



Developmental Disabilities Resource Board

STRATEGIC PLAN

Approved: April 28, 2011



Welsch Consulting
Punta Gorda, FL

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DDRB Strategic Planning Steering Committee

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Process

The DDRB Strategic Planning Committee met for a half-day session on January 5 and a full-day meeting on February 8, 2011. An additional half-day follow-up session was held on March 1, 2011. The following work was accomplished at these meetings:

- Align on committee purpose and timeline
- Revisit and revise as needed, Vision, Mission and Values
- Review current strategic plan acknowledging goals to be brought forward
- Review and summarize all methods of input gathered including:
 - DDRB Needs Assessment Study
 - Needs Assessment focus group meetings
 - Case Manager focus groups
- Conduct SWOT analysis
- Envision “DDRB 2020” – What could things look like in the future?
- Identify the major issues (“Big Questions”) confronting DDRB
- Identify goals and actions to begin addressing those issues
- Review and edit draft strategic plan



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?**



Goals/Actions to Impact “Big Questions”

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

GOAL: The DDRB will create a long-term (five year) budget plan which addresses the following issues:

- Establishes service priorities
- Contains five-year revenue and expense projections, including both one-time and operations costs
- Contains review processes and is dynamic, flexible
- Defines use and allocation of reserves
- Outlines resource attainability/sustainability
 - Processes to access other funds (leveraging)
 - Tax levy

Persons Accountable: Finance Director, Finance Committee

Deadline: Plan will be approved by the DDRB board on 12/1/2011

GOAL: The DDRB will fully implement a client data base.

Persons Accountable: Network and Computer Systems Administrator, Technology Work Group

Deadline: July 1, 2011



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

GOAL: The DDRB will establish quality benchmarks for case management and will use consumer satisfaction survey data to determine who is receiving quality case management and who is not.

Persons Accountable: Case Management Director, Program Committee

Deadline: Oct 1, 2011

GOAL: The DDRB will use the information from the above to create a long-term plan for the expansion of its case management services which includes:

- The possibility of a county-wide approach
- The possibility of reducing the age by specific increments based on priority needs. (Example: School-to-Adult Transition or First Steps-to-School Transition)
- Defines costs and resources
- Addresses issues of choice and eligibility

Persons Accountable: Case Management Director, Program Committee

Deadline: December 1, 2011 (Plan approved by DDRB board)



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

GOAL: The DDRB will complete a “Gap Analysis” of existing services and consumer needs. The analysis will determine the availability and accessibility of various resources and supports.

Persons Accountable: Program Manager, Program Committee

Deadline: October 1, 2011

GOAL: The DDRB will use information gathered from the “Gap Analysis” to create a “Rolling Three Year Plan” to address priority service/support needs including action steps, persons accountable and timelines for completion.

Persons Accountable: Program Manager, Program Committee

Deadline: December 1, 2011

GOAL: The DDRB will create a plan to determine transition priorities including, but not limited to, the following:

- First Steps to Pre-School
- Pre-School to Kindergarten
- Grade School to Middle School
- Middle School to High School
- High School to Adult
- Adult to “Retirement”

Person Accountable: Program Manager, Program Committee

Deadline: December 1, 2011



How does the DDRB assure quality opportunities and choices are available and accessible when people need them throughout their lives (*cont.*)

GOAL: The DDRB will work with its partners and develop an action plan which identifies and implements “Best Practices” for transition in selected areas such as First Steps to Kindergarten and High School to Adult.

Person Accountable: Program Manager, Program Committee

Deadline: July 1, 2012 for implementation in FY 2013



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

GOAL: The DDRB will create a user-friendly website with service and support information including, but not limited to, such things as:

- Links to service providers and community resources
- Information regarding specific disabilities
- Search engine optimization
- Use of photos of actual DDRB customers of all ages

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

Deadline: Website up and running by January, 2012

GOAL: The DDRB will create an annual plan to develop printed and promotional items which support getting information to targeted groups including families, customers, casemanagers, and the public at large. The DDRB will assure its materials direct readers to the website.

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

Deadline: April 1, 2012 (and annually thereafter)

GOAL: The DDRB will work with its partners in the St. Charles County Coalition and People First to develop and implement a public awareness campaign for Developmental Disabilities awareness month.

Persons Accountable: Community Resource Specialist, Program Committee

Deadline: March, 2011 and annually thereafter



Ongoing Follow-up to Support Implementation/Action

The DDRB will adhere to the following practices to assure the ongoing implementation of this strategic plan.

- The DDRB management team and appropriate board committees will review the “Big Questions” as well as the goals, actions and results in this plan on a quarterly basis.
- As a result of this review, adjustments and course corrections consistent with the “Big Questions” may result. These changes will then become a part of the strategic plan.
- The DDRB board will review the “Big Questions” as well as progress toward achieving goals, actions and results on a semi-annual basis. Adjustments to the plan consistent with “Big Questions” will be approved by the board.



Developmental Disabilities Resource Board – Strategic Plan Summary

Area	Person(s) Accountable	Deadline					
		< --- 2011	-->	<-- 2012	-->		
How will the DDRB strategically manage available resources to impact future service priorities?							
The DDRB will create a long-term (five year) budget plan	Finan Dir, Finan Comm			12/1			
The DDRB will fully implement a client data base	Computer Admin, Tech Wrk Grp	7/1					
How will people with DD in St. Charles County receive quality case management service?							
The DDRB will establish quality benchmarks for case management	Case Mgmt Dir, Prog Comm		10/1				
The DDRB will create plan for expansion of case management	Case Mgmt Dir, Prog Comm			12/1			
How does the DDRB assure quality opportunities and choices are available and accessible when people need them throughout their lives?							
The DDRB will complete a "Gap Analysis" study	Prog Mgr, Prog Comm		10/1				
The DDRB will create "Rolling Three Year Plan"	Prog Mgr, Prog Comm			12/1			
The DDRB will create a plan to address transition priorities	Prog Mgr, Prog Comm			12/1			
The DDRB will create a "Best Practices" transition plan	Prog Mgr, Prog Comm						7/1
How does the DDRB make sure people get the information they need when they need it?							
The DDRB will create a user-friendly website	CRS*, Comp Adm, Prog Comm				1/1		
The DDRB will create annual public info plan	CRS*, Case Mgmt Dir, Prog Comm					4/1	
The DDRB will work w/ partners to develop awareness campaign	CRS*, Prog Comm	3/1					
	<i>*Community Res Specialist</i>						

