



DEPARTMENT OF  
HUMAN SERVICES

# Community First Services and Supports

Disability Services Division | Cara Benson

CFSS Implementation Council Meeting June 15, 2020

Minnesota Department of Human Services | [mn.gov/dhs](https://mn.gov/dhs)

# Updates

- CFSS is projected to begin mid-2021
- [Training for CFSS/PCA workers](#) is available
- DHS is preparing trainings for: CFSS agency providers, Lead Agencies, Consultation Services, Financial Management Services and others.

# Today's Meeting

## Today's Objectives: We want to learn from you

- What questions are important for the participant to ask when selecting a CFSS Agency?
- What questions are important for the participant to ask when selecting a Consultation Services provider?
- What questions are important for the participant to ask when selecting a Financial Management Services provider?

CFSS Agency Provider

# CFSS agency provider description



- Is the employer of the worker(s). The agency can hire qualified workers that the participant recommends.
- Establishes the schedule for the worker, with the participant.
- Assists the participant to customize the service delivery plan with the appropriate tasks.
- Assist the participant to implement the plan and backup plan.
- Provides training, supervision and evaluation for the worker(s).
- Assist the participant in addressing health and safety needs specified in the CFSS service delivery plan.

# CFSS Agency Provider Poll questions

# Poll Question 1, CFSS agency provider

What would you like to know when you select a PCA agency? (select as many as apply to you)

A. communication options	59/93 ( 63%)
B. location	42/93 ( 45%)
C. Languages spoken	49/93 ( 53%)
D. contact information	55/93 ( 59%)
E. how long the agency has been in business	45/93 ( 48%)
F. online reviews for the agency	39/93 ( 42%)
G. specific populations the agency serves	42/93 ( 45%)
H. Other	20/93 ( 22%)
No Answer	23/93 ( 25%)

## Poll Question 1 Other, CFSS agency provider

People Responded with the following suggestions to question 1, other:

- Can family work as a PCA? Will the agency provide trained PCA? Are there male staff?
- What does the employee set-up process look like?
- Agency policies and requirements
- local reputation/professionalism
- If the agency has staff available to take on new clients (not just for people who bring their own worker)
- How quickly can they respond to an employee absence
- personal touch features - not lost as a number - how does agency handle concerns
- Rate of pay for workers, hourly wage

## Poll Question 2, CFSS agency provider

What would you like to know when you select a PCA agency? (select the most important thing for you)

A. communication options	16/93 (17%)
B. location	5/93 (5%)
C. Languages spoken	4/93 (4%)
D. contact information	9/93 (10%)
E. how long the agency has been in business	10/93 (11%)
F. online reviews for the agency	9/93 (10%)
G. specific populations the agency serves	10/93 (11%)
H. Other	2/93 (2%)
No Answer	28/93 (30%)

## Poll Question 2 Other, CFSS agency provider

People Responded with the following suggestions to question 2, other:

- How will participants be supported when they lose staff, what is the process to find new staff?
- Language is the first concern for those that do not speak English
- What sort of reputation do agencies have with local lead agencies, and if there are licensing etc. reports.

## Poll Question 3, CFSS agency provider

What information is easy to find? (select as many as you like)

A. communication options	13/94 (14%)
B. location	45/94 (48%)
C. Languages spoken	9/94 (10%)
D. contact information	48/94 (51%)
E. how long the agency has been in business	7/94 (7%)
F. online reviews for the agency	19/94 (20%)
G. specific populations the agency serves	5/94 (5%)
H. Other	1/94 (1%)
No Answer	33/94 (35%)

## Poll Question 4, CFSS agency provider

What information is hard to find? (select as many as you like)

A. communication options	39/94 (41%)
B. location	1/94 (1%)
C. Languages spoken	38/94 (40%)
D. contact information	2/94 (2%)
E. how long the agency has been in business	25/94 (27%)
F. online reviews for the agency	23/94 (24%)
G. specific populations the agency serves	43/94 (46%)
H. Other	8/94 (9%)
No Answer	37/94 (39%)

## Poll Question 4 Other, CFSS agency provider

People Responded with the following suggestions to question 4, other:

