



DD Community Forum Recording and Information

BHDDH held a DD Community Forum on Wednesday, August 17th to get the latest news from the BHDDH Division of Developmental Disabilities. BHDDH thanks Advocates in Action for hosting and recording the forum.

The recording is available at <https://www.advocatesinaction.org/DDCommunityForums>. Resource links have been added on the web page with the video and are provided below.

Resource Links

- [Rate Review](#)
- [Statewide Workforce Initiative](#)
- [Technology Fund](#)
 - View the [Technology Fund FAQs](#)
 - View the [Technology Fund Flyer](#)
 - Download the [Technology Fund Request Form](#)
 - Visit [Able Opportunities' Resources about Assistive Technology](#)
 - Visit [Bridging the Gap's Resources about Assistive Technology](#)
 - View the [Everyday Technology](#) presentation from the 2022 Self-Advocacy Conference
- [Conflict-Free Case Management](#)
 - [Download the State's Conflict-Free Case Management Presentation](#)
- [Sherlock Center's Self-Directed Supports Users Group](#)
- [Neighborhood Health Plan's Medicaid-Medicare Benefits](#)

The next DD Community Forum will be on Wednesday, November 2nd, 3:00-4:30 pm.

Technology Fund

Those that submitted Technology Fund request by May 31 should have received a letter with the response to the request. Providers and Fiscal Intermediaries (FIs) will make the purchases over the next few weeks.

There were 265 requests received. Only a few requests were denied because they were not for technology or there was not a related ISP. Most of the requests were for iPads, tablets, iPhones, computers, Proloquo, a few Rings, and a few echo dots.

The next deadline for requests for funding is September 30th. Letters about awards will be sent out in the beginning of October.

The request form is being changed slightly to clarify requests. When applying for funding, please visit <https://bhddh.ri.gov/developmental-disabilities/initiatives/technology-fund> for the updated form or for more information about the technology fund.

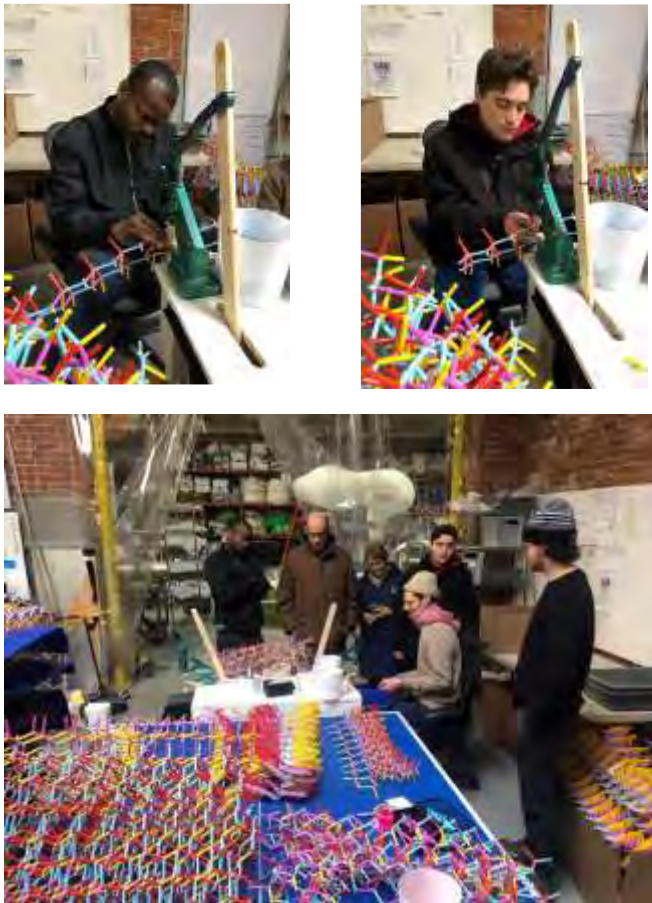
New Art Installations at BHDDH

New art installations at Barry and Simpson Halls used individuals supported by the Division of Developmental Disabilities to create a physical mirage of color that adapts as the viewers moves around the Lattice, allowing the viewer to experience a dazzling optical effect.

