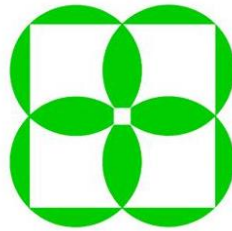


**Developmental Disabilities**  
**Resource Board of St. Charles County**

**DDRB**



**Strategic Plan**  
**FY2023**

**Results**

# 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:** Assist DDRB funded agencies to maintain quality services while costs continue to rise.

- **Action Step:** Develop a three-year DDRB financial plan to stabilize services while addressing rising costs.

**Deadline:** January 31, 2023

**Person(s) Accountable:** Finance Director, Finance Committee

**Results:** Not Completed

- **Action Step:** Identify and fund technology projects that impact agency efficiency and/or effectiveness.

**Deadline:** May 31, 2023

**Person(s) Accountable:** Finance Director

**Results:** Not Completed

**Goal A2:** Communicate impact of state legislation on future DDRB tax revenues.

- **Action Step:** Identify specific legislative activity and analyze budget implications for the DDRB.

**Deadline:** January – May 2023

**Person(s) Accountable:** Executive Director and Finance Director

**Results:** On the last day of the 2023 legislative session, Senator Bill Eigel attempted to filibuster the Initiative Petition bill to force a vote on his Personal Property Tax bill. This bill would effectively eliminate personal property taxes in Missouri over time. It includes a provision that, subject to appropriation, taxing districts may apply for restoration funds from the state. Neither bill was passed. It is expected that the same Personal Property Tax bill will be pre-filed for the 2024 session.

Senate Bill 190 was passed and signed by the Governor. This act modifies provisions relating to the taxation of seniors. It authorizes a county to grant a property tax credit to eligible taxpayers, providing such county has adopted an ordinance to authorize it. There has been no such ordinance adopted in St. Charles County at present. Because this bill authorizes the possibility of one, it is worth keeping an eye on it.

- **Action Step:** Work with other governmental entities to educate St. Charles County state representatives, senators, and the community on the negative impact on public services, including services to St. Charles County Citizens with developmental disabilities, should the Missouri personal property tax be eliminated.  
**Deadline:** October 2022 – May 2023  
**Person(s) Accountable:** Executive Director and Finance Director

**Results:** The St. Charles County Property Tax districts continue to plan enhanced communication to the public on the impact of personal property tax revenue on the essential services available in St. Charles County.

**Goal A3:** Develop long-range plan for DDRB-owned properties.

- **Action Step:** Develop a three-year plan for all homes owned by the DDRB to ensure the best use of the homes.  
**Deadline:** December 31, 2022  
**Person(s) Accountable:** Finance Director

**Results:** Three-year plan for all DDRB-owned homes was completed with consultation from Community Living and presented at the April 2023 Finance Committee meeting. Tours of the homes for the Finance Committee, Executive Director and Finance Director will be offered in August/September 2023.

- **Action Step:** Identify qualified providers interested in partnering with the DDRB to own/manage the DDRB owned residential properties.  
**Deadline:** December 31, 2022  
**Person(s) Accountable:** Finance Director

**Results:** Met with Promise Homes on 3-2-23 and discussed the DDRB homes.

**Goal A4:** Maximize state and federal funding to support individuals with developmental disabilities in St. Charles County.

- **Action Step:** Allocate \$2.1 Million of St. Charles County American Rescue Plan Act (ARPA) funds to mitigate the impact of Covid-19 on St. Charles County Citizens with developmental disabilities and the partner agencies who support them.  
**Deadline:** December 31, 2023  
**Person(s) Accountable:** Executive Director, Finance Director and Agency and Community Relations Director

**Results:** ARPA applications were reviewed at the December meetings of the Finance Committee and the Program Committee. ARPA applications were then approved by the Board on December 15, 2022. Agencies have been submitting

invoices for reimbursement and have been reimbursed. The first ARPA invoice was submitted to St. Charles County on 5/24/23 with payment being received in June 2023.

- **Action Step:** Identify revenue sources for the Case Management Program that cover projected annual expenses.

**Deadline:** March 1, 2023

**Person(s) Accountable:** Executive Director, Case Management Director, and Finance Director

**Results:**

The UMKC project is in its second year. A payment of \$20,000 (partial year) was received. An invoice for year 2 totaling \$40,000 will be paid to DDRB in August 2023. Case Managers completed 36 HRST's this fiscal year which will generate \$2,592. DMH has been invoiced for this amount and payment is expected soon. The value based payments for the HRST ended 6/30/23. At this time DMH has not announced any plans to continue value based payments for Case Management related duties.

**Human Resources (HR)**

**Goal A5:** 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. This will include at least one training/hosted event that is timely and relevant to human resources.

**Deadline:** June 30, 2023

**Person(s) Accountable:** Human Resources Director

**Results:** An "Employment Law for Supervisors" training was presented by John Marino, Partner at McMahan Berger. The training took place on October 19, 2022 and had approximately 30 attendees via the Gateway Coalition for Service Providers.

