Solving the DMS 2.0 Puzzle: One Piece at a Time

Arkansas’ Experience as a First Cohort State

humanservices.arkansas.gov
Arkansas’ Part C Program, First Connections, is under the Lead Agency of the Arkansas Department of Human Services, Division of Developmental Disabilities Services
Arkansas’ Experience as a First Cohort State

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 First Cohort State
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

Plan:
- Prepare
  - Organize
  - 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

Plan: Anticipate and Set Aside the Time Needed to Prepare
Preparing for Phase I and Phase II

Getting Started

Plan

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

Organize

Prepare
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.

**Dispute Resolution**

<table>
<thead>
<tr>
<th>State Complaint Folder/Data and Documentation Subfolder:</th>
</tr>
</thead>
</table>

- **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).

**Document Requested** | **Description:** | **Document(s):** |
------------------------|-----------------|-----------------|
IOES Section 616        | 2 years' reports| 2016-2017 Dispute Resolution.pdf |
                        |                 | 2018-2019 Dispute Resolution.pdf |
                        |                 | 2020-2021 Dispute Resolution.pdf |
Lead Agency Complaint Decisions | State Complaints filed in past 5 years | Division of Developmental Disabilities Resolution I |
|                         | letter/notification of Lead Agency Decisions | Division of Developmental Disabilities Resolution II |

**State Complaint Folder:**

<table>
<thead>
<tr>
<th>Document Requested</th>
<th>Description:</th>
<th>Document(s):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description of how the State complaint system is established in the State</td>
<td>1. Policy on how Complaint Resolution is established in the State 2. PA 12-16 of the Family Rights Guide describes options, rights during a dispute, etc.</td>
<td>1. Section 7600 Complaint Resolution.pdf 2. FCFamilyRightsBrochure_final2016.pdf [<a href="https://www.gov.us/agency/filename?origin=www.gov.us/filename2016.pdf">https://www.gov.us/agency/filename?origin=www.gov.us/filename2016.pdf</a>]</td>
</tr>
</tbody>
</table>
Tips from the Phase I and Phase II Experiences

Arkansas’ Experience as a First Cohort State

Schedule
Create
Demonstrate
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).
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?

Tracy Turner, Part C Coordinator
First Connections
DHS:DDS
501-682-8703
tracy.turner@dhs.arkansas.gov
Find Us On...

Facebook.com/ArkDHS  
@ARHumanServices

@arkansasdhs  
Arkansas DHS

(Optional) Contact Information

Tracy Turner, Part C Coordinator
Tracy.Turner@DHS.Arkansas.gov