

FIRST QUARTER FY' 24-25 UPDATES

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# ARKANSAS SUPPORT NETWORK



WHAT'S GOING ON WITH:

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# REALIGNMENT

WE ARE  
OPEN!

# Supports Coordination Department

## WHAT WE DO

- Direct Supports
- Service Plans
- Resource Management
- Communication & Collaboration with Support Stakeholder(s)

## HOW TO CONTACT US

[supportscordination@supports.org](mailto:supportscoordination@supports.org)



(479) 927-4100

## MEET THE TEAM

Director: LaBrenda Cohens

Supports Coordinators & Coordinator Assistants:  
Amara Sow, Brenda Gregory, Jared Wolf, Jeremy Stanton, Jerquisha Stone, Joie Griffin, Lansana, Soumah, Latricia Cook, Mary Bellinger, Mathew Tucker, Mia Kelly, Michael Harris, Pang Vang, Shanana Harris

# PERSONNEL DEPARTMENT



## What We Do:

- Scheduling & Schedule Changes
- Employee Development & Training
- Employee Compliance & Evaluations
- Direct Employee Communication



**ISS Form**

To submit your monthly schedule, use the ISS Form



**Schedule Change Request Form**

To request a change to an existing schedule

## Contact Information:

- Ebony Porter, Personnel Director, (479) 305-2146
- Whitney Johnson, Scheduling Coordinator, (479) 640-7409
- Sheritta McFadden, Sr. Employee Supports Specialist, (479) 644-0808
- Keith Stockburger, Sr. Employee Supports Specialist, (479) 644-4600
- Shameka Scott, Sr. Employee Supports Specialist, (479) 644-1339
- Kris Riggs, Employee Support Specialist, (479) 295-3517

[personnel@supports.org](mailto:personnel@supports.org)  
[Personnel-Programs@supports.org](mailto:Personnel-Programs@supports.org)



# SOLUTIONS & OPPORTUNITIES SUPPORTS (SOS) DEPARTMENT

**>>> READY TO SUPPORT YOU! <<<**

## What we do:

- Public Relations
- Outreach
- Advocacy Supports
- Find Solutions and Opportunities for Current & Future

## When to Send a Request

- Emergencies
- Crisis Situations
- Consulting for Emergency Situations
- Stakeholder Outreach

## How to Send a Request

- QR Code below
- Link below
- Call (479) 927-4100
- Email [sos@supports.org](mailto:sos@supports.org)

## Who We Support

- ASN Members & Stakeholders
- ASN Employees
- External Stakeholders



<https://forms.gle/rjRrMVGJ6kB84UQo8>

A member of the SOS Team will contact you within 24 hours.

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**Director: James Wilks**

**SOS Coordinators: Kenny Brewer, Jesse Howard**

**(479) 927-4100**

**[sos@supports.org](mailto:sos@supports.org)**

**6836 Isaacs Orchard Rd, Springdale, AR 72762**



# SUPPORTS EXPERIENCE DEPARTMENT



## **What We Do:**

- Referrals (Applied Behavioral Analysis, Vocational, CFE, General)
- Intake
- Service Satisfaction
- Quality Assurance
- Service Recipient Communications

## **Who We Support:**

- New Referrals throughout the Referral Process
- ASN Members through Quality Assurance & Service Satisfaction Surveys

Director: Marie Bryant  
Senior QA Manager: Cliff Carr  
Senior Intake Coordinator: Michelle Chavez  
Senior Intake Coordinator: Steven Wilson

[supportsexperience@supports.org](mailto:supportsexperience@supports.org)



# NOW OPEN!

## SPECIALTY SUPPORTS DEPARTMENT

We Provide Specialty Supports Services for  
Special Cases that do not 'Fit Inside the Box':

- Transportation
- Translation for Non-English Speakers
- Housing
- Enabling Technology
- Equipment Assistance
- Identifying Resources
- DCFS
- Performance Improvement Plan Implementation & Oversight

A MEMBER OF THE SPECIALTY SUPPORTS TEAM WILL CONTACT YOU WITHIN 48 HOURS OF RECEIPT OF REFERRAL

[SPECIALTYSUPPORTS@SUPPORTS.ORG](mailto:SPECIALTYSUPPORTS@SUPPORTS.ORG)

DIRECTOR : ISIS TRAUTMAN



WE ARE  
OPEN!


# Compliance & Regulations

## What to Expect:


- Complete Audit of your Division Records
- Prepare for the Audit to take about 1 month to complete
- Corrective & Preventive Action Plan (CAPA) Creation, Implementation, & Follow-Up for Divisions who do not Pass their Scheduled Audits

## What We Provide:

- Audit Checklist to Aid in your Audit Preparation
- Notification within 30-days your Division Records will be Audited
- Communication throughout the Audit Process



[complianceregulations@supports.org](mailto:complianceregulations@supports.org)