Pneuhaus, an art-collective based in Rhode Island, won the competition with their concept of make an intricate color lattice structure composed of thousands of struts and connectors that embodies the ethics of government and is built by people BHDDH serves. The form stands as a poetic parallel to communities, workplaces, and governments. The Lattice's strength is distributed through all of its parts as each intersecting strut both supports and is supported by the rest.

BHDDH's own Ruth Feder served on the committee. She insisted that the piece reflect both the services BHDDH provides and the people we serve. Pneuhaus sees this as a true celebration of the power of collaboration and community. We see it that way too and thank them for both their creativity and employing individuals we support.

The Lattice under construction



The Lattice installed at Simpson Hall



Direct Support Professional Careers for People with Disabilities

Wednesday, August 31, 2:30-4:00 PM

[Click Here to Register](#)

Direct Support Professionals (DSPs) play a key role in supporting people with disabilities in attaining and retaining employment and fully integrating into their communities. They may serve as job coaches and provide ongoing training and support, as well as help with daily living activities.

Despite the critical work of DSPs, the profession faces challenges including labor shortages, high turnover, and low wages. Yet, especially in states that have taken steps forward mitigating these barriers, the DSP profession can offer flexibility, progressive wages, benefits, and inclusive, accessible training to improve skills and care for clients.

In this webinar, experts from the field will share their experiences in creating opportunities for people with disabilities to work as DSPs using customized employment and reasonable accommodations. Join us to learn about an innovative [DSP Academy](#) that trains people with disabilities to work as DSPs. RCM of Washington Chief Executive Officer Amy Brooks and Chief Innovation Officer Susan Brooks will describe RCM's approach to training and employment placement. Two DSP Academy graduates, Carlos Hilton Zacarias and Tinesha Gray, will share their experiences participating in the training, applying their skills as DSPs, and excelling in a job that is inclusive and tailored to their abilities.

Webinar participants will learn about:

- The importance of customization and accommodation in training and employment for DSPs.
- Care economy career pathways for people with disabilities.
- Benefits of the DSP profession for people with disabilities.
- The need for a labor market culture shift to allow for more flexible and inclusive approaches to accommodate workers' and clients' needs.
- Findings from the [LEAD Center report and listening session](#) on the DSP workforce.

BHDDH and The Arc of RI Pilot Project to Help Self-Directed Individuals Hire DSPs

The ARC of Rhode Island, in partnership with BHDDH, has begun an outreach campaign to increase interest in the role of DSPs. The campaign consists of radio ads in English and Spanish, social media ads, and community based recruiting. People who are interested may call the ARC at 401-363-9899.

If you self-direct your BHDDH services and are looking for support staff, please call ARC at 401-363-9899 to learn more about connecting with people who have expressed interest in becoming a DSP.



New Website Launched for Youth Alternatives to Guardianship

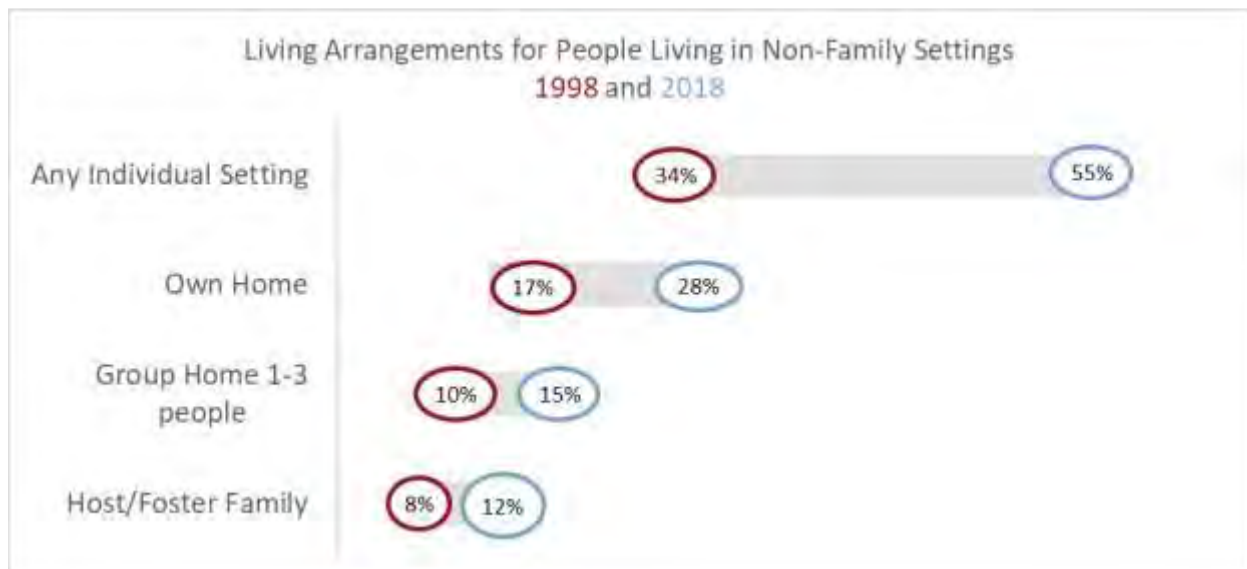
The Center on Youth Voice, Youth Choice (CYVYC) has launched a new website. CYVYC is a national youth resource center on alternatives to guardianship. It promotes the use of alternatives to guardianship nationally through research, self-advocacy, outreach, coalition building, and education. The new website features:

