



**West Virginia Kids Thrive Collaborative  
Resource Rundown  
Frequently Asked Questions**

**Purpose:** This document serves to broadly answer questions concerning the WV Resource Rundown webinar.

**1. Children with Serious Emotional Disorder (CSED) Waiver – What if there are no agencies providing CSED Waiver services in your area?**

**A:** The CSED Waiver is a Medicaid program available statewide, that is continuously growing with providers and services. To learn more about what services are currently available in West Virginia for the CSED Waiver program, please contact Aetna at 1-888-348-2922.

Aetna is responsible for monitoring the provider network and can assist individual families with connection to an appropriate CSED Waiver service provider. If you are having trouble choosing a provider, please contact your Aetna Care Manager.

**2. If the child is in Child Protective Services (CPS) custody (foster/kinship care), will the Children’s Crisis and Referral Line (CCRL) staff call CPS if/when I call the crisis line?**

**A:** The CCRL will provide services to the caller like any other referral received. If the youth is in the custody of CPS, the foster/kinship parents should communicate with their Child Placing Agency (CPA) and/or the child's DHHR worker.

**3. What can a community member, who made this referral for or with a family, do to help support through the process after making the referral?**

**A:** The person who makes the referral might ask the family what they can do to help support them. The person can then make sure they are doing that in a supportive and non-judgmental way, being mindful to not offer support that they know cannot realistically happen. For example, some might offer the family to call anytime, although they might not be available at all hours of the night. The person could also encourage the family to continue using CCRL services, even if challenging situations arise.