

Coordinated Family Supports (CFS) Service Community Webinars

February 15 and 16, 2023



MEETING DETAILS



ASL interpreters have been “Spotlighted” and live closed captioning is active



This meeting is being recorded



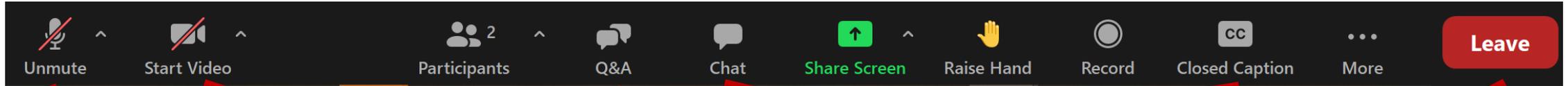
Materials are available at:

<https://www.dds.ca.gov/services/coordinated-family-support-service>



Submit written comments via email to cfs@dds.ca.gov

ZOOM TIPS



Your microphone will be muted

Your camera will be turned off

All attendees can type questions/ comments in the Q&A

DDS staff will use the chat to add information and links

Closed Captions are enabled - click on this button, then "show subtitles"

Leave the webinar at the end of the meeting



- For attendees, your video and microphone will not be available
- You will only see/hear DDS staff and presenters on screen



- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

Agenda

1. Welcome

2. Overview of CFS Pilot Program

- CFS Service Description
- Referral and Assessment
- Plan of Action
- Tracking CFS Progress and Outcomes
- CFS Vendorization and Outreach Plan

3. Questions and Answers

4. Closing



CFS Service Description

Tailored to the unique needs of the consumer and their family

Provided in a manner that respects language & culture

Primarily provided in a person's home & community

Minimum qualifications for staff & supervisors are set in the service description

- Providers can request exception for staff minimum qualifications

CFS does NOT replace or duplicate RC service, service coordination, generic services, or any other RC-funded service

At minimum, the need for CFS is assessed annually, progress is reported quarterly

Services Provided via CFS

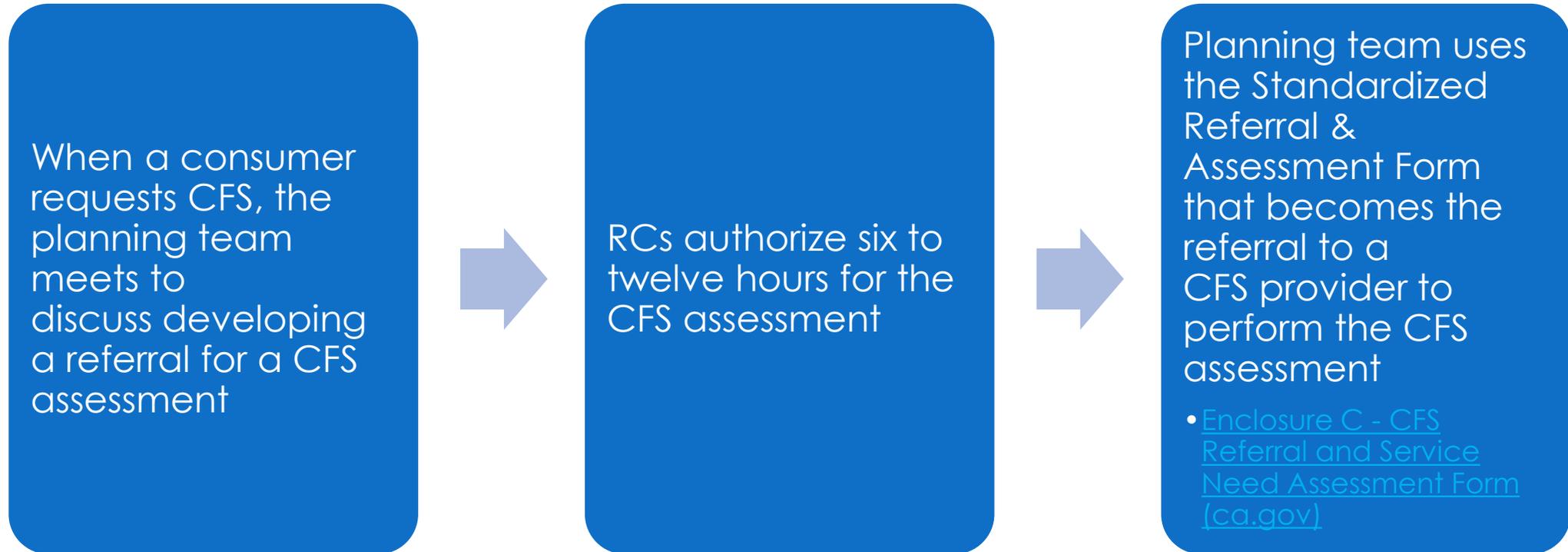
CFS Service description [Enclosure A - CFS Service Code Description \(ca.gov\)](#)