- a U.S. map with information about alternatives to guardianship in different states;
- Photos and bios of Youth Ambassadors and a Youth Ambassador Training Curriculum;
- Resources for many different audiences including ones written in plain language;
- Stories about youth; and
- Information on state teams that are part of a national Community of Practice.

Visit the new CYVYC website to learn more at www.youth-voice.org.

Growth of Supports Provided to People with I/DD in Individualized Settings

The number of people with I/DD receiving supports while living in settings other than in the home of a family member grew by 48% between 1998 and 2018. In 1998, 368,041 individuals with I/DD got supports while living in settings other than the home of a family member. Thirty-four percent received supports in individual settings such as their own home, a host or family foster home, or a home shared by three or fewer people getting supports. By 2018, the number of individuals living somewhere other than the home of a family member had grown to 544,101, with 55% living in individual settings. The number of people getting supports while living in their own home grew the most.



Data Source: Larson, S.A., van der Salm, B., Pettingell, S., Sowers, M., & Lahti Anderson, L., (2021). **Long-Term Supports and Services for Persons with Intellectual or Developmental Disabilities: Status and Trends Through 2018**. Minneapolis: University of Minnesota, Research and Training Center on Community Living, Institute on Community Integration. ici-s.umn.edu/files/yFXkkmRteg/2018-risp-full-report?preferredLocale=en-US.



The Residential Information Systems Project (RISP) is a longitudinal study of long-term supports and services (LTSS) for people with intellectual and developmental disabilities (IDD). An annual survey of state IDD agencies is used to gather information about the settings in which LTSS recipients live, federal and state funding sources, residential setting type and size, recipient age and expenditures.

Growing Partnership: **Spurwink School Joins Lincoln Community Garden**

By NICOLE DOTZENROD Valley Breeze Staff Writer nicole@valleybreeze.com

The Spurwink School, a year-round special education program at 365 River Road in Lincoln, is a stone's throw from the Lincoln Community Garden. For the first time ever, the two groups have established a partnership.

When Tom Rossi posted a call for new gardeners on Facebook, it came to the attention of Mary Anne Maciel, director of employment/community services for Spurwink Rhode Island.

"I'd never known what the building was," Rossi said, despite Spurwink School being a few hundred feet away from the community garden he helps run. "... only that it was some kind of school."

Spurwink's administrative offices are based in Cranston, but as a community-based program serving children and adults with disabilities, Maciel said, "we're pretty much everywhere."

There's the school on River Road, as well as an adult residential program on Cobble Hill Road, and a life skills center in Cranston serving adults with disabilities over age 21.

Maciel, who oversees Spurwink's employment training/job placement program VocLinks, said they strive to offer opportunities for individuals with developmental disabilities via community inclusion and person-centered planning. In short, they're always looking for new ways to connect with the community and encourage the freedom of choice.