**Goal A6:** Assist St. Charles agencies to attract and maintain DSP workforce to provide quality services. Explore ways to meet staffing needs that supports agencies in providing funded services.

- **Action Step:** Collaborate with service providers in St. Charles County to identify methods to support employee recruitment and retention.

**Deadline:** June 30, 2023

**Person(s) Accountable:** Human Resource Director

**Results:**

The board provided a 6% market rate adjustment for agencies will be instrumental in supporting their recruitment and retention efforts.

The board also allowed for an increase in the starting wage of DDRB Case Managers, which has resulted in a significant increase in qualified applicants and the ability to fill open positions.

There will be a job fair for agencies that provide services and supports to individuals with intellectual and developmental disabilities in St. Charles County at the DDRB office on August 30, 2023, from 11am until 1pm. As of July 11, twelve agencies will be recruiting applicants at the event. There will also be a "Ask the HR Experts" panel to assist applicants with resume reviews and tips.

**Goal A7:** Increase diversity, equity, and inclusion ("DEI") efforts to ensure that the DDRB remains an employer of choice and continues its efforts to build an inclusive workforce where all employees can thrive.

- **Action Step:** With staff input, identify several non-traditional heritage events/holidays to recognize during FY2023.

**Deadline:** November 2022

**Person Accountable:** Human Resource Director

**Results:** The DDRB's DEI committee continues to provide information regarding both traditional and non-traditional events/holidays on the intranet, such as Hispanic Heritage Month, Rosh Hashanah, and more.

- **Action Step:** Conduct a voluntary, confidential Diversity, Equity, and Inclusion survey to better understand the cultural makeup of our community and to identify signals as to how the DDRB can strength its commitment to inclusion.

**Deadline:** February 2023

**Personal Accountable:** Human Resource Director

**Results:** The survey was completed, and results returned 10/3/2022. The DEI committee reviewed the findings and used them to inform the CY2023 Diversity, Equity and Inclusion plan.

**Goal A8:** Monitor legal and HR landscape on items that may impact the DDRB and its partners, 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 as appropriate.

**Deadline:** June 30, 2023

**Person(s) Accountable:** Human Resource Director

**Results:** The HR Director continues to attend informational sessions/conferences/webinars to remain current with employment law issues and trends.

- **Action Step:** Meet Bi-monthly with regional IDD provider agencies' HR Directors; meet quarterly with St. Charles County municipal HR Directors; attend monthly Society for Human Resource Meetings and weekly HR Legal Briefings.

**Deadline:** June 30, 2023

**Person(s) Accountable:** Human Resource Director

**Results:** The HR Director continues to participate in local, state and national HR organizations and collaborates with the HR leaders from DDRB funded agencies, other non-profits serving individuals with intellectual disabilities and local municipalities regarding HR issues, policies, benefits and other relevant items. Information is also shared via email questions/answers and surveys on a regular basis.

## **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 to continue long range plan to serve all Medicaid eligible individuals 16 years and above in St. Charles County who are deemed eligible through DMH and choose DDRB for case management services while maintaining a cost neutral budget.

**Deadline:** June 30, 2023

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

**Results:**

There were 153 new customers to DDRB Case Management this fiscal year. This is the highest number of new customers since FY19 indicating continued growth and need for services in the county.



- **Action Step:** Ensure that all students with developmental disabilities have the resources they need to transition to adult services.
  - Continue to serve all new 16- & 17-year-olds who choose the DDRB, regardless of Medicaid status.
  - Identify opportunities to provide resources and information to all five school districts in St. Charles County by participating in a minimum of 8 events.

**Deadline:** June 30, 2023

**Persons Accountable:** Case Management Director, Case Management Leadership Team.

**Results:**

45 of the 153 new intakes this fiscal year were 16 and 17 year olds. The Community Relations Specialist attended the 2022 Community Resource Fair, sponsored by Francis Howell School District, in December 2022. School District representatives were also invited to the DDRB Provider Fair in May 2023.

- **Action Step:** Ensure that technology support and resources are available to assist with connecting customers and their families to needed supports.
  - Utilize the DDRB certified Technology Navigator role to provide consultation and resources to individuals.
  - Evaluate how the new DMH ConneXion Database will interface with the software currently used by case management staff.
  - Plan and host a Technology Summit for both staff and providers.

**Deadline:** June 30, 2023

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

**Results:**

A Technology Navigator (Liz Nowack, CM Mentor) was certified in March 2023. Liz has met with numerous DDRB customers/families to provide education and resources for assistive technology options available. Liz also attended an Assistive Technology Conference. The DDRB Provider Fair, in May, featured a special section for assistive technology providers to highlight their products. The ARC Lifetech program also presented to the Case Management Team in April.

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

- **Action Step:** Evaluate the impact that the DSP crisis has on the case management service delivery system and the ability to assist customers to secure services that meet their needs.

**Deadline:** June 30, 2023

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

**Results:**

The DSP crisis continues to impact access to services. Customers with approved funding remain on a wait list due to provider capacity. The two most affected services include transportation and residential.

