

Care Coordinator Learning Day

November 6, 2025

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Agenda

1. What is CFSS?

- Advantages of CFSS
- CFSS authorization process
- The role of a CFSS agency, FMS and Consultation Services provider
- Service models (agency vs. budget)
- Service delivery plan development

2. What is DHS doing to ensure a smooth transition to CFSS?

- Extended transition period
- Temporary approval
- Consultation Services Provider RFP

3. Pre submitted Q and A

4. What resources are available for people interested in learning more about CFSS?

- CFSS Info Sessions
- On-line resources

- Please use the chat to ask questions.
- Please only ask questions regarding the topic we are reviewing. There will be time for other questions at the end of the presentation.
- Do not include any PHI or specific organization names in the chat.

What is CFSS?

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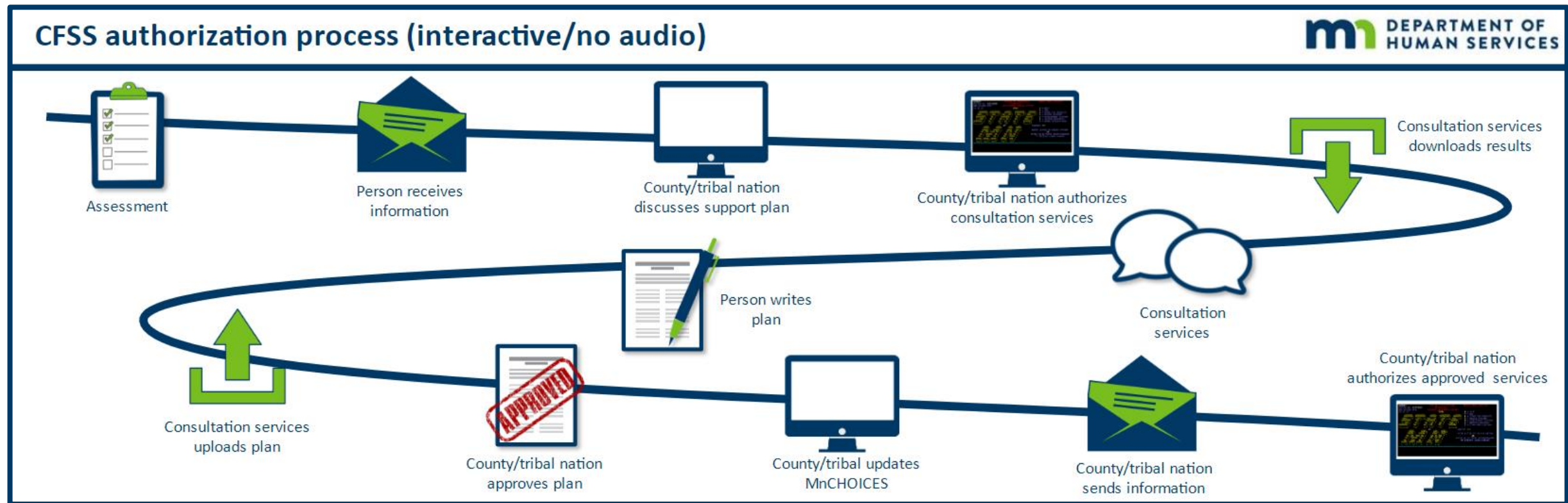
- **Community First Services and Supports (CFSS) is a Minnesota Health Care Program that allows people greater independence in their homes and communities and offers people more choice and control of how they use services.**
- On 10/1/24, DHS transitioned from Personal Care Assistance (PCA) and the Consumer Support Grant (CSG) to CFSS.
- Individuals will transition to CFSS with assessments and reassessments beginning on or after 10/1/24.

What are the advantages of CFSS?

- In CFSS, there are additional eligible workers including:
 - Paid parent of a minor
 - Spouse
 - People who themselves receive CFSS
- Worker training and development is covered.
- Additional goods like Personal Emergency Response Systems (PERS) are covered.
- Flexibility in use of units and dollars between personal care staffing and goods and services.

CFSS authorization process

- [CFSS authorization process](#)



- **Lead Agencies:** Overseeing and coordinating the delivery of services to individuals. Authorize CFSS plans, update service agreements, coordinate with providers.
- **Consultation Services Providers:** Educate and help people write the service delivery plan, if desired, and review the plan. Provide ongoing support.
- **FMS:** Support people using the CFSS budget model to fulfill their responsibilities in being the employer of their workers. Facilitate the purchase of goods/services for people in CFSS agency and budget models.
- **CFSS Provider Agencies:** Recruiting, hiring, training, supervising, and paying the support workers for individuals receiving CFSS services.