- how much they will pay my staff, if there is a wage increase after a certain amount of time, etc.
- Are they willing to hire my family member.
- Are they able to find back up staffing?
- How far will staff travel?
- whether or not PCA agency allows overtime to be worked

# Poll Question 5, CFSS agency provider

Where do you find information? (select all that apply)

A. MnHelp.info	23/93 ( 25%)
B. Disability HUB	16/93 ( 17%)
C. Web search	40/93 ( 43%)
D. Social media	22/93 ( 24%)
E. Word of mouth/recommendations	47/93 ( 51%)
F. advertisements	7/93 ( 8%)
G. Senior linkage line	13/93 ( 14%)
H. Lead agency	41/93 ( 44%)
I. Other	6/93 ( 6%)
No Answer	38/93 ( 41%)

## Poll Question 6, CFSS agency provider

What are the barriers to finding the information you need?

A. Internet connection	26/93 ( 28%)
B. I don't have a phone	13/93 ( 14%)
C. language barrier	31/93 ( 33%)
D. Information not explained clearly	40/93 ( 43%)
E. Other	12/93 ( 13%)
No Answer	36/93 ( 39%)

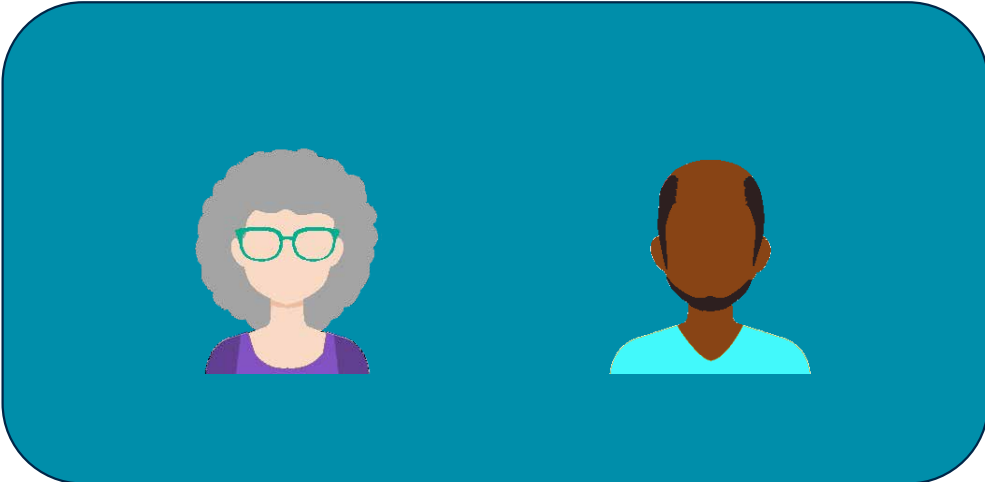
## Poll Question 6 Other, CFSS agency provider

People Responded with the following suggestions to question 6, other:

- Recipients or family members don't know where to begin looking, Might not know what they are looking for, what it is called, how to find the lists
- lack of ability to use the Internet/find websites for certain demographics.
- Search features are not clear enough depending on what information the individual is searching for.
- not always clear on their staffs role, who does what

# Consultation Services

# Consultation Services, Core Responsibilities



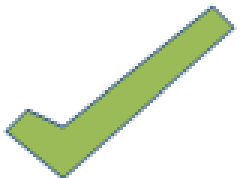
# Consultation Services, Categories of Support



Service set up and Annual Check in



Ongoing Support and Skill Development



Support for Quality Assurance

# Consultation Services poll questions

## Poll Question 7, CFSS Consultation Services

What would you like to know when you select a consultation services agency? (select as many as apply to you)

A. communication options	48/91 ( 53%)
B. location	30/91 ( 33%)
C. Languages spoken	37/91 ( 41%)
D. contact information	47/91 ( 52%)
E. how long the agency has been in business	22/91 ( 24%)
F. online reviews for the agency	19/91 ( 21%)
G. specific populations the agency serves	33/91 ( 36%)
H. Other	10/91 ( 11%)
No Answer	30/91 ( 33%)

## Poll Question 7 Other, Consultation Services

People Responded with the following suggestions to question 7, other:

- Background and experience
- a rating or grading system published to ensure that they are supportive, efficient and competent

