

Community First Choice Council Meeting

June 1, 2022

Department of Health Care Policy and
Financing



Welcome!

Meet the HCPF CFC Team

- **Adam Tucker**, Waiver Innovation Unit Supervisor
- **Eileen Saunders**, CFC Policy Advisor
- **Maddie Quartaro**, CFC Policy Advisor
- **Jordan Larson**, CFC Policy Advisor
- **Katie McGuire**, CFC Policy Advisor
- **Kristine Dos Santos**, Participant Directed CFC Policy Advisor
- **Betty Vanderkaay**, CFC Project Coordinator
- **Lana Eggers**, Waiver Innovation and Compliance Section Manager



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 Meeting

- Review feedback and feedback process
- Begin discussion on CFC services and supports
 - Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL) services
 - Transition services
- Begin discussion on In-Home Support Services (IHSS) as service delivery model

Agenda

- Housekeeping - *Eileen*
- Feedback Review - *Eileen, Jordan, Adam*
 - Questions
- Services - *Adam*
- Service Delivery Model - *Adam*
- Discussion
- Closing - *Eileen*

Attendance


- Please complete the [Google Form](#)
- Call in attendance to Jordan Larson at 303-866-3580
 - Available between 8:00 a.m. - 4:00 p.m.
- **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

Today's Date *

Date

mm/dd/yyyy 

Population represented *

Individual with a disability

Representative/parent of individual with disability

Person over the age of 65 or their representative

Service provider

Other: _____

Meeting Etiquette and Ground Rules

- Do not share Protected Health Information (PHI)
- Mind E-Manners
 - Please turn microphone off when not speaking
 - Use “raise hand” function or the chat for questions and comments
 - Identify yourself before speaking
- Stay solution-focused
- Respect each other’s time and the meeting time
- All council members are encouraged to engage in discussions

What Do You Need?

- Please contact John Barry, ADA Coordinator, if there is anything we can do to accommodate you and help you be successful in our Council meetings
 - Closed captioning
 - Translation and language services
 - Alternative meeting materials
- Contact John Barry at john.r.barry@state.co.us or 303-866-3173. Or contact the Department's 504/ADA Coordinator at hcpf504ada@state.co.us at least one week prior to the scheduled meeting to make arrangements.



Commenting Process

- When we pause for questions or discussion, we will use a Question Queue
- Please use "raise hand" function, and we will put you in our Question Queue

New Feedback Form

- We have created a [stakeholder feedback form](#) on our CFC Stakeholder Webpage:
 - Centralized location for feedback and questions
 - Easily accessible
 - Option to be anonymous
 - Eases process for information management
 - Meant for specific questions or feedback
- Longer or more in-depth comments should be sent to the hcpf_cfc@state.co.us

New Feedback Form



Section 1 of 4

Community First Choice (CFC) Feedback Form



Please review and complete questions below to submit feedback or questions to the Department related to CFC. Please keep your responses as concise as possible with relevant details to your question or feedback.

The Department may have additional questions or want to follow up with you, so please make sure that your contact information is listed accurately if you choose to do so.

