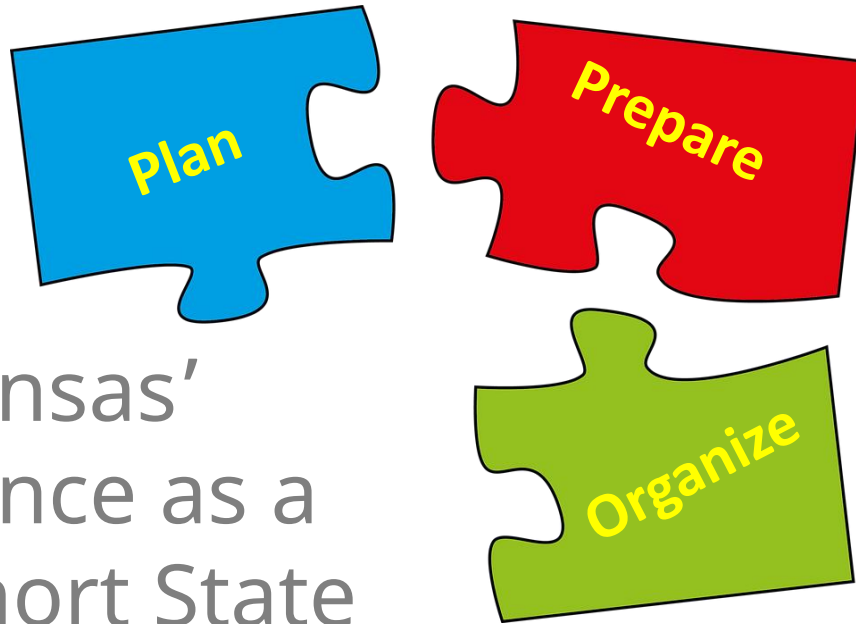


# Solving the DMS 2.0 Puzzle: One Piece at a Time



Arkansas'  
Experience as a  
First Cohort State



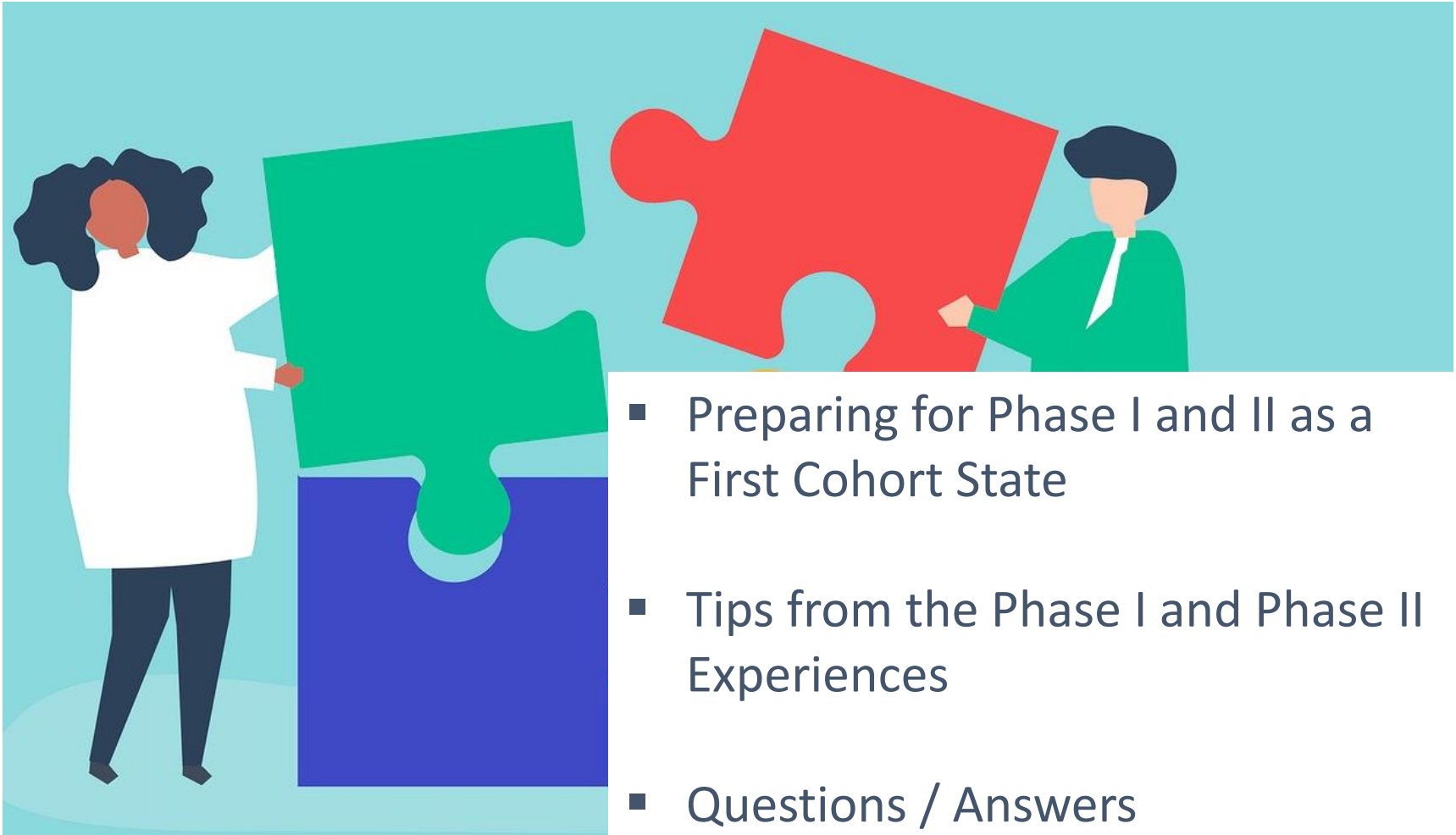
# Arkansas Department of Human Services (DHS) Division of Developmental Disabilities Services (DDS) First Connections



