

CFS Program Design Requirements Service Code 076

CFS is a new service option specifically designed for adults who are 18 years and older who (1) choose to live in their family home and (2) are served by a regional center. CFS provides assistance with the coordination of services and supports that allow adults to continue living in their family home. These services may include: developing skills in the home, helping individuals access their community, coordinating services that are tailored to specific needs, and assistance with establishing “generic services.”

CFS providers will prepare a service plan designed to help reduce or remove barriers to staying in the family home, address challenges, and meet goals. Services will be provided in a manner that respects the language & culture of individuals and their families, and services will be tailored, individualized, and flexible to meet the changing needs and preferences of individuals.

“Coordinated Family Service” arrangement means the full array of regional center-funded services and supports received by a CFS consumer, including CFS, day program, transportation, and all other regional center services and supports.” (Title 17 Section 58601(a)(7))

“Generic Support(s) means voluntary service organizations, commercial businesses, non-profit organizations, generic agencies, and similar entities in the community whose services and products are regularly available to those members of the general public needing them.” (Title 17 Section 54302(a)(32))

“Natural Supports means, pursuant to Welfare and Institutions Code, Section 4512(e), personal associations and relationships typically developed in the family and community that enhance or maintain the quality and security of life for people.” (Title 17 Section 54302(a)(48))

You are required to ensure that you are familiar with Alta California Regional Center’s (ACRC) expectations for a Coordinated Family Services (CFS) provider. You should have a copy of and be familiar with any regulations relating to CFS as well as vendorization in general. To view Title 17, go to the Department of Developmental Services’ (DDS) website at www.dds.ca.gov

ACRC Services Coordinators (SC) will read your program design which enables them to gain information as well as increase their sense of your program, its mission and service goals. Through this informed understanding, an SC can more easily assist their consumers and families in their process towards choosing an CFS program.

A CFS service agency is an agency vendored by ACRC. CFS services directly provide those services detailed in the consumer’s Coordinated Family Supports component of

his/her Individual Program Plan (IPP). All services directly provided to the consumer shall be in accordance with the provider's CFS service design and in compliance with Title 17 Section 58600-58680. **The program design, the CFS assessment and these regulations compile the vendor's contract with ACRC.**

Composition and Efficiency

Requirements of the program design:

- The program design is to be typed with a header or footer on each page.
- Pages of the program design are to be numbered in sequential order.
- The potential vendor is responsible for all content of the program design; the program design shall be composed by the potential vendor.
- Use present tense when writing the program design (as if provider is in operation)
- The number of pages shall not exceed 50.
- Title 17 regulations may be referenced but not copied and pasted in the program design.
- **The initial program design shall be submitted within 60 days of vendor orientation.**
- **All revisions to the program design are to be received by ACRC within two months of the latest program design review.**

70 Page Max - Limit

Please limit your submission to no more than 70 pages (including Appendix/Attachments). All Program Designs submitted outside of the 70-page max will be returned.

Table of Contents (1 page max, please add page numbers to each section)

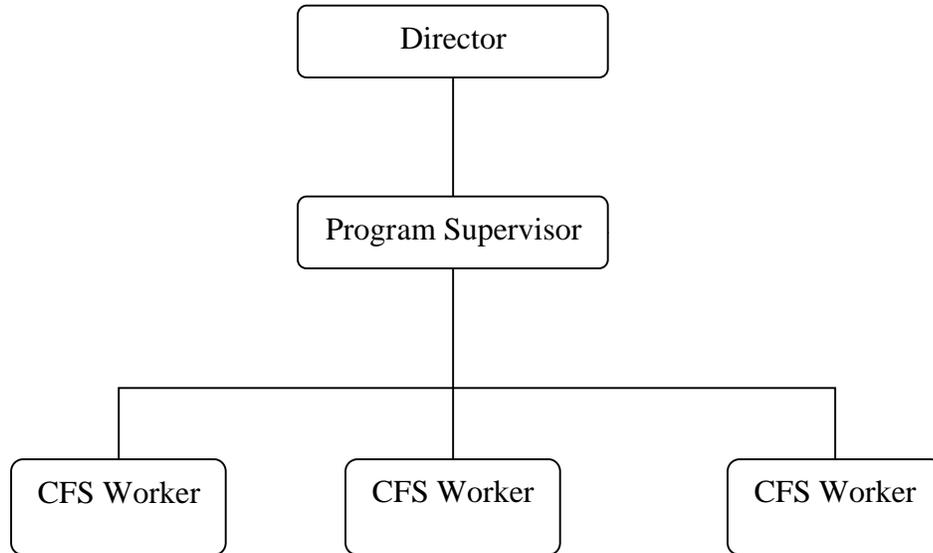
- Cover Page
- Table of Contents
- Organizational Chart
- Mission Statement
- Purpose and Goals of Service
- Implementation of CFS Philosophy
- Implementation of Service and Support Components
- Description of Geographic Area Served
- Description of Consumers Served
- Intake Procedure
- Entrance/Exit Criteria
- Internal Grievance Procedure
- Consumer Training
- Job descriptions/qualifications
- Staff Screening and Supervision
- Staff Training
- Performance Evaluation
- Addendum #1: Practice
- Addendum #2: Forms
- Addendum #3: Employee Manual

Organizational Chart (1 page max)

Name of Agency

Address

Telephone Number



Mission Statement (1 page max)

The program design is required to have a mission statement which outlines how the provider is providing services that match the goals and objectives for a CFS provider.

Purpose and Goals (1 page max)

The purpose and goals of the program design should support the mission statement.

Implementation of CFS Philosophy (2 pages max)

CFS vendor is required to implement this pilot program as outlined in the DDS Directive and Guidance.