Consultation Services Providers

- Consultation services providers are responsible for:
 - Service set-up and annual CFSS orientation.
 - Ongoing consultation and skill development.
 - Quality assurance support.

Consultation Services - service set-up and annual CFSS orientation

Service set-up and annual CFSS orientation includes:

- Education for the person about CFSS and its service options.
- Support for the person to write their service delivery plan, to the extent the person desires. For more information, refer to CFSS Manual – PCA/CFSS service delivery plan.
- Review of the person's service delivery plan.
- Guidance about whether the person's service delivery plan is complete and only contains covered services.
- Submission of the service delivery plan to the lead agency for approval.

Consultation Services - ongoing consultation and skill development

Ongoing consultation and skill development includes:

- Responses to questions and concerns the person has throughout the service plan year.
- Support for the person to make changes, if needed.
- Ongoing support for the person if they use the budget model.
 - Work with the FMS provider to provide the person with ongoing support to serve as the employer of their workers.
 - Check in with the person ensure they are completing employer tasks.
 - Support the person's success with the budget model, offer assistance and/or recommend involuntary exit, if needed

Consultation Services - quality assurance support

- Quality assurance support includes:
 - Semi-annual review for the person if they do not have a case manager/care coordinator and their spouse or parent (if a minor) serves as their worker.
 - Assistance for the person if they are using the budget model and not fulfilling their employer duties.
 - Recommendation to the lead agency (if the person is on a waiver or Alternative Care [AC]) or DHS (if the person is not on a waiver) to remove the person from the budget model, if necessary.

In CFSS, the person can choose between two service models:

- **Agency Model** - Service model in which the lead agency authorizes units to the person, and the person selects a CFSS provider agency to employ workers. This service model is similar to the traditional PCA service option.
- **Budget Model** - Service model in which the lead agency authorizes dollars to the person, and the person employs their workers. The person selects an FMS provider to assist with employer-related tasks.

Similarities between the agency and budget model

- Person directs care.
- Person selects a consultation services provider.
- Person writes their CFSS service delivery plan.
- The lead agency approves the CFSS service delivery plan.
- Spouses and parents of minors can be paid to provide services.
- Ability to purchase goods, services, and PERS.
- Covered and non-covered services are the same.

Differences between the agency and budget model

- **In the agency model:**
 - Lead agency authorizes service units.
 - Person selects a CFSS provider agency.
 - CFSS provider agency is the employer of the person's workers.
- **In the budget model:**
 - Lead agency authorizes dollars.
 - Person selects an FMS provider.
 - Person is the employer of the workers, if applicable.
 - Workers are part of the SEIU Healthcare Minnesota and Iowa bargaining unit, if applicable.

Service Delivery Plan

- All people using CFSS will create a service delivery plan.
- Must be approved by the lead agency.
- CFSS Individual Service Delivery Plan - [DHS-6893P](#)

CFSS Individual Service Delivery Plan

People using community first services and supports (CFSS) must write a service plan and can use this template to ensure they include all required elements.

You can ask your consultation services provider for help if you want. When you complete this plan, submit it to your consultation services provider for approval. Your consultation services provider will instruct you on how their business receives plans.

PLAN DATE <input type="text"/>	VERSION: Is this version a new plan or a revised plan? <input type="radio"/> New <input type="radio"/> Revised	This plan cover the time period from: <input type="text"/> to: <input type="text"/>
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Your information

Contact information					
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STREET ADDRESS <input type="text"/>		CITY <input type="text"/>	STATE MN <input type="text"/>	ZIP CODE <input type="text"/>	COUNTY OF RESIDENCE <input type="text"/>
EMAIL ADDRESS <input type="text"/>					PREFERRED PHONE NUMBER <input type="text"/>

Topic of the Month – Revisions to the service delivery plan

- [CFSS mid-year changes for MCOs](#)
- Table to help lead agencies and providers understand what action needs to occur when a person requests a change to their service delivery plan.

Process to switch from the budget model to agency model mid-year

1. Consultation services provider revise the service delivery plan.
 - End budget model plan calculating total estimated dollars used.
 - Create an agency model plan with estimated remaining units.
2. Lead agency review and approve the service delivery plan and complete the 6893W.
3. CFSS provider agency and FMS provider participate in a coordinated transfer of care.
4. Lead agency revise the SA or submit the 6893i.
5. Lead agency may need to readjust service agreement lines, if needed.