Arkansas' Part C Program, First Connections, is under the Lead Agency of the Arkansas Department of Human Services, Division of Developmental Disabilities Services

# Solving the DMS 2.0 Puzzle: One Piece at a Time

## Session Components



- Preparing for Phase I and II as a First Cohort State
- Tips from the Phase I and Phase II Experiences
- Questions / Answers

# Getting Started: Preparing for Phase I and II as a First Cohort State



Arkansas'  
Experience as a  
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# Getting Started



## Plan:

- A Dedicated Staff Member to Coordinate the Process/Work/Team
- Calendar of Proposed Order Components will be Covered in and Block off Time for Each Component to Stay at Least One Month Ahead

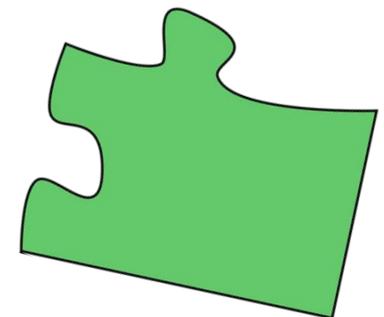
| OCTOBER 2021 |    |    |    |    |    |    | NOVEMBER 2021 |    |    |    |    |    |    | DECEMBER 2021 |    |    |    |    |    |    | JANUARY 2022 |    |    |    |    |    |    | FEBRUARY 2022 |    |    |    |    |    |    | MARCH 2022     |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
|--------------|----|----|----|----|----|----|---------------|----|----|----|----|----|----|---------------|----|----|----|----|----|----|--------------|----|----|----|----|----|----|---------------|----|----|----|----|----|----|----------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| S            | M  | T  | W  | T  | F  | S  | S             | M  | T  | W  | T  | F  | S  | S             | M  | T  | W  | T  | F  | S  | S            | M  | T  | W  | T  | F  | S  | S             | M  | T  | W  | T  | F  | S  | S              | M  | T  | W  | T  | F  | S  |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
|              |    |    |    |    | 1  | 2  | 1             | 2  | 3  | 4  | 5  | 6  | 5  | 6             | 7  | 8  | 9  | 10 | 11 | 12 | 13           | 12 | 13 | 14 | 15 | 16 | 17 | 18            | 17 | 18 | 19 | 20 | 21 | 22 | 23             | 6  | 7  | 8  | 9  | 10 | 11 | 12 | 6  | 7  | 8  | 9  | 10 | 11 | 12 | 1  | 2  | 3  | 4  | 5  | 6  | 7  |    |    |    |    |    |    |    |    |    |
| 3            | 4  | 5  | 6  | 7  | 8  | 9  | 7             | 8  | 9  | 10 | 11 | 12 | 13 | 19            | 20 | 21 | 22 | 23 | 24 | 25 | 26           | 27 | 19 | 20 | 21 | 22 | 23 | 24            | 25 | 16 | 17 | 18 | 19 | 20 | 21             | 22 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 20 | 21 | 22 | 23 | 24 | 25 | 26 |    |
| 10           | 11 | 12 | 13 | 14 | 15 | 16 | 14            | 15 | 16 | 17 | 18 | 19 | 20 | 21            | 12 | 13 | 14 | 15 | 16 | 17 | 18           | 19 | 20 | 9  | 10 | 11 | 12 | 13            | 14 | 15 | 13 | 14 | 15 | 16 | 17             | 18 | 19 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 17           | 18 | 19 | 20 | 21 | 22 | 23 | 21            | 22 | 23 | 24 | 25 | 26 | 27 | 19            | 20 | 21 | 22 | 23 | 24 | 25 | 26           | 27 | 16 | 17 | 18 | 19 | 20 | 21            | 22 | 13 | 14 | 15 | 16 | 17 | 18             | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 20 | 21 | 22 | 23 | 24 | 25 | 26 |    |
| 24           | 25 | 26 | 27 | 28 | 29 | 30 | 28            | 29 | 30 |    |    |    |    | 26            | 27 | 28 | 29 | 30 | 31 |    |              |    | 23 | 24 | 25 | 26 | 27 | 28            | 29 | 27 | 28 | 29 | 30 | 31 |                |    | 27 | 28 | 29 | 30 | 31 |    |    | 27 | 28 | 29 | 30 | 31 |    |    | 27 | 28 | 29 | 30 | 31 |    |    |    |    |    |    |    |    |    |    |
