____   Youth's DJJ #: _____

Youth Date of Birth: _____

Referring CSU or CAP Information

Name of Referring PO/CC: Choose an item   E-mail of PO/CC: 0

Direct Care Referral: Choose an item   Phone of PO/CC: 0

County/City & CSU: Choose an item   Status at Service Initiation: Choose an item

Service Approved #1

Service Name: Choose an item   Billing Abbreviated Name: 0

Length of Authorization: _____ Days   ←*this is consecutive days from the service start date, it can't be interrupted*

Units Approved and Unit Type: _____ Choose an item   Rate per Unit: _____

Service Frequency: _____

Additional Comments:

Authorization Form Sample

| **Extended Service Approved #1** | ☐ | **Approved Date:** | **12/15/2020** |

Service Name:	Residential Group Home	Billing Abbreviated Name: GH
Initial Start Date of Service:	9/1/2020	Previous Auth Expiration Date: 12/30/2020
Extension Type:	Extension from previous end date	Gap in Services Authorized: 0 Days
Monthly Summary Reports received and reviewed:	Yes	This extension was PO requested: Yes
Length of Extension:	30 Days	New Auth Expiration Date based on this Extension: 1/29/2021
Additional Units Approved and Unit Type:	30 Days	Rate per Unit: $350
Service Frequency:		

Additional Comments:

| **Extended Service Approved #1** | ☐ | **Approved Date:** | **12/15/2020** |

Service Name:	Residential Group Home	Billing Abbreviated Name: GH
Initial Start Date of Service:	8/1/2020	Previous Auth Expiration Date: 11/29/2020
Extension Type:	Reauthorization with service auth gap	Gap in Services Authorized: 16 Days
Monthly Summary Reports received and reviewed:	Yes	This extension was PO requested: Yes
Length of Extension:	30 Days	New Auth Expiration Date based on this Extension: 1/15/2021
Additional Units Approved and Unit Type:	30 Days	Rate per Unit: $350
Service Frequency:		

Additional Comments:

YASI

- The Youth Assessment and Screening Instrument or YASI is the evidence-based screening tool used by VDJJ

- The YASI assesses for Risk (Static & Dynamic), Needs, and Protective Factors.

- You will receive a copy of this in the referral packet – Full YASI, YASI wheel, & Case Plan with YASI Priorities.

- DJJ has Virtual YASI training designed for DSPs. See link on our Webpage – Resources for Providers

YASI Case Planning Example

The Wheel

Full Assessment Risk

Overall
High

Static Risk — High
Dynamic Risk — Very High

Full Assessment Protective

Overall
Low

Static Protective — None
Dynamic Protective — Moderate

Priority 3:	Aggression/Violence

Targeted Items:
- Assaultive behavior

Protective Factors:
- Shows constraint in dealing with conflict
- Rarely gets upset over small things or has tantrums

Long Term Goals:
AV - Significantly reduce the frequency and intensity of angry verbal outbursts and assaultive/aggressive behaviors

LH - Achieve successful probation supervision without violations or new offenses

Short Term Goals:
AV - Examine and change beliefs about the use of physical and verbal aggression as an appropriate/necessary way to solve problems

AV - Learn about how interpretations of events can lead to aggressive behavior and develop new ways of viewing events

AV - Learn strategies for handling frustration without becoming aggressive

LH - Comply with established rules of probation

Reporting

Youth Monthly Summary Reports

i. Progress towards the identified measurable goals and objectives listed in the Youth's Individualized Service Plan **and revisions made**

ii. **Specific updates related to the referral reasons identified at time of referral**

iii. Dates of Services, length of sessions/dosage, **and modality**

iv. YASI risk factors addressed **and progress made on items within the domains of the YASI**

v. **Assessment of level of family engagement partnership, including specific strategies and activities**

vi. Completion date or anticipated completion of each goal

vii. **Youth Information including: youth name, DJJ#, referring PO, CSU and locality,**

viii. **Service Information including: service authorized, service start date, authorization information, and specific activities and strategies utilized**

ix. **Agency Information including: agency name, person completing the report, credentials**

