


PERSON SERVED ADVOCACY COMMITTEE

PAC Follow UP Community Informational Sessions Week of November 29, 2010

- Four Community Informational Sessions were completed Fall 2010.
- Jerilyn George & Joelyn Karlson presented for most of the sessions.
- Approximately 46 persons in total attend the four sessions.
- Sessions were intended to:
 - Communicate basic information to persons served and families (see attached)
 - Gather information from community concerning what they want to know and how they want to know it.
- Feedback we received included:
 - Many of the attendees were families of persons already eligible for Summit DD services, and currently receiving services. Families expressed that future Community Informational Sessions should to be located at Summit DD facilities.
 - Families would like to have a guide as to what to expect from the service infrastructure at specific points in the life of a person served. For instance, what can a family expect at age 7, including what assessments should they expect to be completed at that time. A flow chart was suggested more than once.
 - Families would like a glossary of important terms to be readily available. They would also like easier access to a definition of services available so that they know what they have to choose from.
 - Families of children do not know what service is available; they do not understand how the Summit DD services and school services interconnect.
 - Families of children less than 3 years old need to have better information available per how to connect with the Summit DD. Families complained that there is too much chaos between systems when a child so young is diagnosed, and they do not know how to proceed. For instance, if hospitals can give Summit DD a list each month of children newly diagnosed, Summit DD staff can take the initiative to contact the families.
 - Families of young children are interested in how the Summit DD can assist them with understanding how to identify who will care for their child and how, in the event the parents pass away. They expressed concern as to how the Summit DD will know the child needs care, how to identify the parental wishes, and how we would initially become aware of the loss of parents.
 - It was shared that the cost information for paid services needs to be better reviewed with families so that they understand the information (team level issue).
 - Summit DD intake process for eligibility determination is too slow and uninformative.
 - Outreach Newsletter arrives too late in year.
 - Sessions were very well received and several attendees expressed that they look forward to the spring sessions.
 - Many individual specific service needs were surfaced, all of which have been addressed.

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Our next PAC meeting is January 26, 2011 at 6:00 PM at the Summit DD in the Board Room. At this meeting, we should be prepared to discuss the above items with an action plan. We will send out an agenda as the meeting date gets closer, which will include for your review steps Joelyn and I will have completed in an effort to meet some of the above issues.