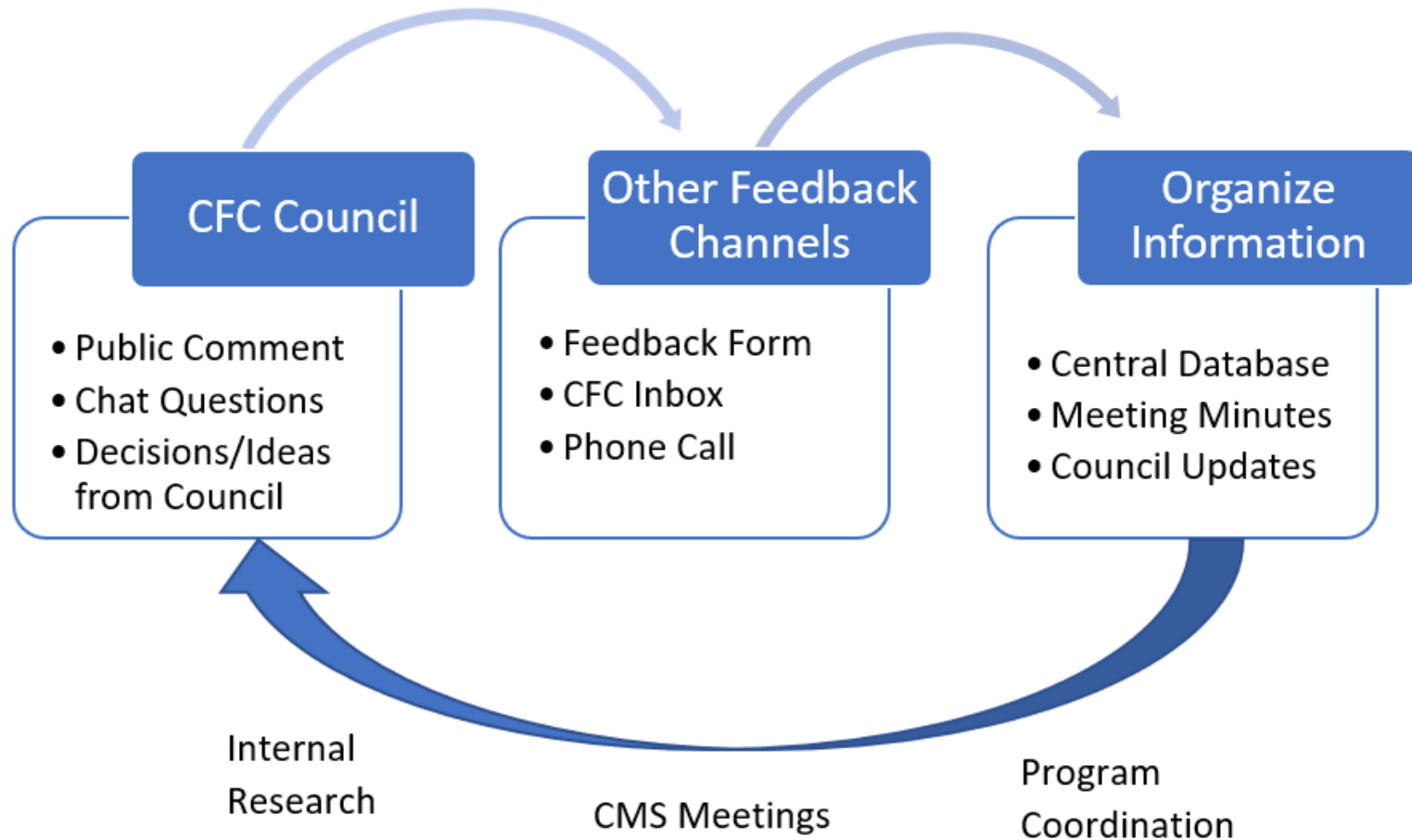
If you have more in depth feedback or questions for the Department, please submit an email to hcpf_cfc@state.co.us and Department staff will review your email and communicate with you about future direction.

You are able to complete multiple submissions of this form so that if you have a question and feedback you can submit those under the relevant category to the Department.

Feedback from Previous Meeting



Feedback Process



Past CFC Council

- Question:
 - Stakeholders raised question about if past CFC Council information and documents have been reviewed by Department Staff and how they will be used.
- Response:
 - The Department is utilizing past CFC council information and the past reports as one set of resources to support the development of the CFC proposal.

Program Coordination

- Question:
 - How will the program interact with other components of the Department, such as *Money Follows the Person*?
- Response:
 - Department will be coordinating with relevant teams and programs to collaborate and avoid missed opportunities

Stakeholder Engagement and Meeting Structure

- Question
 - Stakeholders asked questions about having voting or polling utilized in meetings, justification for virtual meetings, and how the Department plans to invite more eligible attendees to meetings
- Response:
 - We are interested in using voting or polling in future meetings when applicable
 - Virtual meetings allow for more accessibility across the state
 - We are planning to strategically engage with diverse and underserved communities in between Council meetings
 - We are very interested in implementing the stakeholder idea of Conversational toolkits and would like to work with stakeholders to bring that idea to life

