

# Child and Family Services Agency FY2019

**Agency** Child and Family Services Agency

**Agency Code** RLO

**Fiscal Year** 2019

**Mission** The mission of the Child and Family Services Agency (CFSA) is to ensure the safety, permanence, and well-being of abused and neglected children in the District of Columbia and to strengthen their families.

**Summary of Services** The DC Child and Family Services Agency (CFSA) operates a 24-hour hotline and is a first responder to reports of child abuse and neglect in the District. Essential functions also include supporting and strengthening at-risk families, protecting children through foster care when necessary, and managing adoption of children who cannot return to their birth homes. CFSA works with community partners to expand the range of neighborhood-based services that help to prevent child abuse/neglect and support District families before, as well as after, they become involved with child welfare. CFSA also works with public and private partners to expand the network of resources serving child and youth victims of abuse/neglect and those at risk. The agency is divided into two core offices: Program Operations and Office of the Director.

## 2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
During spring 2019, CFSA engaged in negotiations with the plaintiff of the LaShawn v. Bowser lawsuit. Due to successfully demonstrating the significant progress made and sustained by the agency, the negotiation was successful and the agency and the plaintiff agreed on a new Exit and Sustainability Plan (ESP), which decreased the number of benchmarks the agency is required to meet to exit the lawsuit from 88 to 23. The ESP is currently awaiting approval from the Judge, however the agency anticipates that it will be fully signed off by the Judge.	The agency is one step closer to exiting the lawsuit and being able to self-regulate.	Moving closer to satisfying the demands of the lawsuit enables the agency to increase their focus on quality of services rather than constantly striving to meet standards for both quality and compliance (with benchmarks that may have been created many years ago and may not continue to be fully relevant or the best way to measure quality practice).
CFSA implemented the Mental Health Redesign initiative. This initiative, now an agency operation, is providing mental health services during the early phase of agency involvement. Children/Families benefit by receiving services quickly through timely evaluation and connection with services when appropriate.	This initiative has changed practice by making mental health services more accessible without long waits for service implementation. Therapist provide consultative supports to Social Workers around de-escalation and managing trauma.	Children and families who experience a removal into foster care and need mental health services are being evaluated and start receiving services more quickly. In the future there will be a continuum of care for children/families who may need community based services.
During FY19, CFSA began planning and implementing the agency's five year plan for the Family First Prevention Services Act. This plan will increase community prevention services for children/families in need. Implementation during FY19 included training staff, stakeholders and service providers, as well as improving CFSA's SACWIS system for documentation and planning purposes. Federal claiming of prevention services through Title IV-E is a funding support for this initiative.	This will increase children/families being served in their homes/communities and community engagement.	Throughout FY19 CFSA engaged community stakeholders and service providers to create a plan with evidence based interventions. CFSA is serving as a National Leader of the Family First initiative and collaborating with National Stakeholders to lead the way with implementation of this initiative.

## 2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
<b>1 - Exit to Positive Permanency - Every child and youth exits foster care as quickly as possible for a safe, well-supported family environment or life-long connection. Older youth have the skills for successful adulthood. (3 Measures)</b>											
Share of exits to a permanent home	Quarterly	83.3%	84.7%	84%	87%	86.3%	88.2%	86.5%	87%	Met	
Share of youth engaged in aftercare services	Annually	97.7%	98%	95%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	95.6%	Met	
Share of youth age 20 who are employed or in postsecondary education	Quarterly	66.7%	72.3%	63%	65.1%	66%	78%	70.3%	69.6%	Met	
<b>2 - Narrowing the Front Door - Children will have the opportunity to grow up with their families and are removed from their families only when necessary to keep them safe. (3 Measures)</b>											

