



# Welcome



**Who we are...**





# Mission

To provide care and support to people in their homes and communities

# Vision

To help people live the life they want

# Values

**R**espect, **I**ntegrity, **S**ervice, **E**xcellence



# Overview of CDCO

# What CDCO does for CDASS & IHSS

As the Training and Support provider, Consumer Direct Care Network Colorado (CDCO) helps people learn and plan their care.

We work with Financial Management Services (FMS) providers, case managers, IHSS agencies, and the Colorado Department of Health Care Policy & Financing to help people join as members of the Consumer-Directed Attendant Support Services (CDASS) and In-Home Support Services (IHSS) programs.

CDCO Peer Trainers use different ways of teaching so everyone, no matter their background or challenges, can learn how to manage their own care with confidence.

# Services We Offer

- Member and Authorized Representative training.
- Ongoing support for CDASS and IHSS participants.
- Provider training.
- Case Management training.
- Education and tools for recruiting, hiring, training, and managing attendants.
- Information and Assistance (I&A) services: coming soon.



**Support and Education  
for CDASS and IHSS**

# CDASS and IHSS Liaison: Edel Castillo

- This new position will include helping communication between all parties, answering questions, and directing feedback.
- Making sure all written CDASS and IHSS information is consistent and easily accessible across multiple platforms.
- Updating all parties regarding changes in CDASS and IHSS rules, regulations, and policies.
- Main point of contact for updated materials.
- Assisting to resolve any complaints or escalations from members.
- Increasing community involvement and knowledge of CDASS and IHSS programs.
- Attend meetings for case management agencies, members, IHSS agencies, and FMS contractors by providing CDASS and IHSS information and support.





# Specific Resources Available for Members to Self-Direct

# CDASS Resources

## Case Manager Resources

- Designed to provide case managers working with CDASS members the tools needed to support enrollment and follow-up services.
  - CDASS information on policies, rules, and regulations
  - CDASS Protocols and Processes
  - Prior Authorization (PAR) and Bridge Information

## Member CDASS Resources

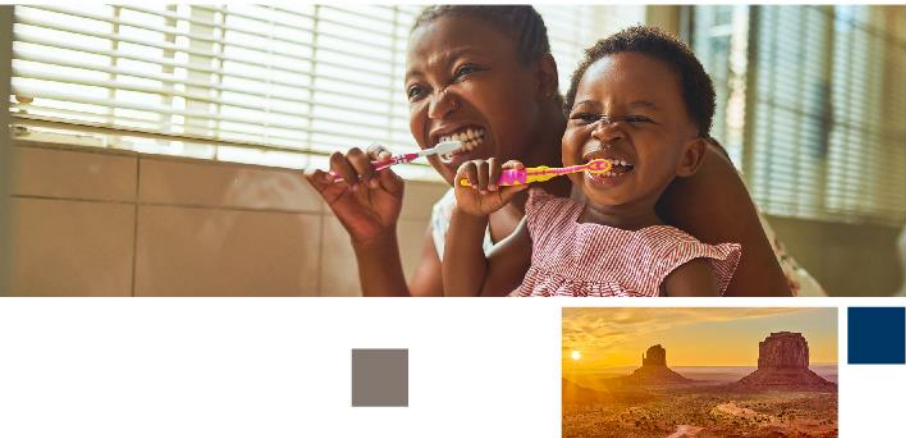
- Designed to provide CDASS member and their authorized representatives the tools needed to complete enrollment and managing services moving forward.
  - CDASS Basics
  - Background Check Information
  - FMS Information
  - CDASS Protocols and Processes
  - CDASS Peer Trainer Position
  - Attendant Directory

# IHSS Resources

**IHSS:** Working with IHSS members and their authorized representatives to provide IHSS members the tools needed to complete enrollment and follow-up services.

