

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

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January 27, 2023

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: COORDINATED FAMILY SUPPORT SERVICES PILOT PROGRAM FOR  
ADULT CONSUMERS WHO RESIDE WITH THEIR FAMILY

In June 2022, the State's Budget Trailer Bill for developmental services, SB 188 (Chapter 49, Statutes of 2022), added Welfare and Institutions Code section 4688.06, establishing the Coordinated Family Support (CFS) Services Pilot Program. This section recognizes the right of adults with disabilities to reside in the family home and that adults with developmental disabilities, and their families, may need CFS services that are tailored to the unique needs of the consumer and are respectful of the language, ethnicity, and culture of the family home.

CFS is a new service option specifically designed for adults served by a regional center who choose to live in their family home. The CFS Services Pilot Program focuses on improving equitable access to services and supports and reducing ethnic and racial disparities in the purchase of services.

The purpose of this guidance is to provide information on implementation of the CFS Services Pilot Program. The statewide pilot will begin in January 2023. Throughout the pilot, the Department of Developmental Services (Department) will collect data to assess its effectiveness as referenced in this guidance.

**CFS Service Description and Rates**

Approved CFS providers should invoice regional centers using service code 076. A description of the CFS service and the minimum qualifications for CFS providers are outlined in Enclosure A. Exceptions to the minimum qualifications may be submitted through the regional center to the Department for consideration. A standardized exceptions form will be forthcoming to regional center primary and secondary CFS contacts.

The Department has established rates for CFS which can be found [here](#). Additionally, each provider that meets all monthly reporting requirements will be eligible to receive CFS Pilot Implementation Incentive Payments. These payments will be calculated at 11.1% of the total dollar amount billed for CFS assessments and services for the prior month. An example can be found under CFS Frequently Asked Questions on the Department's [CFS Services webpage](#). Reporting requirements are in development and once finalized, the Department will distribute a standardized form to regional centers for providers to use in submitting reports.

**“Building Partnerships, Supporting Choices”**

CFS assessments shall be authorized by regional centers at a minimum of six hours and a maximum of 12 hours.

### **CFS Vendorization and CFS Outreach Plan**

Regional centers should make every effort to assist prospective providers with the vendorization process, and seek to vendorize a diverse pool of providers.

Recognizing that CFS is a new service, regional centers should establish an outreach plan to promote CFS to adult consumers who live with their families and to potential providers. The plan should describe how the regional center will use existing and new community connections, such as vendor advisory committees and consumer and family groups, to inform them of the new opportunity. The Department developed fact sheets to assist regional centers with informing consumers and potential providers about CFS services (Enclosure B). Regional centers are encouraged to add their logos and contact information to the fact sheets, post them on their website and distribute them to key points of contact.

### **Referral and Assessment Tool**

The Department created a standard referral and assessment tool for service coordinators and CFS providers to use when referring and assessing consumers for CFS (Enclosure C). Step-by-step instructions are provided on the form. The Department also created a standard tool for CFS providers to report to regional centers on the consumer's progress (Enclosure D).

### **Consumer/Family Satisfaction Tool**

The Department will measure consumers' experience when taking part in CFS. Service coordinators will be responsible for distributing the experience questionnaire to consumers and families receiving CFS within 30 days of the consumer's entrance into CFS. Subsequent questionnaires will be provided by the Department and responses for all questionnaires will be submitted directly to the Department. The Department will maintain the confidentiality of responses. Instructions on how to access and complete the questionnaire will be forthcoming to regional center primary and secondary CFS contacts.

### **Regional Center Quarterly Reporting Tool**

Regional centers will be required to submit quarterly reports on the implementation of the CFS Services Pilot Program. A link to the quarterly reporting platform will be forthcoming to regional center primary and secondary CFS contacts.

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Please notify the Department of your primary and secondary points of contact by February 3, 2023, and submit an outline of your strategy for increasing awareness of CFS to communities of color and non-English speaking consumers and families by February 17, 2023. This information should be submitted to the Department via the email address below.

If you are a consumer or family member and have questions about this guidance, please contact your regional center service coordinator. If you are a regional center and have questions about this guidance, please email [CFS@dds.ca.gov](mailto:CFS@dds.ca.gov)

Sincerely,

*Original Signed by:*

VICKI L. SMITH, Ph.D.  
Deputy Director  
Policy and Program Development Division

Enclosures

cc: Regional Center Administrators  
Regional Center Directors of Consumer Services  
Regional Center Community Services Directors  
Association of Regional Center Agencies  
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