

Committee members are being asked to review the following public recommendations made at the December 2023 FMS Townhall Meeting to decide which recommendations to move forward with and consider additional recommendations they may have.

Agenda Item 7.

FMS Townhall Report Discussion

Delayed or Missed Payments Recommendations

1. DDS should provide clear directives regarding regional center communication. Instructions should specify the process for providing updates to participants, FMS providers, and Independent Facilitators regarding the Purchase of Service (POS) Screenshots and e-Billing set up.
2. Participants should be notified when a POS is issued.
3. Participants should receive confirmation that e-Billing has been set up and should be notified if there are any issues or delays in that process.
4. DDS should provide a list of reimbursable expenses to FMS providers so that they can be reassured that expenses are allowable.
5. FMS provider should have a process for instantaneous purchases.

Lack of Standardization Recommendations

1. DDS should issue directives with guidelines to standardize the timeline for onboarding.
2. Regional centers and FMS providers should create a publicly shared agreement that outlines the steps that each will take when an SDP participant is 1) enrolling in SDP 2) transitioning between fiscal years, and 3) revising their spending plan.
3. DDS should develop a list of best practices for FMS providers, set performance standards, and develop a rating system to inform the public about which providers are adhering to best practices.
4. FMS providers should standardize and be more transparent with charges and fees and should provide a public listing of vendors that are set up to work with FMS payments.
5. FMS providers should have standardized forms, protocols, and procedures.
6. FMS providers should use a centralized data system.
7. Employer Burden rates and costs should be standardized.
8. DDS should centralize the vendorization of FMS providers under one regional center.

Reporting and Waitlists Recommendations

1. DDS should create a task force to identify the needs of all parties and develop guidance to ensure consistency in 1) the details included in reports and 2) the frequency and means of delivering reports.
2. Simplify billing statements so families who are either new to the services system or to SDP can have a deeper understanding of what they read on their financial statements.
3. Utilize business consultants to assist FMS providers with responding to the rapid growth and increase in demand.
4. Create a public list of FMS providers that includes information about which providers have a waitlist, and how long wait times are.

Recommendations

Training and Technology

1. Additional training on participants' roles and responsibilities as an employer.
2. FMS providers should have computers, printers, scanners, etc. available for participants and families to use.

Rate Changes

3. Townhall attendees suggested that current rates be grandfathered in for the entire budget year, and that rate changes be applied the following year.

Other Recommendations

1. Increased access to translation services and Spanish speaking customer services representatives.
2. Release directives in Spanish at the same time they are released in English.
3. Increased communication about the status of background checks.
4. Improve communication from FMS providers to participants, and better-quality communication between FMS providers, regional centers, SDP participants, and Independent Facilitators.