



State of Connecticut
Department of Developmental Services

DDS

Ned Lamont
Governor

Jordan A. Scheff
Commissioner

Elisa F. Velardo
Deputy Commissioner

Minutes of January 9, 2023 - ARPA Individual and Family Engagement Transformational Committee

Location: Meeting held Virtually via Microsoft Teams

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

Absent: Joanne Malise, Lena Esposito

Guests: Kimberly Butts, support staff, Maura Fitzgerald (McDowell Communications)

1. Call to Order by Greg McMahon. Public Meeting Requirements were reviewed.
2. Minutes from previous meeting were approved.
3. Discussion & feedback on DDS ARPA support options videos with Maura Fitzgerald

DDS is looking for feedback from the committee on a series short videos, 3-4 minutes, that will serve as an introduction to the types of supports offered. Videos are intended to be both promotional and educations. DDS wants to give people a vision for how they or their loved can use those supports, while also being realistic about the challenges for each option. The videos' topics will mirror options covered in the 2022 4th Tuesday forums.

1. Supportive Housing
2. Individualized Home Supports
3. Assistive Technology
4. Community Companion Homes (CCH)
5. Customized Employment (CE)
6. Remote Supports
7. Self-directions

Proposed format:

- Introduction/Explanation of the topic (by a narrator most likely)
- Demonstration- tour of someone's house, Home shopping network style demo of tech.
- Testimonials from Individuals, and a Family member, Support Group member, Provider, Tech Expert, DDS Staff member, etc. with information on fears and challenges
- Where to find more information/Call to action

Feedback/Questions from the Committee:

- It is important to show people with higher levels of need being able to access these supports.
- Individuals and families must be made aware that you must have funding to access residential supports.
- Families need to know what the process is to access services. Maura explained that won't be covered in the videos. The videos will be a demonstration of the support, feedback from individuals' families and staff, and a call to action on how to explore each support option.
- It is important to keep the lens of diversity in videos, i.e., language and location.
- Individuals and families should be asked what fears they had, and how those fears were allayed.
- It's important to discuss the challenges people experienced moving to a less restrictive setting.
- The committee had questions about the flow of the videos, and suggested DDS look at current videos to see what works, and what doesn't
- There should be a consistent flow/arc for each video. Predictable format. This allows people to compare different supports.
- There needs to be a communication plan for the ARPA Initiative. People in the IDD community are confused. There is a lot of communication going out at the same time right now about stakeholder forums with Deloitte and Commissioner stakeholder forums. People don't understand the difference. There also needs to be consistency in the terminology we use when communicating.
- DDS needs to work with partners – advocacy groups, providers, and others to get the word out to a broader audience. McDowell will be doing a survey to determine where people get information and who their trusted sources are.
- McDowell will be doing a regular ARPA newsletter for all stakeholders.
- Use a standard set of questions for each support option.
- Demonstrate how support works.
- Ask people what is the biggest positive, what was the biggest challenge.
- Suggested format: What is the support? Who is it for? Process to obtain support. Call to action.
- Where videos will be housed on website?
- How will they be released? Greg will get information on the plan for roll out.
- There is already a lot of confusion about lists of supports. Things need to be presented differently: accessible, easy to find, multi-modal, plain language.
- Videos need to have subtitles.
- Don't use acronyms.
- Can videos be done in YouTube, so people have access to a translation feature?

4. Topics for future meetings – None raised.

5. Next meeting is January 23, 2023 at 10:00am

6. Meeting adjourned 11:23 am