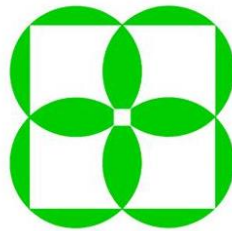


Developmental Disabilities
Resource Board of St. Charles County

DDRB



Strategic Plan
FY2018

Approved: September 21, 2017

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 identify opportunities that bring additional resources into the County to address growing service needs.

- Review the feasibility of pursuing a tax rate increase to meet growing service needs.

Deadline: June 30, 2018

Persons Accountable: Executive and Finance Directors, Program and Finance Committees

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

- Implement a DDRB electronic records system.

Deadline: June 30, 2018

Persons Accountable: Case Management and Finance Directors, Network Administrator, Finance Committee

- Generate reports that facilitate the Board in making decisions for the FY19 Funding Cycle.

Deadline: January 31, 2018

Persons Accountable: Finance Director, Program and Finance Committees

- Support funded agencies to improve efficiencies.

Deadline: FY19 Funding Cycle

Persons Accountable: Program and Finance Directors, Program and Finance Committees

Goal: The DDRB will redesign the case management delivery system to assure that all individuals in St. Charles County receive the resources and information they need when they need it.

- Present a comprehensive systems change plan, including an achievable budget, to the Board for approval.

Deadline: December 21, 2017

Persons Accountable: Executive, Finance and Case Management Directors, Program and Finance Committees.

- Identify and monitor risks to the delivery and funding of Targeted Case Management.

Deadline: Quarterly – October, January, April, July

Persons Accountable: Executive, Case Management and Finance Directors

Goal: The DDRB will sell/transfer ownership of DDRB-owned homes, assuring compliance with conflict-free requirements and consumer choice.

- Execute the plan to sell/transfer ownership of DDRB-owned homes and provide updates to the Finance Committee.

Deadline: Quarterly – October, January, April, July

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 redesign the case management delivery system to assure that all individuals in St. Charles County receive the resources and information they need when they need it.

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

Deadline: June 30, 2018

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

- Develop a plan to collaborate with the FACT Parent Partner program in order to expand supports to non-Medicaid eligible individuals.

Deadline: June 30, 2018

Persons Accountable: Case Management Director, Program Committee

- Develop a plan to assure that the case management staff have the most updated technology and resources available to do their jobs.

Deadline: June 30, 2018

Persons Accountable: Case Management Director and Network Administrator

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, 2018

Persons Accountable: Case Management Director, Program Committee

- Utilize the information gathered from the Missouri Service Coordination Innovation and Capacity Project to hire and train extraordinary, effective staff.

Deadline: June 30, 2018

Persons Accountable: Case Management Director, Program Committee

Goal: The DDRB will develop a plan to ensure that all school age children with developmental disabilities have the tools and resources they need in order to transition to adult life.

- Rebrand the case management school age transition specialist title in order to alleviate identification as a case manager through the school.

Deadline: October 31, 2017

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

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

Deadline: December 31, 2017

Persons Accountable: School Age Transition Specialist, Program Committee

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

Deadline: December 31, 2017

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

- Host a resource night on transition topics such as benefits, guardianship, employment and other topics.

Deadline: June 30, 2018

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, conduct research, establish work groups and conduct onsite visits to observe programs. Submit recommendations on best practice program development to the Program Committee.
- Focus on key program areas:
 - Employment – Ensure WIOA compliance in all employment services and include individualized employment goals.
 - Inclusive Services – Establish a plan to ensure that each service is inclusive.

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

- Review the effectiveness (i.e. target achievement) of all pilot projects.

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

Goal: The DDRB will report quality outcomes on all service areas.

- Review results of the new DDRB Quality Standards which represent a holistic review of agencies to ensure the provision of quality service in St. Charles County.

Deadline: February 28, 2018
Persons Accountable: Program and Finance Directors, Program and Finance Committees

- Establish Regional Quality Standards with the other County Boards to support quality standards and agency effectiveness and efficiency.

Deadline: June 30, 2018
Persons Accountable: Program Director, Program Committee

- Complete an Outcomes Report on all service areas.

Deadline: October 31, 2018
Persons Accountable: Program Director, Program Committee

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. Compare service usage of Medicaid and Non-Medicaid residential support services for duplication and multiple program usage. Evaluate the need for developing a prioritization system by participant choice or by defining available services.

Timeline: October 31, 2017

Persons Accountable: Program Director, Program Committee

- Identify service gaps and identify supports necessary due to the elimination of Non-Medicaid case management.

Deadline: October 31, 2017

Persons Accountable: Program Director, Program Committee

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

- Continue to monitor the state of Direct Support in St. Charles County and present recommendations to the DDRB.

Deadline: October 31, 2017

Persons Accountable: Human Resource and Executive Directors, Agency Directors

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 18, 2018

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

Goal: The DDRB will ensure that all DDRB-funded services are accessible to all eligible individuals.

- Create /develop specific educational/promotional materials for service areas and ages which identify resources and show the results achieved through services.

Deadline: November 30, 2017

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

- Collaborate with United Way 211 to ensure that individuals are able to utilize the service to gain information about St. Charles County services and how to access them.

Deadline: December 31, 2017

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

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

Goal: The DDRB will deliver presentations on the value of fully including people with developmental disabilities to targeted St. Charles County community groups.

- Develop a target list of community groups.

Deadline: October 1, 2017

Persons Accountable: Executive Director and Leadership Team

- Deliver at least 10 presentations.

Deadline: June 30, 2018

Persons Accountable: Executive Director and Leadership Team

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

- Develop plan for attendance at priority activities/events.

Deadline: October 1, 2017

Persons Accountable: Executive Director, Leadership Team and Board

- Attend at least 12 local community and agency events.

Deadline: June 30, 2018

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.

Deadline: October 1, 2017

Persons Accountable: Executive Director, Program Committee

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

- Identify target business leaders and organizations

Deadline: October 1, 2017

Persons Accountable: Program Director, Program Committee and Board

- Identify partnership strategies for targeted individuals and organizations.

Deadline: November 1, 2017

Persons Accountable: Program Director, Program Committee and Board

- Measure impact of partnerships on increased employment and report to the Board.

Deadline: June 30, 2018

Persons Accountable: Program Director, Program Committee and Board