SOUTH CAROLINA COMMISSION ON DISABILITIES AND SPECIAL NEEDS

SPECIAL CALLED COMMISSION – STRATEGIC PLANNING
MEETING MINUTES

January 20, 2023

The South Carolina Commission on Disabilities and Special Needs met on Friday, January 20, 2023, at 10:00 a.m., at the Department for Disabilities and Special Needs, 3440 Harden Street Extension, Columbia, South Carolina.

The following were in attendance:

> COMMISSION
> Present In-Person
> Stephanie Rawlinson – Chairman
> Barry Malphrus – Vice Chairman
> Robin Blackwood – Secretary
> Gary Kocher, MD
> Eddie Miller
> David Thomas
> Michelle Woodhead

DDSN Administrative Staff

Constance Holloway, Interim State Director/General Counsel; Lori Manos, Associate State Director of Policy; Janet Priest, Associate State Director of Operations; Harley Davis, Chief Administrative Officer; Greg Meetze, Chief Information Office; Elizabeth Lemmond, Human Resources Director; Courtney Crosby, Director of Internal Audit; Quincy Swygert (via Teams), Chief Financial Officer; Preston Southern, Information Technology Division; and Christie Linguard, Executive Assistant.

Call to Order and Notice of Meeting Statement

Chairman Rawlinson called the meeting to order and Secretary Blackwood read a statement of announcement about the meeting that was distributed to the appropriate media, interested persons, and posted at the Central Office and on the website in accordance with the Freedom of Information Act.

Welcome

Chairman Rawlinson welcomed everyone to the meeting and thanked Sage Squirrel, LLC for this opportunity.

Adoption of the Agenda

On a motion by Commissioner Malphrus, seconded by Commissioner Thomas and unanimously approved by the full Commission, the agenda was approved as presented. (Attachment A)

Invocation

Commissioner Miller gave the invocation.

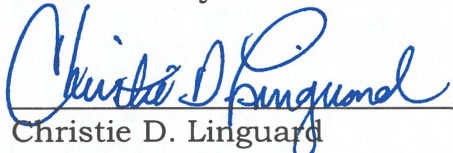## Sage Squirrel Consulting, LLC Workgroup Meeting

Presenters, Erika Robbins and Jenny Turner began by outlining their agenda for today's Workshop. Everyone introduced themselves by giving their name, what they do and what they consider a 'good life' to be for them. The primary objective of this Workshop is to establish a vison for the Agency to frame the strategic plan. Activities planned for this morning are centered around establishing a shared vision of good lives – and the potential needed supports to achieve that good life – for people and families as the ultimate driver of DDSN services; and identifying a common vision for the role the Agency plays in supporting good lives for people and families to drive governance and programmatic priorities. (Attachment B)

Adjournment

On a motion by Commissioner Thomas, seconded by Commissioner Malphrus and unanimously approved by the Commission, the meeting was adjourned at 12:34 p.m.

Submitted by: Approved by:

Christie D. Linguard   Commissioner Robin Blackwood
Executive Assistant   Secretary

SOUTH CAROLINA COMMISSION ON DISABILITIES AND SPECIAL NEEDS

SPECIAL CALLED COMMISSION WORKGROUP MEETING
STRATEGIC PLANNING

A G E N D A

South Carolina Department of Disabilities and Special Needs
3440 Harden Street Extension
Columbia, SC

January 20, 2023   **10:00 A.M.**

1.   Call to Order   *Chairman Stephanie Rawlinson*

2.   Notice of Meeting Statement   *Commissioner Robin Blackwood*

3.   Adoption of the Agenda

4.   Invocation   *Commissioner Eddie Miller*

5.   Sage Squirrel Consulting, LLC Workgroup Topics   *Jenny Turner, LCSW*
                                                        Erika C. Robbins, M.A., PMP

        A.   Welcome, Introductions and Overview
        B.   Grounding in the Desired Outcomes for People and Families
        C.   Establishing a Shared Vision for DDSN Supports and Services

6.   Adjournment

DDSN Strategic Planning

Erika Robbins and Jenny Turner

January 20, 2023

www.**lifecoursetools**.com

This Morning's Agenda

Primary Objective(s): Establish a vision for DDSN to frame the strategic plan

Agenda

Topic/Activity	Objective
Welcome, Introductions and Overview	Understand the vision for DDSN and the purpose of the strategic plan
Grounding in the Desired Outcomes for People and Families	Establish a shared vision of good lives – and the potential needed supports to achieve that good life -for people and families as the ultimate driver of DDSN services
Establishing a Shared Vision for DDSN Supports and Services	Identify a common vision for the role DDSN plays in supporting good lives for people and families to drive governance and programmatic priorities
Lunch	

Welcome, Introductions and Overview

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Who We Are

Erika Robbins

- Currently a partner with Sage Squirrel Consulting
- Formerly,
  - Vice President with Optum Serve Consulting directing large scale projects and teams
  - Assistant Director of Ohio Medicaid responsible for long term services and supports
  - Senior Policy Analyst for Ohio Department of Developmental Disabilities
  - Quality Assurance Manager, Case Manager, and Direct Support Professional for a private and public ICF/ID facilities
  - Vocational Specialist for supported employment
- Mother of four children, two adopted, one at age 12 with a complex medical condition and associated learning challenges.

Jenny Turner

- Sr. Research Assistant at UMKC-IHD, UCEDD:
  - Co-Director of the National Community of Practice for Supporting Families
  - Assistant Director of the LifeCourse Nexus
  - Lead for Organizational and System Change Initiatives
- Formerly a Support Coordinator and Director of a Provider Agency
- Sibling of two sisters, one who is in her 30s with a disability & one who is 16 and adopted

Introductions

Tell us...

