



## West Virginia Department of Health and Human Resources Child Welfare Collaborative – Frequently Asked Questions Pathway to Children’s Mental Health Services

**Purpose:** This document serves to broadly answer questions raised during the West Virginia Department of Health and Human Resources (DHHR) Child Welfare Collaborative meeting held on Wednesday, March 30, 2022.

### 1. Children with Serious Emotional Disorders Waiver (CSEDW)

**Note:** The latest Bureau for Medical Services (BMS) CSEDW Frequently Asked Questions document is available online:

<https://dhhr.wv.gov/bms/Programs/WaiverPrograms/CSEDW/Documents/CSED%20Waiver%20FAQ%27s%202022.pdf>

#### Has CSEDW been operational since 2020?

The first year for CSEDW services was 2020.

#### Is CSEDW available in every county?

CSEDW is available in all counties statewide. Referrals can be made by contacting 1-844-HELP4WV (844-435-7498) or visiting <https://www.help4wv.com/ccl>.

#### How is BMS measuring CSEDW quality and outcomes?

BMS works collaboratively with contracted entities to continuously monitor effectiveness of the CSEDW program. Please review the Children’s Mental Health and Behavioral Health Service Quality and Outcomes Report for the baseline report, available online: [https://childwelfare.wv.gov/initiatives/SiteAssets/Pages/DOJ-Agreement/WVDHHR%20Semi-Annual%20Report\\_FINAL%2020220131.pdf](https://childwelfare.wv.gov/initiatives/SiteAssets/Pages/DOJ-Agreement/WVDHHR%20Semi-Annual%20Report_FINAL%2020220131.pdf). DHHR will release additional quality and outcomes reports twice a year.

#### Are Respite services available in any county?

CSEDW is a Medicaid program available statewide that is continuously growing with providers and services. In order to participate, members must meet eligibility requirements and be West Virginia residents to receive home and community-based services in their area. To learn more about what services are currently available in West Virginia for the CSEDW program, please contact Aetna Better Health, 1-888-348-2922. Aetna is responsible for monitoring the provider network and will be able to assist individual families with connection to an appropriate CSEDW service provider. The CSEDW service provider will work with the family to ensure respite needs are met.

**How are CSEDW providers monitored to ensure they provide services according to the plan?**

Members receiving CSEDW services have a plan of care that is discussed during the family team meeting, at which time the family agrees upon the services. These plans are also reviewed by the Aetna Care Manager to ensure services are taking place.

**Is BMS training the West Virginia Division of Corrections’ (DOC) Bureau for Juvenile Services and Division of Probation on CSEDW?**

Yes, Aetna is working with DOC’s Bureau for Juvenile Services and Division of Probation on training for the CSEDW program.

**When children involved in the child welfare system are discharged back to the community, are there caseworkers available through Aetna Better Health that help families specifically with mental health follow up?**

Aetna Care Managers follow up and keep in touch with families.

**Is the time from CSEDW application to evaluation tracked?**

Yes. The time from submitting the application to the independent evaluation is within 14 days.

**Where can I learn more on what the CSEDW is and what it offers?**

For more information about the CSEDW, please visit [the Bureau for Medical Service’s CSEDW page](#).

**2. Stabilization and Treatment (STAT) Homes**

**How will STAT Homes receive the Respite support they need, especially considering 24-hour care of the child?**

Respite is part of the youth's individualized plan and will be provided as needed through collaboration with the Child Placing Agencies.

**How will DHHR ensure that the proper supports are in place for if/when a child is ready for step-down transition from STAT Homes?**

The youth's child and family team will review the youth's step-down/transition plan every 30 days. CSEDW services are intended to follow that child through transition from the STAT home back into their home of origin.

**If a child is placed in a STAT Home outside his/her county of origin, how will the families remain involved and will the child be served by a new provider?**

Efforts will be focused to find a placement as close as possible to the family of origin. If that is not possible, family and youth visits and engagement will be conducted by the provider as part of the engaging and building the working alliance between the family, youth, foster care family, and provider. There may be instances when a family will be served by a new provider upon transition from the STAT Home.

### **How will traditional foster parents remain involved with the child during STAT Home stabilization?**

When appropriate, the foster family will remain a part of the child and family team. As part of the youth's team, the foster family of origin will be actively involved in the stabilization process and will participate in the 30-day review meeting, as appropriate.

### **3. Other**

#### **How long is the relationship with the U.S. Department of Justice and the State of West Virginia?**

The U.S. Department of Justice and State of West Virginia agreement was signed in May 2019 and has a projected end date of December 31, 2024. The full agreement can be found online, <https://childwelfare.wv.gov/initiatives/Pages/DOJ-Agreement.aspx>.

#### **Who do we contact with questions or concerns about a child's placement?**

- If the child is involved with DHHR's Bureau for Social Services (BSS), contact the assigned BSS case worker or supervisor.
- Foster families and kinship families may also contact the Foster Care Ombudsman at 304-558-1117.