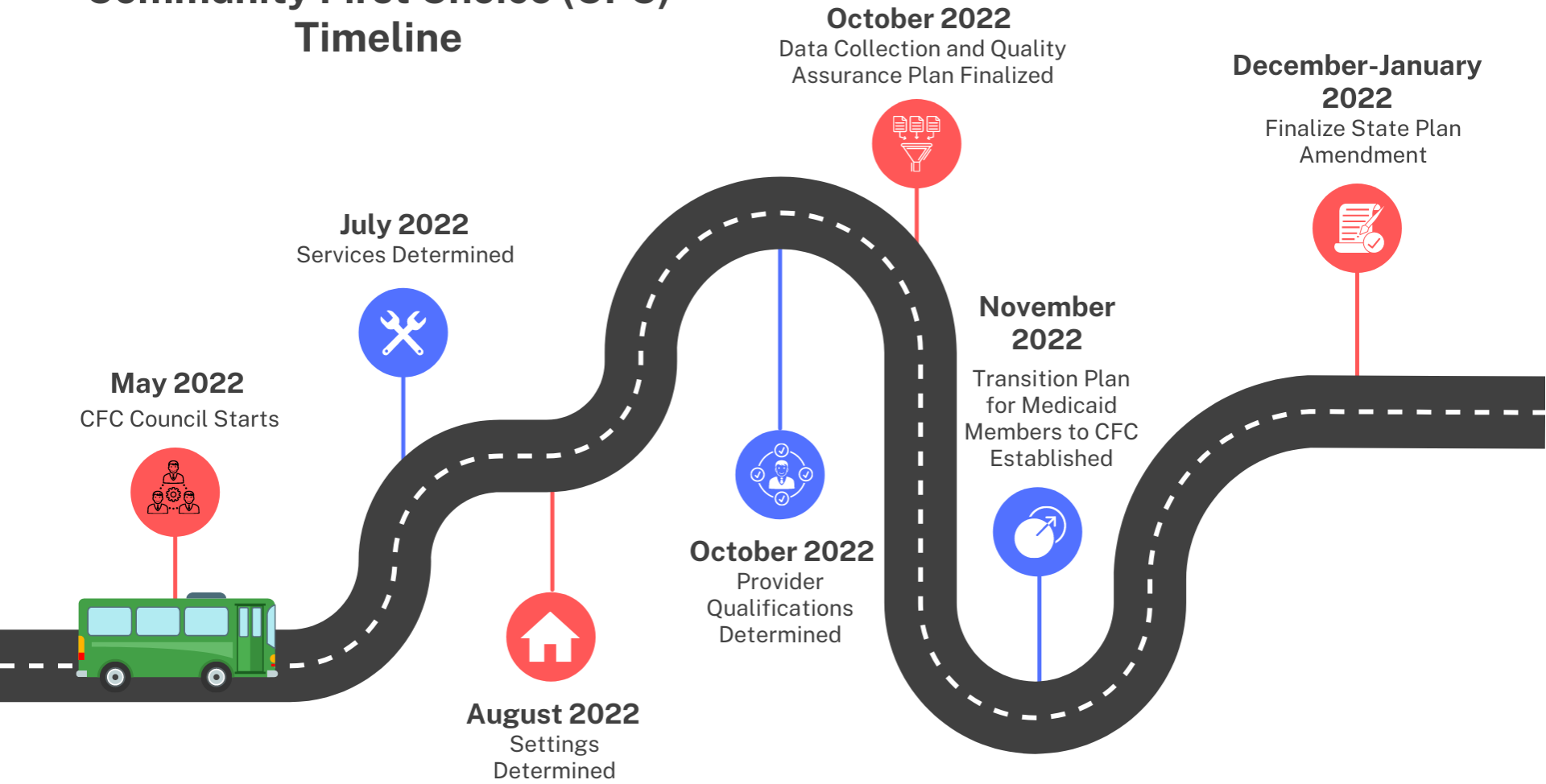
CFC Council Volunteer Opportunities

Department currently considering the following volunteer opportunities:

- Creating conversational toolkits for community outreach
- Meeting Resources and Notes
- Equity, Diversity, Inclusion (EDI) Initiatives

CFC Roadmap

Community First Choice (CFC) Timeline



Last Updated: May 20, 2022



Meeting Workflow

- Every meeting we will come with part of our CFC proposal and explain how we developed the proposal
- We will go over where we have decision points and where we do not
- The bulk of our meeting will then focus on discussing those decision points and how we can improve services with CFC
 - We want to focus on identifying what barriers you encounter currently when utilizing these services
- We will then come back next meeting with any proposal updates that we could make, and explain why we couldn't make certain changes

