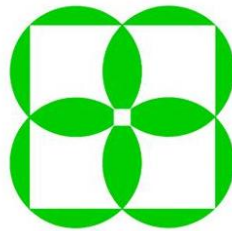


Developmental Disabilities
Resource Board of St. Charles County

DDRB



Strategic Plan
FY2017

Approved: September 15, 2016

Developmental Disabilities Resource Board

Vision

People have what they need to live the lives they choose.

Mission

The DDRB is a leader, ensuring that individuals with developmental disabilities living in St. Charles County have quality opportunities and choices to be fully included in society.

Values

Partnership: Partnership enables us to better serve individuals with developmental disabilities in St. Charles County. Partnering allows us to maximize our resources and efforts to more effectively and efficiently meet the needs of our community.

Accountability: To be progressive in thought and actions requires challenge, motivation, and participation of the entire community. Striving for excellence ensures quality outcomes and results for individuals receiving supports and services. Other tools, such as accrediting bodies, audits, and satisfaction surveys, are useful methods to assist us.

Self-determination/Choice: Individuals with developmental disabilities and their families/guardians have rights and responsibilities to determine the direction of their own lives. To do so, information and choices are needed; diversity of services and providers is necessary and appropriate. Providing information to consumers so they can make educated and informed decisions is a key role and responsibility for us.

“Big Questions” Facing the DDRB

- **How will the DDRB strategically manage available resources to impact future service priorities?**
- **How will people with developmental disabilities in St. Charles County receive quality case management service?**
- **How does the DDRB assure quality opportunities and choices are available and accessible when people need them throughout their lives?**
- **How does the DDRB make sure people get the information they need when they need it?**
- **How does the DDRB educate the community on the value of fully including people with developmental disabilities?**

Goals/Actions to Impact “Big Questions”

Question: How will the DDRB strategically manage available resources to impact future service priorities?

Goal: The DDRB will encourage agencies to diversify funding sources and will support agencies in identifying and developing alternative sources of funding for DDRB funded programs.

- Survey DDRB funded agencies to determine ways in which the DDRB can support agencies in identifying other sources of funding.

Deadline: January 31, 2017
Persons Accountable: Finance Director

Goal: The DDRB will use technology to support daily operations of the DDRB.

- Identify specific reports to be generated that will be used to make budget and operational decisions.

Deadline: October 15, 2016.
Persons Accountable: Leadership Team, Program and Finance Committees

- Identify hardware and/or software needs that would enhance productivity.

Deadline: January 31, 2017.
Persons Accountable: Leadership Team and IT Staff

Goal: The DDRB will identify areas of risk and incorporate into the DDRB Risk Management Plan.

- Identify specific risks in Tax Revenue, Case Management, Administration/HR and for Funded Agencies.

Deadline: December 31, 2016
Persons Accountable: Leadership Team, Finance and Program Committees

- Develop plan to mitigate risks identified.

Deadline: March 31, 2017
Persons Accountable: Leadership Team, Finance and Program Committees

Goal: The DDRB will ensure conflict-free home ownership for current DDRB-owned homes.

- Evaluate current residents’ needs and options for conflict-free ownership.

Deadline: January 31, 2017
Persons Accountable: Finance Director, Finance Committee

- Develop plan to assure conflict-free home ownership for current DDRB-owned homes.

Deadline: June 30, 2017
Persons Accountable: Finance Director, Finance Committee

Question: How will people with developmental disabilities in St. Charles County receive quality case management service?

Goal: The DDRB will create a plan to provide access to all individuals with developmental disabilities who need case management services in St. Charles County.

- Continue to grow the DDRB Case Management program as consumers choose the DDRB.

Deadline: June 30, 2017

Persons Accountable: Case Management & Finance Directors, Program & Finance Committees

- Hire additional case managers beyond current growth in order to pilot a program offering a choice of case manager within the Case Management Program.

Deadline: June 30, 2017

Persons Accountable: Case Management & Finance Directors, Program & Finance Committees

- Develop strategies for reimbursement for case management delivered to non-Medicaid eligible individuals.

Deadline: June 30, 2017

Persons Accountable: Executive, Case Management and Finance Directors, Finance Committee

Goal: The DDRB will define quality case management services by investigating national “best practice” models of case management service delivery.

- Expand use of Lifecourse Framework tools in the development of Person Centered Thinking with case management staff to better support families.

Deadline: June 30, 2017

Persons Accountable: Case Management Director, Program Committee

- Implement recommendations from the Missouri Service Coordination Innovation and Capacity Project Committee.

