



DDA Front Door Tool: Person-Centered Planning For Supports & Services

Within 5 business days of receiving an inquiry regarding DDA services, the Community Outreach Specialist will coordinate a visit with the applicant, and anyone they identify to participate, to complete an initial person-centered planning, using this tool.

Person's Name:

Date:

DDA Intake & Eligibility Determination Unit Staff:





I. Circle of Support

ASK: Who does the person want to participate in this process? Are they present?

| Name | Relationship | Contact Information | Present? (Y/N) |
|------|--------------|---------------------|----------------|
| | | | |
| | | | |
| | | | |

II. Summary of Immediate Long Term Services and Supports Needs:

For each of us, there are areas of our life that are working well and areas that are not working, that we would like to change. Simply asking a person what is working and not working in their life can give us a lot of important information. We can use this to help us understand what really matters to people and to plan for changes if needed.

| | Working | Not Working |
|---|---------|-------------|
| Perspective of the Person  | | |
| Perspective of the Family (if applicable)  | | |

III. Identify Strengths: What do people like and admire about the person? What are his or her talents, strengths and skills?

Asking people in the circle of support what they like and admire about the person will help you figure out quickly who has a true relationship with the individual and who has a working relationship. People who have a working relationship will have difficulty answering those questions, or will answer from a “human service perspective”. For example: What do you like about the person? “He has good hygiene.” This helps us learn who to listen to in developing a person centered plan that includes what is important to the person.

If a person is doing this by themselves, ask them about their strengths and skills for this section.

| |
|--|
| |
|--|

IV. Identify Goals and Preferences

Everyone wants a good life. Talk with the person and their family about what a good life means for them, and identifying what do people know they don’t want. For example, for many people a good life includes living in their own home, having friends and family in their lives, working, and more. We will use this information to plan for life experiences, supports and services that point the person in the direction of his or her good life.

| Vision for a Good Life | |
|---|--|
| Describe what the person wants his or her overall “good life” to look like: | Perspective of the Family (if applicable): |
| What The Person Doesn’t Want | |
| Describe what the person doesn’t want in his or her overall life: | Perspective of the Family (if applicable): |



V. Guided Conversation on Employment and Daily Life

Talking Points on Employment:

- *Employment first in DC is about raising expectations that all people must have the opportunity to work.*
- *Paid work is an essential part of having control over the life you want.*
- *Everyone deserves to establish career goals and aspirations, earn a living wage and be valued for their contributions.*
- *Employment leads to new competencies, and opens doors to new relationships and social opportunities.*
- *Don't let the fear of loss of benefits drive decision-making, there are many programs that can enable you to work and keep your benefits. (See Part VI)*
- *Wrap around supports and day supports area available and can be used to complement employment*

ASK EVERYONE: Have you ever had a job?

YES: Go to A and C if working less than 20 hours per week

NO: Go to B and C

A. Are you currently working?

1. YES: That is great. How is your job working out? Do you plan to stay in this job?
 - a. YES: Do you need any support to help you at your job?
 - i. YES: I am going to help you apply for DDA services. At the same time I would like to refer you to RSA. They can provide you with support to help you at work.
 - ii. NO: Great. Let's get on with your DDA application.
 - b. NO: Do you think you might need help finding a new job?
 - i. YES: I am going to help you apply for DDA services. At the same time, I would like to refer you to RSA. They can be very helpful to you in finding a new job.
 - ii. NO: Okay, let's get on with your DDA application.
2. NO: Would you like some help finding a job?
 - a. YES: Can you tell me more about what you have done in the past and how it worked out? (Optional Questions: Why did you lose that job? Is there anything that might have helped you keep your last job?)
 - i. I am going to help you apply for DDA services. At the same time I would like to refer you to RSA and to [other non DDA services if other issues such as childcare or transportation come up].

- b. NO: How come?
 - i. If the issue is something RSA can assist with discuss an RSA referral while moving forward with DDA application. If other barriers are identified inform individual that you can assist them with non DDA services and RSA referral if they would like to give employment another try. Proceed with DDA intake.
-

B. Have you (family member/friend) thought about getting a job?

- 1. YES: Can you tell me more about what kind of job you might be interested in? Is there anything you might need help with? [Brief conversation to assess individual readiness to pursue and follow through on employment and identify any barriers].
 - a. Appears ready to move forward with employment – I am going to help you apply for DDA services. At the same time, I would like to refer you to RSA and to [other non DDA services if other issues such as childcare or transportation come up].
 - b. Does not appear ready to move forward with employment – I will help you apply for DDA services.
 - 2. NO: Can you tell me why?
 - a. Discuss service options through RSA as well as other non DDA resources if other barriers are identified.
 - b. Complete DDA referral and then determine whether RSA referral may be appropriate.
-

C. How do you spend your day? Are there things that you like to do in the community?

- 1. If engaged in volunteer work or other similar activity, ask whether would like to consider a job where s/he could do similar types of things.
- 2. Is there anything that limits your ability to do the things you like or are interested in during the day.

Consider non DDA referrals to community resources/orgs while moving forward with DDA application, including a referral to SERVE DC for volunteer opportunities. If level of interest in employment generated through this conversation appears high, reconsider readiness for RSA referral.

