



State of Connecticut
Department of Developmental Services

DDS

Ned Lamont
Governor

Jordan A. Scheff
Commissioner

Elisa F. Velardo
Deputy Commissioner

Minutes of July 10, 2023 - ARPA Individual and Family Engagement Transformational Committee

Location: Meeting held Virtually via Microsoft Teams

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

Absent: Pat Tyler, Joanne Malise, Ger Kogut

Guests: Kimberly Butts, Lauren Gray (DDS), Owen Shome (Deloitte)

1. Call to order by Greg McMahon. Public meeting requirements were reviewed.
2. Minutes from previous meeting were approved.
3. Communications Update – Lauren Gray, DDS Communications
 - The STEP website is up. It is accessible from the main page and from the left side navigation bar: <https://portal.ct.gov/dds>
 - The DDS Helpline page has been updated to help people find their region: <https://portal.ct.gov/DDS/Family/Family-Individuals-and-Families/DDS-Help-Line>
 - All DDS Regions will be conducting Regional Summer Office Hours: <https://portal.ct.gov/DDS/STEP/STEP-Regional-Summer-Virtual-Office-Hours>
 - The next DDS newsletter will be out in September. It will be available in English & Spanish. Committee reviewed outline.
 - DDS has a link in website to sign up for updates and newsletter: <https://portal.ct.gov/DDS/Newsletter>. Text updates are in the works.
 - DDS is more active on social media, particularly Facebook & Twitter. Both are being updated more frequently.

Questions/ Discussion:

- Question: Will DDS work to translate forms into Spanish?
- DDS' goal is to have every Spanish speaking family have a Spanish speaking Case Manager. This has been difficult to achieve with turnover. There are people in the department who can cover when translation is needed. DDS also has interpreter services for all languages.
- Question: What are the qualifications and training for translators? Are they certified? / Answer: The interpreter services being used are certified, and the language line is certified as well.
- Families need to be made aware they can request a Spanish speaking Case Manager.
- Dr. Ellis, DDS Directors of Diversity, Equity, and Inclusion offered to get information for the committee on translation services used by DDS, and languages spoken by Case Managers.

4. Deloitte Update – Owen Shome
 - Deloitte has been doing trainings for DDS staff and providers.
 - Appendix K incentives provider have been approved.
 - Deloitte is continuing to support DDS with implementation plan and identifying responsible individuals withing DDS.
5. Review of Committee Recommendations (attached)
 - Green=done, yellow= in progress
6. Updates and Topics for future meetings.
 - Legislative update.
7. Announcement of next meeting- August 21, 2023 10:00 am.
8. Adjournment.