WESTSIDE REGIONAL CENTER

Coordinated Family Supports
March 23, 2023



Agenda

- Program Overview
- Vendorization
- Referral and Assessment

The Basics

The CFS pilot program has been established to deliver a new service for adults choosing to live in the family home.

The CFS pilot will be tailored to meet the unique needs of the person served and their family in a manner that respects their language and culture. It shall be primarily provided in the family home.

Service Code 076-Coordinated Family Supports

CFS may include, but is not limited to the following;

- Identifying and providing the supports necessary to successfully reside in the family home
- Providing assistance and training for the individual and their family in navigating comprehensive services and supports that are tailored to meet their unique needs, including creating pathways to overcome barriers to accessing generic and other resources.
- Providing additional information or resources on the individual's diagnosis and identified supports.

Service Code 076-CFS continued

- Coordinating consistency in training across providers specific to the needs of the individual and their family.
- Assisting with scheduling of service delivery including medical and other appointments.
- Identifying transportation options or services.
- Identifying backup providers/supports and providing those backup supports when the plan fails.
- Providing futures planning for the consumer, including those living with aging caregivers.
- Providing training to the individual which maximizes their independence

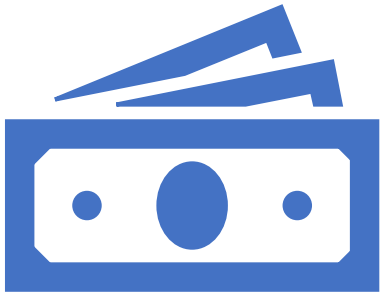
Rate of Reimbursement

CFS rates have been determined by the Department of Developmental Services

CFS rates have been assigned to each regional center

Westside Regional Center's hourly CFS rate has been set at $59.27 per hour

CFS Pilot Implementation Incentive Payments





The CFS-PIIP is calculated based on the total dollar amount billed for CFS assessment and services for the prior month x 11.1%.

Example-You provide CFS assessments and services in April, with the total amount of your billing for the month totaling $1,000. Your calculation for the CFS-PIIP for April is $1,000 x 11.1% = $111.00. Eligibility for payment of the CFS-PIIP requires that you meet all monthly reporting requirements. In this example, CFS-PIIP billing and monthly reporting for April assessment and services are due by the end of May.

Becoming a CFS Provider

To participate as a provider of the CFS Pilot program an applicant must complete the regional center vendorization process, including development of a program design.

Be prepared to deliver services in the individual and family's language of preference.

Meet staff qualifications as described by DDS guidance

Program Design Outline

Statement of Purpose:

- Include the philosophy/goals of your service: CFS services are intended to coordinate services and support for adults who reside in the family home and are tailored to the unique needs of the individual served and their family, considering and respecting their language and culture.
- Include description of how you will reach the philosophy/goals of Coordinated Family Supports:
  - Provide supports necessary to successfully reside in the family home.
  - To provide assistance and training for the person served and their family in navigating comprehensive services and supports that are tailored to meet their unique needs, including creating pathways to overcoming barriers to accessing generic and other resources.
  - Provide additional information or resources on the diagnosis and identified supports of the person served.
  - Coordinate consistency in training across providers specific to the needs of the person served and their family.
  - Assist with scheduling of service delivery including medical and other appointments.
  - Identify transportation options or services.
  - Identify backup providers or supports to be available.
  - Provide futures planning for the person served living with aging caregivers.
  - Provide training to the person served which maximizes their independence.

Program Design Outline

Client Services/Curriculum:

- Intake process
- Assessment (At a minimum, the need of the person served shall be assessed at service onset with progress being reported quarterly)
- Case staffing and plan for making service accessible to non-English Speaking recipients.
- Services/Curricula (narrative/bullet points or some combination; outline of broad services available) Examples:
  - Developing skills in the home
  - Obtaining and coordinating delivery of services
  - Navigating and becoming involved in the community.
- ISP development process and review schedule, in accordance with DDS guidance

Anticipated Client Outcomes:

- Anticipated results
- Anticipated duration of service

Program Design Outline

Entrance Criteria:

- Age range and living arrangement of the person served- CFS services are designed for adults living in the family home.
- Level of participant physical and medical conditions, Behavioral characteristics, other pertinent variables considered in a referral.

