



DIVISION OF DEVELOPMENTAL DISABILITIES SERVICES NEWSLETTER

Issue 1 | Date: April 03, 2023

SUBJECT MATTER EXPERTS

DDDS SMEs

Name	Role / Function
Adam Gaskill (Kent)	Contract Admin (OBSS)
Colleen Jones	Lifespan Waiver (CS)
Ramona Savage	Day Services (CS)
Larry Pusey (Kent)	Support Coordinator (CS)
Karen Blakely (Sussex)	Behavioral (CS)
Laurie Souza	Service Integrity Unit (SIE)
Katie Howe	Incident Resolution (SIE)
Lynda Lord	Applicant Services
Darlene Sturgeon (Kent)	Billing (OBSS)
Laria Wattley (Kent)	Billing (OBSS)
Amoura Jennings	Shared Living
Carey Hocker (Sussex)	Oversight HCB Services
Sharon Bertin	Nursing(CS)
Robert Sebastiano	Functional Project Lead
Robert Goodhart	Functional SME
Tony Avallone	Reporting SME

This is the first edition of regular communication that will be provided with information regarding the new Client Data Management System (CDMS). The project is anticipated to take approximately 2 years to implement our requirements in Therap. We have received support from the Centers for Medicare and Medicaid Services (CMS). They will be monitoring the project accomplishments in the following 3 areas:

- Eliminate legacy spreadsheets and databases that require duplicate data entry;
- Automate processes that are currently paper-based or manual;
- Facilitate implementation of the person-centered plan across service providers using role-based access to a unified client case record.

CHANGE CONTROL PROCESS

All providers are hereby requested to adhere to the new change control process formulated and approved by DDDS, to communicate any System Changes i.e., workflow, data or reporting request, etc. Following are the steps to file a change request:

- "Change Request" form is filled out with a description of change.
- Requesters (including Providers) must get submitted from their respective Authorized Submitter(s) to proceed with the change request.
- Once Authorized Submitter agrees with the recommended change, Submitter sends the completed change request form to the change control committee inbox below:
DHSS_DDDS_ChangeRequest@delaware.gov
- Project Coordinator (Rob Sebastiano) will facilitate the change control mailbox; ensuring the change control committee addresses the change request.
- The Project Coordinator will coordinate any correspondence such as questions by the committee or requests for more information.
- Committee can request that Requestor/SME/Submitter attend the committee meeting if needed.
- If Change Request is determined to move forward, then the Project Coordinator/Requestor/SME/Vendor will handle the related correspondence regarding project implementation:
 - Planning (Requirements)
 - Implementation/Development (Logic)
 - Testing
 - Deployments
 - Correspondence involving vendor/DDDS
- Requestor/Submitter is notified when the outcome is determined.

* *Providers are requested to submit, to DDDS, their designated Authorized Submitter(s) in order to add to the Change Request Form as a pre-populated selection. Please send your designee's name and contact information to robert.sebastiano@delaware.gov*

** *The DDDS Change Control Committee meets at minimum once a month to vote and/or determine the response to change control requests. Submitters will receive a response based on the committee's determination of request(s). Refer questions to Prathamesh.Nalawade@delaware.gov*

*** *The latest Change Request Form will be distributed after all Authorized Submitters are added to the form*

DELAWARE HEALTH AND SOCIAL SERVICES
Division of Developmental Disabilities Services

DDDS IT Change Request
Please send to: DDDS_ChangeRequest@delaware.gov

Date Submitted:

System name/Project title:

1. Is this for Planning Development or Maintenance

2. Is there a federal or state mandate? Yes No
Description information (with projected deadlines and other important factors):

3. Div. Requestor Name:

4. Project Coordinator Name:

5. **Users affected - Please describe:** (How many users affected? Are other units/programs affected? Does this affect external users or service recipients either directly or indirectly?)

6. **Business problem that needs to be resolved:** (When describing the business problem, include the system feature or module(s) impacted, specific fields that are problematic and describe process activities that are impacted, as well as any other relevant information important to identifying the problem.)

7. **Describe how you deal with this problem currently:** (Describe any related workaround identified or used for this issue. If there is NO WORKAROUND, describe the impact to the units or program. What are the short / long term impacts of this issue?)

8. **Describe any changes in business processes and how they will be managed:** (This can be manual activities during the fix process, or maintain decision in a tracker sheet to be re-entered to the system when fixed, etc.)

9. **Preparation:** (Be prepared to meet with M&O Team to discuss this further and document further details. It is suggested to identify system names, field names, application related features etc. as these are all critical information for further analysis.)

Page 1 of 2 Modified 7/8/2021

SUBJECT MATTER EXPERTS (CONTD.)

PROVIDER SMEs		
Provider Name	Type of Service	Primary Contact
Columbus	Community Navigators	Devon Manley
		Kerry L. Parker
Community Systems, Inc.	Nursing Consultation	Heather Blackiston
Delaware Autism	Supported Employment	Katina Demetriou
Easter Seals	Day Habilitation	Donnia Melton-Togbanyahn
		Jane Schuler
Interim Health Care	Nursing Consultation	Bill Sowers
JMK Behavioral	Behavior Consultation	Jodi Karabin
Kent Sussex Industries	Prevocational Services	Kristin Elliot
Keystone	Residential	Ryan Vendouern
The Mentor Network	Residential	Bianca Allegro
Kencrest	Residential	Brett Askin
Mosaic	Behavioral Consultation	Kathy Thomas
Community Integrated Services	Day Habilitation/ Supported Employment	Sandi Hanley

BULLETIN BOARD:

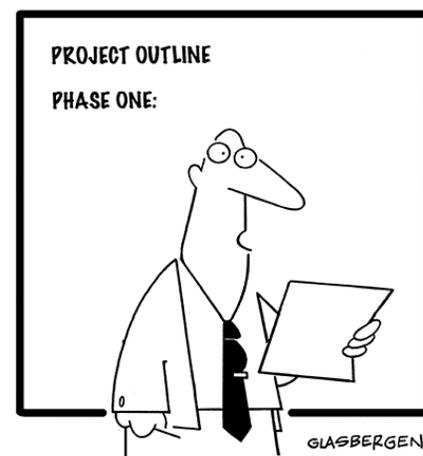
DDDS MISSION :

"The Division of Developmental Disabilities Services values persons with intellectual and developmental disabilities, honors abilities, respects choice, and achieves possibilities. We work together to support healthy, safe and fulfilling lives."

Announcements:

- We are excited to announce that the **CDMS project has started on April 1st!** SME's – brace yourselves for the kickoff event on **May 11-12** to learn all the ways that you will be contributing to a successful project.
- This is a reminder that moving forward, the **DDDS Website will no longer publish the status of provider accepting/not accepting referrals within each Authorized Provider lists.** It is strongly suggested that providers list referral status on their individual website to aid individuals who are exploring potential providers for specific services.

© Randy Glasbergen / glasbergen.com



"This undertaking will involve a great deal of time on the phone, so for project manager we chose the person with the best ringtone."

This newsletter is for all of you. We want to hear what topics would be of interest. Please submit topics for consideration to: prathamesh.nalawade@delaware.gov