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.
Review of Agenda:

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
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 DDD 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 – Front Door to Support

Developed by the UMKC IHD | lifecoursetools.com 10/2016
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

**Don't Want**
- Individuals having to “fit into” waiver services
- Long planning lists
- Limited hours of support
- Limited providers

*Developed by the UMKC IHD | lifecoursetools.com 10/2016*
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 25th: CSP Rate Methodology Workgroup meeting
  - October 25th: 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
Next meeting:
January 19, 2022

Suggested topics?

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

Poll: Respond to poll questions to provide feedback!