"People get to decide whether or not they want to partake in certain programs," she said.

Staff members like Valerie Rankin, an employment specialist/direct support professional, work "in all environments" with Spurwink's community members, resulting in "really good job members." The rest of their schedule is filled with activities like visiting the garden.

"Our goal was to really get into the community. When Val saw this opportunity, I said 'Let's go for it,'" Maciel said.

When they offered a chance to visit the Lincoln Community Garden, roughly a dozen people signed up. Rossi, who reserved a plot for Spurwink, said they "went to the head of the line."

Unfortunately, the open plot was one of the worst in the garden, having been left abandoned by its former gardener. Rossi and other volunteers helped to weed and till the garden, and Spurwink took over.

"What they did over there blew my mind," he said. "Our worst plot became our best plot. I was amazed ... they've really been marvelous."

The Spurwink gardeners started by visiting a local nursery, where they went on a scavenger hunt for their favorite vegetables.

“This summer, I grew Portuguese peppers and broccoli,” said Jordan Andrews, one of the gardeners. Jessica Bullock also chose to grow broccoli, resulting in eight massive plants.

Kevin Dexter grew a bounty of banana peppers and Italian sweet peppers. Ben Patch wanted to grow cauliflower, but they ended up with Brussels sprouts by accident. He was OK with the change.

Audra Johnson helped make signs to label the crops.

They also grew red and golden cherry tomatoes, asparagus beans, squash, basil, morning glories and sunflowers. They said their secret to a bountiful garden is using banana water – banana peels soaked in a jar of water and sprinkled over the plants.

On a typical week, they’re working the garden on Mondays and Thursdays, helping to water, weed and harvest. They’re planning to hold a cookout at the garden in the coming weeks, where they’ll share some of what they’ve grown so far.

When Rossi polled the group to see whether they’re interested in returning to the garden next year, Dexter answered for his friends with a resounding “Yes,” adding, “We’ll come every year.”

“It’s been a great partnership,” Maciel said during a visit to the garden last week.

Asked whether they’re ready for a bigger plot, Dexter motioned to the garden and surrounding fields and said, “We want this whole thing.” “You’ll need a tractor,” Rossi said. Dexter volunteered to drive.

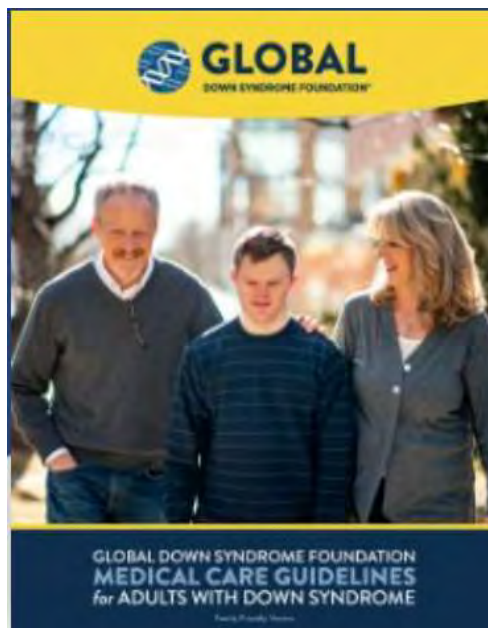


New Guide Provides Roadmap For Care For Adults With Down Syndrome

As individuals with Down syndrome live longer than ever before, a newly released guide is offering first-of-its-kind advice to families about how the chromosomal disorder should impact their medical care.

The resource issued this summer by the [Global Down Syndrome Foundation](#) builds on [recommendations for clinicians](#) that were published in the Journal of the American Medical Association in October 2020, the result of a multi-year research review.

That document, developed by experts at eight of the nation's largest adult Down syndrome medical centers and other stakeholders, includes over 80 pages of technical guidance on managing behavior, dementia, diabetes, cardiovascular disease, obesity, osteoporosis, atlantoaxial instability, thyroid disease and celiac disease.



Among other things, the recommendations urge all people with Down syndrome to receive Alzheimer's screening beginning at age 40 and indicate that individuals in this population should be screened for diabetes earlier and more often than others.

Much of the advice for doctors was new since there was no clinical research available in many topic areas.

