

# **Coordinated Family Supports (CFS)**

## **Program Design Template**

### **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.

### **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

### **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.

## **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.