

# COORDINATED FAMILY SUPPORT SERVICES

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PILOT PROGRAM: A SERVICE FOR INDIVIDUALS AND FAMILIES

# COORDINATED FAMILY SUPPORTS (CFS)

WELFARE AND  
INSTITUTIONS CODE-  
4688.06

- Coordinated Family Supports (CFS) is for adults 18 and older who are served by a regional center & live with their family.
- CFS services must be person-centered and tailored to the unique needs of the individual and their family.
- CFS services must be respectful of language, ethnicity, and culture of the individual/family.
- CFS services must be primarily provided in a person's home and community.
- CFS Services will be available to individuals in the Self-Determination Program (SDP) December 1, 2023.

# WHAT COORDINATED FAMILY SUPPORTS DOES NOT DO?

CFS services does not replace or duplicate regional center service coordination, generic service or other regional center funded service that the individual/family are receiving.

CFS services may not be provided by an individual who resides in the same home as the individual served.

The need for CFS services shall be assessed annually (minimum), with progress being reported quarterly.

# ROLE OF COORDINATED FAMILY SUPPORT SERVICES PROVIDERS

Identifying and providing 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 individual's diagnosis and identified supports.

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 back-up providers/supports and providing those back-up supports when the plan fails.

Providing future planning for the individual, including those living with aging caregivers.

Providing training to the individual which maximizes their independence.

# PROVIDER QUALIFICATIONS & TRAINING REQUIREMENTS

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- CFS Staff Qualifications
  - Associates-level degree in a human services field of study or 3 years of experience in the developmental disabilities service delivery system.
  - Communicating in the primary language of the individual served and their family.
  - Knowledge of regional center system.
- CFS Supervisor Qualifications
  - Bachelors-level degree in a human services field of study or an Associates-level degree in a human services field of study AND 3 years of experience in the developmental disabilities service delivery system.
- Training Requirements for Staff & Supervisor
  - CFS Providers shall provide training to their staff and supervisors within the first 30 days of working with an individual and their family.
    - Service Delivery System
    - Behavioral Health Services
    - Local Area Agencies on Aging
- Exceptions to the minimum qualifications, along with the justification, shall be submitted to the regional center for the Department of Developmental Services determination.



# HOW WILL THE SERVICE BE FUNDED?

- Service Code 076
- Rate
  - DDS developed with the assistance of Burns & Associates
  - SARC - \$67.71 per/hour
  - In the event a direct service provider has not been identified, CFS providers can provide direct support for up to 90 days while a permanent direct care service is identified and put in place.
    - Approved CFS providers should invoice regional centers using service code 076. The sub-code "DIR" should be added to the service code to indicate service hours provided as direct care.
    - Rates for 076 "DIR" for SARC are \$35.13.



The Department of Developmental Services created a standard [referral and assessment](#) tool for service coordinators and CFS providers to use when referring and assessing individuals for CSF.



The Department of Developmental Services also created a [standard tool](#) for CSF providers to report to regional centers on the individual's progress. The Department of Developmental Services will measure individuals' experience when taking part in CFS.



Each provider that meets all monthly reporting requirements will be eligible to receive CSF Pilot Implementation Incentive Payments. [Payments](#) will be calculated at 11.1% of the total dollar amount billed for CSF assessments and services for the prior month. [Requirements & Form from DDS.](#)

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## REFERRAL AND ASSESSMENT FOR CSF

# INDIVIDUAL / FAMILY SATISFACTION TOOL

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- The department will measure individuals' experience when taking part in CSF.
  - Service coordinators will be responsible for distributing the [experience questionnaire](#) to individuals and families receiving CFS within 30 days of the individual's entrance into CSF.





# REGIONAL CENTER QUARTERLY REPORTING

- Regional Centers will be required to submit quarterly reports on the implementation of the CSF Services Pilot Program.

# SCENARIO – MEET MATT

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- Matt is 25 years old and lives with his elderly parents. He has Autism Spectrum Disorder and Cortical Visual Impairment. Matt's regional center services include, Independent Living Services, Personal Assistance, and Day Program. Matt has multiple medical appointments and an upcoming ophthalmology appointment. Matt's parents do not drive on the highway. Matt has informed his Service Coordinator that he feels very overwhelmed and would like someone to help him to organize his weekly schedule. He also has expressed to his Service Coordinator that he would like his support person to be fluent in Tagalog, since it is his and his parents' primary language.



# HOW CAN THE CFS STAFF HELP MATT?

- The support person should be a person who speaks the preferred language of Matt and his family.
- The support person should know the regional center services and be familiar with Matt's current regional center services.
- This support person can call and coordinate with Matt's current providers.
- May also support how Matt would like to use his current supports to best meet his needs.
- May also help access generic resources such as SSI, food stamps, Medi-cal, IHSS, transportation etc.
- Can help to identify transportation since Matt's family does not drive on the highway.
- Can identify backup providers when needed.
- Can help connect individuals to self advocacy groups in the area of need/choice.

# HOW DO I GET CFS SERVICES?

- If you live at home with your family & think you need CFS:
  - Let your regional center service coordinator know you are interested in the CFS service.
- If you know a person or organization that might be interested in becoming a CFS provider:
  - Ask them to reach out to Community Services at San Andreas Regional Center.
    - Ann Sieber, Community Resources Manager  
[asieber@sarc.org](mailto:asieber@sarc.org)
    - Mia Garza, Associate Director, Community Services  
[mgarza@sarc.org](mailto:mgarza@sarc.org)



QUESTIONS?

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