



DDSN Executive Memo

Date: 11/7/2018

To: Executive Directors & CEOs

From: State Director Mary Poole *mp/psm*

Re: Simplify and Standardize Disseminating Important Information to Providers

Based on positive feedback from the DDSN Business Task Force, DDSN will simplify and standardize a process to disseminate important information to providers. With the wide variety of communication channels today, such as emails, phone calls, Skype, meetings, and task forces, important information can be lost in the volume of communications or misrouted by the sender. DDSN's new formal system for important information will ensure relevant facts are solidified into **ONE document** and 100% of the effected providers/stakeholders receive this information at the same time.

This new formal dissemination channel will operate as follows:

- DDSN establishes a single, standard memo format; requires Associate State Director or State Director authority to send (quality/consistency/relevancy); and a single person designated for questions, to include phone# & email address.
- Establish a single DDSN public webpage repository for "DDSN Executive Memos," which is <https://www.ddsn.sc.gov/providers/executive-memos>. This webpage keeps the memos in one master repository by date, as well as major topics sorted to simplify retrieval for case management, waiver services, quality management, and financial matters.
- The key to this new communication process is upgrading the precision of the current "Service Provider Management" (SPM) email system. The email notification categories are precisely defined to reach the intended recipient(s), such as EDs impacted & agency functional experts (i.e., case manager supervisor, CFO, residential director), as well as eliminate DDSN's current tendency to "shotgun" email dissemination for all issues to all EDs. This will permit providers to use SPM to tailor the receipt of important DDSN information to their appropriate personnel responsible, as well as build in redundancy/backups. This also provides assurance to DDSN the intended management level and/or functional area receives the information 100% of the time.
- The NEW SPM RECIPIENT LIST will contain 16 categories for providers to populate: Board Chairman; EDs-DSN Boards; EDs-QPLs; EDs w/ residential services; EDs w/ EI services; EDs w/ case management; EDs w/ day program; Residential Directors; EI Supervisors; Case Management Supervisors; Day Program Directors; Chief Financial Officer; Human Resource Director; Maintenance/Plant Operations Manager; Therap point of contact (POC); Quality Management POC; and SPM POC. DDSN will populate four additional SPM categories: Regional Center Facility Administrators; District Office Directors; DDSN Executive Staff; and External Stakeholders.

ACTION REQUIRED BY EACH PROVIDER IN THE DDSN NETWORK:

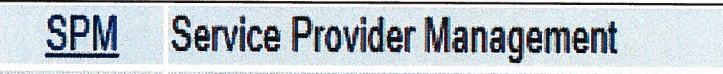
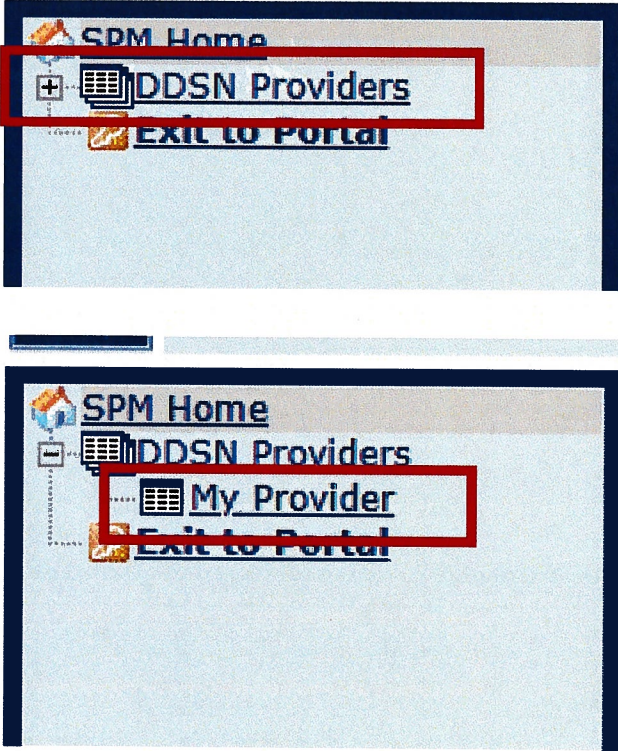
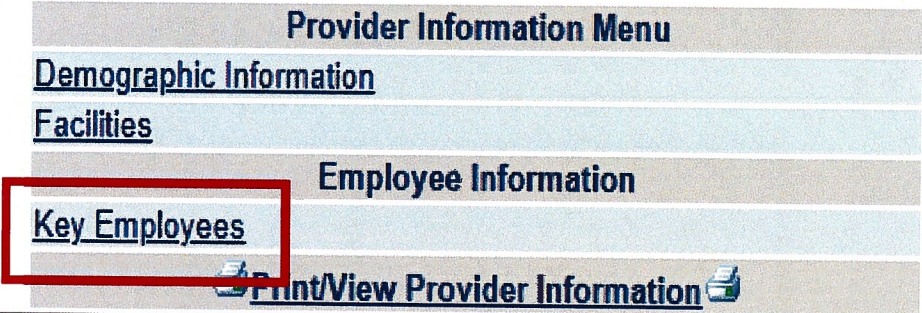

By 12/31/2018, populate the SPM email system with your agency's POC for the above applicable categories; the prior SPM list has been deleted. DDSN places no restrictions on how each provider arranges its SPM category recipients to meet its needs for its internal communications and redundancy. Attached to this memo are instructions to populate the SPM email system.

