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-	Self-Directed	Online hub with	Ensure individuals who self-direct and	Copy of Consent Decree and plain language explanation;	Updated as needed
Direction	individuals	information and	their families and staff have the	List of FIs, and support brokers, and who to contact for a plan	
		discussion boards,	information they need to self-direct,	writer;	
		ability to provide	understand how the Consent Decree	Training materials on topics relevant to self-direction;	
		feedback	affects them, and what services and	Examples of what makes a good person-centered plan;	
			resources are available to them.	ISP requirements;	
				Other resources;	
raining for Self-	Self-Directed	In-person, virtual,	Ensure individuals who self-direct and	Intro to SD - What is self-direction? Is self-direction right for	Offer quarterly
Direction	individuals, staff,	video	their families and staff have the	me?	oner quarterly
	and families			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:	
Consent Decree	All participants,	Printed materials,	Ensure the DD Community understands	Employment First; Copy of Consent Decree and plain language explanation;	Monthly and as
equirements and	families, providers,	website, videos,	the Consent Decree, what it means for	Status updates including data snapshots; Ensure all DD	needed
Jpdates	staff	mailings,	them, and the status of related activities	participants, especially those receiving Adult Day Services	
		newsletters		outside of the DD system, understand the services they are	
uctom charges	All stakeholders	Newsletters, public	Encura the DD Community is least	able to access. Plain language updates with impact/what does this mean for	Monthly gaugest
ystem changes		forums, website and	Ensure the DD Community is kept informed on changes underway in the DD	me? explanation. Specific content to be developed for various	Monthly newsletter and as needed
		printed materials	system, including those related to CFCM,	topics. Some are detailed below.	and as needed
		printed materials	rate changes, transformation grants, and	topics. some are detailed below.	
			other initiatives		
System Change:	All participants,	In-person/virtual	Ensure the DD Community understands	Explain new rates and services, explain changes to existing	Begin in Spring 202
	families, providers,		the impact of rate changes, new services,	services and why some services are ending or rolling into a	through full
service	staff	materials, website,	and new processes, including individual	new service	implementation
definitions, and		videos, mailings,	budgets		
processes		newsletters	C .		
p. 000303					
System Change:	All participants,	Trainings,	Ensure the DD Community understands	What is an individual budget? Explain which parts of the	Trainings/Workshop
Implementation	families, providers,	workshops, in-	how to develop and manage individual	budget are within the individual's control and which are set	Meetings begin in
of Individual	staff	person/virtual meetings, printed	budgets. Ensure that DD participants understand	(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.	Spring 2023 and
Budgets					continue monthly
		materials, website,	the control they have over how they		through FY24 then
		newsletters	spend their funding.		evaluate needed
					schedule; Train CFC
					staff to assist
					participants; Other
					materials develope
					by 7/1/2023 and
					updated as needed.
nternal training of	DD staff	Training, printed	Ensure DD staff understand new	To be determined as new roles are developed.	Updates and tips or Ongoing
taff		materials	processes and roles due to system		
			changes, role changes, and ongoing staff		
			development		
Lived experience	Participants and	Printed materials,	To supplement and promote peer to peer	Stories of what is possible, improvements in people's lives,	TBD as stories are
	families	website, videos,	supports, develop communications to		developed.
		newsletters	share stories and examples of what peers	-	
			(individuals and/or families) are doing.	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.	
mployment	Provider	Standards and	To ensure job developers are properly	How to approach employers; Supported employment and	Begin in Summer 20
	employment staff	informational	informed in how to engage with	customized employment; What does it mean to hire someone	
		materials	employers and have standard information to share with employers	with I/DD (myths and reality); Job Fading and retention; Accommodations;	
Employment	Employers	Informational	To ensure employers receive consistent	Supported employment and customized employment; What	Begin in Summer 20
		materials	information about hiring people with	does it mean to hire someone with I/DD (myths and reality);	
utroach ra	Darticiparte		I/DD Work with individuals to understand	Accommodations;	Ongoing
outreach re:	Participants	In-person or virtual	Work with individuals to understand	Inform individuals of options for looking for jobs, discuss	Ongoing
mployment	seeking jobs	discussions, follow	employment options, understand and	opportunities and approaches to finding a job through efforts like the Jobseekers Club	
	1	Tup printed materials,	address their barriers to employment	like the Jubseekers Club	1
		videos			

Outreach re: employers	Employers and general population		Promote the DD population as an untapped workforce	DD will coordinate messaging about hiring people with I/DD	TBD
Outreach re: transition		discussions, follow	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		Completed by 7/1/2023
Guide to services and funding	Participants and families		00 1	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