✓ Your Name

✓ What you do
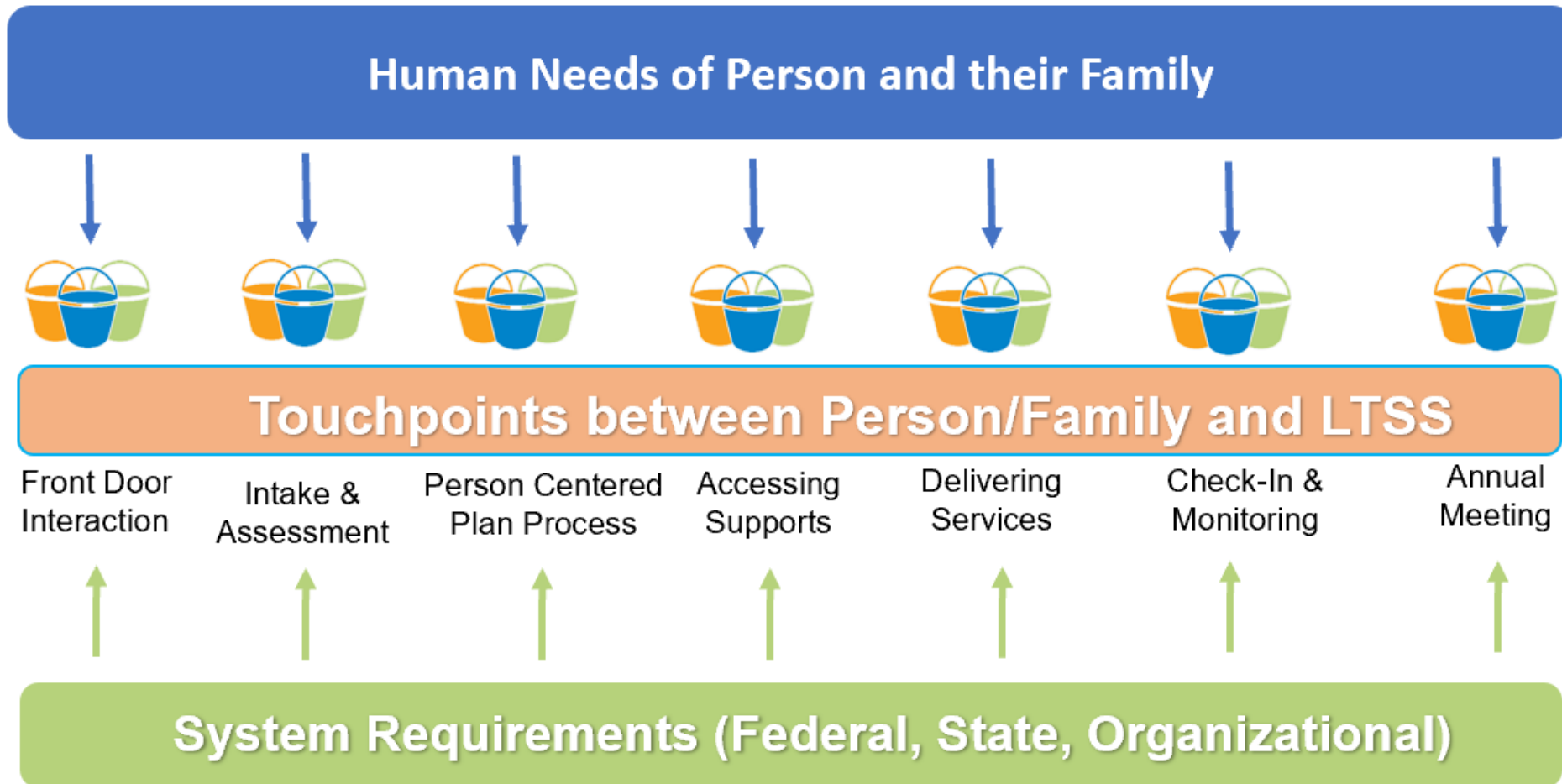
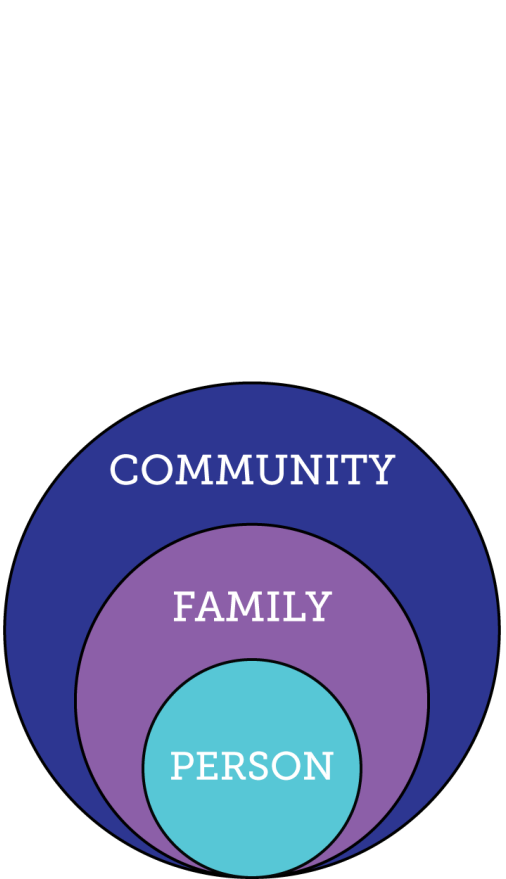✓ Respond to what makes a "good life" for you

Ground Rules

- Focus on people who could, or already do, receive supports and services through DDSN

- Listen to understand

- Acknowledge differences, but don't work them

- Be responsible for being heard

- Fully participate

- Seek common ground and joint action
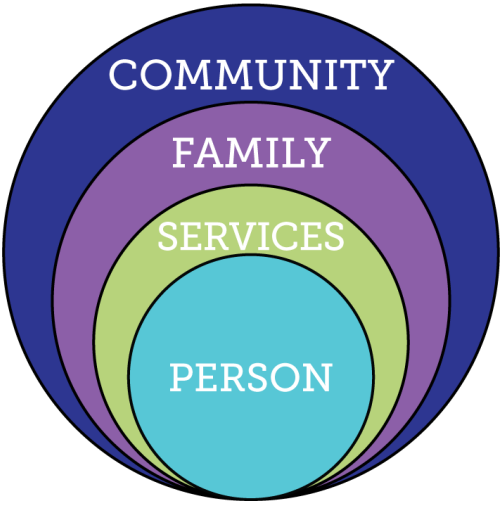
- Have fun while getting a lot done!

Purpose of Strategic Planning

Human Needs of Person and their Family

Touchpoints between Person/Family and LTSS

| Front Door Interaction | Intake & Assessment | Person Centered Plan Process | Accessing Supports | Delivering Services | Check-In & Monitoring | Annual Meeting |

