



# **DDS Transformation Project**

*Connecticut Department of Developmental Services*

DECEMBER 5, 2022

# Stakeholder Groups

*Engaging four stakeholder groups to gather feedback on the transformation process. To diversify viewpoints, intentionally engaging people beyond DDS committees*

## **Proposed Stakeholder Groups**

- Providers, 2 hours
- Case managers/state staff, 2 hours
- Individuals and families, 2 hours
- DDS self-advocates, 90 minutes

## **Participant Recruitment Partners**

- Providers: The Arc of CT, The Alliance
- Individuals and Families: The Arc of CT, CTFSN
- Case managers/state staff: regional directors, case managers supervisor meeting
- Self-advocates: using existing group and meeting

## **General Areas of Feedback**

- Specific transformation approaches identified in research
  - What is exciting?
  - Where do they have concerns?
- Effective communication approaches for transformation efforts
- What do they see as current barriers to transition?
- Additional ideas to consider

# Input Session Logistics

- All sessions hosted and facilitated by the Deloitte Team (virtual, Zoom)
- Potential participants will receive an outreach email from the partner that includes Zoom registration
  - Note: self-advocate session will take place during a pre-existing DDS self-advocate meeting
- Deloitte will monitor registration for a representative sample of stakeholders register (e.g., regional representation) and follow-up as needed
- Deloitte will prepare slides and other materials for the input sessions, which will include background on DDS transformation effort and tailored discussion questions to solicit feedback
- Deloitte will send thank you emails to all participants
- Deloitte will share a summary of the feedback received, organized thematically, with DDS

Accessibility is a key priority for Deloitte. The Deloitte team will coordinate with DDS on accessibility needs for the sessions. This will include verbal and chat participation options, use of pictures to convey information, pace of sessions, sixth grade reading level, and optional closed captioning.

# Tailored Feedback

*Each feedback session will focus on questions tailored for each stakeholder group*

## **Individuals & Families (day/residential)**

- Impact of transitioning into less-restrictive settings
- Ways to ensure that that transition plans are person-centered and meet the health and safety needs of individuals
- Factors most important to individuals as they consider transitioning to a different setting
- Concerns about changes to available services
- Stresses on and supports for family caregivers

## **DDS Self-Advocates**

- Factors most important to individuals as they consider transitioning to a different setting
- How providers/DDS can support and account for what is most important to people receiving services
- Concerns about changes to available services

# Tailored Feedback

*Each feedback session will focus on questions tailored for each stakeholder group*

## **Providers (day/ residential)**

- What sort of DDS support would be most effective?
- Potentially review identified payment methodologies and financial incentives
- Workforce retention concerns
- Staffing and capacity considerations to successfully implement transitions
- Turning the new approaches into standard approaches
- Changes to physical infrastructure

## **Case Managers & State Staff**

- How potential transformational options will impact workflow
- Ways to ensure that transition plans are person-centered and meet the health and safety needs of individuals
- What resources are needed to carry out a transition and what resources may be needed going forward to sustain the changes?
- Concerns about changes to available services

- Given time constraints, tailoring topics to specific input sessions
- Stakeholder Input surveys will create an additional opportunity for feedback and help fill gaps