Front Door to Supports

• DDD Capacity:
  • Training for DDD Intake Specialist
  • Looking at other models of intake – HelpLine Center
  • Add a section/button to the DDD website specifically for families – service options, etc.
• Determine how crisis/emergency needs will be handled
• Communication
  • Messaging to providers and other partners
    • How to contact
    • How will new process change current practices?
• Gentle persistence with families – documentation gathering, submission
  • List of required documents

What We Want

• Simplicity
• Empathetic listening
• Follow through and follow up
• Sharing other available options if person isn’t eligible for DD services
• Consistent/universal forms and applications
• Communicate to families a timeframe for when they can expect to begin services

Don’t Want

• People determined eligible, but still waiting for services
• Long time for response/follow up
• Losing personal connection w/providers in the person’s local community
• Long time to process paperwork
• How long is a person eligible if services can’t be provided right away? (does eligibility “expire”?)
• Time it takes to schedule/complete psychological exams, & other testing
• Not considering families w/o email or internet
• How to handle crises – urgent needs for services

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