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GOVERNOR

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G-2024-Coordinated Family Supports-001

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: COORDINATED FAMILY SUPPORT SERVICES: PROGRAM UPDATES

This letter follows the Department of Developmental Services' (Department) [January 27, 2023](#) and [March 6, 2024](#) letters, and provides updates to the Coordinated Family Supports (CFS) Pilot Program. This letter updates the process for CFS providers seeking exceptions to the minimum qualifications, changes both the Consumer/Family Satisfaction Tool distribution requirement and the Regional Center Quarterly Reporting requirement, and updates Vendor Implementation Incentive Payment Reporting Requirements. This letter does not alter CFS guidance issued [April 19, 2023](#) or [November 22, 2023](#).

CFS Vendors Seeking Exceptions to the Minimum Qualifications

The January 27, 2023 letter, in its "CFS Service Description and Rates" section, refers to the process for CFS vendors requesting an exception to the minimum qualifications through the regional center for the Department's consideration. For clarification, if a CFS vendor receives a denial to an exception request and chooses to appeal that denial, the CFS vendor is to follow the [vendorization appeal process](#) in accordance with [California Code of Regulations, Title 17 Section 54380](#).

Consumer/Family Satisfaction Tool

The January 27, 2023 letter also required the regional center service coordinator to distribute the experience questionnaire within 30 days of an individual's entrance into CFS. The requirement for regional centers to distribute the questionnaire now is deleted. The Department will reach out directly to individuals, and when appropriate to their families, to obtain feedback on services received through CFS.

Regional Center Quarterly Reporting Tool

The January 27, 2023 letter required regional centers to submit quarterly reports to the Department regarding implementation of the CFS Services Pilot Program. This quarterly reporting requirement now is deleted, and the Department will reach out to regional centers directly to obtain feedback on services provided.

Implementation Incentive Payment Reporting Requirements

The March 6, 2024 letter provided information regarding the CFS implementation incentive payment. CFS vendors must submit a completed standardized report regarding the implementation of CFS services by the end of the month following the month in which payment was received. The questions on the reporting tool have been updated to include more pertinent measures regarding recruitment, training,

demographics, process timelines and other topics. The Department will provide the updated link for this reporting tool to each regional center's primary and secondary points of contact. Regional centers must provide the updated link to their CFS vendors within 14 days of this letter, and CFS Providers must begin utilizing the new link beginning in December 2024 for payment received in November 2024 and ongoing. All other aspects of the reporting tool and process for submitting to the Department remain the same.

Vendors that have questions should contact their regional center. Regional centers with questions should email CFS@dds.ca.gov.

Sincerely,

Original Signed by:

VICKI L. SMITH, Ph.D.
Deputy Director
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cc: Regional Center Administrators
Regional Center Directors of Consumer Services
Regional Center Community Services Directors
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