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
New entries into foster care	Quarterly	275	280	300	93	93	79	42	307	Nearly Met	Children are only placed into foster care when needed. Although a slight increase occurred, the overall number of children remaining in foster care continued to decline overall and throughout FY19. The number of children entering foster care declined throughout FY19 as well.
Number of removals from in-home within one year	Quarterly	87	173	140	50	45	35	15	145	Nearly Met	In practice when children are in environments or in the care of parents where there are threats to their safety we remove them. It is always our role to work with families in linking them to community based supports to support family stability, however when efforts are not successful i.e. parental ambivalence to engage in services (substance use or mental health) our agency moves to remove children from the care of their parents in an effort to address safety threats.
Share of investigations initiated within 48 hours	Quarterly	91%	90.7%	95%	90%	89.7%	91.3%	93.3%	91.2%	Nearly Met	During FY19, CFSA created a mid-day shift of staff to increase efforts in making visits for investigations. During shift changes, supervisors began to prioritize referrals to resolve visit issues. These efforts will continue as we strive to achieve this target.

**3 - Ensure Child Well Being - Every child is entitled to a nurturing environment that supports healthy growth and development, good physical and mental health, and academic achievement. (6 Measures)**

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Share of children/youth getting a health screening before an initial and reentry foster care placement	Quarterly	97%	96.1%	95%	96.3%	97.1%	95.2%	96.2%	96.3%	Met	
Share of youth age 11 and older getting a pre-placement substance abuse screening	Quarterly	94%	81.1%	90%	92.7%	78.2%	93.6%	94.5%	90.1%	Met	
Percent of children ages 0-5 getting a developmental screening within 30 days of entering care	Quarterly	94%	95.8%	90%	96.3%	89.5%	91.7%	92.9%	92.2%	Met	
Percent of youth in foster care who graduate from high school	Annually	68%	67.3%	70%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	73.1%	Met	
Percent of youth in foster care who graduate from college	Annually	8%	18.6%	10%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	11.1%	Met	
Share of youth in foster care who complete vocational training and/or receive industry certification	Annually	68%	76.1%	65%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	80%	Met	
<b>4 - Foster Care is a Temporary Safe Haven - Foster care is a temporary safe haven, with planning for permanence beginning the day a child enters care. (3 Measures)</b>											
Percent increase of relative placements (kinship care)	Quarterly	24%	24%	24%	26.6%	27.7%	27.8%	28%	27.5%	Met	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Percent of placements in family foster homes	Quarterly	84%	82.1%	85%	82.1%	83%	83.5%	81%	82.4%	Nearly Met	There is a small percentage of CFSA children and youth whose history of abuse and neglect, mental health, and behavioral issues pose a challenge to successful placement in a family based setting and require temporary placement into an alternate setting (congregate care, psychiatric residential treatment facility, etc.). CFSA is working to more directly address children's mental health issues by opening in-house mental health services to include therapy and eventually medication management. CFSA also continues to expand specialized family-based settings to include SOY homes (Specialized Older Youth) and professional foster parents. For when children require congregate care, the contracts were re-written to increase accountability for the provision of more targeted therapeutic interventions.

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Percent of foster care placements within the District of Columbia	Quarterly	47%	49.4%	55%	51.8%	49.6%	49.6%	48.1%	49.8%	Nearly Met	When kin are available for placement outside of DC, we will choose to place the children with kin (which facilitates placement stability, permanency, and overall well-being). Many kin reside outside the District; and as we continue to increase our focus on placing children with kin, this could be a competing priority to placing children in the District.

**5 - Create and maintain a highly efficient, transparent and responsive District government. (8 Measures)**

HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99.9%	No Target Set	
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	93.8%	No Target Set	
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Annually	New in 2019	New in 2019	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	25%	No Target Set	
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0	No Target Set	

\*Mayoral agencies include agencies under the Health and Human Services, Education, Public Safety and Justice, Operations and Infrastructure, Economic Development, and Internal Services clusters. It excludes all independent agencies and select EOM agencies.

\*The HR management, Financial Management, IT Policy and FOIA Compliance, and Contracts and Procurement measures were collected for all mayoral agencies in FY 2019. OCA calculates these measures based on summary-level data from various agencies, and cannot verify the accuracy of any calculations.

\*The 2019 DC Enterprise Data Inventory (EDI) contains datasets published on DC's Open Data Portal, which is current as of March 9, 2019, and any datasets published to the portal after the above date were not included in the measure's calculation.

