



Regional Service Coordination (RSC) Service Delivery Model, Western Region Transition

Frequently Asked Questions

08/25/2022



ABOUT AMI

1. Who is AMIkids?

AMIkids is a non-profit that has been around for more than 50 years. They operate more than 44 programs and services in at least 10 states.

2. Does AMI have prior experience as a Regional Service Coordination Company?

Yes, AMIkids has been part of DJJ's RSC Model since inception in the fall of 2016. Their company has served as the Regional Service Coordinator in the Eastern and Southern regions for 6 years. AMIkids employs seven staff who are dedicated to the Virginia DJJ RSC Model and will add an eighth staff member to support the Western region.

3. Has AMIkids worked in Virginia and worked in rural communities?

In addition to serving as the Regional Service Coordinator for DJJ's Eastern and Southern regions, AMIkids also has a significant history in Virginia as a Direct Service Provider (DSP). AMIkids previously operated two day treatment facilities, the Peninsula Marine Institute (PMI) and the Norfolk Marine Institute (NMI). They also operated the Tidewater Environmental Program (TEP), a program that operated from a boat and served as an alternative direct care setting. Finally, AMIkids operated the Virginia Wilderness Institute, a 32 bed program in Grundy that served youth in direct care status. AMIkids has extensive experience coordinating and operating services in rural communities.

REFERRALS

4. For new referrals, when should staff begin redirecting referrals to AMIkids?

Staff should redirect referrals for services to begin on or after September 1, 2022 to AMIkids.

5. What if a staff has already submitted a referral to EBA for a new case for services after September?

If staff has submitted a referral to EBA for a new case for services that are requested for on or after September, EBA will forward the referral to AMIkids.

6. What about youth currently open to services for which EBA issued the authorization? Does CSU need to do anything about those cases?

AMIkids and EBA are actively working together to ensure a smooth transition. This includes jointly reviewing all open cases and making a determination about the need for AMI to issue a replacement purchase or services order (POSO). This is an inherent part of the transition plan that will be happening behind the scenes without prompting.

PROVIDER NETWORK

7. What providers are contracted with AMIkids? (all current providers?)

AMIkids will officially assume management of the Western region on September 1, 2022, but they are already actively working to contract with all current providers. More than half of all current Western region community-based direct service providers (DSPs) have completed the contracting process and many more contracts are pending. As of mid-August, there were already 16 community-based providers and more than 50 residential providers contracted.

8. What if a provider the CSU would like to request is not included on the AMIkids website or has not yet been contracted?

AMIkids is adding new providers every day and updating the company's online provider directory at least weekly. CSU staff should list their requested direct service provider when completing the referral form. If the provider appears to be the best fit, but has not yet completed the contracting process, AMIkids will do everything they can to assist the provider in completing the contracting process expeditiously. AMIkids will actively communicate with CSU staff about provider availability.

9. Will additional providers and services be added?

Contracting with all current providers is the immediate priority, but AMIkids is also seeking to add new providers and services. A request for new providers has been broadly distributed, including a specific solicitation recruiting providers of workforce services. Also, a new evidence-based service, Brief Strategic Family Therapy (BSFT) is expected to be added to the RSC Model by mid-September.

PRACTICE CHANGES

10. Should we expect changes to the referral and service authorization processes?

DJJ's RSC Model is a statewide model and practices are largely the same across all regions. The same referral form and referral practices are used across all regions. Also, the timelines for processing referrals are the same statewide. After receipt of a completed referral packet, the RSC has 5 business days to authorize services by issuing a purchase order to a direct service provider.

11. Should we expect changes to the billing process?

AMIkids subscribes to the same fiscal calendar and CSUs should expect to continue to receive invoice packets on the same date each month. AML invoices contain the same information to which CSUs have become accustomed, but the layout differs slightly.

STAFF ENGAGEMENT, TRAINING AND RESOURCES

12. Will there be webinars to introduce AMIkids Providers and Services? Will that include office services/fiscal staff?

A series of webinars is planned to provide CSU staff with an overview of available providers and services. The series will include sessions on both community-based and residential services and an updated walk through of the referral process. A session will also be held for CSU fiscal staff.

13. What additional opportunities are planned for Western region staff to become acquainted with AMIkids staff and to provide feedback on service needs?

AMIkids is available to attend CSU staff meetings for meet and greets. AMIkids will also develop surveys and convene meetings to provide opportunities for staff feedback on service needs.

14. Who do we call with questions, concerns, and ideas? (@ AMIkids, @ DJJ)

The interim central point of contact for AMIkids is Betty Dixon (804.627.2086). The DJJ Manager who serves as Project Director for the RSC Model is Beth Stinnett (804.241.8359).

YOUR ACTIVE SUPPORT AND LEADERSHIP

15. What can CSU Staff do to best support a smooth transition?

Transitions are smooth when we all actively work together to support change. A key part of any transition is communication. CSU staff can support this change and ensure a smooth transition by actively communicating with AMIkids, articulating needs, expressing concerns and sharing ideas.