



**VIRGINIA DEPARTMENT OF JUVENILE JUSTICE**  
**Continuum of Services and Service Coordination**  
***Frequently Asked Questions***  
**Effective 1-1-2017**

- 1. Service Coordination: I have heard the agency is moving towards a service coordination model, but I am not sure exactly what that means. What does it mean that our agency will use service coordination companies, who are the companies and when does the new process begin?**

In October, our agency awarded contracts to two experienced service coordination agencies to develop a statewide continuum of evidence-based services and alternatives to placement in state operated juvenile correctional centers. AMikids (AMI) and Evidence Based Associates (EBA), responded to a Request for Proposals and were selected as a result of a competitive procurement process. The companies will assist in the transformation of Virginia's juvenile justice system, providing third party management for service coordination, centralized referrals, centralized billing, centralized reporting and performance measurement. The initial work of the contracts will also involve identifying existing treatment capacity and developing new treatment capacity, with the lead service coordination companies selecting and sub-contracting with direct service providers. The work of the lead service coordination companies will be divided using DJJ's five administrative regions. AMI will provide coordination for the Eastern and Southern regions of the state, while EBA will provide coordination for the Western, Northern and Central regions. Learn more about AMI and EBA at these websites: [www.amikids.org](http://www.amikids.org) and [www.evidencebasedassociates.com](http://www.evidencebasedassociates.com). Service delivery under the model will begin on January 1, 2017. Read a statement from Director Block here: <http://www.djj.virginia.gov/pages/about-djj/directors-message.htm>. Read the press release from the Governor's office here: <https://governor.virginia.gov/newsroom/newsarticle?articleId=18132>.

- 2. Provider Directory: How will direct service providers be selected for sub-contract? Will I have access to the same providers I have used previously or will there be new providers? How will I know which providers have been awarded sub-contracts by the service coordination companies? Will new providers be added to the directory over time? Is the goal to increase the number of providers?**

AMI and EBA issued a Request for Qualifications (RFQ) to solicit proposals from potential providers for sub-contract. The selection team included staff from each of DJJ's administrative regions who read and scored proposals. Most existing providers responded to the RFQ and were selected for contract. New companies and agencies also applied and were selected. After initial provider selection the service coordination companies will establish a rolling application process for identifying additional new providers as needed. The goal is to ensure access to quality providers and services in all localities, but the goal is not necessarily to increase the total number of providers. Each service coordination company will produce and maintain a vendor directory. Copies of the vendor directories will be available at each company's website: [www.amikidsvirginia.org/vendordirectory](http://www.amikidsvirginia.org/vendordirectory) | <http://www.evidencebasedassociates.com>.

- 3. Types of Services: What types of services will be available? Will all of the services currently available continue to be available? What new services will be available and how soon will services be available?**

All service types currently available will continue to be available and programs and services will be added over time, including evidence-based service delivery models.

**4. Funding: What is the funding source for services offered as part of the new service continuum? Is there a connection to Transitional Services Funding (“294” funds) or Mental Health Initiative Funding? Are there statewide funding sources that are excluded?**

Services provided through the service coordination company’s sub-contractors will replace individual services currently funded through DJJ’s statewide centrally managed funding streams. Those funding streams include Transitional Services Funding (“294” funds), Mental Health Initiative Funding, Substance Abuse Funding, Court-Ordered Psychologicals Funding, and Residential Independent Living Funding. Exceptions include funding for cohort-based programs and positions (e.g. Mental Health Positions placed at Court Service Units, Apartment Living program, and Tidewater Re-entry Program.)

**5. Evidence-Based Programs: I know that our agency is increasingly using evidence-based programs and services. Will all programs and services in the new continuum be evidence-based? How can I tell if a program is evidence-based? Will providers and DJJ staff receive training on evidence-based models?**

