



ACTIONS AND FOLLOW UP ON RECOMMENDATIONS FROM THE HSRI 3RD YEAR REPORT

Recommendation 1:

DDS should explore the inclusion of “independent facilitation” as a waiver service

- We are discussion how we can offer independent support brokerage by expanding a service code that is not currently being used that often (Personal Agent)
- Person Centered Planning is mentioned in our orientation sessions with participants and families; some families have utilized this, a range from informal tools to formal tools example: Charting the Life Course
 - there have been several opportunities statewide for Service Coordinators and Support Brokers to enroll in the Charting the Life Course ambassador series



Recommendation 2: DDS should expand access to the “Rewarding Work” Platform

- Rewarding Work has been invited to participate in trainings in each of the regions across the state for an explanation and demo of the website
- Information on Rewarding Work is provided regularly to participants, families and Area Offices including access codes to utilize their service for free
- Plans are in progress to continue marketing with the DDS social media expert and Rewarding Work staff



Recommendation 3:

Convene focus groups of service coordinators and program participants to address the complexity of self-direction

- Statewide work group has been established to represent the field; initial recommendations have been generated and findings received are being reassessed to follow through with best practices
- Recommendations continue to be shared with Central Office Leadership Group in order to maintain consistency
- 'TEAMS' channel created as a tool for document sharing, editing and conversation to help with electronic workflow
- Participant and Family Groups are being held to share information and network
- Ongoing monthly meetings with PPL to address concerns, review processes and identify and discuss changes
- DDS has secured a consultant who will also be partnering with us on addressing the complexity of self-direction
- Regional Managers are available to troubleshoot concerns and questions related to both AWC + PDP



Recommendation 4:

DDS should explore the possibility of developing supports budgets for individuals who are self-directing

- DDS has contracted with a subject matter expert to support the development of a standardized system of Self-Directed supports budget allocation
- The consultant will assess the SD PDP/AWC programs and propose ways to address simplification for ease of use, access across demographics and transparency leading to increase interest and enrollment
- Develop proposed budget allocation process for goods and services options with the goal of advancing equity, fairness, consistency, and transparency.
- Examine the current services across children and adult services within self-direction and identify ways to improve consumer knowledge and preparedness



Recommendation 5:

DDS should develop strategies and supports to engage economically and culturally diverse participants in self-direction

- Offer information sessions to the public twice a month and have been reformatted the presentation to be accessible in a remote/virtual environment
- Developed presentation with consistent information and presented statewide
- Conduct outreach to family support centers, systems, school systems, area offices,
- Regional training sessions offered including self-direction content: DDS 101, Ask an Agency, Family Leadership Series
- Planned outreach to the new cultural and linguistic family support centers and Autism Family support centers
- DDS Self-Direction website was updated with new materials and are in the process of having these translated into 7 languages which will also be posted

<https://www.mass.gov/dds-self-directed-services-2021>



Recommendation 6:

DDS, with co-sponsors, should convene a statewide conference to showcase experiences with self-direction

- Statewide self-direction conference/training held for DDS staff highlighting participants stories who are self-directing
- Self-Direction presentations done at the MASS conference, ARC transition conference, DDS 101, Autism Conferences, local transition fairs
- Self-direction stories are posted on social media and our website as part of an ongoing promotional campaign, example: 'Self-direction Saturdays'
- Training is ongoing: all DDS staff receive a basic overview training when hired, Service Coordinator institute includes self-directed services training when a SC participates in orientation, 'Soup to Nuts' detailed training offered regularly to Area Office staff
- All of these training opportunities for have been reformatted to be delivered on virtual platforms for accesibility