Now, at a quarter the length, a family friendly version of the GLOBAL Medical Care Guidelines for Adults with Down Syndrome is simplifying the recommendations provided to clinicians nearly two years ago in order to offer adults with Down syndrome and their families a user-friendly understanding of how their care should differ from that of typically developing adults.

"We created the guidelines following the highest standards so that we could be published in JAMA," said Michelle Sie Whitten, president and CEO of the Global Down Syndrome Foundation, which is behind both the guide for clinicians and the family friendly version. At this point, "we are taking it to the next level and empowering adults with Down syndrome and their families to understand the guidelines and to advocate for them with their medical providers."

The revised version is based on input from focus groups that included individuals with Down syndrome and their families, the Global Down Syndrome Foundation said, and it's [available for free](#) on the group's website.

Going forward, the foundation indicated that it is working to update the guidelines to include information about sleep apnea, blood cancers, solid tumor cancers, vision and eye issues, physical therapy and fitness.

Federal Agencies Recommend Strategies To Expand Disability Employment

A group of federal agencies have come together to encourage state and local governments to do more to ensure that people with disabilities can access and succeed in competitive integrated employment. In a jointly issued letter titled [Resource Leveraging & Service Coordination to Increase Competitive Integrated Employment for Individuals with Disabilities](#) and an associated [frequently asked questions](#) document, the agencies have laid out best practices that localities can use to maximize funding and resources and ensure successful outcomes.

“With limited resources, a single government agency may find it difficult to provide the full range of services that meet all the needs of jobseekers with significant disabilities,” said Taryn M. Williams, assistant secretary of labor for disability employment policy at the US Department of laboratory. “This joint communication helps state and local agencies understand that resources can and should be leveraged and used as an effective strategy in making competitive integrated employment a reality for those facing multiple barriers to employment.”

The communications focus on three main strategies — blending, braiding, and sequencing. Blending brings money together from multiple sources that goes into one pot for a particular service or initiative. With braiding, funds from different places are kept separate, but used for a specific service. And sequencing is a strategy whereby multiple types of funds are used in a set order to help a person with a disability pursue, obtain or keep competitive integrated employment.

“Through blending, braiding and sequencing resources, all partners can share in the achievement of successful employment outcomes, while ensuring a seamless experience for the job seekers receiving services,” reads the five-page correspondence.

“An economy is at its strongest when everyone, including individuals with disabilities, has the opportunity to obtain a good-paying job and advance their careers,” said Acting Assistant Secretary for Employment and Training Brent Parton. “Advancing Competitive Integrated Employment ensures all workers benefit from economic growth. By sharing practical advice across state and local government systems, we can inspire creative solutions toward our common goal.”

The federal partners are:

- US Department of Labor
 - Office of Disability Employment Policy
 - Employment and Training Administration
- US Department of Health and Human Services
 - Administration for Community Living
 - Centers for Medicare and Medicaid Services
 - Substance Abuse and Mental Health Services Administration
- US Department of Education
 - Office of Special Education Programs
 - Rehabilitation Services Administration
- Social Security Administration
 - Office of Retirement and Disability Policy

Contacting DD Staff

See the full Division Contact List attached to this newsletter.

Monday-Friday 8:30-4:00
for questions or support
(401) 462-3421

Para español, llame
(401) 462-3014

Send general questions to the
AskDD email address.

BHDDH.AskDD@bhddh.ri.gov

Please do not email critical issues.

Sign Up for Our Email List

If you aren't receiving email updates
and newsletters from BHDDH, you can
[sign up here](#) or on our website. Go to

<https://bhddh.ri.gov/developmentaldisabilities/events/newsandupdates/> to sign up or to see
past quarterly newsletters and issues of DD News.



SIGN UP FOR THE BHDDH NEWSLETTER

If you are experiencing a mental health crisis, BH Link is here for you

BH Link's mission is to ensure all Rhode Islanders experiencing mental health and substance use
crises receive the appropriate services they need as quickly as possible in an environment that
supports their recovery. Call 911 if there is risk of immediate danger. Visit the BH Link website
at www.bhlink.org or for confidential support and to get connected to care:

CALL **(401) 414-LINK (5465)** If under 18 CALL: **(855) KID(543)-LINK(5465)**

Visit the 24-HOUR/7-DAY TRIAGE CENTER at 975 Waterman Avenue, East Providence, RI

For Information on the Consent Decree

For information on the Consent Decree and BHDDH, see <https://bhddh.ri.gov/developmental-disabilities/consent-decree>.

