

FRONT DOOR TO SUPPORTS WORKGROUP

Purpose:

- Improve the experience of people with disabilities and their families as they navigate complex service delivery systems by creating a single “front door” to DDD services.

Outcomes:

- Acknowledgement of the personal experiences and challenges people with disabilities and their families face
- Overview of the state and federal requirements regarding intake, eligibility, and provider and service choice
- Inclusion of person-centered practices, supports in the context of family, and individual choice & autonomy in various processes, including:
 - Application
 - Eligibility determination
 - Referral to preferred providers
- Development of a unified application form
- Standard documentation requirements for application review practices and admission
- Identify key touchpoints with the person and family throughout the application, eligibility, and initiation of services
- Identify training needs for CHOICES and Family Support 360 providers
- Identify training & communication for families and referral organizations

Workgroup members:

- **Family Members:**
 - Jennifer – parent & Family Support Council member
 - Christine – parent & Family Support Council member
 - Mary Kay – parent of a person receiving CHOICES services
 - Nichole - sister of a person receiving CHOICES services
- **Family Support Coordinators:**
 - Teri Bukowski – Benchmark Human Services
 - Edie Kavanaugh – Volunteers of America
 - Heidi Valer - LifeScape
 - Kristi Heumiller – Black Hills Special Services Cooperative
- **CHOICES Case Management:**
 - Tacey Dunwoody – Benchmark Human Services
 - KD Munson – Resources for Human Development
 - Naomi Even – New Horizons Case Management
 - Amy Hoekstra – LifeScape Case Management
- **CHOICES Community Support Providers:**
 - Dawn Eden – Huron Area Center for Independence
 - Cheryl Rohlf – Northern Hills Training Center
 - Stephanie Busjahn - LifeScape
 - Kristi Patton – Ability Building Services
 - Melanie DeBates – DakotAbilities
- **Intermediate Care Facility:**
 - Stephanie Busjahn – LifeScape
- **Division of Developmental Disabilities:**
 - Jaze Sollars, Waiver Administrator
 - Jamie Morris, Clinical Administrator
 - Kade Anderson, Waiver Operations Manager
 - Jessica Solberg, Intake Specialist
 - Carrie Geppert, Children’s Supports Manager