System Requirements (Federal, State, Organizational)
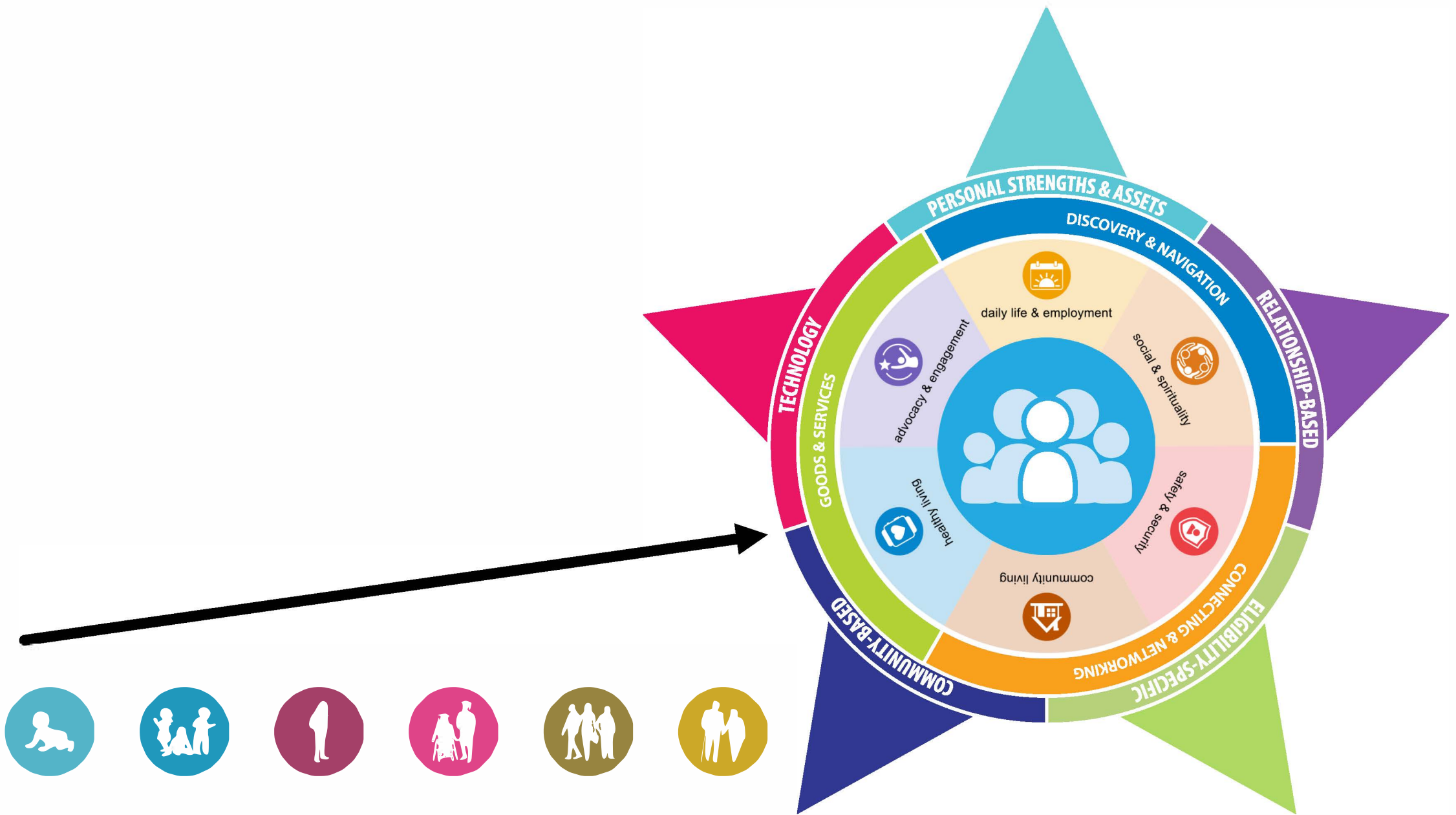
Transforming Services and Supports

75%
People with I/DD not receiving formal DD services

25%
People with I/DD receiving formal DD services

100%
People with I/DD receiving integrated services and supports

PERSONAL STRENGTHS & ASSETS

DISCOVERY & NAVIGATION

RELATIONSHIP-BASED

TECHNOLOGY

GOODS & SERVICES

advocacy & engagement

daily life & employment

social & spirituality

healthy living

safety & security

community living

COMMUNITY-BASED

CONNECTING & NETWORKING

ELIGIBILITY-SPECIFIC

CtLC is the "How" Impacting the "What"

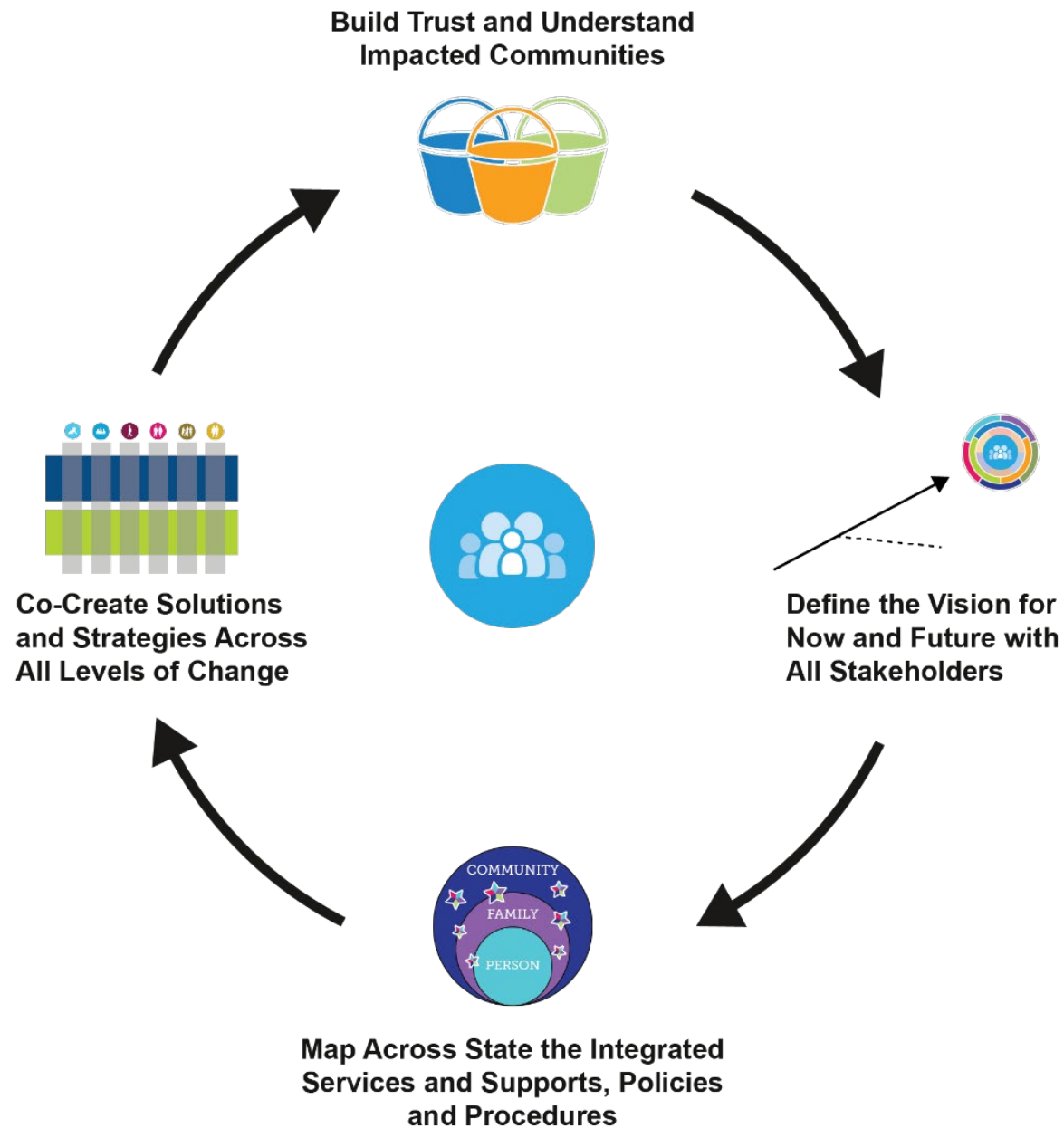All people have the right to live, love, work, play and pursue their life aspirations in their community.

POLICY

PRACTICE

CULTURE

CtLC Strategic Thinking

- Framework for Driving Transformational Change
- Icons and Language for Engaging Others
- Tools and Strategies for Implementing into Practice
- Network for On-going Learning and Sharing

Build Trust and Understand
Impacted Communities

Define the Vision for
Now and Future with
All Stakeholders

Map Across State the Integrated
Services and Supports, Policies
and Procedures

Co-Create Solutions
and Strategies Across
All Levels of Change

COMMUNITY
FAMILY
PERSON

On-going
Engagement of
Stakeholders in
Every Step of
the Process

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Current SC DDSN Mission and Vision

The SCDDSN, as defined in the South Carolina Code of Law, serves persons with intellectual disabilities, autism, head and spinal cord injury and conditions related to each of these four disabilities.

