THERAPEUTIC SERVICES AGENCY, INC.

220 Railroad Street SE • Pine City, MN 55063 • (320) 629-7600 • Depot Fax (320) 629-7900

TSA Referral Procedures
Concerning CTSS (Children's Therapeutic Support Services) Cases

Thank you for your referral to Therapeutic Services Agency (TSA). Your case will be assigned to an in-home counselor and supervisor as soon as possible. The first step for our agency is to complete a Diagnostic Assessment. The counselor and supervisor assigned to the case will both participate in this process. This initial appointment will be scheduled during regular office hours to facilitate a timely case opening.

After the initial diagnostic assessment is complete, the in-home staff person will schedule regular weekly appointments. Services can begin immediately if you (your client) have the flexibility to be seen during the mornings or early afternoons. If they need a later time for ongoing services, they can then schedule for later in the day as an evening slot becomes available. If this is not possible, ongoing services will commence as soon as an evening appointment is open on a regular basis. It is essential that you communicate this to your client family.

It is our responsibility to contact the client. Our staff will make several attempts to set up an appointment within the week of case assignment. If we do not get confirmation or response, we will notify you and the case will be placed on hold until further discussion with you, regarding the client's readiness for services. This same procedure will be followed for a pattern of missed appointments.

If you or the client family contacts TSA requesting another attempt to engage in services, the referral may be assigned to the next available therapist or counselor, depending on the length of time that may have elapsed.

All in-home services provided under Children's Therapeutic Support Services (the Medical Assistance plans for in-home) cover drive time to the client's home and direct work with the client family. There is no co-pay required under this program.