| 31           |    |    |    |    |    |    |               |    |    |    |    |    |    |               |    |    |    |    |    |    |              | 30 | 31 |    |    |    |    |               |    |    |    |    |    |    |                |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| APRIL 2022   |    |    |    |    |    |    | MAY 2022      |    |    |    |    |    |    | JUNE 2022     |    |    |    |    |    |    | JULY 2022    |    |    |    |    |    |    | AUGUST 2022   |    |    |    |    |    |    | SEPTEMBER 2022 |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| S            | M  | T  | W  | T  | F  | S  | S             | M  | T  | W  | T  | F  | S  | S             | M  | T  | W  | T  | F  | S  | S            | M  | T  | W  | T  | F  | S  | S             | M  | T  | W  | T  | F  | S  | S              | M  | T  | W  | T  | F  | S  |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
|              |    |    |    |    | 1  | 2  | 1             | 2  | 3  | 4  | 5  | 6  | 7  | 5             | 6  | 7  | 8  | 9  | 10 | 11 | 12           | 13 | 10 | 11 | 12 | 13 | 14 | 15            | 16 | 14 | 15 | 16 | 17 | 18 | 19             | 20 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 11 | 12 | 13 | 14 | 15 | 16 | 17 |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| 3            | 4  | 5  | 6  | 7  | 8  | 9  | 8             | 9  | 10 | 11 | 12 | 13 | 14 | 5             | 6  | 7  | 8  | 9  | 10 | 11 | 12           | 13 | 3  | 4  | 5  | 6  | 7  | 8             | 9  | 7  | 8  | 9  | 10 | 11 | 12             | 13 | 4  | 5  | 6  | 7  | 8  | 9  | 10 |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| 10           | 11 | 12 | 13 | 14 | 15 | 16 | 15            | 16 | 17 | 18 | 19 | 20 | 21 | 12            | 13 | 14 | 15 | 16 | 17 | 18 | 19           | 20 | 10 | 11 | 12 | 13 | 14 | 15            | 16 | 14 | 15 | 16 | 17 | 18 | 19             | 20 | 11 | 12 | 13 | 14 | 15 | 16 | 17 |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| 17           | 18 | 19 | 20 | 21 | 22 | 23 | 22            | 23 | 24 | 25 | 26 | 27 | 28 | 19            | 20 | 21 | 22 | 23 | 24 | 25 | 26           | 27 | 17 | 18 | 19 | 20 | 21 | 22            | 23 | 21 | 22 | 23 | 24 | 25 | 26             | 27 | 18 | 19 | 20 | 21 | 22 | 23 | 24 |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| 24           | 25 | 26 | 27 | 28 | 29 | 30 | 29            | 30 | 31 |    |    |    |    | 26            | 27 | 28 | 29 | 30 |    |    |              |    | 24 | 25 | 26 | 27 | 28 | 29            | 30 | 28 | 29 | 30 | 31 |    |                |    | 25 | 26 | 27 | 28 | 29 | 30 |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| 31           |    |    |    |    |    |    |               |    |    |    |    |    |    |               |    |    |    |    |    |    |              | 31 |    |    |    |    |    |               |    |    |    |    |    |    |                |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |

# Getting Started



## Prepare:

- Answer Each Question on the Monitoring Protocol Tools
- Anticipate How You'll Show/Explain Your State System's Structure
- Pre-Phase I Interview: Pull Documents Matching What is Described in Each OSEP Monitoring Protocol Tool



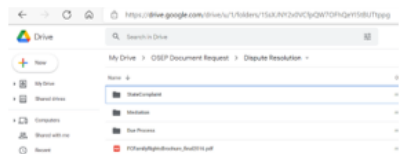
# Getting Started

## STATE: Arkansas Part C Response to OSEP Document Request

This document request provides a list of documents OSEP requested based on monitoring protocol in order to complete the review of the State's Dispute Resolution System requested no later than the end of January 2022.