Vision - Where We Are Going!	Mission - What We Do!
To provide the very best services to assist all persons with disabilities and their families in South Carolina.	Assist people with disabilities and their families through choice in meeting needs, pursuing possibilities and achieving life goals; and minimize the occurrence and reduce the severity of disabilities through prevention.

Values - Our Guiding Beliefs!	Principles - Features Of Services And Supports
• Health, safety and well-being of each person • Dignity and respect for each person • Individual and family participation, choice, control and responsibility • Relationships with family, friends and community connections • Personal growth and accomplishments	• Person-centered and Community Inclusive • Responsive, efficient and accountable • Practical, positive and appropriate • Strengths-based, results-oriented • Opportunities to be productive and maximize potential • Best and promising practices

Adopted by the Commission 03/17/16

# Vision for People and Families

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Focusing on All People
All people, regardless of age, ability, or family role, are considered in our vision, values, policies, and practices for supporting individuals and families. All families have choices and access to the supports they need.

Understanding the Target Population

5.2 Million People in South Carolina

85.8%

14.2%
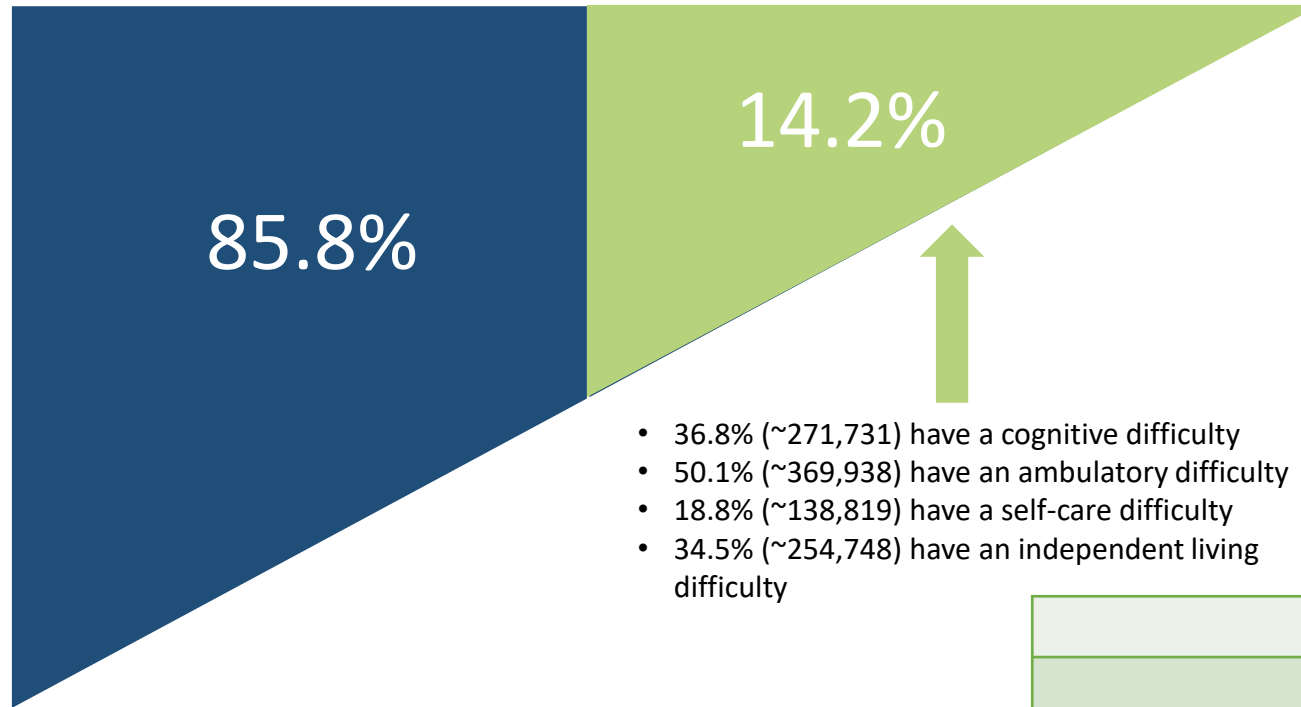
- 36.8% (~271,731) have a cognitive difficulty
- 50.1% (~369,938) have an ambulatory difficulty
- 18.8% (~138,819) have a self-care difficulty
- 34.5% (~254,748) have an independent living difficulty

*Source: U.S. Census Bureau QuickFacts: South Carolina and

Age and Gender			
	Age	Male	Female
Under 18 years	52,923	34,069	18,854
18 to 64 years	367,542	178,968	188,574
65 years and over	305,917	139,524	166,393

Race						
	White	Black	Hispanic	Asian	American Indian or Alaska Native	Other
Under 18 years	26,459	15,771	5,540	1,170	307	1,930
18 to 64 years	215,487	113,249	15,299	4,836	1,904	7,038
65 years and over	222,847	66,634	5,313	2,776	508	2,209

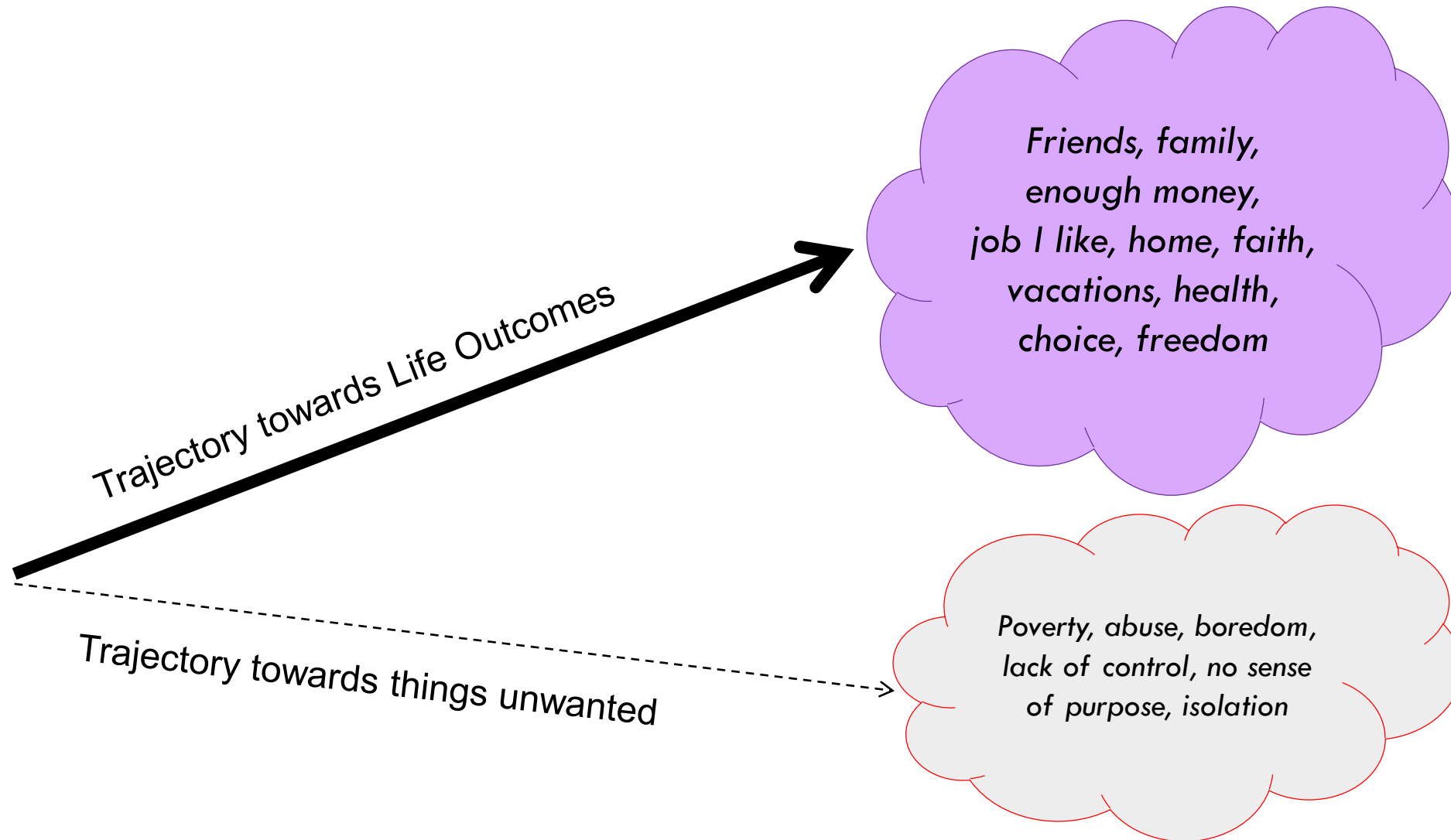All people have the right to live, love, work, play and pursue their life aspirations in their community.