## Poll Question 8, CFSS Consultation Services

What would you like to know when you select a consultation services agency? (select the most important thing for you)

A. communication options	19/92 ( 21%)
B. location	3/92 ( 3%)
C. Languages spoken	3/92 ( 3%)
D. contact information	8/92 ( 9%)
E. how long the agency has been in business	1/92 ( 1%)
F. online reviews for the agency	3/92 ( 3%)
G. specific populations the agency serves	5/92 ( 5%)
H. Other	6/92 ( 7%)
No Answer	44/92 ( 48%)

## Poll Question 9, CFSS Consultation Services

What information do you think will be easy to find? (select as many as you like)

A. communication options	4/91 ( 4%)
B. location	33/91 ( 36%)
C. Languages spoken	4/91 ( 4%)
D. contact information	37/91 ( 41%)
E. how long the agency has been in business	7/91 ( 8%)
F. online reviews for the agency	10/91 ( 11%)
G. specific populations the agency serves	6/91 ( 7%)
H. Other	1/91 ( 1%)
No Answer	47/91 ( 52%)

## Poll Question 9 Other, Consultation Services

People Responded with the following suggestions to question 9, other:

- Background and experience
- a rating or grading system published to ensure that they are supportive, efficient and competent
- A formal grievance process for participants and providers to raise issues with Consultation Service providers. DHS also should have a process to hold them accountable.

## Poll Question 10, CFSS Consultation Services

What information do you think will be hard to find? (select as many as you like)

A. communication options	25/90 ( 28%)
B. location	1/90 ( 1%)
C. Languages spoken	25/90 ( 28%)
D. contact information	1/90 ( 1%)
E. how long the agency has been in business	23/90 ( 26%)
F. online reviews for the agency	17/90 ( 19%)
G. specific populations the agency serves	31/90 ( 34%)
H. Other	5/90 ( 6%)
No Answer	45/90 ( 50%)

## Poll Question 10 Other, Consultation Services

People Responded with the following suggestions to question 10, other:

- **reviews from current clients**
- **detailed information on process and length of time**

# Poll Question 11, CFSS Consultation Services

Where would you prefer to find information? (select all that apply)

A. MnHelp.info	27/91 ( 30%)
B .Disability HUB	22/91 ( 24%)
C. Web search	35/91 ( 38%)
D. Social media	20/91 ( 22%)
E. Word of mouth/recommendations	35/91 ( 38%)
F. Advertisements	10/91 ( 11%)
G. Senior linkage line	16/91 ( 18%)
H. Lead agency	44/91 ( 48%)
I. Other	4/91 ( 4%)
J. No Answer	39/91 ( 43%)

## Poll Question 12, CFSS Consultation Services

What barriers do you foresee to finding the information you need?

A. Internet connection	26/91 ( 29%)
B. I don't have a phone	11/91 ( 12%)
C. language barrier	30/91 ( 33%)
D. Information not explained clearly	39/91 ( 43%)
E. Other	9/91 ( 10%)
No Answer	41/91 ( 45%)

## Poll Question 12 Other, Consultation Services

People Responded with the following suggestions to question 12, other:

- no computer
- without a waiver case manager, no one to help me to even begin navigating

## Poll Question 13, CFSS Consultation Services

What would be your top preferred way to communicate with your Consultation Services provider?

A. Email	14/91 ( 15%)
B. in person	17/91 ( 19%)
C. Phone call	18/91 ( 20%)
D. video chat	3/91 ( 3%)
E. text chat	3/91 ( 3%)
F. regular mail	0/91 ( 0%)
G. fax	0/91 ( 0%)
H. Other	0/91 ( 0%)
No Answer	36/91 ( 40%)

# Financial Management Services Provider

# Financial Management Services or FMS

## Required for people using the budget model

- Supports the Participant who is responsible for staffing and employment-related activities
- Pays for approved items in the plan
- Bills DHS for approved items in the plan
- Monitors the budget

## Required for purchasing goods in the agency model

When goods are approved for a person in the agency model, the person will have to use an FMS to:

- Pay for the approved good in the plan
- Bill DHS for the approved good in the plan
- Monitor spending for approved good