VI. Offering Benefits Counseling

If at any time benefits are identified as a barrier, assess options for access to benefits information and counseling:

- *If considering RSA referral note that RSA will be able to assist with benefit related questions and concerns.*
- *If Pre-Employment Transition Services eligible direct to Pre –Employment Transition Services related benefits information and education available through RSA at school.*
- *If not interested in RSA at this time, refer to the DC Center for Independent Living.*

VII. Comprehensive review of private resources and informal supports; and facilitate informed choice of available options and development of person-centered plan

To address the person’s immediate need for long term services and supports, use the attached Integrated Support Star with the person and his or her circle of support to brainstorm ideas and referrals. Remember to start with the person’s strengths and see what help is available through family relationships, the community and technology, before you turn to eligibility specific options for support.

VIII. Link and help the person apply for public long term services and supports (help with the DDA application and/ or warm referral to public agencies like RSA, DBH, etc.).

List agencies the person will apply for LTSS:

IX. Consent:

ASK: Do you consent to us sharing this information with [list referral places]?

| Referral Agency | Consent: Yes or No | Person’s Initials |
|-----------------|--------------------|-------------------|
| | | |
| | | |

Person’s (or Authorized Representative’s) Signature

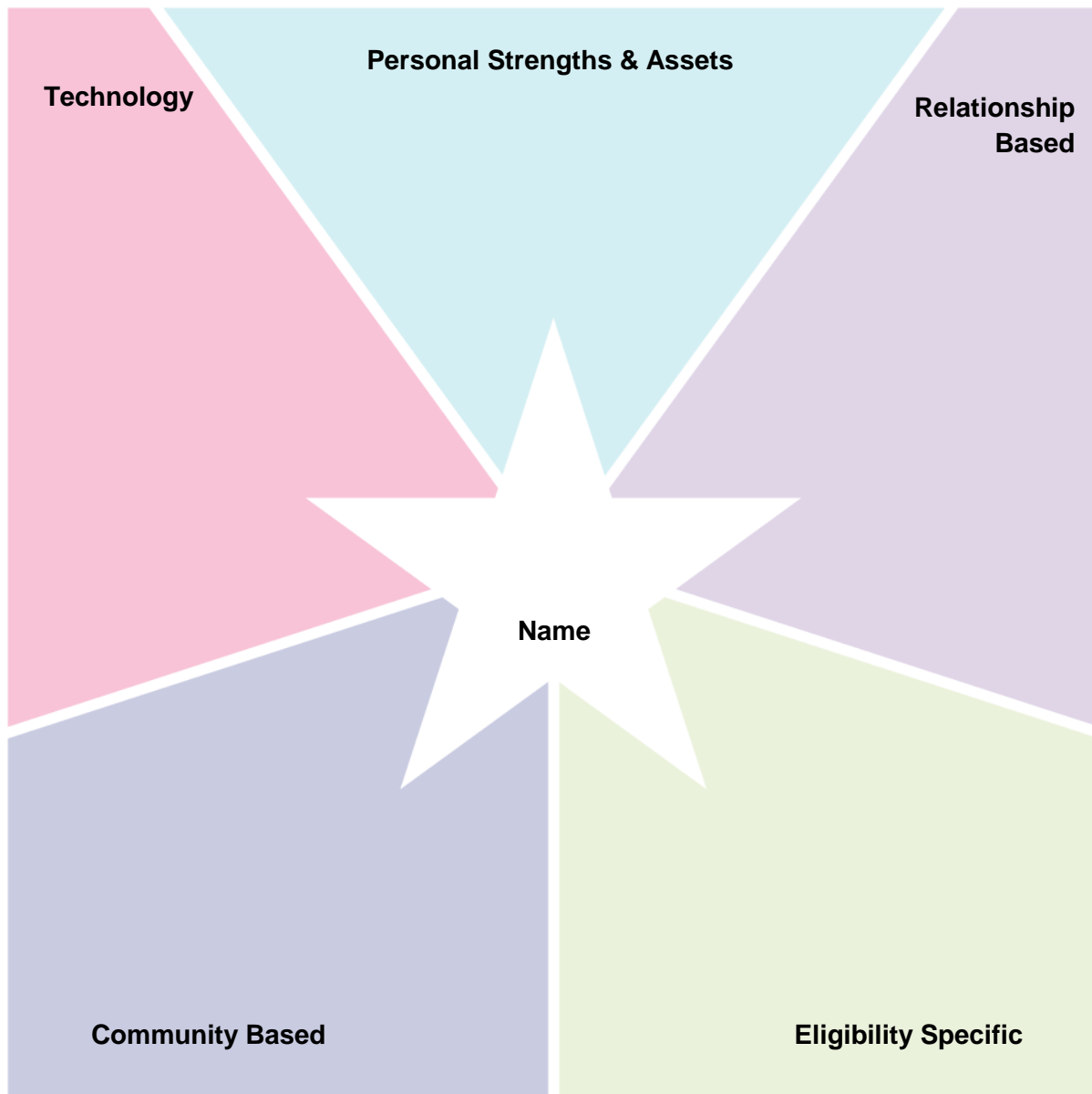
Date

DDA Staff Person’s Signature

Date

Integrated Services and Supports Star

All people need supports to lead good lives. Using a combination of lots of different kinds of support helps people have an inclusive, quality, community life. This tool helps people think about how to work in partnership to support the person's vision for a good life.



The DDA Front Door Tool was developed with support, and based upon tools created by: the University of Missouri-Kansas City Institute for Human Development, University Center for Excellence in Developmental Disabilities; the State Employment Leadership Network; and the Learning Community for Person Centered Practices.