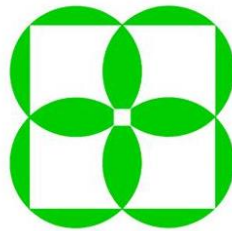


**Developmental Disabilities**  
**Resource Board of St. Charles County**

**DDRB**



**Strategic Plan**  
**FY2020**  
**Year End Report**

**August 20, 2020**

# 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**

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

## Goals/Actions to Impact “Big Questions”

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

#### 1. Waiver Funding

**Goal A1a:** Maximize Medicaid Waiver funding for services so that DDRB tax funds can be used to expand services.

- **Action Step:** Draft a DDRB policy that encourages individuals in Medicaid waivers to utilize waiver services, when available. Create a plan to maximize Medicaid waiver funding, that ensures:
  - Individuals have access to needed services,
  - Providers are adequately funded, and
  - Is compliant with MO Healthnet requirements.

**Deadline:** November 30, 2019

**Persons Accountable:** Finance and Program Committees

**Results:** At the beginning of the year, the Leadership team supported the possibility of converting employment services from DDRB POS funding to Waiver funding. With individuals identified, case managers were to begin working with each client and DDRB to initiate the process of converting their DDRB POS funding for their employment service to waiver funding. However, in FY20, the State budget limited new funding for all waiver services. Due to the lack of available funds, conversion from POS to waiver funding for any individuals did not occur.

**Goal A1b:** Explore alternative funding streams for Case Management services not funded through Medicaid.

- **Action Step:** Investigate a “private pay” option for Case Management services.  
**Deadline:** June 30, 2020

**Persons Accountable:** Finance Committee and Case Management Director

**Results:** No work was completed on this goal. CM leadership prioritized efforts to address service issues due to significantly reduced Waiver funding by the State. Additionally, alternative services such as the FACT Family Support Partner Program, provided additional supports in system navigation.

#### 2. SB40 Alignment & Integration

**Goal A2a:** Utilize SB40 Alignment & Integration Information Technology (IT) personnel across all agencies.

- **Action Step:** Identify areas of expertise of each IT staff member

- **Action Step:** Generate plan for emergency back-up supports among SB40 Alignment partners.  
**Deadline:** June 30, 2020  
**Persons Accountable:** Finance Committee and Information Technology Coordinator

**Results:** The IT Team met and discussed the strengths that each member could bring to the team. Planning for emergency and back-up support was put on hold until the completion of the portal. The Alliance IT team was put in action to support the DDRB after the ransomware attack on 3/25/2020. PLB and DDR both provided support to the DDRB after the attack and the subsequent departure of DDRB's IT staff member.

**Goal A2b:** Fully implement SB40 Alignment & Integration system for FY2021 funding cycle.

- **Action Steps:** Meet as necessary with SB40 Alignment & Integration Partners to complete the following:
  - To identify program standards and guidelines,
  - To generate a funding manual,
  - To develop program and finance review tools, and
  - To develop training for agencies.**Deadline:** February 28, 2020  
**Persons Accountable:** Executive, Finance and Program Directors

**Results:** The Alliance generated partner funding manual which identified program standards and guidelines. Trainings for agencies was developed and provided for each step of the funding process as agencies were required to use it. FY21 Contracts were generated out of the portal and invoicing for FY21 services is on track to begin for July 2020 services. When finalized, Program and Finance review tools will be shared with the agencies when the review processes begin.

### 3. Technology First

**Goal A3a:** Support "Technology First" initiatives to improve efficiencies in the delivery of services.

- **Action Step:** Work with agencies receiving Technology First funding from the DDRB to document and report improved efficiencies.  
**Deadline:** June 30, 2020  
**Persons Accountable:** Finance Committee and Finance Director

**Results:** The Board approved Technology First Funding at the August 2019 meeting. The Waiver funding issue at the state level, the DSP worker crisis and the COVID-19 pandemic have affected implementation of this goal. Two projects that focused on the purchase of technology hardware were completed in FY20.

#### 4. Human Resources (HR)

**Goal A4a:** Collaborate with partners to identify HR best practices and assist agencies with implementing appropriate best practices.