Deadline: June 30, 2017

Persons Accountable: Case Management Director, Program Committee

- Develop a plan to partner with the FACT Parent Partner Program to enhance capacity and support to families in a cost-effective way.

Deadline: June 30, 2017

Persons Accountable: Case Management Director, Program Committees

Goal: The DDRB will develop a plan to ensure that all school age children with developmental disabilities have a transition plan.

- Create resource folders for each Special Education High School teacher to use as a reference regarding services.

Deadline: December 31, 2016

Persons Accountable: School Age Transition Specialist, Program Committee

- Attend parent-teacher conferences in the fall (2016) in order to be a resource and connect to families that may not be connected to services.

Deadline: December 31, 2016

Persons Accountable: School Age Transition Specialist, Program Committee

- Investigate a potential support/resource group that would bring parents of students transitioning together in order to discuss issues and ask questions.

Deadline: June 30, 2017

Persons Accountable: School Age Transition Specialist, Case Management Director, Program Committee

Question: How does the DDRB assure quality opportunities and choices are available and accessible when people need them throughout their lives?

Goal: The DDRB will identify best practices in the developmental disabilities field.

- Attend state and national conferences and report information on best practices to the Program Committee.

Deadline: Quarterly updates: November, February, May and August meetings.
Persons Accountable: Leadership Team and Program Staff

- Identify best practices in priority program areas to pilot or implement.

Deadline: June 30, 2017
Persons Accountable: Program Director, Program Committee

- Identify best practices in each service area and create a plan to enhance existing programs, if needed.

Deadline: June 30, 2017
Persons Accountable: Program Director, Partner Agencies, Program Committee

- Review the effectiveness (i.e. target achievement) of all Pilot Projects.

Deadline: Quarterly updates – November, February, May and August
Persons Accountable: Program Director, Program Committee

- Complete and implement new DDRB Quality Standards, which represent a holistic review of agencies to ensure the provision of quality services in St. Charles County.

Deadline: December 15, 2016
Persons Accountable: Program & Finance Directors, Program & Finance Committees

- Identify training/technical assistance needed to support new and existing partner agencies in meeting the DDRB Quality Standards.

Deadline: December 15, 2016
Persons Accountable: Program Director, Finance Director

Goal: The DDRB will prioritize service areas to meet the needs of St. Charles County citizens with developmental disabilities.

- Develop a system to prioritize service needs.

Timeline: October 31, 2016
Persons Accountable: Program Director, Program Committee

- Determine priority and funding of transportation options to meet needs for transportation to work and social/leisure activities.

Deadline: November 17, 2016

Persons Accountable: Program Director, Program Committee

Goal: The DDRB and partner agencies will identify opportunities to enhance recruitment and retention of direct support staff.

- Research the state of Direct Support in St. Charles County and present a report with recommendations to the DDRB.

Deadline: January 19, 2017

Persons Accountable: DDRB Leadership Team, Agency Partners

Question: How does the DDRB make sure people get the information they need when they need it?

Goal: The DDRB will have an annual Public Awareness Plan.

- Develop and implement an annual Public Awareness Plan that prioritizes and addresses specific targets.

Deadline: January 19, 2017

Persons Accountable: Program Director, Community Resource Specialist and Program Committee

Goal: The DDRB will have website that meets the needs of the users.

- Create a responsive website redesign plan that meets the needs of the users.

Deadline: December 31, 2016

Persons Accountable: Program Director, Community Resource Specialist, Network Administrator and Program Committee

Question: How does the DDRB educate the community on the value of fully including people with developmental disabilities?

Goal: The DDRB will pursue a partnership with Vision St. Charles to sponsor a DD project in the 2017/2018 leadership class.

- Propose DDRB/CCRB/Community Council collaborative project to Leadership of Vision St. Charles for 2017/18 class.

Deadline: March 31, 2017

Persons Accountable: Executive Director

Goal: DDRB leadership will increase their presence at local community and agency events.

- Develop plan for attendance at priority activities/events.

Deadline: March 1, 2017

Persons Accountable: Executive Director, Leadership Team and Board

Goal: The DDRB will pursue a partnership with the People First of St. Charles County to educate the community about the value of fully including people with developmental disabilities.

- Develop community education plan in collaboration with People First of St. Charles County.

Deadline: March 1, 2017

Persons Accountable: Executive Director, Program Committee

Goal: The DDRB will pursue partnership with community business leaders to increase the employment of citizens with developmental disabilities.

- Identify target business leaders and organizations

Deadline: October 31, 2016

Persons Accountable: Program Director, Program Committee and Board

- Identify partnership strategies for targeted individuals and organizations.

Deadline: March 1, 2017

Persons Accountable: Program Director, Program Committee and Board