

## Front Door Workgroup Meeting

**Purpose:** Improve the experience of people with disabilities and their families as they navigate complex service delivery systems by creating a single “front door” to DDD services.

**People:** DDD team members, CSP staff, CM Staff, Family Support Coordinators, Family Members

**Date:** June 08, 2022

**Time:** 1:00pm -400 pm CT

## Meeting Agreements:

- One person talks at a time
- Be respectful of other perspectives
- Listen to understand before providing solutions

**Location:** Arrow Resort, Chamberlain  
Howe/Glass Room  
1500 Shoreline Dr, Oacoma, SD 57365

Agenda Item	Owner	I or D Info Decision	Desired Outcome	Come Prepared to...	Time Allotted
1. Welcome & Standing Items <ul style="list-style-type: none"> <li>• Review of Agenda and Meeting Agreements</li> </ul>	Kade	I	We revise agenda to reflect our current priorities and we engage team member through roles.	Offer to assist with roles	5 mins 1:00pm-1:05pm
2. Introductions <ul style="list-style-type: none"> <li>• What do you hope to learn or accomplish today?</li> </ul>	Kade	I	Share who you are and where you come from.	Introduce yourself	15 mins 1:05pm 1:20pm
3. DDD Vision of the Front Door	DDD	I & D	DDD will share a basic overview of the current process and how entrance to services may look in the future	Listen and ask questions	25 mins 1:20pm-1:45pm
4. What about the current intake process should change or stay the same?	Jess	D	Gather input from stakeholders on what works and does not work about the current process	Bring suggestions and think of examples	40 mins 1:45pm-2:25pm
5. Break					10 mins 2:25pm-2:35pm
5. Front Door Process Mapping	DDD Staff	I & D	Provide overview of proposed “front door” process	Provide feedback and ask questions	60 mins 2:35pm-3:35pm
6. Trajectory of the Front Door	DDD Staff Work group members	D	Map out a vision for DD intake considering what we want and don’t want	Provide feedback	10 mins 3:35pm-3:45pm
7. Do we know what we are expected to do before we meet again on?	Jaze	I	We review action items and deadlines	Follow through on accepted tasks.	5mins 3:45pm-3:50pm

8. What items do we want to add to our next agenda?	Jaze	I	We prepare a draft of next meeting agenda	Contribute items to the agenda.	10 mins 3:50pm- 4:00pm
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