

County of Roanoke/City of Salem
Rights and Expectations of Families & Youth under the Children's Services Act (CSA)

1. Confidential information about the child and family is only shared with others when an appropriate consent to share the information has been signed (unless otherwise authorized by law or ordered by the court).
2. Parents/guardians are given prior notice about all Family Assessment and Planning Team (FAPT) meetings and/or Community Policy and Management Team (CPMT) meetings about their child. Parents/guardians are expected to participate fully in all aspects of assessment, planning and implementation of services.
3. Parents/guardians are encouraged to bring other members of their family, a friend, an advocate or support person with them to the team meetings. At the meeting they are encouraged to ask questions, provide information and participate fully in the meeting, to include voicing understanding and expressing verbally their approval or disapproval of the Plan of Care and other parts of the CSA process.
4. A parent/guardian must consent in writing before the Plan of Care can be implemented (unless otherwise authorized by law, upheld by the appropriate appeals process, or ordered by the court). The parent/guardian has a right to provider choice for any services recommended on the Plan of Care.
5. The parent/guardian will be expected to contribute financially to CSA funded services, in accordance with the local CPMT policy. Under this policy, the parent/guardian has a right to appeal the parental co-pay obligation to the CPMT.
6. The FAPT will assign someone to monitor and report on the progress of the services on the Plan of Care. (This person is called the Service Coordinator.)
7. If a parent/guardian is denied access to the FAPT or if they do not agree with the recommendation of the FAPT or a decision of the CPMT, they may request a review by the CPMT.
8. To request a review by the CPMT, send a written request to the CPMT Chair, Roanoke County/Salem CSA Office, P.O. Box 1127, Salem, VA 24153 or you may fax your request to 540-283-4622. In the request for a review, be sure to include:
 - the child's name
 - your name and relationship to the child
 - your home address and telephone number
 - a brief summary of why you are requesting the review.

You will be contacted to schedule a time for the review, which will be held within 30 days of the date your request for a review is received by the Roanoke County/Salem CSA office. After the review, **the decision of the CPMT is final**. This review process does not take the place of any other review process pursuant to existing state or federal law (for example, laws related to special education or foster care).

9. The Roanoke County/Salem Family Assessment and Planning Teams and Community Policy and Management Teams do not discriminate on the basis of race, ethnicity, sex, age, religion, socioeconomic status, handicapping conditions or national origin.

If you have any questions, please talk with the child's Service Coordinator.