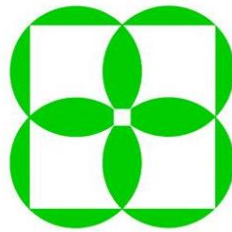


Developmental Disabilities
Resource Board of St. Charles County

DDRB



Strategic Plan
FY2021

For Approval: September 17, 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?

Goal A1: Utilize the Alliance Portal reports to support the Board in FY22 funding decisions.

- **Action Step:** Generate utilization of funds report by service type and category by 12/31/2020.
Deadline: 12/31/20
Persons Accountable: Finance Director, Finance Committee

Goal A2: Identify DDRB funds that could be used to support COVID-19 emergency requests in FY21.

- **Action Step:** Identify any positive variance from the FY20 projection.
Deadline: 9/30/20
Persons Accountable: Finance Director
- **Action Step:** Identify positive variance caused by COVID-19 service restrictions resulting in higher than budgeted lapse in FY21.
Deadline: 12/31/20
Persons Accountable: Finance Director

Goal A3: Identify DDRB Technology needs.

- **Action Step:** Work with Datotel and ERA to generate a new Technology Plan for 2021.
Deadline: 11/30/20
Persons Accountable: Finance Director, Executive Director, Finance Committee
- **Action Step:** Partner with DDRB funded agencies on technology purchases needed to support current and future service needs.
Deadline: 3/31/2021
Persons Accountable: Finance Director, Program Director, Finance Committee
- **Action Step:** Investigate an updated case management billing system.
Deadline: 4/30/21
Persons Accountable: Finance Director, Case Management Director, Finance Committee

Goal A4: Identify best uses for DDRB owned property.

- **Action Step:** Update DDRB owned property plan.
Deadline: 12/31/20
Persons Accountable: Finance Director, Finance Committee

Goal A5: Evaluate impact of Medicaid expansion on services for eligible individuals.

- **Action Step:** Identify DDRB funded services that could be impacted (positively and/or negatively) by Medicaid expansion.
Deadline: 3/31/2021
Persons Accountable: Finance Director, Program Director, Finance Committee

Goal A6: Analyze the impact that COVID-19 has on all DDRB revenue streams.

- **Action Step:** Identify variances attributable to COVID-19 in tax revenue and targeted case management billings and what effect they will have on FY21 budget and future budgets.
- **Deadline:** 3/31/2021
- **Persons Accountable:** Finance Director, Case Management Director, Finance Committee

Human Resources (HR)

Goal A7: Collaborate with partners to identify HR best practices and assist agencies with implementing appropriate best practices.

- **Action Step:** Collaborate with agencies and other partners to provide HR expertise and assistance in the areas of human resources, training, cultural competency, emerging trends, and/or other identified needs.
Deadline: June 30, 2021
Person(s) Accountable: Human Resources Director

Goal A8: Continue to monitor legal and HR landscape on items that may impact the DDRB and its employees, such as coronavirus response and legislation and changes to benefits at Federal, State and local levels.

- **Action Step:** Maintain contacts within the legal and HR arenas and prepare/communicate appropriate responses to new legislation/actions with Leadership and/or employees as appropriate.
Deadline: June 30, 2021
Person(s) Accountable: Human Resource Director

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 disability 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 in order to continue long term plan to serve all Medicaid eligible individuals 16 years and above in St. Charles County who choose DDRB for case management services.
Deadline: June 30, 2021
Persons Accountable: Case Management & Finance Directors, Program and Finance Committee

- **Action Step:** Create a plan for adequate infrastructure supporting Case Management program expansion while ensuring a cost neutral budget.
Deadline: June 30, 2021
Persons Accountable: Case Management Director, Finance Director, Program and Finance Committees

