

# DDD Stakeholder Collective

October 20, 2021

# Why a Stakeholder Collective?

- As stakeholders, we have common goals, vested interest, and shared knowledge
- DDD places priority and value in fostering open and clear communication with people who access services offered as well as those who provide services
- Sharing information and asking for feedback on a regular basis is key to continuous quality & improvement

# Who is included in the Collective?

- SD Advocates for Change
- DD Council members
- SD Supporting Families Community of Practice members
- Community Support Providers – CHOICES and FS 360
- CHOICES Case Management Providers
- Family Support 360 Coordinators
- Division of Developmental Disabilities staff

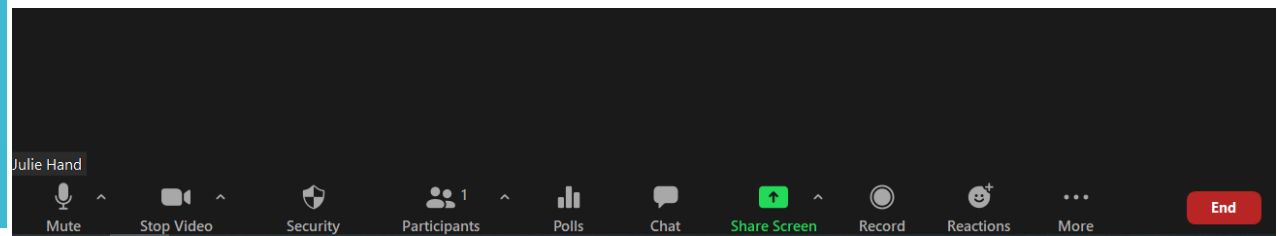
# How often will the Collective convene?

- Quarterly
- Will REPLACE any meetings typically held with each group listed previously during the following months:
  - October
  - January
  - April
  - July



# Meeting Agreements & Navigating Zoom

- Mute microphone when not speaking
- One person talks at a time –
  - Can use the “raise hand” feature under “Reactions”
- Use Chat & Reactions
- Be respectful of others’ perspectives
- Listen to understand before providing solutions
- Change to Gallery view of other attendees



# Assigning Roles:

- Timekeeper:
  - Pays attention to the time and reminds us when it's time to move to the next agenda item
- Recorder: Tyler Evins, DDD
  - Takes notes and captures key discussion points to share after the meeting
- Chat Box Monitor:
  - Watches for questions and comments in the Chat to share with the larger group
- Waiting Room: Jaze Sollars, DDD
  - Makes sure no one is left in the waiting room as our meeting starts and/or for those joining after we begin.

1

Follow up from July  
Stakeholder Collective  
– 5 mins

2

Review & Update on  
DDD initiatives – 1 hr  
15 mins

- Opportunity for questions,  
comments & discussion

3

Wrap Up – 5 mins

Review of Agenda:

# July Recap – Front Door to Support

## 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



# July Recap – Family Support 360 Waiver Renewal

## Family Support 360

- Family Support Council
  - Meeting dates and times posted in an easy to find location
  - Distribute to FS Coordinators to share w/ families
  - Announce @ Family & Self-Advocate Conv. Sessions
  - Agendas & connection information shared early
  - Ability to contact Council members to provide input
- Family input in waiver development
  - Opportunities to be part of the development
  - Community meetings across the state – solicit feedback
  - Support and education for changes made
  - Strong conversations with FS Coordinators regarding service definitions
- Requirement for therapeutic services to be provided by certified person?

## What We Want

- Diverse representation on FS Council
- Specialized childcare – reimbursement directly to the provider
- Therapeutic services – art, horse, music, water
- Supports for all ages and stages of life
- Supports that help the family successfully support the person
- Education to FS Coordinators
- Behavioral Support training for providers – companion, respite, personal care
- Sensory items – further review/discussion for those that may be toy-like

- Long planning lists
- Agency with Choice – limits providers and hours of support
- Expecting people to seek opportunities to provide feedback
- Changes to policy w/ a lack of communication
- FS Council meetings are not always welcoming to comments

## Don't Want

- Individuals having to “fit into” waiver services
- Long planning lists
- Limited hours of support
- Limited providers



# Continuum of Care: Community Services

- Family Support 360 Waiver Renewal
  - Addition of “Other therapies” service
  - Consideration of behavioral supports
  - Agency with Choice – address current challenges for families to hire providers & access services
- Timeline for waiver renewal:
  - November 2021 – Survey to Family Support 360 participants & family members
  - November 17 & 18 – Family & Self-Advocate Conversations
  - December 4, 2020 – Family Support Council meeting – public comment opportunity
  - January 2022 – February 2022 – Formal public comment period prior to submission to CMS
  - March 1, 2022 – Submission of FS 360 waiver application to CMS

# Continuum of Care: Community Services

- CHOICES Rate Methodology Workgroup
  - Guidehouse consulting
  - Evaluation of CSP rates for direct services
  - Required by CHOICES waiver to review rate methodology every 5 years
  - Required by Senate Bill 147
  - October 25<sup>th</sup>: CSP Rate Methodology Workgroup meeting
  - October 25<sup>th</sup>: Rate Methodology Steering Committee meeting
  - November -

## Continuum of Care: Communication

### Stakeholder Engagement & Education

- Providers
- Family & Self-Advocate Conversations
- DDD Stakeholder Collective
- Family Support Council
- Supporting Families Community of Practice

### Informational Video Series

- 6 short (5-10 min) videos
- Survey of self-advocates & family members

### Draft waiver manuals – policies & procedures

- CHOICES
- Family Support 360

# Continuum of Care: Provider Capacity

Regional Crisis Center  
RFP

DDD Training Manager

Transportation

Agency with Choice

DDD Technology  
Committee

Community  
Collaboration

- Open Futures Learning platform

Roles &  
Responsibilities  
Workgroup

LifeCourse Nexus  
Workgroups

- Foundational Training in person centered planning
- ISP Development

Learning  
Opportunities: Person  
Centered Thinking &  
Charting the  
LifeCourse

## Wrap Up

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Next meeting:

January 19, 2022

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Suggested topics?

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Chat: What's one thing you appreciated about today?

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Poll: Respond to poll questions to provide feedback!