1. Identifying and providing supports necessary to successfully reside in the family home
2. Providing assistance & training for the consumer 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
3. Providing additional information or resources on the consumer's diagnosis and identified supports
4. Coordinating consistency in training across providers specific to the needs of the consumer and their family

Services Provided via CFS (Cont'd)

5. Assisting with scheduling of service delivery including medical and other appointments
6. Identifying transportation options or services
7. Identifying backup providers/supports and providing those backup supports when the plan fails
8. Providing futures planning for the consumer, including those living with aging caregivers
9. Providing training to the consumer which maximizes their independence

Referral & Assessment



Plan of Action

- After a referral for CFS service is made, the CFS provider meets with the individual & family to develop a plan of action that includes which CFS services are needed, as identified in the assessment
- Referral & Assessment Tool is returned to the RC service coordinator who will determine the authorized number of hours for the plan of action
- When the service is authorized, the CFS provider may begin working with the consumer & family on the identified plan of action
- CFS provider uses a standardized reporting tool to provide quarterly reports to the RC
[Enclosure D - CFS Provider Quarterly Reporting Tool \(ca.gov\)](#)

Tracking CFS Progress and Outcomes

- **Consumer/Family Satisfaction Feedback**

- A flyer with a link and QR code to complete an online survey will be distributed to consumers within 30 days of starting CFS
- Flyer will also contain a phone number for those that need assistance with completing the survey
- Responses will be submitted directly to DDS to assess the effectiveness of CFS
- All responses will be kept confidential
- Any future survey will be sent directly from DDS to the consumer

CFS Vendorization & Outreach Plan

RCs should make every effort to:

- Assist prospective providers with the vendorization process
- Vendorize a diverse pool of CFS providers

RCs should establish an outreach plan to recruit providers, which could include outreach to:

- Vendor advisory committees
- Community connections

Provider fact sheets are available in multiple languages:

- RCs are encouraged to post fact sheets on their website
- [Enclosure B - CFS Fact Sheet \(ca.gov\)](#)

How can you help?

- Introduce your RC to groups in your community that might benefit from hearing about CFS, or ones that might be interested in providing CFS

Frequently Asked Questions

- **Who is eligible for CFS?** Adults who are served by regional centers and who live with their family are eligible.
- **How often will I be assessed for the service?** At minimum, annually.
- **How often does my progress need to be reported?** At minimum, quarterly.
- **Will CFS replace my regional center service coordinator?** No
- **Can I receive this service if I am a participant in Self-Determination?** Yes
- **Can someone I live with provide CFS service for me?** No

Frequently Asked Questions (cont.)

- **Does this replace generic services like IHSS?** No
- **Do I have to swap out hours I receive for another service if I receive CFS?** No. Unless the CFS provider is providing back up services when another provider failed to show up.
- **Do I have to complete the satisfaction survey to continue receiving CFS?** No, but your input will help the Department understand if the service is helping you.
- **When can I start receiving CFS?** This is a brand-new service. Everyone is learning about it, including RC staff & service providers. The RCs need to build capacity to provide the service. It might take a little while for RCs to vendorize CFS providers, so it might not be available right away. Tell your service coordinator that you are interested in receiving CFS and ask that it be documented on your IPP.

Questions & Answers



More Information about CFS, may be found at:

<https://www.dds.ca.gov/services/coordinated-family-support-service>