- **Action Step:** Collaborate with partner agencies to provide HR expertise and assistance for HR staff.

**Results:** Partner agencies were invited to attend a DDRB Cultural Competency Committee hosted best practices panel discussion on “Advocating for and Supporting People with Intellectual Disabilities who are LGBTQ+”. The event was attended by approximately 60 people and was very well received. A resources booklet was developed for use following this event.

The HR Director has begun mentoring a HR staff who works with a partner agency in order to enhance the employee’s HR skills.

The HR Director was the lead DDRB staff in a shared-cost compensation study with two other regional SB 40 Boards.

- **Action Step:** Develop avenues to provide resources regarding best practices and/or technical assistance to agencies in the areas of human resources, training, cultural competency and/or other identified needs.  
**Deadline:** June 30, 2020  
**Persons Accountable:** Human Resource Committee and Human Resource Director

**Results:** The HR Director regularly attends meetings with the HR staff from funded agencies and is available for assistance with recruiting, retention and employee relations questions as needed.

**Goal A4b:** Identify opportunities to enhance recruitment and retention of direct support staff in collaboration with partner agencies.

- **Action Step:** Review survey results from FY2019 management training series and collaborate with agencies to identify at least one additional training for FY2020.  
**Deadline:** June 30, 2020  
**Persons Accountable:** Human Resource Committee and Human Resource Director

**Results:** On June 1, 2020, the HR Director presented a training to the St. Charles Coalition on best practices relating to managing a remote workforce.

## **Question B: How will people with developmental disabilities in St. Charles County receive quality case management services?**

**Goal B1:** The DDRB will assure that all individuals with a developmental disabilities living in St. Charles County receive the resources and information they need to live the lives they choose.

- **Action Step:** Grow the DDRB Case Management program by 120 new customers to serve all Medicaid eligible individuals 16 years and above in St. Charles County who choose DDRB for case management services.

**Deadline:** June 30, 2020

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

**Results:** Target met. Case Management Program added 123 new customers this past fiscal year.

- **Action Step:** Create a plan for adequate infrastructure supporting Case Management program expansion.  
**Deadline:** December 31, 2019  
**Persons Accountable:** Case Management Director, Finance Director, Program and Finance Committees

**Results:** A fifth team was added this past quarter to include a supervisor and two case managers. Leadership team will continue to discussion infrastructure to support the program with growth.

- **Action Steps:** Ensure that all students with developmental disabilities have the resources they need in order to transition to adult services.
  - Grow the Case Management Program to include 50 new 16 & 17 year olds, regardless of Medicaid status.
  - Expand relationship between School Transition Liaison and all five school districts in St. Charles County by participating in a minimum of 12 transition events.

**Deadline:** June 30, 2020

**Persons Accountable:** Case Management Director, School Transition Liaison

**Results:**

- There were 37 new 16 & 17 year olds added to the program this past fiscal year.
- Target met. This past year, the transition liaison participated in parent/teacher conferences for three high schools, presented at several transition fairs, the MACDDS conference, Community Services Summit, professional development days, resource fairs and many tours of services within the county. She also serves as a resource to case management staff when navigating the IEP process or school staff to educated individuals not connected to case management services. Since March 2020, connections have been limited to virtual.

- **Action Steps:** Continue to partner with Family Advocacy and Community Training (FACT) Family Support Partner program as an alternative system navigation option for individuals not eligible for targeted case management services and individuals not connected to Department of Mental Health (DMH) eligibility.
  - Assure that 100 % of individuals/families receive supports within 2 weeks of request for service.
  - Assure that 90% of total served are assisted in becoming DMH eligible, which results in connections to resources.

**Deadline:** June 30, 2020

**Persons Accountable:** Case Management Director, Program Committee

**Results:**

- **Target met. All individuals receive contact to discuss services with 2 weeks of a request.**
- **Target met. 90% of total served are assisted in becoming DMH eligible resulting in connections to additional resources.**

- **Action Steps:** Increase individual's access to employment supports and job placement consistent with the Employment First initiative.
  - Assure that 100% of individuals have an Individual Support Plan that identifies employment needs and supports.
  - Investigate the establishment of an Employment Specialist role within the Case Management team.

