



EXECUTIVE MEMO

TO: Executive Directors, DSN Boards
Executive Directors, QPLs

FROM: Rufus Britt, Associate State Director Operations *R. Britt*

SUBJECT: DDSN Operations Division Organizational Realignment

DATE: June 10, 2019

The purpose of this memo is to inform the provider community of changes in DDSN's Operations Division designed to better support both individuals we serve and providers who partner with DDSN to serve them and their families. DDSN is eliminating the two District Office brick & mortar model. It is being replaced by a model to simplify community provider access through four DDSN Regional Representatives (RR). These RRs serve as a "one stop" source for information, technical assistance, and support for providers. These RRs are an extension of the centralized Operations. This is intended to ensure each RR is armed with accurate and timely information, as well as expedite coordinating resolution to provider concerns, request(s) for assistance, and issues requiring Central Office action in a transparent process with objective criteria to speed fair and consistent decisions.

In addition, other organizational changes serve to enhance capabilities to address the critical issue of supporting individuals we serve with escalating behaviors or those in a crisis situation. The Autism Division is now part of Operations and will assist in crisis response and resolution, providing technical assistance and training. This move avails their expertise and skills to a wider span of children and adults with autism and their families, as well as other individuals served and providers in need of support. These personnel are stationed regionally, which should expedite responses to request for assistance, crisis response, and or training. Complex cases will be centrally staffed by a multidisciplinary team to assist in developing support options to address in-place or, if needed, coordinate short term residential options. Longer-term technical assistance in the form of training family or provider direct support staff will be part of the support options available. Additionally, this central focus will permit DDSN to better serve consumers with patterns of escalating into a crisis by leveraging knowledge from prior crises and build more unique services to alleviate these complex situations.

Other Operational Center processes to be developed over the next several months will be:

- Establish triage beds within one or more Regional Centers to support individuals in crisis and formalize training and risk management programs to support providers serving individuals displaying aberrant behavior(s)
- Simplify provider mandatory notification requirements to DDSN with better procedures so routine matters can be done through email to the Operations Center and more critical matters escalated through telephonic contact with RRs
- Coordinate all DDSN responses (i.e., complaints, Alliant follow-up, unusual events) to ensure providers have an established single point of contact, which should avoid multiple DDSN personnel contacting a provider for the same issue
- Provide situational awareness updates as needed in a standard manner throughout DDSN and provider community
- Structured pattern of debriefing RRs to harness provider issues, which will then be forwarded to the State Director and other Central Office personnel for more timely consideration to change policies or procedures

The new Interim Director of Community Operations is John Hitchman (843-832-5567-office; 843-495-3302-cell; jhitchman@ddsn.sc.gov). Information (i.e., audits, financial statements, etc.) formerly sent to district directors should be sent to the attention of John Hitchman, who is stationed at Central Office. The four RRs are:

Region	Regional Rep Name	Cell#	Office#	Email
Coastal	Ronda Ritchie	803-960-5463	843-832-5585	rritchie@ddsn.sc.gov
Piedmont	Pat Fagan	864-547-0117	864-938-3507	pfagan@ddsn.sc.gov
Pee Dee	Deborah Smith	843-637-6608	843-664-2625	dsmith@ddsn.sc.gov
Midlands	Daniel Davis	803-413-8677	803-898-9639	ddavis@ddsn.sc.gov

Ms. Nancy Hall will serve as the Interim Director of Regional Center Operations. Hence her title, Ms. Hall is now responsible for day to day operations and oversight of the DDSN's five state operated Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICFs-IID). Operating our Regional Centers requires daily attention and 100% devotion to those we serve and their families, our diverse workforce, and the critical thinking to maintain certification and above standard service provision.

Thank you in advance for your patience and understanding as we implement this phase of organizational realignment. It is our hope these changes enhance our abilities to support providers and those we serve.