

Recommendation #1

Assure Effective Communication

ISAC Meeting
August 2024



Pennsylvania
Department of Human Services

Strategies

1. Communication policy bulletin
2. Individual Support Plan (ISP) starts with communication
3. Use data better to identify people that have communication access needs.
4. Increase number of professionals with expertise in communication.
5. Accommodate preferred language and all ways people communicate.
6. Tools, resources, and trainings to support “communication-first thinking” in Pennsylvania.

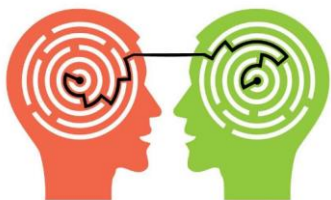


Communication Policy Bulletin

- Will be published in line with the English-ASL Interpreter Service date
- Estimated January 1, 2025

The Individual Support Plan and the planning process will start with communication.

- Continued to work on Enterprise Case Management system changes
 - Revising the Individual Support Plan (ISP) to start with communication
 - Accessible Participant Portal
 - LifeCourse; Life domain prompt questions across life stages



Use data better to identify people in service that have communication access needs.

Data we have and use:

- Independent Monitoring for Quality (IM4Q)
- Quality Assurance and Improvement (QA&I)
- Supports Coordinator monitoring data
- Incident management data

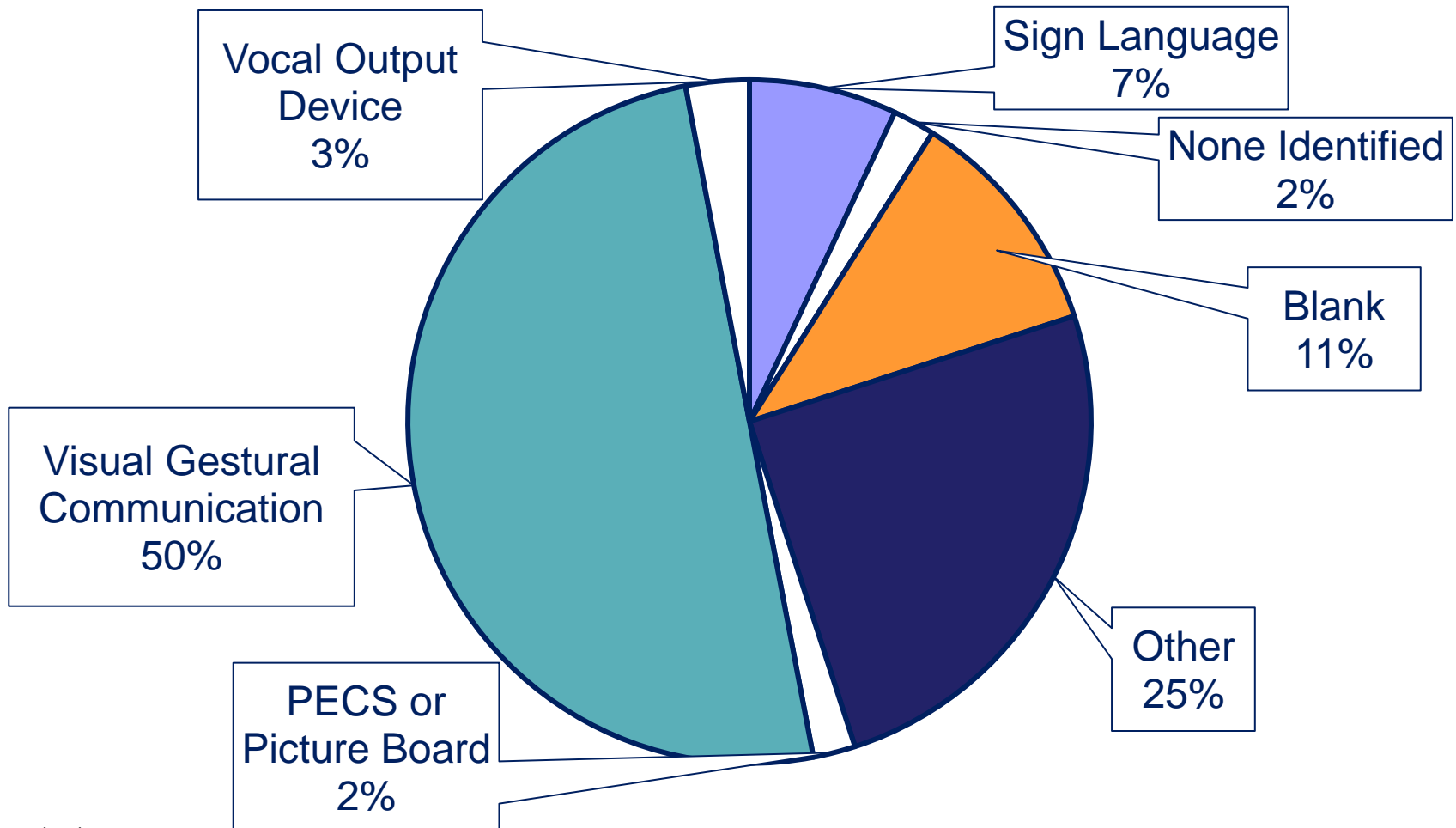
Looking at the future:

- Pulselight – data analysis from our system and medical claims system
- Supports Intensity Scale (SIS)
- Enterprise Case Management (ECM) updates for better data
- Memorandum of Understanding with Education



Communication Mode other than Verbal in ISP

79% of people are described as using verbal communication primarily, 21% (over 11,500) are listed as using:



Increase the number of professionals with expertise in communication to work with individuals with intellectual disabilities or autism across the lifespan.

- Training for American Sign Language Interpreters (4)
 - ASL Vocab in the ODP World
- Deaf Affinity Group with NASDDDs
- Training on Neurodiversity for Commonwealth staff outside the Department of Human Services
 - Environmental Protection, Health, Conservation and Natural Resources, Governor's Office of General Counsel, PA Fish & Boat Commission, Diversity, Equity, Belonging, and Inclusion
- PA Autism Training Conference (PATC) sessions
- Everyday Lives Conference sessions
- Sensory Regulation and Impacts on Communication
- Lunch and Learns for ODP staff on Accessibility



Continued...Children Focused

- Pennsylvania Child Advocacy Centers (PennCAC) trainings
- PennCAC Grant
 - Specialized training around Minimal Facts Interviewing with potential victims of child abuse of varying disabilities
- Transition Conference
- Augmentative and Alternative Communication (AAC) Talks Conference
- High Expectations for Students with Low Incidence Disabilities (HELIX) Conference
- Pediatric Capacity Building Institute
- PA Educators of Students who are Deaf Hard of Hearing
- Intermediate Units
- PA Training and Technical Assistance Network (PaTTAN) Leadership Retreat



▶ Thank you!

Any Questions?

Lesheffiel@pa.gov



Pennsylvania
Department of Human Services