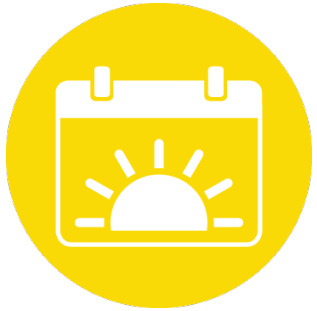CHARTING THE LIFECOURSE FRAMEWORK | CORE BELIEF
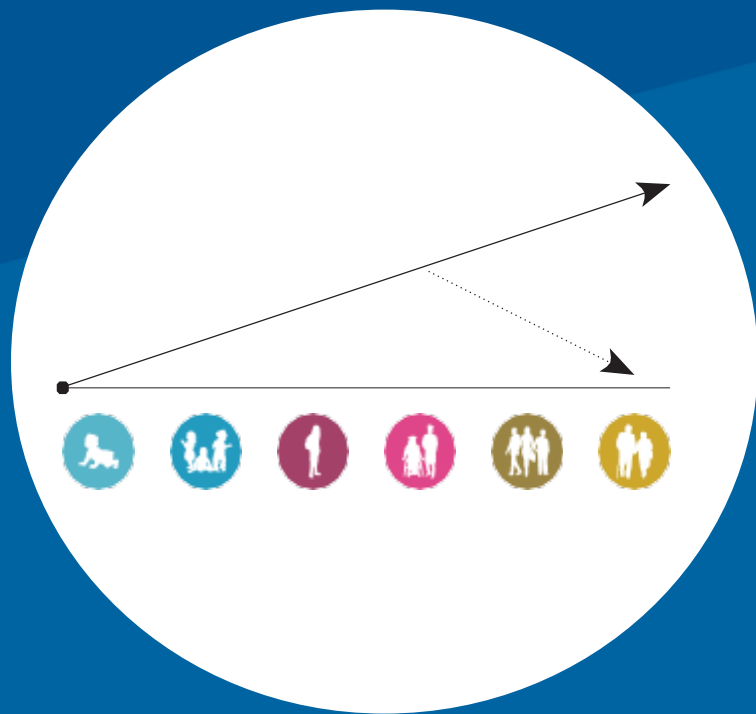
CtLC Principle:
Trajectory of Life Experiences Across the Life Span
It is important to have a vision for a good, quality life and have opportunities, experiences, and support to move the life trajectory in a positive direction.

Vision & Trajectory for a Good Life

Trajectory towards Life Outcomes

Friends, family,
enough money,
job I like, home, faith,
vacations, health,
choice, freedom

Trajectory towards things unwanted

Poverty, abuse, boredom,
lack of control, no sense
of purpose, isolation

Focusing on Life Domains

Daily Life and Employment
(school/education, employment, volunteering, routines, life skills)

Healthy Living
(medical, behavioral, nutrition, wellness, affordable care)

Community Living
(housing, living options, home adaptations and modifications, community access, transportation)

Safety and Security
(emergencies, well-being, legal rights & issues, guardianship options & alternatives)

Social and Spirituality
(friends, relationships, leisure activities, personal networks, faith community)

Advocacy and Engagement
(valued roles, making choices, setting goals, responsibility, leadership, peer support)

A Vision for People and Families

- What is a "good" life?

- What outcomes do we want for people and families?

- What do we want to avoid?
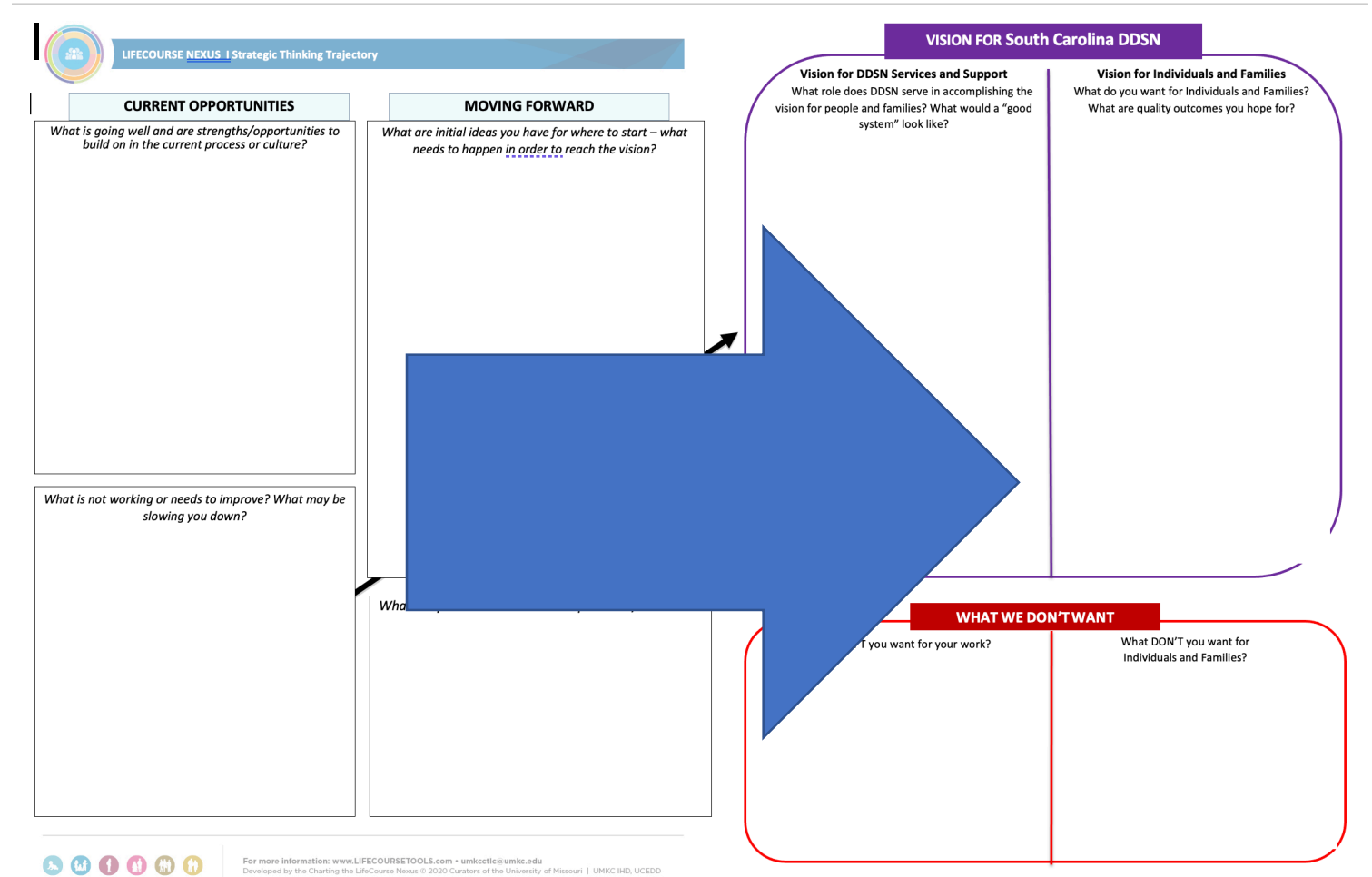
Reflection and Discussion