COVID-19 Information

Rhode Island Department of Health COVID-19 Resources

Hotline (401) 222-8022 or 211 after hours;
Email RIDOH.COVID19Questions@health.ri.gov
Website <https://health.ri.gov/covid/>
Includes a link to ASL videos

RI Parent Information Network (RIPIN)

Website <https://ripin.org/covid-19-resources/>
Call Center (401) 270-0101 or email callcenter@ripin.org

Advocates in Action – for videos and easy to read materials

Website <https://www.advocatesinaction.org/>
Website offers BrowseAloud, which will read the website to you

Division of Developmental Disabilities - All Staff Contacts

Main Phone #: (401) 462-3421 **TDD:** (401) 462-3226 **Website:** <https://bhddh.ri.gov/>
Fax: (401) 462-2775 **Spanish Line:** (401) 462-3014 **BH Link:** 401-414-5465

To report abuse/neglect:
 (401) 462-2629

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Vacant	Administrator, Employment	462-3857	

Case Management Units

East Providence/Pawtucket/Central Falls region

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Amie Adams	Social Caseworker II	462-2480	Amie.Adams@bhddh.ri.gov
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Suzanne Porter	Social Caseworker II	462-1972	Suzanne.Porter@bhddh.ri.gov
Mary Beth Silveria	Social Caseworker II	462-2438	Marybeth.Silveria@bhddh.ri.gov
Heather Soares	Social Caseworker II	462-6097	Heather.Soares@bhddh.ri.gov

Northern RI/West Bay/Kent Region

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Dayna Hansen	Social Caseworker II	462-2505	Dayna.Hansen@bhddh.ri.gov
Natalie Sam	Social Caseworker II	462-2529	Natalie.Sam@bhddh.ri.gov
Erin Simonelli	Social Caseworker II	462-2502	Erin.Simonelli@bhddh.ri.gov

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Meredith MacDonald	Casework Supervisor	462-1329	Meredith.Macdonald@bhddh.ri.gov
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Jennifer Gouveia	Social Caseworker II	462-0098	Jennifer.Gouveia@bhddh.ri.gov
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Joseph Tevyaw	Social Caseworker II	462-2474	Joseph.Tevyaw@bhddh.ri.gov
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Providence/West Bay/Kent Region

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Kristen Miga	SIS Caseworker	462-0449	Kristen.Miga@bhddh.ri.gov
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Lori Vandall	Clerk Typist	462-6086	Lori.Vandall@bhddh.ri.gov

Supporting Meaningful Employment Training Series

A Person-Centered Approach to Career Planning, Job Development and Retention



In-Person Training

All sessions will be held in person at the Sherlock Center on Disabilities, Providence, or Creative Works, Warwick. See SME Training Schedule for details. The Sherlock Center follows RI College in-person COVID guidance. Masks may be required. In the event of a COVID resurgence, training will revert to an online format.

ACRE Certificate

To earn an ACRE Certificate, learners must attend an orientation session, 12 instructor-led modules, 3 mentor/fieldwork sessions and successfully complete fieldwork assignments. SME Training Schedule is below.

The Sherlock Center offers two paths to earn an ACRE Certificate. The recommended path is to register for the full ACRE series, which allow learners to complete the required modules and fieldwork assignments within 6 months.

The alternative path is to build an ACRE Certificate by completing three SME mini-series and required fieldwork assignments within a 24-month period. Complete details are available on the SME Training page of the Sherlock Center website www.sherlockcenter.org.

Learner Technology Requirements for Online Mentor/Fieldwork Sessions

Learners will participate in instructor-led sessions using Zoom. To participate, learners will need a computer, laptop or tablet with reliable internet access with sufficient bandwidth, and a camera. It is recommended that learners have dedicated time and space when attending sessions.