Incident Reporting Basics

o Incident Reports due within **24 hours** to AMIkids and DJJ referring officer

o Must be submitted on **standard VDJJ form:** (1) Service Provider and Local Partner Incident Report for Youth not in Direct Care Status or (2) Direct Care/Commitment Direct Service Provider Incident Report

o Form is on our webpage under Documents for DSPs.

o Incident Descriptions are on following page

o Instructions and details for reporting for RSC DSPs are on following page

o Be sure to use DJJ ID Number

o Will include a follow up call from AMIkids if further questions

Incident Reporting Basics

To be completed by designated service provider or local partner staff.

1. Program Name (no abbreviations):	
2. Program Funding: ☐ RSC Direct Service Provider ☐ VJCCCA Local Partner/Provider ☐ N/A	
3. Program Licensing/Regulatory Entity: ☐ DJJ ☐ DSS ☐ DBHDS ☐ N/A	
4. Program Address:	
5. Incident Location:	
6. Incident Location Address (if different from program):	

7. Incident Date:	8. Incident Time:
9. Activity When Incident Occurred:	
10. Report Date:	11. Report Time:
12. Reporting Person:	13. Work Title:
14. Contact Email:	15. Contact Number:

16. **Incident Type:** Note: Reporting incidents to DJJ does not preclude providers (which include contracted providers and VJCCCA partners) from mandatory reporting to licensing agencies and child protective services (CPS), as applicable.

Check all categories that apply: All serious incidents, *actual or alleged*, relating to a youth must be reported by the provider.

☐ Absent without Leave (AWOL)	☐ Fire
☐ Allegation of Sexual Assault on Youth	☐ Major Arrest of Youth
☐ Allegation of Sexual Child Abuse or Neglect	☐ Other
☐ Allegation of Staff Sexual Misconduct	☐ Physical Restraint
☐ Allegation of Suspected Non-Sexual Child Abuse or Neglect	☐ Serious Youth Injury or Illness
☐ Allegation of Youth Consensual Sexual Activity	☐ Serious Staff Injury
☐ Assault on Staff (by Anyone)	☐ Staff Arrest
☐ Assault on Youth (by Anyone)	☐ Suicide Attempt
☐ Death	