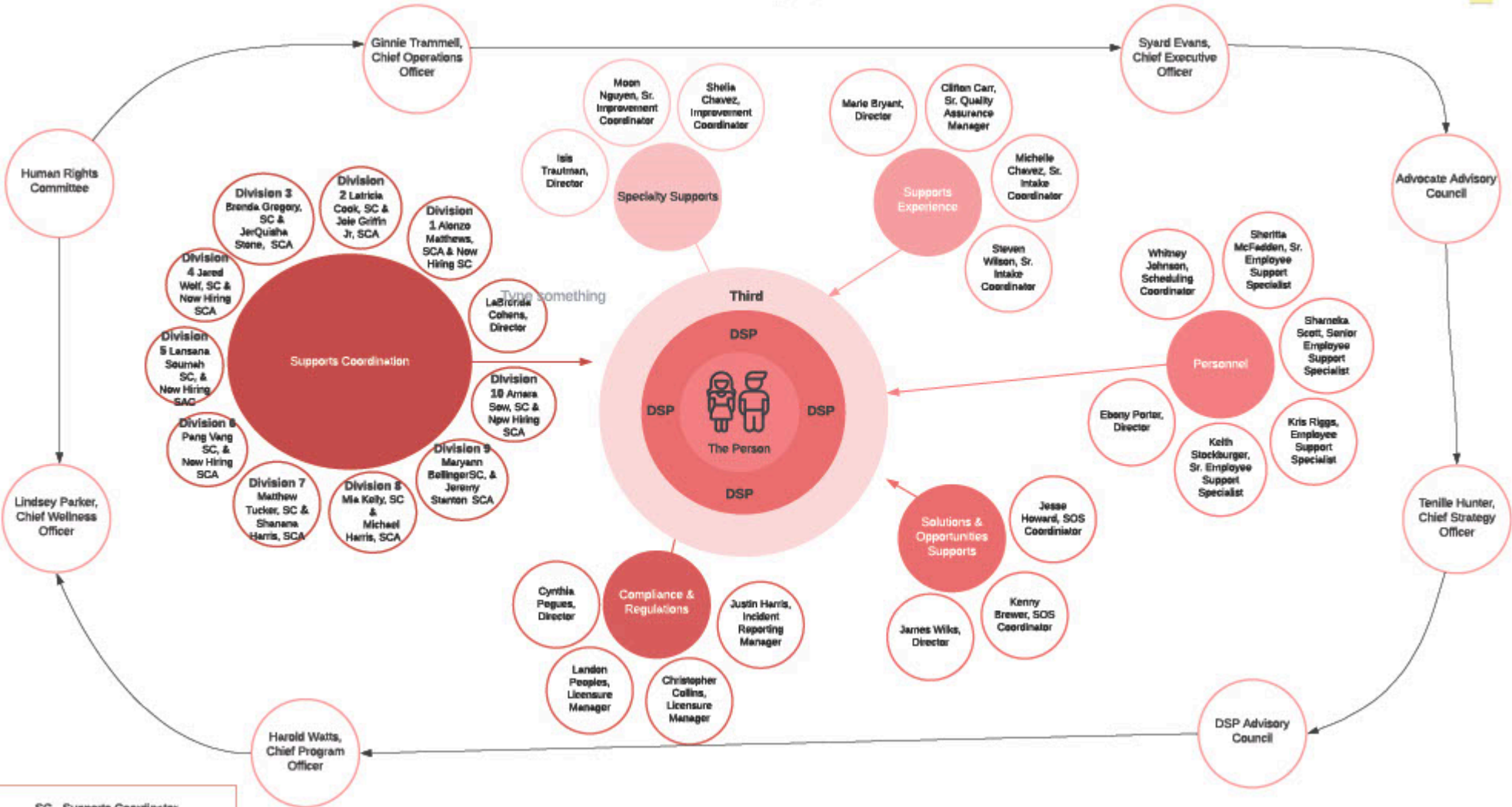


Director: Cynthia Pegues  
Incident Reporting Manager: Justin Harris  
Licensure Managers: Christopher Collins, Landon Peoples



# Arkansas Support Network Person-Centered Organization Chart

Strategy | September 18, 2024



SC - Supports Coordinator  
SCA - Supports Coordinator Assistant

## Technology and Innovations Coordinator

- Leads technology-first culture
- Implements person-centered technology
- Develops and oversees training and education for enabling technology
- Coordinates innovation projects



## STRATEGY & OPERATIONS

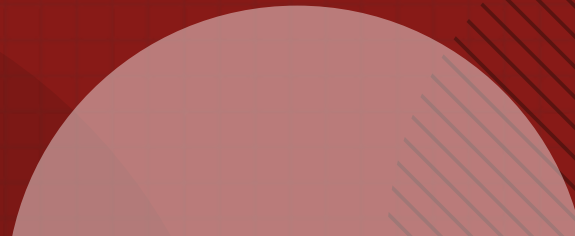
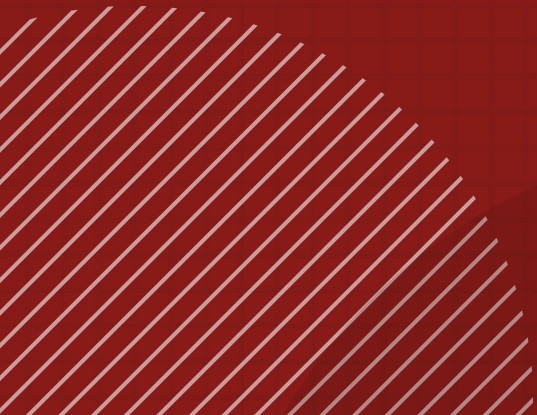
- Establishing 5 new departments: **HR, Finance, Billing, Accounts Management, and Admin & Agency Support**

## NEW INNOVATIONS

- Charting the LifeCourse
- Connections Meetings
- DSP Advisory Council
- Advocated Advisory Council

# PASSE CONVERSATIONS

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THANK YOU  
FOR ALL YOU DO!