Next Section

- Proposal presentation:
 - Mandatory services for CFC
 - Optional services for CFC
 - Service delivery model for CFC
 - Discussion of each service and service delivery model
- We may not be able to get feedback on every section in today's meeting
- We will continue discussions in July's meeting



Questions

Mandatory CFC Services



CFC Mandatory Services

- Assistance with ADLs, IADLs, and health-related tasks through hands-on assistance, supervision, and/or cueing
- Acquisition, Maintenance, and Enhancement of skills necessary for the individual to accomplish ADLs, IADLs, and health-related tasks
- Backup systems or mechanisms to ensure continuity of services and supports
- Voluntary training on how to select, manage, and dismiss attendants



CFC Mandatory Service Proposal

- Homemaker
- Personal Care
- Health Maintenance - In Home Support Services (IHSS)
- *Acquisition, Maintenance, and Enhancement of skills
- Electronic Monitoring (Personal Emergency Response System (PERS) and Medication Reminders)



Why did we choose these?

CFC Mandatory Service Category	Selected Services
Assistance with ADLs, IADLs, and health-related tasks	Personal Care, Homemaker, Health Maintenance
Acquisition, maintenance, and enhancement of skills	**Integrated into assistance with ADLs and IADLs**
Backup systems or mechanisms to ensure continuity of services and supports	Electronic Monitoring - PERS and Medication Reminders
Voluntary Training	IHSS Member AR Self-paced Voluntary Training Available

Acquisition, maintenance and enhancement of skills (AME)

Acquisition, maintenance, and enhancement of skills: Services and supports related to functional skills training necessary for the member to accomplish ADL/IADLs and health related tasks to increase their independence and reduce supports needed in the home and community

- Detailed, task-related goals shall be documented by case manager in the person-centered plan, including documentation monitoring progress and any decrease in human assistance previously authorized
- Considering integrating AME services with Homemaker, Personal Care, and Health Maintenance

Homemaker

Homemaker: General household activities provided by an Attendant in a member's home to maintain a healthy and safe environment for the member through hands-on assistance, supervision and/or cuing.

- Homemaker activities shall be provided only in the primary living space of the member and multiple Attendants may not be reimbursed for duplicating homemaker tasks.



Personal Care

Personal Care: Personal Care means services which are furnished to an eligible member to meet the member's physical, maintenance and supportive needs through hands-on assistance, supervision and/or cueing

- These services do not require the supervision of a nurse or require physician's orders

Health Maintenance (HMA)

Health Maintenance Activities: Activities include routine and repetitive health-related tasks furnished to an eligible member in the community or in the member's home, which are necessary for health and normal bodily functioning that a person with a disability is physically unable to carry out

- These activities include skilled tasks typically performed by a Certified Nursing Assistant (CNA) or licensed nurse that do not require the clinical assessment and judgement of a licensed nurse

Electronic Monitoring

Electronic monitoring - the installation, purchase, or rental of electronic monitoring devices which includes:

- Personal emergency response systems (PERS)
- Medication reminders via an automated medication dispensing system

CFC Optional Services



CFC Optional Services

- In CFC Regulation, CMS defines optional services as:
 - Expenditures for transition costs
 - Expenditures relating to a need in person-centered plan that increases independence or substitutes for human assistance

Transition Services

Service	Definition
Peer Mentorship	Support provided by peers to promote self-advocacy and encourage community living among members by instructing and advising on issues and topics related to community living, describing real-world experiences as examples, and modeling successful community living and problem-solving.
Home Delivered Meals	Nutritional counseling, planning, preparation, and delivery of meals to members who have specific nutritional needs, are unable to prepare their own meals, and have limited or no outside assistance.
Transition Setup	Coordination and coverage of one-time, non-recurring expenses necessary for a member to establish a basic household upon transitioning from an institution to a community living arrangement that is not operated by the state.
Life Skills Training	Individualized training designed and directed with the member to develop and maintain member's ability to thrive independently in community physically, emotionally, socially and economically.