17. Youth's Identification Information:

Youth Name (First & Last)	DJJ Juvenile Number	Date of Birth	Service Start Date

Authorization Status Report

- **Pre-Service Engagement Date**

- **Pending / Waitlisted**

- **Active**

- **Service Start Date**

- **Termination**

- **Service Plan Completed**

- **Reason Service Never Began**

- **Close Out Date**

- **Service Progress at Termination**

- **Notes/Comments**
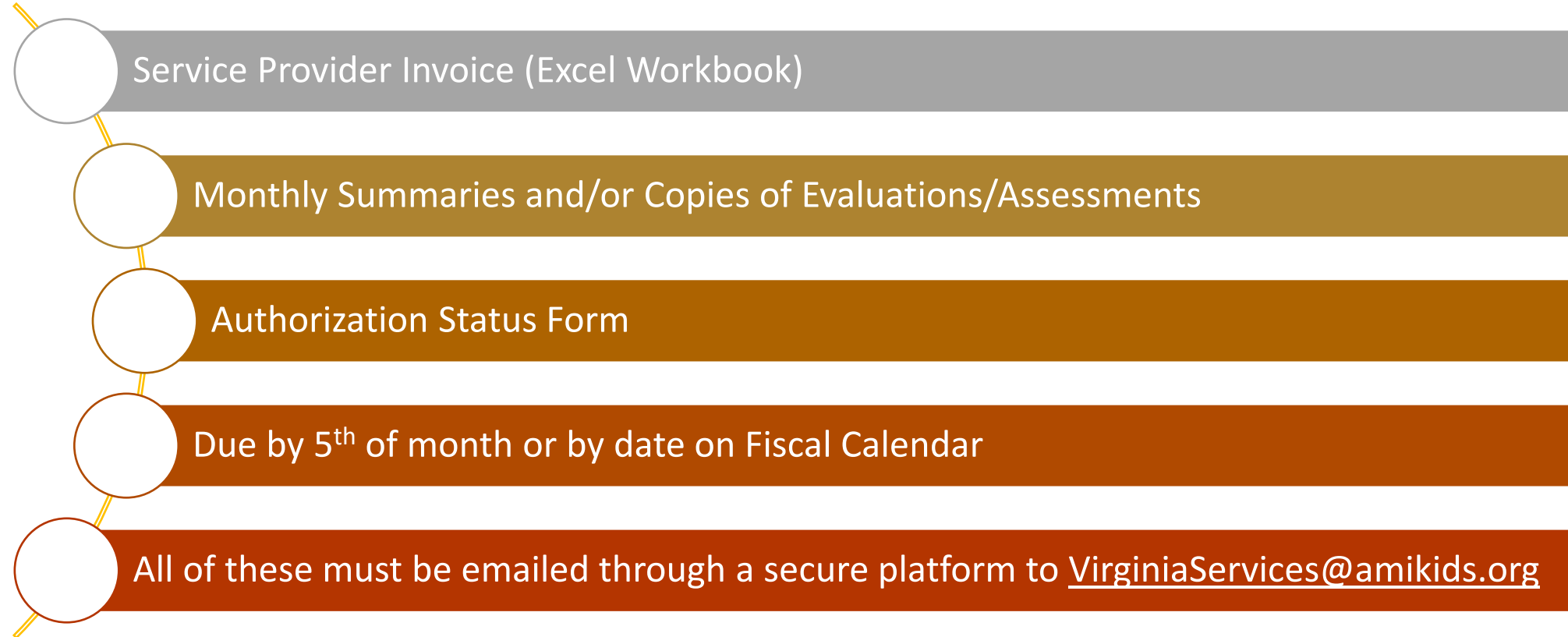
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Fidelity Reports & DSP Outcomes Reports

o Please submit Fidelity reports (for EBPs) to AMIkids as they are developed.

o Example MST PIR and FFT TYPE

o Please submit annual outcome reports prepared by your agency or a contracted agency as they are developed

Billing Requirements

- Service Provider Invoice (Excel Workbook)
- Monthly Summaries and/or Copies of Evaluations/Assessments
- Authorization Status Form
- Due by 5th of month or by date on Fiscal Calendar
- All of these must be emailed through a secure platform to VirginiaServices@amikids.org

- Christie Runski email: crunski@amikids.org phone: 910-386-3227
- Allicia Gnolfo email: agnolfo@amikids.org phone: 910-442-0000

Communication Expectations & Best Practices

Communication about Case Information

o Acknowledge receipt of referral upon receipt and notify of anticipated start date

o Notify of any challenges or barriers to service initiation to RSM & PO

o Please make sure you are staying connected with POs by phone, email, and by sending reports. They are the case manager driving the referral decisions and must report updates back to Judges.

o *What are your best practices with communication??*

Ongoing Communication & Updates to AMI

o Please help us keep your information up to date with staff changes, new roles, updated staff licenses / certifications, contacts, etc

o Please call us if you have any questions about reporting, timelines, service initiation, training opportunities, etc

o AMIkids hosts quarterly Coffee & Collaboration Webinars that are open for all DSP team members.

o AMIkids will provide one on one training as needed and will hold larger DSP trainings throughout the year on topics as needed

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Quality Assurance, Improvement & Monitoring

Purpose of QAQI

- Monitor

- Ensure Quality Services

- Engage

- Train

- Learn

- Collaborate

- Provide Feedback

- Identify Best Practices

- Improve services for youth

- Reduce recidivism

- Bridge gap with DSPs and DJJ

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Quality Assurance Tasks

Compliance Reviews

- annually for all providers – ensure all contractual documents and received such as updated COI, update directory, review contract