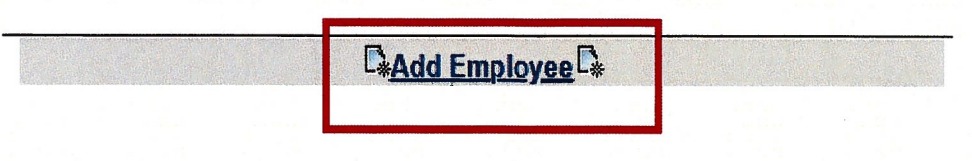
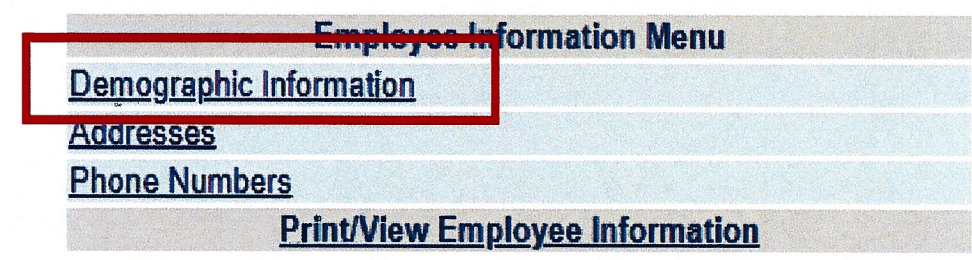
The DDSN Project Manager for this new process will be Chief Information Officer David Foshee, who can be reached at desk# 803/898-9781 and email dfoshee@ddsn.sc.gov.

Thank you in advance for your initial time investment to improve communications between DDSN and the provider network, which is critical to our mutual mission of serving our consumers.

HOW TO SIGN UP FOR COMMUNICATION CHANNELS

MUST BE COMPLETED BY PROVIDER ADMINISTRATORS

<p>1) Login to the SCDDSN Portal</p>	<p>https://app.dds.sc.gov/ddsportal/dds_login.jsp</p>
<p>2) Select SPM</p>	
<p>3) On the SPM Home page, click the (+) to expand DDSN Providers and select My Provider.</p>	
<p>4) Select Key Employees</p>	
<p>5) Select Employee's name from the list.</p>	

<p>6) If the employee is not listed, click Add Employee. Adding an Employee will skip step 7.</p>	 <p>The screenshot shows a button labeled "Add Employee" with a red box around it. The button has a small icon on either side of the text.</p>
<p>7) One you have selected the employee, select Demographic Information.</p>	 <p>The screenshot shows a menu titled "Employee Information Menu" with several options: "Demographic Information", "Addresses", "Phone Numbers", and "Print/View Employee Information". The "Demographic Information" option is highlighted with a red box.</p>

8) Once on the Demographic page, make sure your First and Last Name and Email are shown. Then check the applicable communication channels.

Prefix:	<input type="text"/>		
First Name: *	Sally	Middle Initial:	<input type="text"/>
Last Name: *	Abnet	Suffix:	<input type="text"/>
Title:	<input type="text"/>		

Email: *

Important Message!
Subscribers to this list are not necessarily in the group because of their job title.

Communication Channels:

- Board Chairman
- EDs-DSN Boards
- EDs-QPLs
- EDs with residential services
- EDs with EI services
- EDs with case management
- EDs with day program
- Residential Directors
- EI Supervisors
- Case Management Supervisors
- Day Program Directors
- Chief Financial Officer
- Human Resource Director
- Maintenance/Plant Operations Manager
- Therap point of contact(POC)
- Quality Manager
- SPM email POC
- Regional Center Facility Administrator
- District Office Director
- DDSN Executive Staff
- External Stakeholders

9) Click Save

10) You will then be taken back to the Employee Information Menu

Employee Information Menu

[Demographic Information](#)

[Addresses](#)

[Phone Numbers](#)

[Print/View Employee Information](#)

Document Properties (Complete All and Edit Here)

Doc Title: How To Sign Up For Communication Channels

Author/s: Stamper, Tiffany

Business Owner: Business Owner Here

Subject: Put Subject Here

Keywords: Keywords – the minimum is the words from your title that are 5 characters or more – add others, too, like the app context, the project, etc.

Status: Template Final