State Complaint Folder/Data and Documentation Subfolder:

### Dispute Resolution



| Document Requested  | Description:   | Document(s):   |
|---|--|--|
| IDEA Section 618 dispute resolution data (at least 3 years) | 3 years' reports   | <ul style="list-style-type: none"> <li>2016-2017 Dispute Resolution.pdf</li> <li>2018-2019 Dispute Resolution.pdf</li> <li>2020-2021 Dispute Resolution.pdf</li> </ul> |
| Lead Agency Complaint Decisions                             | State Complaints filed in past 5 years (2); letter/notification of Lead Agency Decisions | <ul style="list-style-type: none"> <li>Division of Developmental Disabilities Resolution E</li> <li>Division of Developmental Disabilities Resolution M</li> </ul>     |

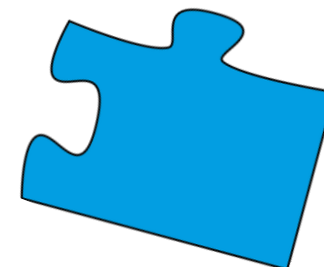
### State Complaint Folder:

| Document Requested  | Description:   | Document(s):  |
|---|--|---|
| Supplemental Guides/QA Documents  | <ol style="list-style-type: none"> <li>Notice to parent/family with a summary of parent rights during a dispute</li> <li>Outlines the General Investigation Process after a State Complaint has been received</li> </ol> | <ol style="list-style-type: none"> <li>Summary of parent rights during a dispute.pdf</li> <li>Notification of General Investigation Process.pdf</li> </ol>  |
| Description of how the State complaint system is established in the State | <ol style="list-style-type: none"> <li>Policy on how Complaint Resolution is established in the State</li> <li>Pp 12-16 of the Family Rights Guide describes options, rights during a dispute, etc.</li> </ol>           | <ol style="list-style-type: none"> <li>Section 7600 Complaint Resolution.pdf</li> <li>FCFamilyRightsBrochure_final2016.pdf<br/><a href="https://drive.google.com/drive/folders/1sXINY2z0VCPeQW70FhQeY15t8UTppg?usp=sharing">https://drive.google.com/drive/folders/1sXINY2z0VCPeQW70FhQeY15t8UTppg?usp=sharing</a></li> </ol> |

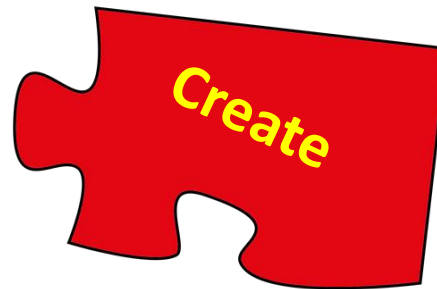
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## Organize:

- Shared Folder with Subfolders for Each Component/Protocol
- Create a Document Chart listing file name, brief description, and Protocol Description or Additional Document Request Statement (after Phase I and Phase II Interviews).



# Tips from the Phase I and Phase II Experiences



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# Tips from the Phase I Experience

- Create a brief introduction for each Component that explains your State's system/structure and highlights key points.
- Use the OSEP Monitoring Protocol Tools by Component to identify documents needed. Answer all the questions on each Protocol Tool; the Monitoring Team followed the protocol questions.
- Have the “Document Chart” and Answered Protocol questions in hand as a reference during Phase I Interviews to refer back to the specific document submitted (possibly several months prior to the interview).

# Tips from the Phase II Experience

Quite a bit of time can pass between the Phase II visits and the Phase I Interview. Add into the Phase II schedule brief refreshers as introductions to each Component before it's reviewed.

## ***Demonstrate:***

- ✓ Edit or use the slides/materials from Phase I overview of each component explaining your State's system as a brief (10-15 minute) refresher before each component of the Phase II Site Visit.
- ✓ Demo key components (data system, monitoring tool, etc.) to show how things work.
- ✓ Request time in the Phase II schedule for brief program highlights (things your State is doing well that may not specifically be addressed in the protocol).

# Comments/Questions?



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First Connections

DHS:DDS

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## (Optional) Contact Information

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