CQI (Continuous Quality Improvement)

- Monitoring Visits
- Reviewing Monthly Reports
- Scheduled monthly Support Calls
- Quality Improvement Plans

Annual QAR (Quality Assurance Review)

- Tier 2 or 3
- Self Review
- Client File Review, Staff File Review
- Document Submission
- Collaborative Call

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Performance Measures

DSP Performance Measures
(Appendix C in Contract)

Are services beginning in a timely manner? <mark>Service Initiation</mark>

- 95% of Assessments/Evaluations will be delivered on or before need-by date identified at time of referral.

- 80% of services will begin within 10 days of referral (probation / community)

- 80% of services will begin within 3 days of return to the community (parole)

Are youth making progress while receiving services? <mark>Service Progress</mark>

- 80% of services will end with at least some progress

- 80% of youth served will be discharged based on successful completion of their Individual Treatment Plan.

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DSP Annual Service Report

- Utilization Information
- Service Initiation
- Service Completion Status
- Youth Progress
- Dosage / Length of Stay
- Monthly Summary Review

- Incident Report Review
- PO Feedback
- QIP Tasks
- DSP Submitted Data

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Other Best Practices & QA Initiatives

RNR

Risk	Need	Responsivity
Who	**What**	**How**
Deliver more intensive services to higher risk youth	Target criminogenic needs to reduce risk for recidivism	Individualize and match delivery of interventions to each youth. Use EBP and CBT approaches

6 Trauma Informed Care Principles

Safety	Trustworthiness & Transparency
Peer Support & Mutual Self-help	Collaboration & Mutuality
Empowerment, Voice, & Choice	Cultural, Historical, and Gender issues
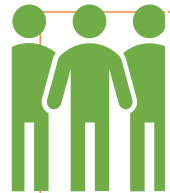
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Logic Models

Provides stakeholders with a *road map* of your plan to achieve intended outcomes

Communicates the *purpose* of your program

Explains why your program is *important*

Describes the anticipated *outcomes*

Better position programs for *success* because you are able to plan for: Implementation Activities, Program Evaluation & Sustainability

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Casey Life Skills

Developed by Casey Family Programs

Program Components	Targets	Intervention	Immediate Outcomes	Long Term Outcomes

• Youth of age 14-21
• 60-80 hours
• 90-120 days
• Trauma Informed Approach
• Casey Life Skills Training – Goal: To teach youth a broad curriculum of independent living skills
• Resiliency Theory – Goal: To help the client develop a stable and reliable support group.
	•**YASI Risk Factors**
	  •Skills
	  •Attitudes
	  •Employment/Free Time
	  •Community / Peer
	  •Alcohol / Drugs
	  •Violence / Aggression
	
	•**Risk Factors**
	  •Poor problem solving
	  •Poor communication
	  •Impulsive behaviors
	  •Antisocial values and beliefs
	  •Low education
	  •Mental health issues
	
	•**Protective Factors**
	  •Maintaining healthy relationships
	  •Work and study habits
	  •Planning and goal-setting
	  •Using community resources
	  •Daily living activities
	  •Budgeting and paying bills
	  •Computer literacy
	  •Their permanent connections to caring adults
		• CLS Assessment
		• CLS Curriculum and Resource Guide to include:
		  • Daily Living Skills
		  • Self Care Skills
		  • Relationships & Communication Skills
		  • Housing & Money Management
		  • Work & Study Skills
		  • Career & Education Planning
			• Learn independent living skills
			• Improve support system
			• Increased productivity
			• Increase self-esteem
			• Improved decision-making process
			• Short term goal setting
				• Reduce recidivism
				• Reduce criminogenic thinking
				• Improve community involvement
				• Increased sense of belonging
				• Enhance pro-social skills
				• Employment stability
				• Career Development A lot more can be added here. Please feel free to input any relevant information in other sections as well.