- What words or phrases stick out to you?
- What images come to mind as this "good life" is described?

CtLC Key Principle:
The Three Buckets of Support
Discovery and Navigation
Connecting and Networking
Goods and Services:

Filling All Three Buckets

Information, tools and skills to navigate life

Socio-emotional support and relationships with others

Day-to-day tangible items you buy or use from public and private organizations in your community

Discovery & Navigation Knowledge and Skills	Connecting & Networking Mental Health and Self-efficacy	Day-to-Day Services Instrumental Supports
What information or skills are needed?	What emotional, affirmational or relational supports (connections) are needed?	What tangible goods and resources are needed?

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Reflection and Discussion

- What words or phrases stick out to you?

- Anything exciting or overwhelming?

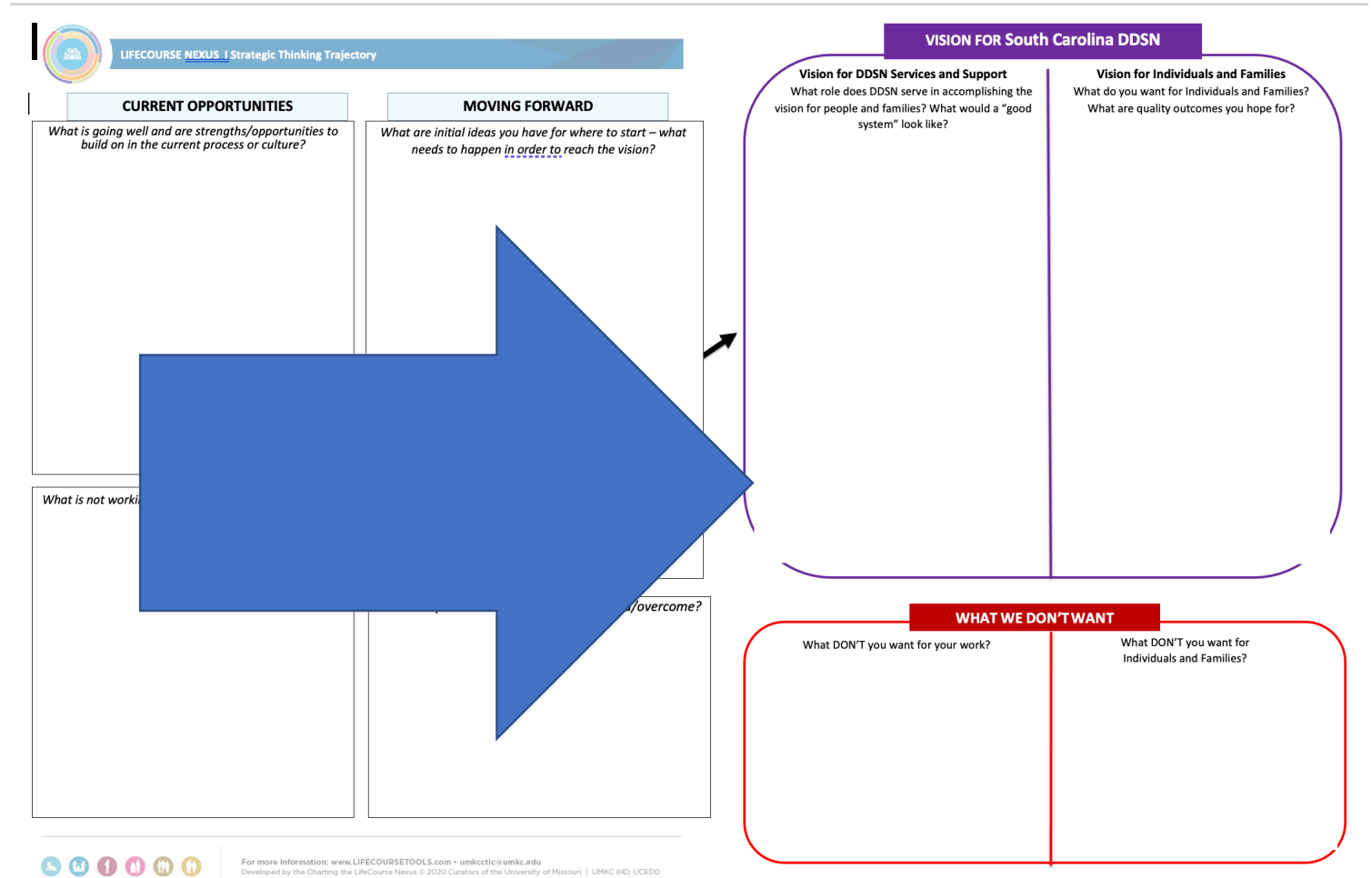- What could this mean for the work of DDSN?

A Vision for A Good System

- What would a "good system" look like?

- What would be needed at a system level to "fill the buckets" of people and families?

- What do we want to avoid in our system of support?

LIFECOURSE NEXUS | Strategic Thinking Trajectory

CURRENT OPPORTUNITIES
What is going well and are strengths/opportunities to build on in the current process or culture?

What is not worki...

MOVING FORWARD
What are initial ideas you have for where to start – what needs to happen in order to reach the vision?

...overcome?

VISION FOR South Carolina DDSN

Vision for DDSN Services and Support
What role does DDSN serve in accomplishing the vision for people and families? What would a "good system" look like?

Vision for Individuals and Families
What do you want for Individuals and Families? What are quality outcomes you hope for?