Learner Time Commitment

Each training module is 3.5 hours. Learners are also required to participate remotely in an orientation session (1.5 hours) and three mentor/fieldwork sessions (1.5 hours each), in addition to satisfactory completion of fieldwork assignments.

To support course completion, learners are expected to begin fieldwork during the course and meet projected assignment due dates. Learners are encouraged to access 1:1 fieldwork support offered through the Sherlock Center.

REGISTRATION

Register Online: <http://bit.ly/2Lt4vTP>

Registration and training schedule are also available on the Sherlock Center website www.sherlockcenter.org. Register by **August 19**.

Fees: Sessions are offered free of charge to participants working for a RI organization/school, including Self-Directed Supports staff/representatives.

Requests & Questions: If you need a reasonable accommodation (e.g. ASL Interpreter, large print), please make your request known when you register. For registration questions, email Elaine Sollecito at esollecito@ric.edu 401-456-2764. For training questions, email Vicki Ferrara at vferrara@ric.edu.



Build an ACRE!
SESSION MODULES

Module 1: Foundations in Community Employment Services and Supports

Module 2: Work Incentives to Support Employment and Retention

Module 3: Vocational Assessment I - Getting to Know the Job Seeker

Module 4: Vocational Assessment II - Person-Centered Employment Planning - the process

Module 5: Vocational Assessment III - Strategies for Community Exploration & Individualized Job Search Planning

Module 6: Employment Law, Americans with Disabilities Act (ADA), and Disability Disclosure

Module 7: Job Development I - Job Search Practices to Support Meaningful Employment

Module 8: Job Development II - Employer Assessment and Individualized Approach to a Job Match

Module 9: Job Development III - Employer Relationships and Negotiations

Module 10: Job Retention and Coaching I - Foundations in Job Retention Success

Module 11: Job Retention and Coaching II - Teaching the Job - Task Analysis and Systematic Instruction

Module 12: Job Retention and Coaching III - Fading Support, Quality Services and Career Development



LUNCH AND LEARN: Working While Disabled—Work Incentives Sessions

Registration Now Open!
Work Incentives sessions for SSI and SSDI Beneficiaries

Working with Benefits - Yes, You Can!

August 31, 2022, 12-1 pm

SSDI Overview:

September 21, 2022, 12-1 pm

SSI Overview:

November 2, 2022, 12-1 pm

Work Pays! An Introduction to YOUTH Work Incentives

October 12, 2022, 12-1 pm



ALL SESSIONS will be offered on Zoom with subtitles in English.

REGISTER ONLINE at <https://bit.ly/2KkUCVQ>

The Sherlock Center provides Work Incentive Information and Benefits Counseling services to SSI and SSDI beneficiaries and those that support them (family, guardian, rep payee, professionals). These sessions will be of value to anyone looking for a basic introduction to disability-related work incentives and/or has related questions. The Work and Benefits Introduction is for those starting to think about working and have general questions. The SSI or SSDI sessions provide details about the specific work incentives and other related information. All sessions provide an opportunity for you to ask questions about the following topics:

- Ticket to Work
- SSI or SSDI Work Incentives
- Resources about Work Incentive Information
- Access to Benefits Counseling
- Working and Impact on Health Insurance Medicaid/Medicare
- Other questions related to benefits and working

Upon registration please share your questions.

NOTE: These sessions will not address how to apply for SSI or SSDI benefits.

TIP: Unsure if you receive SSI or SSDI? You can confirm which benefit you have at <https://www.ssa.gov/myaccount/>

Presented by Certified Work Incentives Counselors.

REGISTRATION IS LIMITED! Advance registration is required. After registering, you will receive a confirmation email containing information about joining the session. You can access the session by computer, mobile device or listen using a cell or landline phone.

Accommodation requests or registration questions: Contact Elaine Sollecito at esollecito@ric.edu, 401-456-2764.

Session questions: Contact Vicki Ferrara at vferrara@ric.edu, 401-456-8092 or Joshua Hughes at jhughes@ric.edu, 401-456-4734.



