

Community First Services and Support (CFSS) FREQUENTLY ASKED QUESTIONS

What is Community First Service and Supports (CFSS)?

CFSS is a new self-directed service. It replaces Personal Care Assistance (PCA) and Consumer Support Grant (CSG). Implementation of this new program started on October 1, 2024.

CFSS covers the same services as PCA:

- Activities of daily living, such as eating, bathing, grooming and transferring
- Health-related tasks
- Instrumental activities of daily living, such as shopping, cooking, laundry, and assistance with self-administered medications
- Observation and redirection of behavior.

When will I transition to CFSS?

DHS began implementing CFSS on Oct 1, 2024. People will transition at their yearly reassessment to ensure there is no disruption of services. All persons must be transitioned to CFSS by 9/30/2026.

I had my first assessment or re-assessment after 10/1/2024. What do I do now?

- If you didn't select your consultation provider at the time of your assessment or re-assessment you need to select a [consultation service provider](#).

If you choose within 183 days (6 months) of the service agreement start date:

- The consultation provider or you will email SSTEAMCFSS@co.dakota.mn.us with your selection of consultation provider. Include the name of the person beginning CFSS, and their PMI#

If you choose after 183 days of service agreement start date:

- The Consultation Service Provider must submit a CFSS Technical Change Request (DHS-6893K) to DHS within 30 days of the first service date.

- This form needs the person's PMI number, service agreement number (if known), provider name, NPI/UMPI, and start date.
- For both cases, the Consultation Service Provider must ensure the provider is [enrolled with MHCP](#) before starting services.
- Dakota County will set up the service authorization for consultation services with your chosen provider.
- Contact your selected [consultation provider](#) to schedule an appointment to develop your CFSS plan.

Is a consultation service provider required?

Yes, everyone must select a consultation services provider. You can find a list of eligible consultation services provider agencies on [the DHS website](#). The consultation services provider will explain CFSS and the two model options. They also help with writing the service plan. However, people can choose how much they use their consultation services provider.

What if the person has questions about their options in CFSS?

Each person will choose a [consultation provider](#) who will answer questions and help to develop the CFSS plan. The consultation provider is required. However, the person may decide how much they want to use the consultation provider.

What are the similarities and difference between the CSG and the CFSS Budget and CFSS Agency Model?

In CSG and both CFSS models:

- A person's spouse can be their worker.
- A minor's parent can be their worker.
- A person can purchase goods and/or services.
- A person must have a service delivery plan that describes the goods and services they will use

In CSG and the CFSS Budget Model, a person

- Receives a budget instead of units.

- Is the employer of their direct care workers.
- Works with a financial management services (FMS) provider.

In CFSS, a person

- Receives both state and federal funding.
- Develops their service delivery plan with their chosen [consultation services provider](#).
- Has a separate worker training and development budget, in the amount of \$1330.37
- Cannot convert home care nursing (HCN) hours to a CFSS budget.
- Can use either CFSS model if they are on a waiver, on the Alternative Care (AC) program and/or age 65 or older and enrolled in a managed care organization (MCO).
- Receives the CFSS home care rating P, Q or R if they had the PCA home care rating LT, and they are eligible for more hours per day.

What are the similarities and difference between the PCA and CFSS?

Like PCA, CFSS also covers the following:

- Activities of daily living (ADLs).
- Instrumental activities of daily living (IADLs).
- Observations and redirection of behaviors.
- Health-related procedures and tasks.
- Driving.

Difference is that CFSS also covers:

- Assistance with skill development, maintenance and enhancement.
- Consultation services.
- Worker training and development.
- Goods and services.
- Financial management services (FMS). (if using budget model)

What goods and services are approvable on CFSS?

Only goods and services that meet the following criteria are approvable:

- Related to an assessed need (including instrumental activities of daily living [IADLs]).
- For the direct benefit of the person.
- Increase the person's independence to complete tasks associated with their assessed needs or decrease their need for assistance with a covered CFSS personal care service from another person.
- Included in the person's service delivery plan.

Please note: Many goods and services previously approved on CSG, are not approvable on CFSS if they don't meet the above criteria.

[CFSS Policy Manual - Goods and Services through CFSS](#)

May I change CFSS models mid-year?

Yes, a person may choose to change CFSS models **once** during the plan year.

You Must:

- Revise the Service Delivery Plan with your consultation provider
- Consultation provider must notify SSTEAMCFSS@co.dakota.mn.us that a revised plan is in MnCHOICES for approval
- Lead Agency will complete a new 6893W and revise the SA. If unable to revise the SA, the must submit DHS-6893I
- CFSS provider agency and FMS must communicate to coordinate the switch

[CBSM - CFSS process to change service model](#)

How do I request a change to my CFSS service Delivery Plan?

To make any of the changes below contact your consultation provider to request the change. After your consultation provider revises the Service Delivery Plan (SDP), they will notify Dakota County that the revised SDP is ready for approval by email SSTEAMCFSS@co.dakota.mn.us

- Changing the model (refer to [CFSS Manual – PCA/CFSS process to change service options/models](#)).
- Adding more worker training and development ([waiver/AC only; refer to CFSS Manual – CFSS worker training and supervision](#)
- Changing an FMS provider (refer to [CFSS Manual – Changing PCA/CFSS providers](#)).
- Moving units/dollars between personal care, goods/services, PERS and FMS fee.
- Changing a cost of a specific good/service or PERS.
- Changing a good, service or class.
- Adding or removing goods, services or PERS.
- Changing a CFSS provider agency (CFSS through an MCO only).