Exit Criteria:

- When would a person served no longer receive your services?
  - Specify when service delivery under your model may no longer be suitable.
  - Specify expectations with vendor participation policy (cancellation and absenteeism expectations)

Days/Hours:

- List hours of operation and after-hours support

Staffing

- Organizational chart
- Staff qualifications and job descriptions, in accordance with DDS minimum requirements
- Describe staff recruitment plan, including recruitment of non-English speaking staff to meet service recipient need.
- Describe staff supervision.
- Staff training plan – Within the first 30 days of working with the person served and their family, CFS providers shall provide training to their direct care staff on service delivery systems including, but not limited to, behavioral health services and local Area Agencies on aging.

Program Design Outline

Other

- Program evaluation – describe your procedures to measure service satisfaction and to demonstrate effectiveness of the program.
- Grievance policy/procedure that includes time frames for resolving complaints.
- Zero Tolerance Policy

CFS shall not replace or duplicate any regional center service coordination, generic service, other regional center funded service, or voluntary supports that the individual served and their family are receiving. CFS may not be provided by an individual who resides in the same home as the person served. At minimum progress will be reviewed and reported on a quarterly basis.

CFS Program Supervisor Qualifications

Have a Bachelors degree in a human services field of study, or

Associates degree in a human services field of study and 3 years of experience in the developmental disabilities service delivery system.

Request for exceptions to the minimum qualification with justification must be submitted to WRC for DDS determination.

CFS Program Staff Qualifications

- Have an Associates degree in a human services field of study, or
- 3 years of experience in the developmental disabilities service delivery system.
- Have the ability to communicate in the language of the individual served and their family.
- Knowledge of the regional center system.
- Request for exceptions to the minimum qualification with justification must be submitted to WRC for DDS determination.

Additional Training Requirement

Within the first 30 days of providing service to an individual and family CFS providers shall provide training to their staff and supervisors on service delivery systems including, but not limited to, behavioral health services and local Area Agencies on Aging.





CFS Forms

- DDS created a standard referral and assessment tool for service coordinators and CFS providers to use when referring and assessing individuals for CFS. Step by step instructions are provided on the form.
- DDS also created a standard quarterly report tool for CFS providers to use when submitting reports of service recipient progress to the regional center

CFS Forms

- CFS Referral and Service Need Assessment:

https://www.dds.ca.gov/wp-content/uploads/2023/01/Enclosure-C-CFS-Referral-and-Service-Need-Assessment-Form.pdf

- CFS Provider Quarterly Reporting Tool:

https://www.dds.ca.gov/wp-content/uploads/2023/01/Enclosure-D-CFS-Provider-Quarterly-Reporting-Tool.pdf

CFS Referral and Service Need Assessment

Coordinated Family Support (CFS)
Referral and Service Need Assessment

Consumer Name: _____ **UCI:**_____

Service Coordinator: _____ **Date:**_____

Confidential Consumer Information
See California Welfare and Institutions
Code Sections 4514 and 5328

CFS is for adults with developmental disabilities who live in the family home. CFS is designed to facilitate equitable access to services and supports. CFS services will be tailored, individualized, and flexible to meet the changing needs and preferences of the individual being served along with their family/caregiver. Supports will be provided in a manner that is respectful of the culture, ethnicity and linguistic preferences of the individual and their family. A CFS Plan of Action shall not replace or duplicate any regional center service coordination, generic service or other regional center funded service that the consumer and their family are receiving.

Directions: Step 1: The Service Coordinator will complete Section 1 of the Referral and Service Need Assessment form prior to meeting with the IPP Team. **Step 2:** The Service Coordinator and the IPP Team will complete Section 2 of the Referral and Service Need Assessment form. This requires determining if a CFS Plan of Action is needed and marking 'Yes' or 'No' for each item. **Step 3:** If a Plan of Action is needed, the IPP Team is to complete the corresponding 'Current Situation' field. Once the form is completed, it will be used as the referral to a CFS provider. **Step 4:** The CFS provider will meet with the individual and their family to develop a proposed CFS Plan of Action. The completed Referral and Service Need Assessment form, with the Plan of Action portion completed will be returned to the Service Coordinator for service authorization consideration. **Step 5:** If the service is authorized, the approved Referral and Service Need Assessment form is returned to the CFS provider, along with the Standardized Quarterly Reporting Tool, and the consumer/family is provided the Initial Satisfaction Survey.

