

# In the LOOP



The development of the Division’s new case management system, Connexion, continues to move forward with an implementation date of November 4, 2022, and a pilot occurring from October 7, 2022 – November 3, 2022. The table below indicates the timeframes for the main phases of implementation of Connexion. We are currently in Phase 2 and under requirement gathering activities; this is due to be completed by end of summer 2021. In early fall of 2021, the project will move into Design, Configuration & Build activities.

<i>Connexion Implementation Project Timeline</i>		
Description	Start Date	End Date
Project Start Date	8/1/2020	8/1/2020
Phase 1 - Startup/Planning	8/1/2020	11/29/2020
Phase 2 – Requirement Gathering / Design, Configuration & Build	11/30/2020	3/29/2022
Phase 3 - Testing	3/30/2022	8/16/2022
Phase 4 - Deployment/Implementation	8/17/2022	10/7/2022
Pilot Go-Live	10/7/2022	11/3/2022
Full System Go-Live	11/4/2022	11/4/2022

For questions or concerns, please contact Toi Wilde – DD Project Director at 573.751.9425 or [Toi.Wilde@dmh.mo.gov](mailto:Toi.Wilde@dmh.mo.gov).

## COVID-19 Plain Language Guide

Through a partnership between the MO Department of Health and Senior Services (DHSS) and the MO Developmental Disabilities Council (MODDC), a plain language guide has been created that highlights COVID-19 and vaccine information in a more user-friendly format. The new guide ensures that important information is better accessible to people with intellectual and developmental disabilities and others with disabilities that impact reading, comprehension, and other cognitive functions. Access and download the guide [here](#).

With the Division  
of Developmental  
Disabilities

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### Regional Offices

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DIVISION OF  
DEVELOPMENTAL  
DISABILITIES



## National Core Indicators (NCI)

The Division is wrapping up the 2020-2021 National Core Indicators (NCI) survey cycle. NCI is a national project that helps states assess how well their disability systems are working. The surveys also provide information about the lives of people receiving services and if they are happy with the services they receive.

The Division participates in four different NCI surveys:

- **Adult In-Person Survey:** completed via visits with adults with I/DD receiving services from the Division. This survey is a part of the Division's Quality of Services Review. It can be completed in-person or via WebEx. The Adult In-Person Survey is done with 403 randomly-selected participants every year. If you have been selected, you will be contacted by Division staff.
- **Adult Family Survey:** a survey for family members of adults who receive services from the Division. The person receiving services must live with family. Each year, 1,500 randomly-selected families are mailed this survey. Surveys are mailed from the University of Missouri Kansas City-Institute for Human Development (UMKC-IHD). This survey can be completed online or on paper and mailed back to UMKC-IHD.
- **Child Family Survey:** a survey for family members of children who receive services from the Division. The child receiving services *must live with family*. Each year, 1,500 randomly-selected families are mailed this survey. Surveys are mailed from UMKC-IHD. This survey can be completed online or on paper and mailed back to UMKC-IHD.
- **Staff Stability Survey:** a survey for providers of direct support professional (DSP) services. This includes providers of residential, employment, day services and other in-home or community inclusion programs. Providers that are eligible received an email invite with the survey link earlier this year.

If you have been selected to participate in an NCI survey, please do so by the end of June. Your feedback is important, as it helps the Division improve services and supports.

To learn more about these surveys, please visit the [National Core Indicators website](#) or watch the first two episodes of the [Missouri Quality Outcomes Talking Points Series](#). If you have questions, please contact Caitlin Bartley, NCI Project Coordinator at: [caitlin.bartley@dmh.mo.gov](mailto:caitlin.bartley@dmh.mo.gov)

## Stay Connected

A Division priority is to provide ongoing and consistent communication with all stakeholders, including individuals, families, service and case management providers, service partners, and state team members. To promote timely and effective messaging, the Division uses a variety of approaches, including [monthly information webinars](#), [daily email blasts](#), [Facebook](#), [Twitter](#), [YouTube](#), and the [Division website updates](#). If you have not done so already, you are encouraged to participate in Division communication efforts and share these efforts with others.