Self-Directed Supports Network

ONLINE MEETING

Tuesday, September 13, 2022

7:00 - 8:30 PM

TOPIC: DIRECT SUPPORT PROFESSIONAL COMPETENCIES

With Robert Kalaskowski, Assistant Director of Planning & Program Development
Rhode Island Department of Labor and Training

RSVP at <https://bit.ly/2YUamqz>

About Direct Support Professional Competencies

The Rhode Island Direct Support Professional (DSP) Competencies Workgroup, formed in January 2022, has worked to develop occupational competencies to help guide, inform, and prepare the state's DSP workforce. Competencies are the knowledge, skills, and abilities needed to provide quality services. The Workgroup is preparing to endorse the DSP Competency Areas as published by the National Alliance for DSPs, with minor revisions.

As a member of the self-directed community who employs DSPs to work for you or your family member, your input is valued and appreciated. The Sherlock Center on Disabilities, in partnership with the RI Department of Labor and Training and the Division of Developmental Disabilities, invites you to learn about the DSP Competencies and share your comments at the September Self-Directed Supports Network meeting.

To review the DSP Competencies and/or if you are unable to attend but want to comment on the DSP Competencies, please go to: <https://bit.ly/ridspcomps>

RSVP using the link above. If you need a reasonable accommodation (e.g. ASL Interpreter, large print) or information in a language other than English, please make your needs known by **Friday, September 9.**

For questions or help with registration:

Call or email Crystal Cerullo, Sherlock Center



ccerllo@ric.edu



Voice: 401-456-8919 TTY via RI Relay: 711

The Self-Directed Supports Network is a resource for individuals and families using self-directed supports through the Division of Developmental Disabilities to share experiences and learn from others.

Learn more at www.sdsri.net



Moving Around Rhode Island: An ADA Public Transportation Seminar

THURSDAY, SEPTEMBER 8th
4:00 P.M. TO 6:00 P.M.

THIS MEETING WILL BE VIRTUAL OVER ZOOM

Join us on Thursday, September 8th for an informational seminar on ADA public transportation in Rhode Island.

Our host for the seminar is Vincent De Jesus, Living with Paralysis group leader.

We will have guest speakers from RIPTA, MTM (Medicare/Medicaid Transportation)

[Register Here](#)

Submit your questions down below for the host and guest speakers!

[Question Form](#)



The Arc Rhode Island
401-363-9899
scocchi@thearc.org
www.ri.thearc.org/



Protecting Your DHS Benefits

The Electronic Benefits Transfer (EBT) Card provides a safe, convenient, and easy way to access cash and SNAP benefits from the RI Department of Human Services (DHS). While DHS and USDA's Food and Nutrition Service have safety measures in place to prevent fraud, you can help protect your benefits further by using your EBT card with caution and recognizing potential threats.

Safeguard Your PIN

Customers should not share their PIN with anyone. If you believe your PIN has been compromised, please notify DHS immediately and call the EBT customer service line at 1-888-979-9939 to change your PIN.

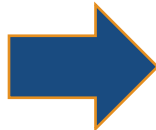


Never Share Your PIN via Text or Email

DHS will never ask for your PIN via email, text, or phone call. Your EBT card functions in many ways like a debit card so it is important to be mindful of potential phishing attempts.

Watch Out for Tampered ATMs

Cybersecurity threats can appear anywhere including ATM machines – where bad actors may use 'skimming' to store confidential information with an overlay device. Keep an eye out for overlay devices that hide parts of the machine. Overlay devices can also be attached to credit card machines, card readers or keypads.



How Can I Protect My Benefits?

Taking a proactive approach to protecting your benefits is important. In most cases, benefits stolen cannot be replaced. Use the strategies outlined in this document to help protect your cash and food assistance benefits.

- Change Your PIN After Each ATM Use
- Update Your PIN Before Each Issuance
- Never Share Your PIN
- Recognize Phishing and/or Skimming Attempts
- Call 1-888-979-9939 to Report Lost, Stolen, or Damaged Cards

Have More Questions?

Visit our website: www.dhs.ri.gov

Call: 1-855-MY-RIDHS (1-855-697-4347) Monday – Friday, except holidays, from 8:30AM-3:00PM

Electronic Benefit Transfer (EBT) Customer Service: 1-888-979-9939