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DDSN Executive Memo

To: Executive Directors, DSN Board
Executive Directors, QPLs

From: Rufus Britt, Associate State Director of Operations 

Date: February 10, 2020

Subject: Operations – Reassignment of Regional Representatives

As most of you are aware, in June of 2019 we implemented interim personnel changes within Operations that included the elimination of the District Office model and implementation of the Regional Representative. In a continued effort to enhance and streamline our communication system and create an efficient response system to our provider network, we are revising these roles to add specificity to each person's duties while also assigning specific responsibilities in some of our most vital operational areas. The revised duties of the four current Regional Representatives are as follows:

Pat Fagan – will continue to serve in the Regional Representative role for the Piedmont Region and will also assume that role for the Midlands Region. Mr. Fagan's primary duties will include: processing all ADT's, maintaining residential bed vacancy tracking and offering a variety of provider support functions.

Deborah Smith – will continue to serve in the Regional Representative role for the Pee Dee Region and will also assume that role for the Coastal Region. Ms. Smith's primary duties will include: processing of all ADT's, maintain the residential bed vacancy tracking and offering a variety of provider support functions.

Ronda Ritchie – will transition into a revised role with a primary focus on providing technical assistance and training related to statewide case management functions. Ms. Ritchie will also provide statewide oversight of state funded consumers eligible for Medicaid enrollment. She will also reinstitute her statewide training schedule for case management personnel.

Daniel Davis – will transition into a revised role with a primary focus on operation of the agency's Autism residential homes. Mr. Davis will also coordinate and develop the agency Autism awareness and training efforts by building a comprehensive resource archive on the agency website and a robust training calendar that will offer a wide array of Autism specific trainings. We ask that providers direct any questions, concerns or requests for Autism specific trainings and available supports to a newly created email portal at AutismServices@ddsn.sc.gov.

The revised duties for the individuals listed above will become effective immediately. We will also include this topic in all of the upcoming counterpart meetings to ensure this information is disseminated throughout the provider network.

Please feel free to direct any questions to Mr. John Hitchman, Interim Director of Community Operations at 843-832-5567 or by email jhitchman@ddsn.sc.gov.

Thank you.