Section 1 (to be completed by Regional Center Service Coordinator):

1. The individual is 18 years of age or older. Yes
2. The individual is currently living with family. Yes
   If answer to #1 or #2 is No, do not proceed – the consumer is not eligible for CFS.
3. Relationship of primary family member/caregiver: Parent
4. Age of primary family member/caregiver: 20-40
5. Consumer's preferred spoken/expressive language:

Referral Process

Service Coordinator will review a case to determine if the individual is eligible for the CFS Pilot (over age 18 and resides in the family home)

Service Coordinator will meet with the planning team to determine which of the 9 areas of support under CFS require a Plan of Action. If there is an area of need not included within the 9 areas of support, there is an “other” field for a Plan of Action to be identified.

When areas for support have been identified the planning team will complete the Current situation field for each of the 9 areas of support that has been identified

Referral form forwarded on to CFS provider with supporting documents such as IPP, CDER, and any pertinent assessments

Assessment

- Assessments may be authorized for between 6 and 12 hours total
- CFS provider will meet with individual served and family to develop a Plan of Action for each area identified by the planning team on the referral form. The Plan of Action will be documented on the referral and assessment form.
- A CFS Plan of Action shall not replace or duplicate any regional center service coordination, generic service, or other regional center funded service that the individual and their family are receiving
- The CFS Referral and Service Need Assessment form will be returned to the SC for service authorization consideration



Service Delivery

CFS is for adults who live in the family home. The outcome of CFS should provide equitable access to services and supports which reduce disparity while flexibly tailoring the service to the consumer and their family through the multiple stages of life from transition through aging.

CFS will be provided in a manner which is respectful of the culture, ethnicity and linguistic preferences of the consumer and their family.

The CFS provider is to update the progress only on items for which a CFS Plan of Action has been developed. Progress Report should include actions taken and percentage of progress toward overall goal.

Quarterly Reporting Form

Confidential Consumer Information
See California Welfare and Institutions
Code Sections 4514 and 5328

Coordinated Family Support (CFS)
Provider Quarterly Reporting Tool

Consumer Name: _____ **UCI:** _____

CFS Provider Name: _____ **Quarterly Reporting Period (M/YYYY to M/YYYY):** _____

CFS Quarterly Completed by (Staff): _____ **CFS Quarterly Report Completed on (Date):** _____

CFS is for adults who live in the family home. The outcome of CFS should provide equitable access to services and supports which reduce disparity while flexibly tailoring the service to the consumer and their family through the multiple stages of life from transition through aging. CFS will be provided in a manner which is respectful of the culture, ethnicity and linguistic preferences of the consumer and their family. A CFS Plan of Action shall not replace or duplicate any regional center service coordination, generic service or other regional center funded service that the consumer and their family are receiving.

Directions:
The CFS provider is to update the progress only on items for which a CFS Plan of Action has been developed. Progress Report should include actions taken and percentage of progress toward overall goal.

1. Identifying and providing supports necessary to successfully reside in the family home
Is there a CFS Plan of Action? Yes ☐ No ☐
Progress Report: Consider actions taken and percentage of progress towards overall goal

Service Satisfaction

- DDS will be responsible for measuring service recipient satisfaction during the CFS Pilot.
- An experience questionnaire will be distributed to individuals and families served within 30 days of starting CFS services.
- Subsequent questionnaires will be provided by DDS, who will maintain the confidentiality of responses
- Instructions on how to access and complete the questionnaire will be forthcoming to the regional centers



Contacts

Andy Ponce

Director of Community Services

andyp@westsiderc.org & (310)258-4042

Jose Reyes

Community Services CFS Specialist

joser@westsiderc.org & (310)258-4014

Questions?