## IHSS Resources

- IHSS Resource Guide
- IHSS Tools and Forms
- IHSS Information





# Coming to CDCO: Information and Assistance Services

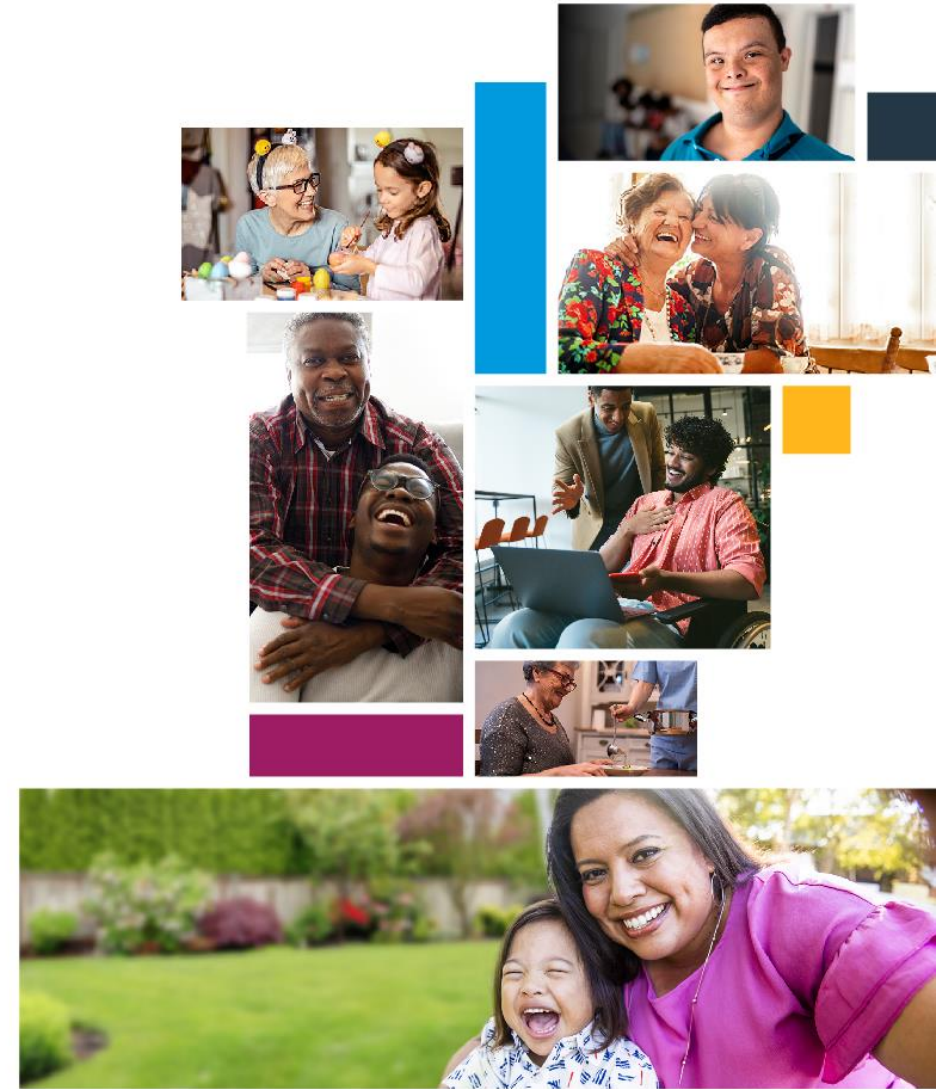
# Introducing I&A Services

## What are I&A services?

Information & Assistance (I&A) services help people manage their care when they desire or need extra help. These services provide support that matches each person's needs and preferences through a more hands-on relationship with an I&A coordinator.

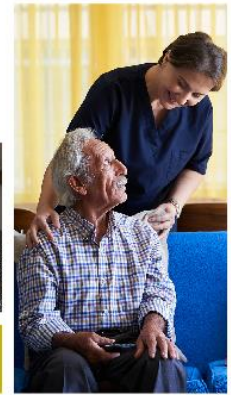
## Purpose

The main purpose of Information & Assistance (I&A) services is to help people receive the best services within CDASS and IHSS. This means giving them advice that fits their needs, sharing helpful information to learn more about self-directing, and offering support to make decisions easier.