\*Due to data lags, FY 2019 data for the following core business measures will be published in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

## 2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
<b>2 - CPS-I (3 Measures)</b>							
Rate of substantiated child abuse and neglect per 1,000 children in the District	9.07	9.09	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data
Total hotline calls received	16,949	18,761	Annual Measure	Annual Measure	Annual Measure	Annual Measure	19,906
Total number of new investigations	4158	4934	Annual Measure	Annual Measure	Annual Measure	Annual Measure	5593
<b>2 - In-home Services Administration (2 Measures)</b>							
Number of in-home families served	549	481	Annual Measure	Annual Measure	Annual Measure	Annual Measure	532
Number of in-home children served	1525	1366	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1404
<b>4 - Placement Services Administration (1 Measure)</b>							

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
Number of out-of-home children served	898	839	Annual Measure	Annual Measure	Annual Measure	Annual Measure	796

## 2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Exit to Positive Permanency - Every child and youth exits foster care as quickly as possible for a safe, well-supported family environment or life-long connection. Older youth have the skills for successful adulthood. (2 Activities)</b>			
TEEN SERVICES ACTIVITY	Dedicated Services for Older Youth In Foster Care	The Office of Youth Empowerment (OYE) serves older youth, ages 16 to 21, in care. OYE provides programs, services, and supports to prepare these young people for successful adulthood while continuing to seek permanent homes for them through reunification, guardianship, or adoption.	Daily Service
COMMUNITY PARTENSHIP SERVICES	After Care Services	CFSA will work with community partners to provide Aftercare services to Foster Care Youth who Age out of Foster Care.	Daily Service
<b>2 - Narrowing the Front Door - Children will have the opportunity to grow up with their families and are removed from their families only when necessary to keep them safe. (3 Activities)</b>			
COMMUNITY PARTENSHIP SERVICES	In-home Services Administration	Monitors and assists families through 10 social work units co-located with the Healthy Families/Thriving Communities Collaboratives. This administration also manages the agency's rapid housing program which assists kin, transitioning youth, and families reunifying with housing resources.	Daily Service
CHILD PROTECTIVE SERVICES- INVESTIGATIONS	CPS-I	Maintains 24/7 protective services for children, including the District's hotline for reporting child abuse/neglect and necessary investigative responses.	Daily Service
CHILD PROTECTIVE SVCS-FAMILY ASSESSMENT	Family Assessment	Provides assessment and support to referred families at risk of child abuse and neglect. Includes referrals for educational neglect.	Daily Service
<b>3 - Ensure Child Well Being - Every child is entitled to a nurturing environment that supports healthy growth and development, good physical and mental health, and academic achievement. (3 Activities)</b>			
HEALTHY HORIZON'S CLINIC	Health Services Administration	Provides in-house medical screenings for children and youth before entry into out-of-home care and a full medical evaluation within 30 days.	Daily Service
TEEN SERVICES ACTIVITY	Office of Youth Empowerment	Serves older youth, ages 16 to 21, in care. OYE provides programs, services, and supports to prepare these young people for successful adulthood while continuing to seek permanent homes for them through reunification, guardianship, or adoption.	Daily Service
WELL BEING	The Office of Well-Being	The Office of Well-Being plays a leadership role in defining, supporting, and enhancing the overall well-being of children and youth involved with child welfare. CFSA uses trauma-informed and evidence-based practices, with the goal of achieving measurable and meaningful outcomes in the well-being domains of education, cognitive functioning, physical health and development, emotional and behavioral functioning, and social and emotional functioning within the context of a trauma-informed system. The Office of Well-Being includes four specialty areas (education, substance abuse, domestic violence, and day care) that support these outcomes, in addition to the Health Services Administration that provides in-house medical screenings for children and youth before entry into out-of-home care and a full medical evaluation within 30 days.	Daily Service
<b>4 - Foster Care is a Temporary Safe Haven - Foster care is a temporary safe haven, with planning for permanence beginning the day a child enters care. (4 Activities)</b>			
CHILD PLACEMENT	Placement Services Administration	Identifies appropriate settings that can meet the needs of children and youth who must leave home temporarily to be safe.	Daily Service
PERMANENCY	Program Operations - Permanency	Provides permanency support, consultation, technical assistance, training and case management for children from inception of concurrent permanency planning through finalization of adoption or guardianship.	Daily Service
KINSHIP SUPPORT	Kinship Support Administration	Conducts Family Team Meetings to prevent removal, when possible, and conducts other activities to engage and support relatives in caring for their children.	Daily Service
FAMILY RESOURCES	Foster Care Resources Administration	Recruits District-based foster care resources, and identifies group homes and independent living programs for children and youth; provides support to foster and adoptive parents and coordinates service monitoring of CFSA contracts with private providers who manage a portion of the caseload of children and youth in out-of-home care. These providers operate networks of foster homes and congregate care facilities (group homes and independent living programs). NOTE - THIS LANGUAGE TO CHANGE IN SEPTEMBER WINDOW	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
<b>5 - Create and maintain a highly efficient, transparent and responsive District government. (1 Activity)</b>			
INFORMATION TECHNOLOGY ACTIVITY	Child Information Systems Administration (CISA)	CISA (Child Information Systems Administration) is the technological center for CFSA. CISA maintains and operates technology used to improve child welfare performance and outcomes. The Comprehensive Child Welfare Information Systems (CCWIS) changes and improvements is led by this administration.	Key Project