- **Action Steps:** Ensure that all students with developmental disabilities have the resources they need in order to transition to adult services.
 - Continue to serve all new 16 & 17 year olds who choose the DDRB, regardless of Medicaid status.
 - Identify virtual opportunities to provide resources and information to all five school districts in St. Charles County by participating in a minimum of 12 events.**Deadline:** June 30, 2021
Persons Accountable: Case Management Director, School Transition Liaison

- **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, 2021
Persons Accountable: Case Management Director, Program Committee

- **Action Steps:** Ensure that case management staff have the technology support needed in order to provide quality case management services in a remote environment.
 - Investigate expansion of the IPAD/tablet pilot program**Deadline:** June 30, 2021
Persons Accountable: Case Management Director, Finance Director, Program and Finance Committees

- **Action Steps:** Retain knowledgeable, well trained, professional case management staff.
 - Evaluate use of Breezy recruitment website to gather first year data.
 - Create a comprehensive orientation schedule to include virtual learning.
 - Investigate the establishment of a training specialist.
 - Continue to investigate potential recognition and incentive ideas**Deadline:** December 31, 2020
Persons Accountable: Case Management Director, HR Director

- **Action Step:** Collaborate with community partners to expand access to resources in a virtual environment for individuals with developmental disabilities regardless of Medicaid status.
 Deadline: June 30, 2021
Persons Accountable: Case Management Director, Program Committee

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, 2021
Person Accountable: Case Management Director, Program Committee

- **Action step:** Evaluate the impact of Medicaid expansion on the delivery of case management services.
- **Deadline:** June 30, 2021
- **Person Accountable:** Case Management Director, Program Committee

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

Goal C1: Explore innovative approaches/requests that address unmet needs and new service delivery methods.

- **Action Step:** Review requests/new projects submitted that identify unmet needs and/or emergency needs.
Deadline: June 2021
Persons Accountable: Program Director, Program Committee
- **Action Step:** Evaluate opportunities to meet the needs individuals/projects using technology.
Deadline: June 2021
Persons Accountable: Program Director, Program Committee
- **Action Step:** Review all existing pilot projects and make funding recommendations for FY2022 based on project effectiveness.
Deadline: Quarterly updates: November, February, May
Program Committee meetings and funding recommendations in May 2021.
Persons Accountable: Program Director, Program Committee
- **Action Step:** Develop capacity building opportunities for partner agencies on the topic of Social Justice/Cultural Responsiveness. Topics will include strategies to enhance individual planning and service provision.
Deadline: June 2021
Persons Accountable: Program Director, Alliance Program Team, Program Committee

Goal C2: Report quality outcomes in all service areas.

- **Action Step:** Implement the Eastern Regional Alliance Quality Standards. Build the capacity of agencies for measuring indicators and outcomes.
Deadline: Dec 2020
Persons Accountable: Program Directors, Program Committees
 - **Action Step:** Report Outcome and Indicators year end results for all funded projects.
Deadline: September 2021
Persons Accountable: Program Directors, Program Committees
- Persons Accountable:** Alliance Program Team, Program Director, Program Committee

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 2 of the IDDHelp Project and report service needs identified through calls and referrals.
Deadline: June 2021
Persons Accountable: Program Director, Community Resource Specialist, Program Committee
- **Action Step:** Evaluate the utilization and utility of the IDD Help Resource Directory.
Deadline: June 30, 2021
Persons Accountable: Program Director, Community Resource Specialist, Program Committee
- **Action Step:** Identify methods to deliver information and resources in a socially distant manner.
Deadline: December 2020
Persons Accountable: Program Director, Community Resource Specialist, Program Committee
- **Action Step:** Educate the Board and community about DDRB funded services.
Deadline: June 2021
Persons Accountable: Program Director, Community Resource Specialist

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 or post six video stories of individuals with developmental disabilities who are included in the St. Charles County Community.
Deadline: June 30, 2021
Persons Accountable: Program Director, Community Resource Specialist
- **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. Highlight People First activities in social media posts.
Deadline: June 30, 2021
Persons Accountable: Community Resource Specialist