Resource: [CFSS process to change service options/models](#)

What is DHS doing to ensure a smooth transition to CFSS?

What will happen if I am not ready to transition from PCA/CSG to CFSS?

- On 10/1/24, DHS transitioned from Personal Care Assistance (PCA) and the Consumer Support Grant (CSG) to CFSS.
- Individuals will transition to CFSS with assessments and reassessments beginning on or after 10/1/24.
- Extension of PCA or CSG to transition to CFSS, if needed.

Transition Period for CFSS Extension

- DHS leadership has approved an extended transition period for people using PCA or CSG that allows people additional time to transition to CFSS.
 - Everyone must transition to CFSS by September 30, 2026 to avoid a gap in service.
 - People using the Alternative Care program (AC) must transition by March 31, 2026.
 - Lead agencies will enter 6-month service agreement extensions.

Reassessments and Service Agreements During the Extension Period

Reassessments occurring between Oct 1, 2025 and March 30, 2026

- If a person using PCA/CSG as of the first assessment occurring on or after Oct 1, 2024 has not yet completed the transition from PCA/CSG to CFSS by their next assessment, the lead agency must authorize six months of PCA/CSG and six units of consultation services while the person continues to work on transitioning.

Reassessments occurring between April 1, 2026 and Sept 30, 2026

- If a person using PCA/CSG as of the first assessment occurring on or after Oct 1, 2024 has not yet completed the transition from PCA/CSG to CFSS by their next assessment, the lead agency must authorize PCA/CSG services through Sept 30, 2026 and six units of consultation services while the person continues to work on transitioning.

Temporary Service Delivery Plan Approval

- If a person using CFSS at the time of their reassessment will not have an approved CFSS service delivery plan before the end of their current service plan year, the lead agency can provide temporary approval to avoid a gap in service.
- The lead agency will:
 - authorize the same services as the previous year.
 - authorize those services within the limits of the eligibility of the reassessment.
 - complete the DHS-6893L

Lead agencies must:

- Complete the [DHS - 6893L](#)
 - Upload it into MnCHOICES
 - Send a copy to the person and their providers
 - Update the MnCHOICES support plan

Temporary Approval Dates

- Lead agencies will enter the service authorization for one year.
- A person must have a CFSS Service Delivery Plan (DHS-6893P) and CFSS Service Delivery Plan Addendum (DHS-6893W) each service year.
 - Consultation services providers must continue to work with the person to develop the service delivery plan.
 - Changes to the temporary plan (DHS-6893L) are not allowed. Changes may only be made when the new Service Delivery Plan (DHS-6893P) has been developed and approved.

Consultation Services Provider RFP

- Consultation Services RFP
 - August 29, 2025, by 4:00 p.m. CST - Proposals due
 - September 2, 2025 – September 30, 2025 – Evaluation period
 - Approximately October 31, 2025 – Successful Responders notified in writing of their selection and STATE's desire to enter into contract negotiations
 - 132 submitted proposals

Pre-Submitted Questions

Why did DHS switch from PCA/CSG to CFSS and what is the benefit of this program?

- Align with the federal guidelines from the Affordable Care Act, which allows for more choice, control and flexibility for the person.
- CFSS is more person-centered.
- CFSS allows:
 - More control and flexibility of units/dollars
 - More service options (agency vs. budget model)
 - Additional workers
 - Goods and services
 - Enhanced worker training

Can DHS publish a list of requirements for the service delivery plan so there is consistency among health plans, consultation service providers and delegates?

- DHS is currently working on a sample plan for both the agency model and the budget model.
- The person can develop their service delivery plan independently, if desired.
- The consultation services provider must review the MnCHOICES assessment and review the plan the person developed or develop the plan with the person.
- All fields need to be completed except:
 - Worker training a development for people on the agency model.
 - IAPP for people on the agency model.

Can the person digitally sign the service delivery plan?

- Yes, if using a platform designed for digital signature. Example – DocuSign or Adobe Sign.
- Mail for a “wet” signature if the person does not have access to technology.

What resources are available for people interested in learning more about CFSS?

CFSS Information Sessions

- DHS will host 10 identical online CFSS information sessions between Oct 20, 2025 and Nov 10, 2025.
- CFSS Information Sessions are for people who receive services.
- Each session will cover basic CFSS information and service delivery plans.
- Please visit the [webinar registration links](#) to register.

Resources

- [CFSS Policy Manual](#).
- [CFSS Frequently Asked Questions webpage \(mn.gov\)](#).
- [DSD stakeholder eList announcements](#).

Thank You!

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