WHAT WE DON'T WANT
What DON'T you want for your work?

What DON'T you want for Individuals and Families?

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What You said a Good System Is or Isn't

It is:

- Supportive of people to live the lives they want – to live, work, play, contribute like all people
- Driven by people with disabilities empowered to advocate for themselves
- Inclusive resulting in the growth of "real" relationships
- Integrated in the community
- Collaborative across programs and services to help people live their "good lives"
- Available to all and flexible to change to life circumstances
- Built on a person-centered culture
- Fostered by people with the knowledge, skills and abilities to help people live their "good lives"
- Dignity of risk
- A focus on outcomes

It Isn't:

- Built on a paternalistic culture
- Driven by the state or providers
- Restrictive in choices, decision-making or movement
- Isolated from others or opportunities
- Limited by the lack of knowledge and skills
- Established on the principle of paperwork over people
- Safety over freedom
- A focus on process

Reflection and Discussion

- What words or phrases stick out to you?

- Do you see any themes, repeated ideas, or ways that our ideas group together?

- What feels *most* critical for a "good system?"

- What could this mean for DDSN?

Lunch

This Afternoon's Agenda

Primary Objective(s): *Identify initial priorities to frame the strategic plan that considers how to support or enhance existing efforts and initiatives, as well as identifies any new or additional focus areas*

Agenda

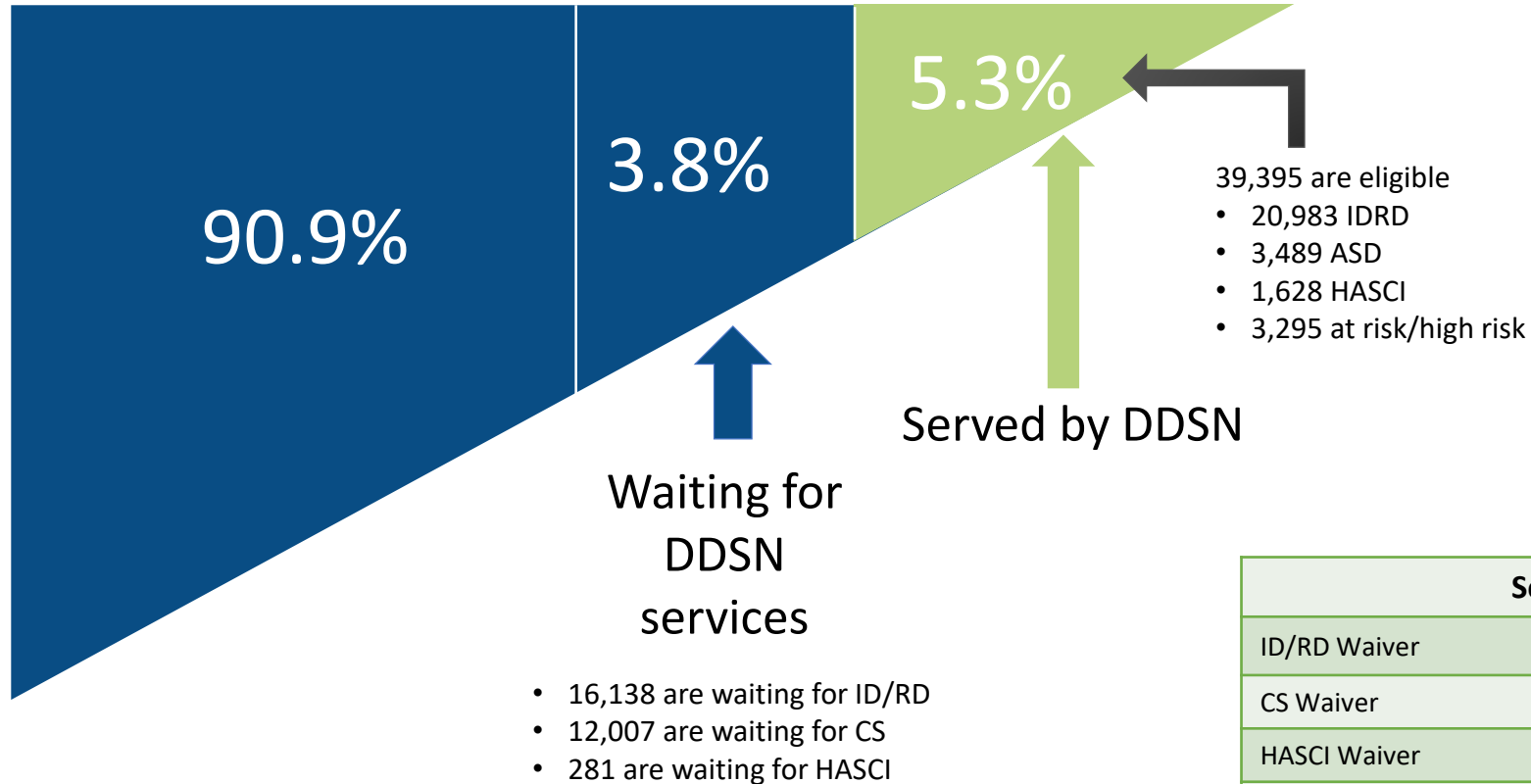| Topic/Activity	Objective
Understanding the Current	Understand what is working and potential pressure points, as well as existing initiatives and efforts within DDSN
Break	
Draft Initial Priorities	Determine the initial priority categories and identify how they will be further explored/expanded upon during the planning process
Reflections and Action Items	Share reflections and takeaways from the day and review immediate next steps

Understanding the Current System

Understanding the Target Population

~738,400 South Carolinians with Disabilities

90.9%

3.8%

5.3%

39,395 are eligible
- 20,983 IDRD
- 3,489 ASD
- 1,628 HASCI
- 3,295 at risk/high risk

Served by DDSN

Waiting for DDSN services

- 16,138 are waiting for ID/RD
- 12,007 are waiting for CS
- 281 are waiting for HASCI

*Sources: U.S. Census Bureau QuickFacts: South Carolina and SCDDSN Internal Service Data 09/30/2022

Settings and Programs	
ID/RD Waiver	8,607
CS Waiver	2,951
HASCI Waiver	1,040
Regional Centers	570
Community ICF/ID Facilities	469
Early Intervention (Age 0-2: 649/Age 3+: 3,875)	4,524
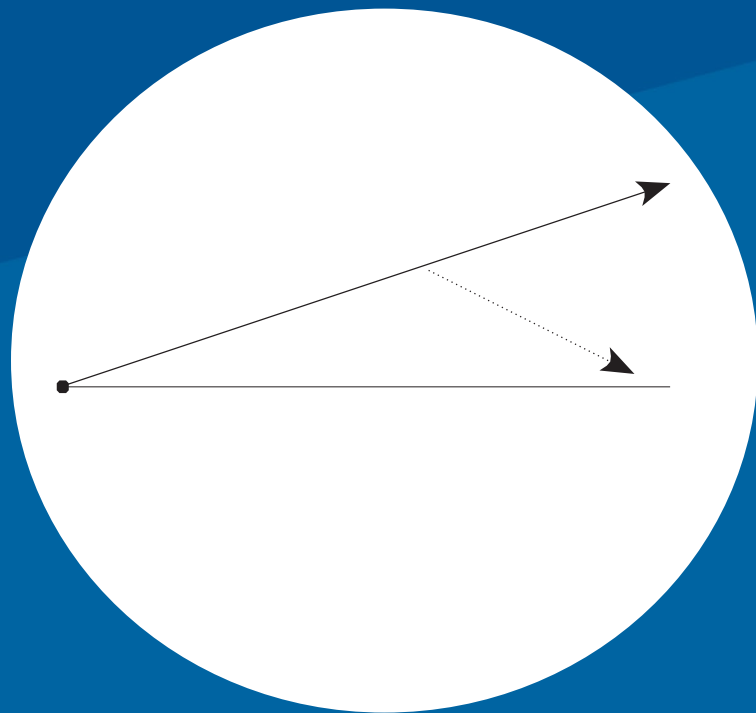
Working/Not Working Activity

Working/Not Working

- What is currently going well and/taking DDSN toward the vision? What is working?

