

Note: All communications will need to be translated into Spanish and alternate formats including ASL versions

Communication	Audience	Type/Format	Objectives	Content	Schedule
Resources for Self-Direction	Self-Directed individuals	Online hub with information and discussion boards, ability to provide feedback	Ensure individuals who self-direct and their families and staff have the information they need to self-direct, understand how the Consent Decree affects them, and what services and resources are available to them.	Copy of Consent Decree and plain language explanation; List of FIs, and support brokers, and who to contact for a plan writer; Training materials on topics relevant to self-direction; Examples of what makes a good person-centered plan; ISP requirements; Other resources;	Updated as needed
Training for Self-Direction	Self-Directed individuals, staff, and families	In-person, virtual, video	Ensure individuals who self-direct and their families and staff have the information and training they need to self-direct	Intro to SD - What is self-direction? Is self-direction right for me? Orientation to SD - how to get started; Program and Medicaid rules and responsibilities; Role of the FI and Role of Support Broker; Budget development; Consent Decree requirements and how it affects people who self-direct; Staff management; Conflict resolution; Reporting incidents; Person-centered planning; Employment First;	Offer quarterly
Consent Decree Requirements and Updates	All participants, families, providers, staff	Printed materials, website, videos, mailings, newsletters	Ensure the DD Community understands the Consent Decree, what it means for them, and the status of related activities	Copy of Consent Decree and plain language explanation; Status updates including data snapshots; Ensure all DD participants, especially those receiving Adult Day Services outside of the DD system, understand the services they are able to access.	Monthly and as needed
System changes	All stakeholders	Newsletters, public forums, website and printed materials	Ensure the DD Community is kept informed on changes underway in the DD system, including those related to CFCM, rate changes, transformation grants, and other initiatives	Plain language updates with impact/what does this mean for me? explanation. Specific content to be developed for various topics. Some are detailed below.	Monthly newsletter and as needed
System Change: Changes in rates, service definitions, and processes	All participants, families, providers, staff	In-person/virtual meeting; printed materials, website, videos, mailings, newsletters	Ensure the DD Community understands the impact of rate changes, new services, and new processes, including individual budgets	Explain new rates and services, explain changes to existing services and why some services are ending or rolling into a new service	Begin in Spring 2023 through full implementation
System Change: Implementation of Individual Budgets	All participants, families, providers, staff	Trainings, workshops, in-person/virtual meetings, printed materials, website, newsletters	Ensure the DD Community understands how to develop and manage individual budgets. Ensure that DD participants understand the control they have over how they spend their funding.	What is an individual budget? Explain which parts of the budget are within the individual's control and which are set (e.g. group home and SLA payments are set and cannot be diverted to another service). Explanation and coaching on developing and managing a budget.	Trainings/Workshops/ Meetings begin in Spring 2023 and continue monthly through FY24 then evaluate needed schedule; Train CFCM staff to assist participants; Other materials developed by 7/1/2023 and updated as needed. Updates and tips on
Internal training of staff	DD staff	Training, printed materials	Ensure DD staff understand new processes and roles due to system changes, role changes, and ongoing staff development	To be determined as new roles are developed.	Ongoing
Lived experience	Participants and families	Printed materials, website, videos, newsletters	To supplement and promote peer to peer supports, develop communications to share stories and examples of what peers (individuals and/or families) are doing.	Stories of what is possible, improvements in people's lives, community connections, employment outcomes, etc. Ensure a wide range of disabilities are included. Ensure representation of various cultures and geographic areas. Reflect reality and include challenges, not just success stories. Look for and discuss decision points, reflect uniqueness of each story while drawing out lessons learned.	TBD as stories are developed.
Employment	Provider employment staff	Standards and informational materials	To ensure job developers are properly informed in how to engage with employers and have standard information to share with employers	How to approach employers; Supported employment and customized employment; What does it mean to hire someone with I/DD (myths and reality); Job Fading and retention; Accommodations;	Begin in Summer 2023
Employment	Employers	Informational materials	To ensure employers receive consistent information about hiring people with I/DD	Supported employment and customized employment; What does it mean to hire someone with I/DD (myths and reality); Accommodations;	Begin in Summer 2023
Outreach re: employment	Participants seeking jobs	In-person or virtual discussions, follow up printed materials, videos	Work with individuals to understand employment options, understand and address their barriers to employment	Inform individuals of options for looking for jobs, discuss opportunities and approaches to finding a job through efforts like the Jobseekers Club	Ongoing

Outreach re: employers	Employers and general population	Printed materials, videos	Promote the DD population as an untapped workforce	DD will coordinate messaging about hiring people with I/DD	TBD
Outreach re: transition	Youth in transition and their families	In-person or virtual discussions, follow up printed materials, videos	Work with individuals and families to understand the transition process and make transition smoother	Transition guide, timeline, employment	Ongoing
Guidance	Participants, families, providers	Printed materials, videos	Explain DD requirements and options to the DD community and ensure consistency of messaging.	TBD. Review technical bulletins for staff and plain English options (formerly InfoBriefs). Ensure quality standards are addressed.	TBD
Billing Guide	Providers	Print	Explain new rates and services	Approved services, rates, billing codes, how to bill, Medicaid rules, etc.	Completed by 7/1/2023
Guide to services and funding	Participants and families	Print, video	Plain English, simplified approach to the billing guide to explain services and rules to participants, with addition of other services	Billing Guide information for participants with information on ORS and DLT funding and how/when the funding can be sequenced	Completed by 7/1/2023