Service Delivery Model



Self-Directed ADLs/IADLs Service Models

- CFC services must be provided by one or more of the service delivery models defined in statute. Models are categorized into three groups:

1. Agency Model
2. Self-Directed Model with Service Budget
3. “Other”

*Homemaker, Personal Care, Health Maintenance



Key Factors Considered for Service Delivery Model Decision

- Participant directed
- Accessibility for members
- Flexibility in the amount of self-direction wanted
- Member can access in unstable health
- Speed and efficiency of enrollment
- Cost and timeline for moving model into CFC
- 24-hour backup support

Key Decision Factors

Factor	IHSS	CDASS
Participant directed	Yes	Yes
Accessible for the most members	Yes	No
Flexibility in the amount of self-direction wanted	Yes	No
Member can access in unstable health	Yes	No
Speed and efficiency of member enrollment in model	Faster	Slower
Timeline for moving model into CFC, difficulty of system changes	Faster	Slower
24-hour backup support	Yes	No

In-Home Support Services

- IHSS is a Participant directed service delivery option that can be provided in the home and community. Members are involved in the hiring, scheduling and training of their Attendants (Caregivers)
- Member can be in stable or unstable health
- Member can utilize Long Term Home Health and PDN
- Members and Authorized Representatives work with the IHSS agency to determine supervision needs, select and train Attendants, and directly manage their care.
- IHSS Agencies provides 24-hour back-up service for scheduled visits and access to a licensed health care professional



Participant Direction Flexibility of IHSS

- IHSS allows flexibility and what level of self-direction a member wants.
- Flexibility allows IHSS to be an extremely accessible option for members.



Service Delivery Model for CFC in Colorado

- We are starting with In-Home Support Services (IHSS) as our self-directed model in CFC.
- Members who do not wish to self-direct can still receive services through a traditional agency if desired.
- We are looking into moving Consumer Directed Attendant Support Services (CDASS) into CFC in the future.
- Members can still access CDASS through waiver, if eligible.



Break



Service Discussions and Feedback



IHSS Discussion

- What do we need to change, improve, or address through policy change to ensure IHSS is an effective service delivery option for CFC?

Homemaker Discussion

- What barriers do you face when utilizing this service?

Personal Care Discussion

- What barriers do you face when utilizing this service?

Electronic Monitoring - PERS and Medication Reminders

- What barriers do you face when utilizing this service?

Transition Services Discussion

- What barriers do you face when utilizing this service?

Communications

- How to submit questions, feedback, or comments:
 - CFC Email: hcpf_cfc@state.co.us
 - Via phone: Jordan Larson at 303-866-3580
- John Barry for Accommodations:
 - john.r.barry@state.co.us

What's Next?

- Next Meeting:
 - Wednesday, July 6, 2022
10:00 a.m. - 12:00 p.m. MST
 - [CFC Stakeholder Website](#)
- Upcoming Meeting Topic:
 - Continuation of Service and Service Delivery Discussion and Feedback

Meetings

- Meetings will be facilitated by the Department CFC Team the first Wednesday of every month, from 10am to 12pm MST.
- Link to meeting, meeting materials, and previous meeting notes can always be found on [CFC Stakeholder web page](#)
- Open to public
- Recorded
- Follow similar structure every month



Meeting Resources

CFC Council Meetings

The CFC Council has a standing meeting date, time and location:

Meets on the 1st Wednesday of the month from 10:00 a.m. - 12:00 p.m.

Next Meeting:

June 1, 2022

10:00 a.m. - 12:00 p.m.

Webinar/Call-in Information:

Google Meet Link: meet.google.com/puj-crid-xhb

Call in Number: 1-260-230-1249 / Pin: 719 313 221#

Virtual/Phone Meeting Only - until further notice

For more information, email hcpf_cfc@state.co.us

Meeting Materials

May 4, 2022

- [Presentation](#)
- [Webinar Recording](#)
- [CFC Overview](#)
- [Meet the CFC Team](#)
- [CFC Council Terms and Definitions](#)

hcpf.colorado.gov/community-first-choice-stakeholder-opportunities



Thank you!



Resources

[Slide deck from the National Resource Center for Participant Directed Services](#)

[CMS Technical Guide for CFC](#)

[CFC Final Regulation](#)

[HCPF CFC Resources webpage](#)