# What I&A Can Do for You

- Expand members' understanding of self-directed services.
- Help members find an attendant to hire.
- Guide members through the hiring process.
- Help members decide how much to pay attendants.
- Ease scheduling struggles.
- Help members decide if their attendants are doing a good job.
- Provide guidance on how to train attendants.
- & more!



# Why Recommend I&A Services to Members

Recommending I&A services to members is important because it can help them better manage their care and resolve problems before they happen. This support can be crucial to ensuring other self-direction stakeholders, such as case managers, IHSS agencies, and family members, don't have to take on more than they should.

By working with our I&A coordinator, members can improve their self-advocacy skills, get better care, and reach their personal goals. It's a great resource for getting the most out of their self-directed services.



# Are I&A Services Right for You?

If members want to feel confident and in more control of their care, I&A services are a great choice. Whether members are new to self-directed care or want to make sure they are on the right track, we're here to help you succeed.





# How to Request I&A Services

## CDASS and IHSS Members

- ❖ More information to come soon.

## Case Management Agencies

- ❖ Introduce and fill out a referral for our I&A services, which can be found on our website.

## Advocacy Groups

- ❖ Help us spread the word about I&A services.



# Wrapping Up



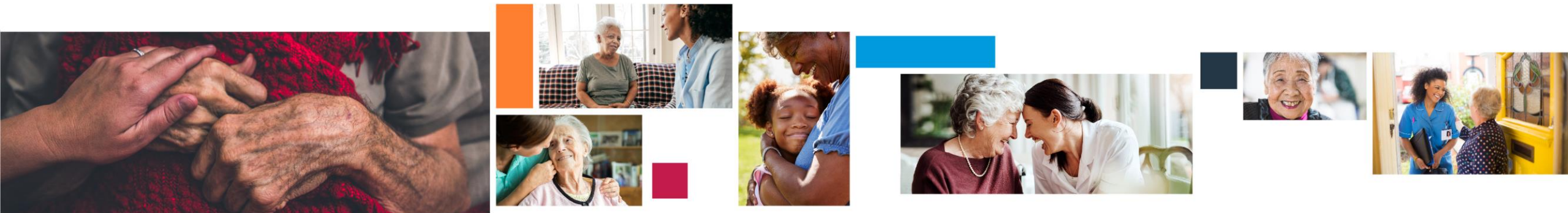
# About Us

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**Currently recruiting** – Training Lead



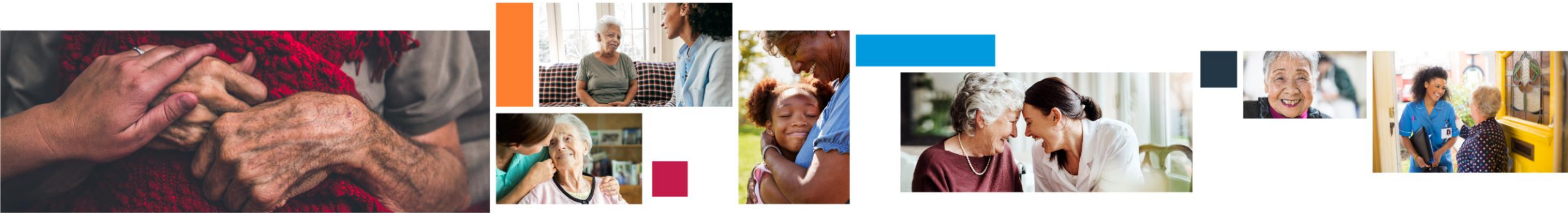
# Contact Us

## Consumer Direct Care Network Colorado (CDCO)

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**Any Questions?**



# Thank you