- What is not going well? What is slowing you down or taking you away from the vision? What barriers are present?

LIFECOURSE NEXUS | Strategic Thinking Trajectory

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What do you want for Individuals and Families? What are quality outcomes you hope for?

CURRENT OPPORTUNITIES
What is going well and are strengths/opportunities to build on in the current process or culture?

What is not working or needs to improve? What may be slowing you down?

MOVING FORWARD
What are initial ideas you have for where to start – what needs to happen in order to reach the vision?

What are potential barri... /overcome?

WHAT WE DON'T WANT
What DON'T you want for your work?

What DON'T you want for Individuals and Families?

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Break

Initial Priorities

Brainstorming Potential Priorities

- **<u>Dream on your own:</u>**
  - Make a list of what you think is needed to move toward the vision
    - This may be continuing efforts on existing initiatives
    - This may include new ideas or innovations (nothing is off the table)

- Identify Areas of Focus with your table:

- Prioritize as a group:

Brainstorming Potential Priorities

- Dream on your Own

- **<u>Identify Areas of Focus with your table:</u>**
  - Choose the 5-7 (or less) common ideas that feel the most important
  - Write each idea in large letters (3-5 words) with a marker on a separate half sheet of paper

- Prioritize as a group:

Brainstorming Potential Priorities

- Dream on your Own

- Identify Areas of Focus with your table:

- **Prioritize as a group:**
  - Share ideas and priorities
  - Cluster and theme
  - Tag

Reflections and Next Steps
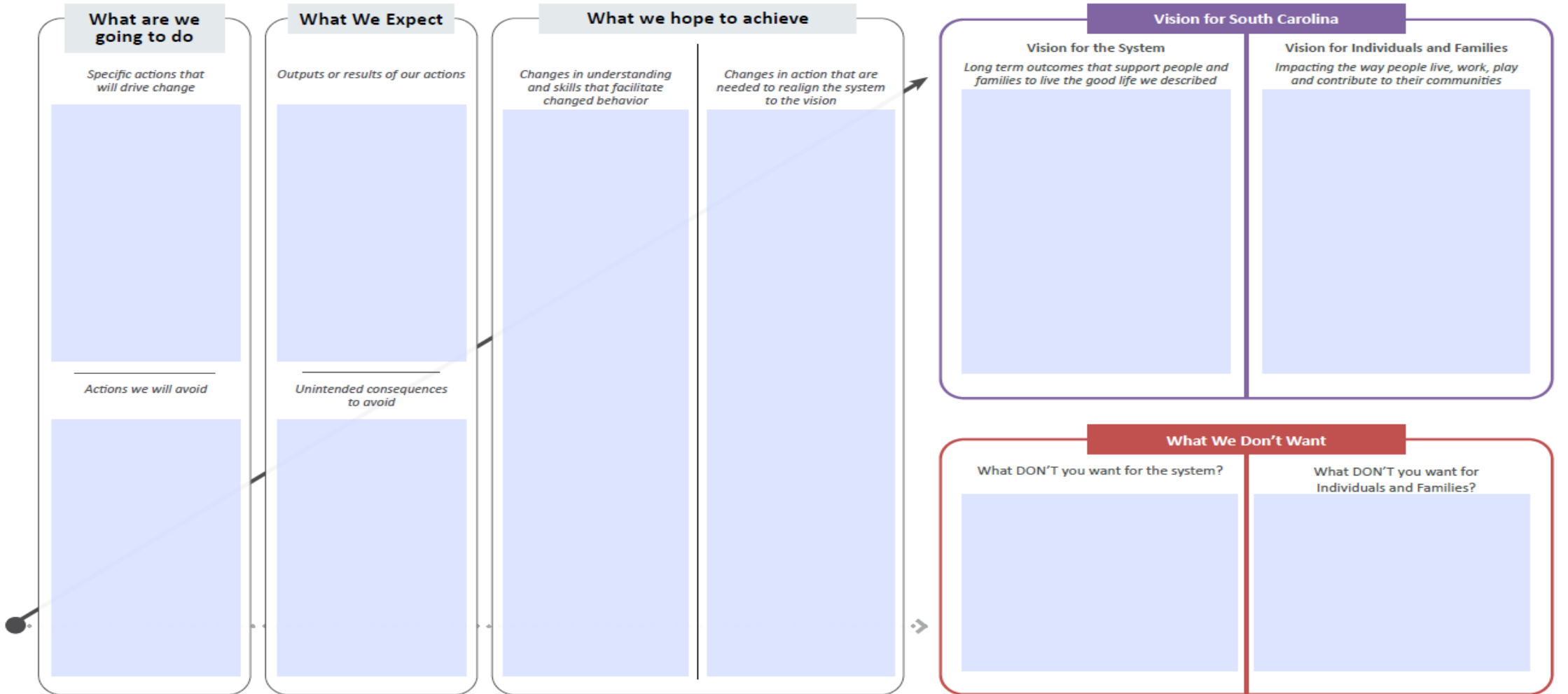
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Reflections

- What new breakthroughs or insights did we have? Any "aha" moments?

- Where are you most excited or intrigued?

- Where are you uneasy or feeling uncomfortable?

- What, if anything, has been left out?

- What feels the most critical to "dig into" further?

Next Steps: Building South Carolina's Trajectory

Next Steps

- Standing Advisory Group

- Survey

- Regional Workshops

- Regional Center Planning Sessions

- Development of initial strategic plan released for public input

Thank you!

Lead Project Contact | Erika Robbins ERobbins@sagesquirrel.com

Lead CtLC Strategist | Jenny Turner turnerje@umkc.edu

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Individual and Family Needs

Discovery & Navigation Knowledge and Skills	Connecting & Networking Mental Health and Self-efficacy	Day-to-Day Services Instrumental Supports
What information or skills do people and families need?	What emotional, affirmational or relational supports (connections) do people and families need?	What tangible goods and resources do people and families need?

CURRENT OPPORTUNITIES

What is going well and are strengths/opportunities to build on in the current process or culture?

What is not working or needs to improve? What may be slowing you down?

MOVING FORWARD

What are initial ideas you have for where to start – what needs to happen in order to reach the vision?

What are potential barriers to keep in mind/overcome?

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What DON'T you want for your work?

What DON'T you want for Individuals and Families?