**Deadline:** June 30, 2020

**Persons Accountable:** Case Management Director, Program Committee, Finance Director

**Results:**

- **Target met. All individuals have an Individual Support Plan that identifies employment needs and supports.**
- **No progress has been made regarding the establishment of an Employment Specialist role within the case management team.**

- **Action Step:** Create a targeted plan of outreach, by collaborating with community partners, to expand access to resources for individuals with developmental disabilities regardless of Medicaid status.

**Deadline:** June 30, 2020

**Persons Accountable:** Case Management Director, Program Committee

**Results:**

**This past year, case management leadership has collaborated with several community partners in order to expand access to resources for individuals with developmental disabilities regardless of Medicaid status. Collaborations included:**

- **Delta Center to expand information to families regarding grassroots advocacy training.**



- Down's syndrome Assoc. to increase resources regarding aging issues.
- The Division of DD to host a Tech Fest
- BCI Skills Center information targeting all individuals not receiving case management services.
- BCI Benefits Specialist outreach to include information sent to families twice throughout the year regarding services.
- SLARC employment services resource distribution to all individuals regardless of case management services.
- LASE Special Education Administrators – panel discussion about resources and case management services
- FACT partnership to continue cross training of staff

**Goal B2:** Identify national trends and critical issues as they relate to the delivery of quality case management services.

- **Action Step:** Ensure that the management of long-term services and supports continues to include quality case management services.  
**Deadline:** June 30, 2020  
**Person Accountable:** Case Management Director, Program Committee

**Results:**

The Case Management Director continues to serve as the state Chair of the Case Management Committee and serves as a CARF Program surveyor to identify national trends and critical issues as they emerge.

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

**Goal C1:** Utilize service prioritization for FY2021 funding decisions for services provided to St. County citizens with developmental disabilities.

- **Action Step:** Finalize service prioritization with descriptive definitions for FY2021.  
**Deadline:** December 2019  
**Persons Accountable:** Program Director, Program Committee, Board

**Results:** The Board used the current definitions for the FY21 Funding Cycle. Service priorities will be discussed through the Alliance to get a regional perspective in service areas.

- **Action Step:** Prioritize and recommend action including trainings and Request for Proposals (RFP) to address identified unmet needs.  
**Deadline:** June 2020  
**Persons Accountable:** Program Director, Program Committee

**Results:** The Alignment and Integration Project is providing agency staff training on outcomes, Indicators and measurement tools. The Alliance is getting input from agencies to identify training needs.

- **Action Step:** Evaluate the Medicaid Waiver waiting list and determine opportunities to meet needs through short term funding opportunities.  
**Deadline:** June 2020  
**Persons Accountable:** Program Director, Case Management Director, Program Committee

**Results:** The board approved the SOAR Program to serve individual through the summer that they graduate. This will assist families who are waiting for Medicaid Waiver funded services to be approved.

- **Action Step:** Review all pilot projects and make funding recommendations for FY2021 based on project effectiveness.  
**Deadline:** Quarterly updates: November, February, May and August Program Committee meetings and funding recommendations in May 2020.  
**Persons Accountable:** Program Director, Program Committee

**Results:** Seven Pilot Programs were recommended to move into operational funding for FY21. These programs include:

- The Center for Specialized Services- Community Support Services
- The Center for Specialized Services- Vocational Training
- Easterseals Midwest-Employment Access
- F.A.C.T. -Family Support Partner
- ITN -Transportation Services
- St. Louis ARC- Pre Employment Skills Training
- UCP Heartland- Talent Connect

**Goal C2:** Report quality outcomes in all service areas.

- **Action Step:** Implement the new Senate Bill 40 (SB40) Alignment & Integration Quality Standards. Build the capacity of agencies for measuring indicators and outcomes.  
**Deadline:** June 2020  
**Persons Accountable:** Program and Finance Directors, Program and Finance Committees

**Results:** Eastern Region Alliance Quality Agency and Program Standards have been developed and approved. Agency Partner Review Meetings structure has been established as outlined in the Alliance Partner Funding Manual. A guide book and peer training are in process. Training is available for agencies to build capacity for measuring indicators and outcomes.