The following CFSS changes do not require authorization or approval:

- Change in the person's or representative's contact information.
- Minor change in how the worker performs an approved task (e.g., person would like to take showers instead of baths).
- Worker job description (budget model only).
- Back-up plan (unless the person is making changes involving the purchase of a personal emergency response system [PERS]; refer to [CFSS Manual – CFSS PERS](#)

How do I request a change to my CFSS provider?

- Inform SSTEAMCFSS@co.dakota.mn.us that you want to change provider.
- Notify your current provider that you are changing providers
- Request new provider to submit the CFSS Technical Change Request (6893K) to DHS to add them to the service agreement

- Request that consultation provider updates your CFSS plan with new provider information

If I choose Budget Model, who do I call about questions about my budget?

The contact for people using the budget model is the Financial Management Services Provider (FMS)

Once I start CFSS, may I change back to PCA or CSG??

No, once you have a CFSS service authorization, you may not return to PCA or CSG.

Can the Participant's Representative also be a paid worker for the person receiving services?

No, under CFSS the Worker and Participant's Representative cannot be the same person. This requirement is a change for those transitioning from CSG. There is no change in this requirement for those that were previously receiving services under the PCA program

Can a parent or spouse be paid to provide services to their minor child or spouse under CFSS?

Yes, parents of minors and spouses can be paid to provide caregiving services under CFSS, if they are not the Participant's Representative.

For details regarding rate of pay and hours contact your Financial Management Service (FMS) Provider

Are there different requirements for Workers under CFSS?

- Yes, all Workers will be required to complete online training, be issued a certificate and provide a copy of that certificate to their employer.
- All Workers will also be required to complete a DHS NetStudy 2.0 background study.
- All Workers will be required to track the activity/task they are completing when working with the person receiving services. These activities/tasks will need to be tracked per shift.

If a person works with more than one individual on CFSS, is there a limit on how many hours they can provide caregiving services?

A Worker is limited to 310 hours per month between all the individuals they work with. It is the responsibility of the Worker and the Representative to track these hours.

Why is the Dakota county approving my first CFSS plan to start 2 months in the future?

- If you are new to services and were not receiving CSG or PCA services, the date Dakota County signs the CFSS Approval 6893W is the date the service authorization begins.
- If you are utilizing CSG or PCA services, we need to plan to avoid a gap in services. It takes time for the approved plan to be entered and a service authorization to be available to the providers. Final approval is needed from DHS. The entire process can take up to 6 weeks.

When will my plan be approved?

Dakota County is responsible to approved or deny the CFSS service delivery plan within 30 calendar days of when the plan was submitted to the county from the consultation provider.

What do I do if I am receiving CFSS and moved to Dakota County from another county?

- Your current provider can continue to bill. With CFSS no official transfer is needed.
- At time of re-assessment, your provider should submit the Re-Assessment request to Dakota County with your new address.
- Your Consultation Service provider should revise the CFSS service delivery plan with your updated address. The county does not need to re-approved the CFSS plan.

How do I extend my CSG/PCA if I am not ready to transition to CFSS?

- All person must be transition to CFSS by 9/30/2026.
- Email SSTEAMCFSS@co.dakota.mn.us to request an extension of your PCA services
- For CSG, if a CSG ADM case with AB&B Services- contact your AB&B contact to develop your extension CSG plan
- For CSG, if you have a case manager contact them for assistance to develop your CFSS extension plan

What do I do if my MA is closed, and I am on CFSS??

- Your CFSS services will be suspended until MA reopens
- Most people receiving MA or Minnesota Care have an annual renewal. To find out your renewal month, please go to the [Minnesota Department of Human Services Renewal Lookup Tool](#)
- Request DHS MA forms to be mailed via [Dakota County online request form](#)
- If you would like to completed your MA renewal over the phone, please call 651-554-5611 between 10 a.m.–2 p.m. Monday-Friday.
- Once MA is open, you will have access to CFSS services

Where can I direct my CFSS questions if I do not have an assigned case manager?

Question can be directed to SSTEAMCFSS@co.dakota.mn.us or 952-891-7989

Helpful Links:

[DHS – List of Consultation Service Providers](#)

[Information for People Who Use CFSS – English, DHS-6893U-ENG \(PDF\)](#) or translated versions:

[Information for People Who Use CFSS – Hmong, DHS-6893U-HMN \(PDF\)](#).

[Information for People Who Use CFSS – Karen, DHS-6893U-KAR \(PDF\)](#).

[Information for People Who Use CFSS – Russian, DHS-6893U-RUS \(PDF\)](#).

[Information for People Who Use CFSS – Somali, DHS-6893U-SOM \(PDF\)](#).

[Information for People Who Use CFSS – Spanish, DHS-6893U-SPA \(PDF\)](#).

[Information for People Who Use CFSS – Vietnamese, DHS-6893U-VIE \(PDF\)](#).

For people currently using PCA/CSG, [CFSS Information Sheet – English, DHS-8477A-ENG \(PDF\)](#) or translated versions:

[CFSS Information Sheet – Hmong, DHS-8477A-HMN \(PDF\)](#).

[CFSS Information Sheet – Karen, DHS-8477A-KAR \(PDF\)](#).

[CFSS Information Sheet – Somali, DHS-8477A-SOM \(PDF\)](#).

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