

Streamlining Processes and Expanding Services

1. Implement easy-to-use process for people using CDS to find solutions to problems they encounter when using CDS.
2. Explore the option of letting people chose a Service Coordinator from a third party non-profit organization through the CDS option instead of the Local Authority.
3. Continue growing process as established by earlier version (CDW)
4. To make regulatory functions easier to follow and parallel along the same paths as the community needs' evolve.
5. Easier caregiver hiring process for families. Currently, there is so much paperwork required to hire an individual that seems repetitive and unnecessary.
6. Make it easier for families to find the needed help. Most agencies do not have any staff available (especially on short notice) to provide services for families.
7. To see the Council expand the array of services available through consumer direction.
8. More Service Delivery Areas offering CDS to mental health consumers.
9. Like Council to consider input from consumers and FMSAs to create actionable deliverables that will streamline the program, improve awareness, and make the CDS option a viable solution to more participants.
10. Continue to work with agencies to expand CDS to all the services available in the waivers such as it is in TxHmL.
11. Discuss solutions for employee recruitment and retention such as incentives. For many consumers, they prefer the provider model since it does not require them to personally recruit staff.
12. Discuss person-centered planning and flexibility of budgets in regard to individualized needs and how this can be included in CDS. Rather than services being compartmentalized, they could be based on person-centered plans so they are individualized and therefore the consumer is able to receive the services they need, not just those that are on a menu of services with limits.
13. Would like to see healthcare disparities, barriers, and access to care for minority consumers to be addressed.
14. Review Chapter 41 rules in policy and innovation.
15. Want to be at the table before, during, and after policies that affect CDS are created.
16. Look at services for teens transitioning to adulthood and family support services for them including relative caretaker.

Training and Outreach

17. Develop a template for semi-annual training of FSMAs.
18. Outreach with DADS PHC case managers and work with MCOs to further train service coordinators to discuss/provide CDS options.
19. Promoting and educating CDS option to individuals and stakeholders (service coordinators.
20. To establish a recruitment and retention program for the direct services provider/attendants.
21. Get outreach and training modules to address the FMSA, the Consumers, the attendants, the guardians, and the community.
22. To continually advocate for service recipients and ensure that they are given as much control and choice in self-directed services as possible.
23. Making more families aware of the program.
24. To support the Council in recruitment and retention, as well as provide feedback for things such as wages and benefits.
25. Focus on marketing CDS.
26. Increase participation in CDS across all populations and communities and to discuss marketing and funding plans.
27. Help people understand what they can do to improve their lives.
28. Need for Peer Support Programs for disabled children and families.

29. Explore opportunities to educate consumers and providers of services available including community groups' such as senior community centers, churches, and schools that provide special education services.
30. Work more in partnership with MCO to help educate consumers served by this Council.

Quality Assurance and Performance Improvement

31. Want to serve customers/individuals better and ensuring rights are protected.
32. Identify best practices in self-direction services and apply them by continued review and revision of current CDS services in Texas.
33. Ensuring that the Council represents participant issues is essential so establishing means for soliciting feedback and communicating change is another goal.
34. Establishing quality assurance outcomes so the Council can determine by gathering data that self-directed services are of good quality and consumers are satisfied.
35. Oversight of existing CDS programs.
36. To establish both a QAPI guideline for CDS agencies, as well as clearly define the policies and procedures governing CDS agencies.
37. Recognize barriers that prevent consumers from making their own choices, identify ways to better support consumers and identify ways to make the process easier.
38. Advocate for person centered services where consumers are able to sustain a quality of life.

Long-Term Success and Growth

39. Ensure that funding available through the CDS option remains equitable when compared to Program Provider options.
40. To maintain and grow community and regulatory/state representative relationships that work together to expand services while maintaining the return on investment.
41. To make CDS a way of life that everyone can enjoy with providing a cost reinvestment for future growth
42. Legislative recommendations on CDS.
43. To develop lateral, vertical and diverse relationships with a group of individuals committed to successful outcomes for the consumers of CDS.