## 2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
<b>Child Information Systems Administration (CISA) (1 Strategic Initiative)</b>				
Implementation of a Comprehensive Child Welfare Information System	<p>CFSA will begin a multi-year initiative to modernize our legacy child welfare information system that will meet the federal Comprehensive Child Welfare Information System requirements.</p> <p>To that end, in FY19, CFSA will initiate multiple parallel activities that include: data quality improvement, streamlining business processes, and complete a competitive procurement process and begin working with a system integrator to design the new CCWIS.</p>	50-74%	CFSA has made progress in meeting our planning activities for the implementation of a new comprehensive Child Welfare Information System (CCWIS). The milestones set for FY19 have been met with the exception of releasing the RFPs for CCWIS implementation. The RFP for a system integrator to implement CCWIS is currently under review by the federal Administration for Children and Families (ACF) Office of State Systems. Upon their approval, the procurement can start. The milestones met include: 1)Improving data quality by a)Merging client duplicate records and narrowing opportunities to add duplicates; b)Reducing address errors by forced search of address during new record creation process. 2) Establishing a program management office. 3) Establishing an IT Steering Committee to prioritize and manage workload. 4)Preliminary implementation of a project task management tool for creating, resolving and monitoring request for IT activities. 5)Obtained Capital funding and Federal approval for initial budget estimate for the project. 6)Completed OAG review of RFPs for system integrator and Independent Verification and Validation vendor. 7)Started leaning business processes in the agency to create efficient processes to be implemented in the new CCWIS.	This initiative was not completed in FY19 due to the OAG's review of the RFP taking longer than anticipated (Nine months). It is currently in the federal Administration of Children and Families (ACF) review. By law, the have 60 days to complete their review.
<b>In-home Services Administration (1 Strategic Initiative)</b>				
Prevention Family First	<p>CFSA will work to explore existing prevention efforts in DC, identify key stakeholders, and work to develop a Prevention Plan in FY19. The goal of CFSA's Prevention/Family First effort is to direct local dollars further upstream to benefit local primary prevention efforts that will benefit at-risk families. CFSA will work to expand the definition of candidacy of Title IVE waivers and take an inventory and assess Evidence Based Practices that would benefit a larger # of CFSA families.</p> <p>The prevention planning process will address recommendations from the City-wide Child Fatality Review Committee:1. strengthen entry services policy and practice to ensure families with multiple referrals to Child Protective Services receive an intensive historical review; 2. consistently implement its policy on community papering to ensure judicial oversight in cases where the safety/well-being of the child are at risk and the families declined to participate in voluntary services.</p>	Complete	CFSA has successfully completed Phase 1 (Planning) and Phase 2 (Implementation) of our work to develop and launch our Family First five year Title IV-E Prevention Plan. Work over the first two quarters of FY19 focused squarely on stakeholder engagement, expanding our target populations for services, selecting the most appropriate evidence based interventions to meet families' needs, and submitting our federal Title IV-E Prevention Plan to the Children's Bureau. After submission in April of 2019, CFSA moved squarely into implementation phase, and focused a core implementation team of CFSA and community-based stakeholders on operationalizing the key aspects of our plan, including contract development, sister agency partnerships, IT technical changes, business process mapping, developing a communications strategy and staff training curriculum, and assessment of local policy changes. Throughout Q4, CFSA's Child Welfare Training Academy (CWTA) and the CFSA Child Welfare Information System Administration (CISA) training teams developed new curriculum and trained all CFSA CPS, In Home, OYE, sister agency partners, and the Healthy Families/Thriving Communities Collaboratives to utilize the new technology to support electronic referrals to prevention services. CFSA successfully completed the technical changes to our system of record (FACES) and new CFSA Community Portal on 9/30/2019 and launched the system to staff on October 1, 2019. While CFSA is still awaiting final approval from the Children's Bureau on our federal Prevention Plan, CFSA is collaborating with the Children's Bureau, Casey Family Programs, and a core group of early-implementer states to lead the way for the nation in implementation of Family First. CFSA has successfully implemented the initiative locally in the District, changed agency practices to better align existing prevention strategies, and has been able to move funding upstream to support more primary prevention activities, including implementing Families First DC. This initiative has provided new opportunities for CFSA workers and Collaborative partners to refer to evidence-based programs throughout the District and increase inter-agency collaboration, transparency, and efficiency of our work to prevent child abuse and neglect.	
<b>Program Operations - Permanency (1 Strategic Initiative)</b>				



Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Parent Engagement, Education and Resource (PEER)	<p>CFSA launched the PEER Support Unit in late FY18. The goal of PEER is to provide support to birth families, educating them about the children welfare/court system, and support them in completing the tasks necessary to achieve reunification. Five PEER staff members provide individual and group support as well as home visits using an evidence-based model to teach appropriate parenting techniques. PEERS will engage, educate and provide support to at least 75 families within the first 6 months (150 families annually). The impact of having a PEERS unit will be measured through short and long term measures. Engagement will be measured by client participation in services, and teaming meetings. Short term impact will be measured over a 6 month period of working with a birth parent. Data will be collected through PEER surveys and assessments. The longitudinal impact of the PEERS unit will be measured through analysis of timely permanency.</p>	Complete	<p>The PEER Support Unit will continue as a part of the agency's operations in supporting birth parents to reunify with their children. Currently, the PEER services are showing that parents involved with PEER reunify with their children on an average of 10 months in FY19. Children who did not utilize PEER services but were able to reunify with their families were in foster care for an average of 14 months. Currently the PEER Support Unit is working to revamp data collection to better display the depth of their services and their support of families to achieve reunification.</p>	
<b>The Office of Well-Being (1 Strategic Initiative)</b>				
Mental Health Redesign	<p>In FY 19, CFSA will implement an initiative to provide direct mental health services to children and families entering the child welfare system. Presently, CFSA enrolls children in need of mental health services with a DBH core service agency; however, long waits for services, therapist turnover and a lack of expertise has led to poor outcomes for the families we serve. CFSA staff will provide short-term mental health services; medication management and connection to community based services. There are 3 therapists with a caseload of 30, serving children and their parents. This initiative has funding and is part of the long-term change in practice with making mental health services more accessible to children and families served. The goal of this initiative is to decrease the time children spend in foster care and increase placement stability.</p>	Complete	<p>Since initiation, the average timeline of service from removal to mental health evaluation is 18 days. The average timeline of service from mental health evaluation to initial session is 19 days. This is significant because before initiation, the average timeline of service from removal to initial session was 60 days. We are negotiating a new hire for the Psychiatric Mental Health Nurse Practitioner. In the interim, the therapists are providing the screenings and initial assessments to maintain continuity of services. Medication management is provided by the Health Services administration when applicable.</p>	