



State of Connecticut  
Department of Developmental Services

DDS

Ned Lamont  
Governor

Jordan A. Scheff  
Commissioner

Elisa F. Velardo  
Deputy Commissioner

Minutes of November 7, 2022 - ARPA Individual and Family Engagement Transformational Committee

Location: Meeting held Virtually via Microsoft Teams

In attendance: Greg McMahon, Shannon Jacovino, Maricruz Ortiz, Joanne Malise, Adrianna Ramirez, Jessica Sundell, Pat Tyler, Lena Esposito, Dr. Cheryl Ellis, Kevin Arce, Denise Palladino, Geri Kogut

Guests: Kimberly Butts, Kevin Bronson (DDS), Maura Fitzgerald (McDowell), Rebecca Brockway (McDowell)

1. Call to Order by Greg McMahon. Public Meeting Requirements were reviewed.
2. Minutes from previous meetings were approved.
3. Committee was introduced to Maura Fitzgerald and Rebecca Brockway from MacDowell Communications Group.
4. Updates –
  - **CCH Incentives** – the committee’s recommendation re: the need for CCH incentives has been discussed with ARPA leadership. The challenge is that financial incentives cannot be given to the Home provider. The committee questioned whether financial incentives could be offered to agencies for recruitment efforts. If DDS wants CCH to be an option for ARPA transformation, CCH incentives must be developed. Joanne Malise of Living Innovations has offered to assist DDS with this.
  - **Self-Direction Incentives** – the committee’s recommendations on incentivizing goods and services has been brought to ARPA leadership. This is being looked at and worked through.
5. Review & Discussion of Provider Employment and Day Incentives PowerPoint (attached)
  - There are 2 phases of the ARPA transformation process. In phase 1 providers are invited to voluntarily step forward with a plan. In phase 2 all providers will be required to submit a plan that will hopefully incorporate lessons learned in phase 1. McDowell is currently working on a transformation plan template.
  - The 200 individuals will be included in the provider transformation plans. In their plans, providers must outline how they are engaging individuals and families in the process, staffing needs for each individual. In addition to the overall provider transformation plan, there will be an individualized, person centered plan for each individual. All plans will be reviewed by DDS.

6. Review & Discussion of Movin' on Transformation Document (attached)

The committee was specifically asked to provide feedback on the Transition Safeguards section of the document.

- Consideration needs to be given to individuals who have committed to a lease when moving into an independent or cluster apartment setting if that arrangement does not work out.
- CCH? – these safety nets are for all settings, including CCH.

7. Discussion and Feedback on Residential Incentives (attached)

- Slide 3 last bullet – CCH should be added to list of options for moving individuals who have significant behavior or medical supports off the emergency list and into a vacant residential option.
- CCH should be added to ALL slides.
- The committee does not feel the information on the slides is written in a way that is accessible to individuals and families. It's too technical, too much jargon, too many acronyms and doesn't provide any information on incentives for individuals and families.
- Provider incentives are not what individuals and families will want to know. Families will want to understand the process and how it will impact their loved ones in clear, and simple, human terms.
- Communications need to be understandable and accessible to all, including individuals the department serves.
- DDS needs to use a multi-media, multi-pronged approach when communicating with individuals & families – statewide forums, website with information that is easy to find, about service options in writing and videos, short bursts of information.
- Information must be available in other languages.
- There must be a communication plan that addresses how to reach individuals and families DDS is not currently reaching.
- When communicating with individuals and families it's important to keep in mind that they will be hesitant and concerned about the impact of changes. They will want information about the challenges of supports options and how those challenges will be handled.
- These are big changes. Individuals and families considering new support options should be connected with other individuals and families who understand the experience, the type of support, and can share information on success and challenges.
- Transformation plans must include how an individual who has had 24-hour staffing or family support will gradually transition to no overnight staffing.
- It is critical for Case Managers to be up to date, clear and supportive of the goal to support individuals in moving to less restrictive support options.

8. All agreed that we should keep to the same schedule of biweekly meetings on Mondays from 10:00am-11:30am moving forward.

9. Next Meeting: November 21, 2022 10:00am-11:30am

10. Meeting adjourned 11:20 am