- Coordinated Family Supports (CFS) Service Community Webinars [PowerPoint](#)
- Coordinated Family Supports (CFS) Service Webinar for Consumers, Families, and their Advocates [PowerPoint](#)
- DDS Webinar
- [English & ASL](#)
- [Spanish](#)

Implementation of Service and Support Components (5 pages max)

The CFS vendor will review DDS Directive & Guidance and the program design will describe how the vendor will support the consumer in each of the areas of support. The vendor will ensure that they describe all areas of support in which they tend to provide to consumers receiving their services.

- [Coordinated Family Support Services Pilot Program for Adult Consumers Who Reside with Their Family \(ca.gov\)](#)

Description of Geographic Area Served (1 page max)

The program design should describe the geographic area the vendor would like to serve.

Description of the Consumers Served (1 page max)

The program design should describe the characteristics of a consumer served by the vendor. Please be sure to include language and culture.

Intake Procedure (3 pages max)

The program design needs to describe in detail the screening process of new consumers, the assessment procedures, and timelines. Provider must utilize Referral/Assessment Tool provided by DDS. Provider must describe how they will determine amount of hours needed to complete initial assessment.

- [Referral and Service Need Assessment](#)

Entrance/Exit Criteria (1 page max)

Describe the provider process for entering and exiting a consumer from the service.

Internal Grievance Procedure (2 pages max)

The program design needs to describe the provider's internal grievance procedure and ensure that the procedure complies with Title 17 Section 56710(a).

Description of Support Provided (5 pages max)

This should align with DDS Directive and guidance.

Job descriptions/qualifications (2 pages max)

The program design will provide job descriptions and qualifications for all positions within the agency. This will align with the DDS Directive which notes the below qualification requirements.

- CFS Direct Support Coordinator: Associates-level degree in a human services field of study or 3 years of experience in the developmental disabilities service delivery system;
- The ability to communicate in the primary language of the consumer and their family;
- Knowledge of the Regional Center system.
- CFS Supervisor: Bachelors-level degree in a human services field of study or an Associates-level degree in a human services field of study and at least 3 years of experience in the developmental disabilities service delivery system.

Staff Screening and Supervision (2 pages max)

The program design will describe the procedures and practices the agency will use to screen paid staff, consultants, and volunteers who have direct contact with consumers. (Title 17 Section 58631(g))

The program design will describe the supervision the provider intends to provide to staff.

Staff Training (3 pages max)

The program design will describe the new employee training and continuing training given to each staff. Staff training will comply with Title 17 Sections 58651 and 58652.

DDS Reporting Requirements (1 page max)

The program design will describe the records the vendor will maintain to meet the CFS vendor performance evaluation referenced the DDS Directive which notes a quarterly reporting requirement.

***See Exhibit A – to confirm applicant has reviewed, understands, and agrees to follow regulatory requirement.*

Client Files/Records

***See Exhibit A – to confirm applicant has reviewed, understands, and agrees to follow regulatory requirement.*

Program Evaluation (2-page max)

On a regular basis, program shall review program objectives, and review the collected data on progress in relation to IPP objectives for which the vendor is responsible. Describe the method for evaluating program effectiveness (quality assurance) in relation to program design, to meet requirements as outlined in Title 17 §56712 and §56732:

- Type of data to be collected
- Frequency of data collection

- Method for data collection and analysis
- Description of distribution, communication of, and actions taken upon the results of evaluation
- Frequency of evaluation (at least annually, within each fiscal year)
- Justification for particular type of evaluation process chosen
- Aggregate data on progress in relation to IPP Objectives and Vendor responsibility
- Plan to submit written summary of evaluation to the following:
 - Vending regional center (a copy will be placed in vendor file)
 - User regional center(s)
 - Department of Developmental Services
- Full program evaluation shall be maintained by vendor for review by the regional center and Department of Developmental Services, pursuant to Title 17 §56728.

Process for Program Design Plan Modifications (2-page max)

Pursuant to Title 17 §56712, describe process for program design modifications. Please include the following language:

- If changes will be made to the type of services provided, program will notify clients and caregivers as appropriate, as well as submit a revised program design **at least 30 days prior** to the vending regional center as well as any user regional centers.
- A revised program design is required for changes to any of the following:
 - Locations in which client training occurs
 - Curriculum training components
 - Approved service code
 - Existing approved staffing ratio
 - Entrance and/or exit criteria
 - Hours of service provided
 - Any / all other changes that significantly impact program operations.
 - For behavioral support programs: change in behavioral consultant services.

Termination of Services and Change of Ownership of the Practice (1 page max)

Please include the following language, pursuant to Title 17, §54330:

1. Program will provide written notification to ACRC's Community Services and Supports department **at least 30 days prior** to any change in ownership, location, license, certificate, registration, credential, or permit.

Program will provide written notification to ACRC's Community Services and Supports Department in writing **at least 60 days prior** to discontinuation or termination of services to all regional center clients

Section C - Appendix: (38-page max)

All documents cited in the program design should be included as appendices. Likewise, every item included as an appendix should be cited within the body of program design. Identify when that document is used, by whom, for what purpose, etc.

Addendum 1: Practice

You are required to show an understanding of the documentation process of a CFS provider. To that extent you are required to provide an initial assessment and quarterly report based on a single consumer. In this documentation ACRC will be evaluating your ability to show the connection from the IPP to the quarterly reports.

- Reporting Tool

Addendum 2: Forms

Provide a copy of all forms the provider intends to utilize in providing the service. Be sure to include documents you originated and if you use other individual's forms, be sure to show that you have been given permission by the originator to utilize the information.

Addendum 3: Employee Manual

Submit with your program design an Employee Manual. Please include a table of contents as a part of this manual.