You are correct that our field of practice and our agency is increasingly learning about and using programs and services for which there is the strongest evidence that they produce positive outcomes. Over time our continuum will include evidence-based programs and services not currently available. Examples of those programs include Multi-Systemic Therapy and Functional Family Therapy. Our continuum will continue to include some programs and services that fall outside of the scope of evidence-based programs (e.g. monitoring services such as electronic monitoring). Our agency understands that there is a continuum of evidence (innovative → emerging → promising → effective → exemplary). We are most interested in programs and services that have been replicated with sustained positive outcomes. The service coordination companies will be working with interested providers (both existing and new) to transition to evidence-based models. There are a number of on-line resources suggested for self-guided learning including: Office of Justice Programs Crime Solutions, <http://www.crimesolutions.gov>, OJJDP Model Programs Guide <http://www.ojjdp.gov/mpg>, National Registry of Evidence-Based Programs and Services (NREPP) at SAMHSA <http://www.nrepp.samhsa.gov>, and Blueprints for Healthy Youth Development, <http://www.blueprintsprograms.com>. In addition to self-guided learning a series of learning opportunities is being planned for both DJJ staff and providers. The first of those opportunities was targeted at the service provider community and was delivered as a webinar. Slides from the webinar can be viewed at: [www.djj.virginia.gov/pdf/community/Webinar\\_What\\_Works\\_in\\_Juvenile\\_Justice\\_Partner\\_Overview\\_03-2016.pdf](http://www.djj.virginia.gov/pdf/community/Webinar_What_Works_in_Juvenile_Justice_Partner_Overview_03-2016.pdf).

**6. Referral Process: How will the referral process change? Will the referral process be more efficient or less efficient? Will length of referral time be increased or reduced? What if I made a referral prior to January 1 but services have not begun? Will I need to resubmit my referral?**

In lieu of sending referral and funding requests to one of the agency’s Community Programs Specialists, referrals under the new model will be sent directly to the lead service coordination companies AMI and EBA. The referral and rationale forms are similar to those which have been in use but have been modified slightly to eliminate the need to complete a requisition form. In addition to eliminating the requirement for the requisition form, the new process also eliminates the need for eVA generated purchase orders. For pending referrals made prior to January 1, there is no need to resubmit previously sent paperwork. The Community Programs Specialist for your region will redirect your referral to AMI or EBA and you will hear directly from the Regional Service Coordinator (RSC) about the status of your referral and the need to send any additional information.

**7. Provider Selection: Who determines which provider will be utilized for services? When making a referral to the service coordination company can I recommend a specific provider?**

Yes, DJJ staff may recommend service, service dosage and service provider at time of referral. The Regional Service Coordinator (RSC) matches the case to their company's most appropriate sub-contracted provider in consultation with DJJ staff.

**8. Current Cases Open to Services: Is there an impact on cases currently open to services?**

Most DJJ contracts ended on December 31, 2016. To ensure uninterrupted service provision, juveniles currently receiving services can continue to receive services through the end date on the eVA-generated purchase order.

**9. Invoices / Centralized Billing: How will our current process change regarding invoices, approval etc.**

For new cases referred through AMI and EBA, the companies will have responsibility for centralized billing. That means that in lieu of receiving individual bills from each direct service provider, CSUs will receive one monthly bill from AMI or EBA that lists all services for the month (regardless of the provider). The first of those bills will not be received until February and CSU fiscal personnel will receive additional information about the new invoicing procedures prior to that time. For invoices for new cases referred prior to January 1, CSUs will continue to receive invoices directly from service providers and will process those invoices using current practices for service verification and receiving report processing.

**10. Focus Groups: I missed the focus group in my region. Will there be additional regional meetings and opportunities to meet staff from the service coordination companies in the future?**

Yes, we value feedback and know that on-going feedback and regular communication will be key to a successful transition. There will be additional meetings and trainings scheduled.

**11. Contacts: How can I reach the Regional Service Coordinator(s)? In addition to e-mail addresses to be used for the referral process, are their additional staff names of which I should be aware?**

The following e-mail addresses have been established for sending referrals:

Eastern Region – [RSCEast@djj.virginia.gov](mailto:RSCEast@djj.virginia.gov)

Southern Region – [RSCSouth@djj.virginia.gov](mailto:RSCSouth@djj.virginia.gov)

Central Region – [RSCCentral@djj.virginia.gov](mailto:RSCCentral@djj.virginia.gov)

Northern Region – [RSCNorth@djj.virginia.gov](mailto:RSCNorth@djj.virginia.gov)

Western Region – [RSCWest@djj.virginia.gov](mailto:RSCWest@djj.virginia.gov)

(NOTE: In the early days of referrals, it is possible the e-mail addresses will not yet have been activated. In that event, please send to your region's Community Programs Specialist to forward. Thanks).

**Company Contacts:**

Michael Thornton, AMI President and Chief Operations Officer

Korah Schaffert, AMI Regional Director and Interim Regional Service Coordinator, Southern Region

Ernest Madison, AMI Regional Service Coordinator, Eastern Region

Dan Edwards, EBA President

Kara Brooks, EBA VA Project Coordinator and Regional Service Coordinator, Central Region