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

**Goal D1:** Ensure that all DDRB-funded services are accessible to eligible individuals.

- **Action Step:** Evaluate Year 1 of the IDDHHelp Project and report service needs identified through calls and referrals.  
**Deadline:** June 2020  
**Persons Accountable:** Program Director, Community Resource Specialist, Program Committee

**Results:** IDDHHelp project outreach included distribution of information at 8 events and organizations. St. Charles County received 157 calls and website inquiries.

- The top five phone requested needs in order were case management, general need (supported living services for adults), community living, family support/advocacy (respite), general need (information clearinghouses).
- The top five web requested needs in order were, transportation, community living (residential supports), community living (independent living), general need (mental health support services), general need (caregiver subsidy programs).

- **Action Step:** Establish Year 2 targets for the IDDHHelp Project.  
**Deadline:** September 30, 2019  
**Persons Accountable:** Program Director, Community Resource Specialist, Program Committee

**Results:** Year Two Targets include:

- Continue to participate in the Regional Information and Assistance Network (RAIN) to identify and develop ways to improve systems navigation for families.
- Collaborate with IDDHHelp stakeholders to identify information gaps and develop opportunities to enhance current system points of entry as it relates to IDDHHelp community connectors and the website.

- **Action Step:** Merge the DDRB resource directory with the IDDHHelp resource directory.  
**Deadline:** June 30, 2020  
**Persons Accountable:** Program Director, Community Resource Specialist, Program Committee

**Results:** Agencies have been added to IDDHHelp data base. Improvements to the search portion of IDDHHelp are scheduled to be addressed after the Alliance Reporting System is complete.

- **Action Step:** Educate the Board and community about DDRB funded services.  
**Deadline:** June 2020  
**Persons Accountable:** Program Director, Community Resource Specialist

**Results:** Mission Moments at Board Meetings have included highlights for the SOAR Program provided by Community Living; Summer Camp provided by Life Bridge Partnership; BCI's new Skills Center highlighted a recent graduate of the program sharing his full-time employment with True Manufacturing; The People First Group presented the Board with the Agency of the year award given by Missouri People First Group in December.

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

**Goal E1:** Educate the community on the value of fully including people with developmental disabilities by telling their stories.

- **Action Step:** Create three video stories of individuals with developmental disabilities who are included in the St. Charles County Community.  
**Deadline:** June 30, 2020  
**Persons Accountable:** Program Director, Community Resource Specialist

**Results:** Developed a statement of work with costs for spotlight videos. Videos will showcase achievements and participation in the community made possible in part by DDRB services. The community resource specialist developed editorial criteria and identified three service areas for video highlights with Pathways to Independence, DASA, and The Center for Specialized Services. One video was completed prior to the COVID-19 pandemic. This video has not been released as the service delivery changed significantly over the last quarter of the fiscal year.

- **Action Step:** Target at least one social media post per month related to the value of fully including people with developmental disabilities in the community.  
**Deadline:** June 30, 2020  
**Persons Accountable:** Community Resource Specialist

**Results:** Thirty-two posts have been made on Facebook this fiscal year.

- **Action Step:** Provide support requested by People First of St. Charles County in their efforts to educate the community on issues identified by People First of St. Charles County.  
**Deadline:** June 30, 2020  
**Persons Accountable:** Community Resource Specialist

**Results:** No request for support was made this year.

**Goal E2:** DDRB Board and leadership staff will increase their presence at local community and agency events.

- **Action Step:** Develop plan for attendance at priority activities/events.  
**Deadline:** Ongoing  
**Persons Accountable:** Executive Director, Leadership Team and Board

**Results:** Board and staff attended several agency events in the first 8 months of the year. Since the COVID-19 pandemic began, most events have been cancelled or held electronically.

- **Action Step:** Attend at least 20 local community and agency events.  
**Deadline:** June 30, 2020  
**Persons Accountable:** Executive Director, Leadership Team and Board

**Results:** Completed.