FMS Provider

# Financial Management Services Provider poll questions

## Poll Question 14, CFSS FMS

What would you like to know when you select an FMS provider? (select as many as apply to you)

A. Cost	52/89 ( 58%)
B. communication options	42/89 ( 47%)
C. location	22/89 ( 25%)
D. Languages spoken	30/89 ( 34%)
E. contact information	36/89 ( 40%)
F. how long the agency has been in business	25/89 ( 28%)
G. online reviews for the agency	24/89 ( 27%)
H. specific populations the agency serves	28/89 ( 31%)
I. Other	4/89 ( 4%)
No Answer	34/89 ( 38%)

## Poll Question 14 Other, Consultation Services

People Responded with the following suggestions to question 14, other:

- a rating system and their track record. Customer service and accuracy
- General reputation, customer service satisfaction information
- How fast can staff/workers be hired and working? How much time will it take for them to get paid?

## Poll Question 15, CFSS FMS

What would you like to know when you select an FMS provider? (select the most important thing for you)

A. communication options	6/89 ( 7%)
B. cost	22/89 ( 25%)
C. location	1/89 ( 1%)
D. Languages spoken	3/89 ( 3%)
E. contact information	2/89 ( 2%)
F. how long the agency has been in business	1/89 ( 1%)
G. online reviews for the agency	3/89 ( 3%)
H. specific populations the agency serves	2/89 ( 2%)
I. Other	5/89 ( 6%)
No Answer	44/89 ( 49%)

## Poll Question 16, CFSS FMS

What information do you think will be easy to find? (select as many as you like)

A. communication options	11/89 ( 12%)
B. Cost	9/89 ( 10%)
C. location	34/89 ( 38%)
D. Languages spoken	5/89 ( 6%)
E. contact information	41/89 ( 46%)
F. how long the agency has been in business	9/89 ( 10%)
G. online reviews for the agency	11/89 ( 12%)
H. specific populations the agency serves	4/89 ( 4%)
I. Other	0/89 ( 0%)
No Answer	43/89 ( 48%)

## Poll Question 17, CFSS FMS

What information do you think will be hard to find? (select as many as you like)

A. communication options	22/90 ( 24%)
B. Cost	22/90 ( 24%)
C. location	0/90 ( 0%)
D. Languages spoken	26/90 ( 29%)
E. contact information	1/90 ( 1%)
F. how long the agency has been in business	16/90 ( 18%)
G. online reviews for the agency	18/90 ( 20%)
H. specific populations the agency serves	27/90 ( 30%)
I. Other	2/90 ( 2%)
No Answer	44/90 ( 49%)

## Poll Question 18, CFSS FMS

Where would you prefer to find information? (select all that apply)

A. MnHelp.info	24/90 ( 27%)
B. Disability HUB	17/90 ( 19%)
C. Web search	27/90 ( 30%)
D. Social media	15/90 ( 17%)
E. Word of mouth/recommendations	30/90 ( 33%)
F. advertisements	7/90 ( 8%)
G. Senior linkage line	14/90 ( 16%)
H. Lead agency	40/90 ( 44%)
I. DHS website	35/90 ( 39%)

# Closing and Resources

# Next CFSS Meeting

**Sept. 21, 1 to 3 p.m.**

**WebEx log in:** [Join the WebEx](#)

**Call in:** 415-655-0003; use meeting number/access code: 963 764 531

We will continue to follow social distancing requirements for CFSS meetings. As of now, the September meeting will be online only. Please check [the DHS CFSS web page](#) for updates regarding any changes to CFSS meetings.

## Links to CFSS resources

- [Minnesota Statutes 256B.85](#) is where you can find the statute for CFSS.
- [The DHS public webpage for CFSS](#), describes the services of CFSS. You can also find the links to the video and training on this page.
- [The CFSS introduction video](#) is for people unfamiliar with CFSS.
- [The CFSS interactive training](#) goes into greater detail about CFSS.
- If you [sign up for Disability Services Division \(DSD\) announcements](#), you will get the announcement for the public comment period for CFSS.

# Thank You!

**Questions or comments can be emailed to:**

[DHS.CFSS@State.MN.US](mailto:DHS.CFSS@State.MN.US)