

# 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

- 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

## 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

