

Consumer Directed Attendant Support Services and Community First Choice Workgroup

February 9, 2023

Department of Health Care Policy and Financing



COLORADO

Department of Health Care
Policy & Financing

Welcome!

Meet the HCPF CFC/PDP Team

- **Adam Tucker**, Waiver Innovation Unit Supervisor
- **Betty Vanderkaay**, CFC Project Coordinator
- **Eileen Saunders**, CFC Policy Advisor
- **Jordan Larson**, CFC Policy Advisor
- **Lana Eggers**, Waiver Innovation and Compliance Section Manager
- **Maddie Quartaro**, CFC Policy Advisor
- **Kristine Dos Santos**, Participant Directed CFC Policy Advisor
- **Erin Thatcher**, Participant Directed Programs Supervisor
- **Dani Comstock**, CDASS Policy Advisor
- **Jessica Corral**, Participant Directed Programs Contract Specialist



Our Mission

Improving health care equity, access, and outcomes for the people we serve while saving Coloradans money on health care and driving value for Colorado.



Purpose of Workgroup

- This workgroup will be collaborating with the Department on specific policy changes needed for implementing Consumer Directed Attendant Support Services (CDASS) in the Community First Choice (CFC) benefit
- **Policy Topics:**
 - Information and Assistance
 - Support for members in unstable health
 - Children and CDASS
 - Training
 - Statute Changes



Agenda

- Housekeeping
- Information and Assistance Overview
 - Support Broker
- Breakout Groups
- Open Forum



Attendance

- Please complete the [Google Form](#)
OR
- Call in attendance to Jordan Larson at 303-866-3580
 - Available between 8:00 a.m. to 4:00 p.m. or you can leave a message
- **Disclaimer:** The information provided through this form will only be viewed by the Department of Health Care Policy & Financing (the Department) for the purpose of ensuring stakeholder representation on CFC implementation. The Department and its parties will adhere to the strictest privacy rules and policies when handling and discussing this information.

Name *

Your answer _____

Email and/or phone number

Your answer _____

Population(s) represented *

Individual with a disability

Representative/parent of individual with disability

Person over the age of 65 or their representative

Service provider

State employee

Other: _____

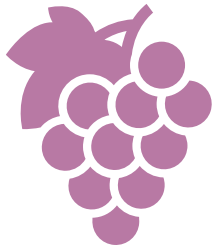


Meeting Etiquette and Ground Rules

- Do not share Protected Health Information (PHI)
- Mind E-Manners
- Stay solution-focused
- Respect each other's time and the meeting time
- Reasonable accommodations such as translation services and/or closed captioning please contact John Barry.
 - john.r.barry@state.co.us or 303-866-3173

Introductions and Ice Breaker

- What is your name?
- What is your favorite fruit?



To share: unmute your line to speak or type in the chat

Information and Assistance



What is Information and Assistance (I&A)?

- I&A is a service or function that assists members or Authorized Representative in preparing for, directing, and managing services.
- Assists in identifying immediate and long-term needs
- Provides training to independently direct and manage services
 - Provides information on recruiting, hiring, and managing employees
 - Provides information on problem solving and communication
 - Assists in developing options to meet needs and identify community supports

Why are we talking about Information and Assistance?

- Community First Choice (CFC) requires states to provide voluntary training to members on how to select, manage, and dismiss attendants.
- We would like to take this opportunity to engage with stakeholders on how training currently operates.
 - Is training sufficient?
 - What is working well?
 - What is not working well?
 - How can we innovate and improve?

Who provides Information and Assistance?

- States are allowed various approaches to structure I&A. Most commonly I&A is either:
 - A Case Management Activity
 - Provided by the case manager in addition to their other duties
 - Waiver Service Coverage
 - Provided by one or more distinct waiver services with a distinct provider
 - Administrative Activity
 - Provided by Medicaid agency staff or by one or more contracted entities, typically a Financial Management Services (FMS) contractor or a Training and Operations Vendor

Why is Information and Assistance Important?

- Helps inform member of program guidelines and responsibilities
- Provides guidance and resources on all aspects of self-direction
- I&A helps states implement self-direction at scale
 - Supporting more members to be successful with self-direction
 - I&A helps prevent members from declining self-direction because they do not have the support to interpret the model



What we do in Colorado

- Consumer Direct for Colorado (CDCO), Training and Operations Contractor
- CDCO's role is to provide training and support to participant-directed programs stakeholders
- Provides ongoing support and resource referral for new and existing participants



What we do in Colorado

- In the past fiscal year, CDCO has conducted:
 - CDASS member skills training for 857 individuals
 - Case management training - 23 trainings for 649 case managers
 - Case mediation services - 4 case mediations were facilitated
 - 18 IHSS provider trainings for new and existing agencies
 - IHSS skills outreach and support for 1,759 individuals



Other State Examples

North Carolina	New Mexico	Idaho
Community Navigators are used for Information and Assistance.	Support Brokers are used for Information and Assistance.	Support Brokers are used for Information and Assistance.
Community Navigator is a Medicaid service. The state contracts with an agency for providers.	Support Brokers are employed by FMS but separate administrative staff from fiscal services staff.	Support Brokers are employees of the members and on the member's budget.
Promote self-determination, provides informational sessions of self-direction, and assists the member throughout the service delivery process as needed.	Support Brokers help with service plan development, EVV training, goal planning, submitting budgets.	More of a paraprofessional than an administrator. Supports member by understanding the lived experience and connects member to community resources.

Support Broker

- Support Broker has become the most common way for states to implement I&A
- Typically, Support Brokers are distinct providers employed by Financial Management Systems
- Their responsibilities include, but are not limited to:
 - Providing orientation to self-direction
 - Explaining self-direction program rules and responsibilities
 - Assisting in hiring and training attendants
 - Identifying additional supports
 - Developing a support and back-up plan
 - Assisting with FMS negotiations



Breakout Groups and Jam Board Activity



Discussion/Activity Process

- **Jam Board**

- All points will be placed as sticky notes on the board

- **Expressing comments**

- Do not use PHI
- Simply unmute yourself and talk
- Use the chat feature
- Questions? Submit through the [feedback form](#) or via email at hcpf_cfc@state.co.us

Open Forum



Communications

- How to submit questions, feedback, or comments:
 - CFC Email: hcpf_cfc@state.co.us
 - Via phone: Jordan Larson at 303-866-3580
- Reasonable accommodations such as translation services and/or closed captioning please contact John Barry
 - john.r.barry@state.co.us or 303-866-3173



What's Next?

- Next CDASS/CFC Workgroup meeting is Wednesday, February 15, 2023 from 1 to 2:30 p.m. MST
- Next CFC Council meeting is March 1, 2023 from 10 to 11:30 a.m. MST

Thank you!