- **Action Step:** Investigate potential opportunities to provide quality case management services through the Division's Value Based Payment system.  
**Deadline:** June 30, 2023  
**Person Accountable:** Case Management Director, Program Committee

**Results:**

Case Managers completed 36 HRST's this fiscal year which will generate \$2,592. DMH has been invoiced for this amount and payment is expected soon. The value based payments for the HRST ended 6/30/23. At this time DMH has not announced any plans to continue value based payments for Case Management related duties.

**Goal B3:** Identify opportunities to collaborate with community partners to expand resources and increase access points for all individuals with developmental disabilities living in St. Charles County.

- **Action Step** Expand partnership with UMKC Institute for Human Development on the Health Disparities CDS Grant to increase access to and receipt of accessible, preventive health care and health promotion options.  
**Deadline:** June 30, 2023  
**Person Responsible:** Case Management Director, Program Committee

**Results:**

The Community Connector (Michelle Harvatin, CM Supervisor) met with 10 customers to complete initial health screenings. A database for health resources was created by a DDRB Case Manager. She and the Community Connector will be working collaboratively on the database so it can be used as a resource for the project and St. Charles County residents.

- **Action Step:** Collaborate with community partners to expand distribution of resources and information in both a virtual and in-person environment.  
**Deadline:** June 30, 2023  
**Person Responsible:** Case Management Director, Community Relations Director

**Results:**

New dental resources available to individuals in our region were distributed. Compass Health Crisis Access Point triage services were also a new resource shared and used this year. The Case Management Assistant Director and the Community Relations Specialist both continue to attend the St. Charles County System of Care meetings where they have established relationships to be a resource for schools and other social service agencies. The DDRB held a Provider Fair on May 3, 2023 at the DDRB. It was attended by more than 100 case managers in the region. There were 40 providers/agencies attending to distribute resources and information.

- **Action Step:** Partner with community agencies to host joint training quarterly to enhance relationships and provide cross education.

**Deadline:** June 30, 2023

**Person Responsible:** Case Management Director

**Results:**

Three joint trainings were held with St. Louis Regional Office to learn about new processes/enhancements. All Case Managers from the St. Louis Region were invited to the annual provider fair. There were over 100 Case Mangers from across the region in attendance.

**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:** Establish annual funding priorities for established services and identified unmet needs.

**Deadline:** December 2022

**Persons Accountable:** Agency and Community Relations Director, Program Committee

**Results:** The Board established funding priorities to include a Market Rate Adjustment and critical and essential services could request justified service growth and/or rate adjustments. Funding priorities also included accepting new projects that were critical to implement.

- **Action Step:** Evaluate opportunities to utilize technology to meet individual and/or program's needs.

**Deadline:** January 2023

**Persons Accountable:** Agency and Community Relations Director, Program Committee

**Results:** No new technology services were funded in FY23. Currently there are 4 existing pilot projects: 2 new vendors of adaptive equipment and 2 assistive technology services.

- **Action Step:** Review all existing new services and make funding recommendations for FY2024 based on project effectiveness as evidenced by achievement of outcomes and indicators, and number of individuals served.

**Deadline:** Quarterly updates: November, February, May  
Program Committee meetings and funding recommendations in May 2023.  
**Persons Accountable:** Agency and Community Relations Director, Program Committee

**Results:** All existing services were reviewed for effectiveness and service outcomes. Four existing Pilots Projects were recommended and approved to complete the pilot project status and move into Operational Funding for FY24. The Board utilized the New Service Report and Service Summary Sheets when reviewing and approving the FY24 Budget.

- **Action Step:** Update the DDRB Strategic Plan.
  - Secure input from all key stakeholders.
  - Establish a consumer focus group to provide information to assist the Board in developing funding priorities and identifying unmet needs.

**Deadline:** June 2023

**Persons Accountable:** Executive Director

**Results:** Not completed

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

- **Action Step:** Complete Agency Partner Review Meetings. Report results to the Program Committee/Board.

**Deadline:** March 2023

**Persons Accountable:** Agency Relations Specialist, Agency and Community Relations Director, Program Committee

**Results:** All scheduled Partner Review Meetings were completed. A year end PRM Report will completed and reviewed with the Program Committee in March.

- **Action Step:** Report Outcome and Indicators year end results for all funded projects.

**Deadline:** October 2022

**Persons Accountable:** Alliance Program Team, Agency and Community Relations Director, Program Committee

**Results:** The FY22 Outcome Report was presented at the October Program Committee and October Board Meeting.

- **Action Step:** Develop a Program Outcome and Utilization Review Report to support the Board in Funding Decisions.

**Deadline:** October 2022

**Persons Accountable:** Agency and Community Relations Director, Program Committee

**Results:** A Service Overview Report with the first 3 months of data was completed and shared at the Program Committee and Board Meeting. The report was updated with first 6 months of data and was utilized during the budget approval process.

## 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 the Regional Information and Alliance Network (RIAN) Gateway Resource Guide to determine effectiveness of outreach to agency Family Navigators/FACT Parent Partner.

**Deadline:** June 2023

**Persons Accountable:** Agency and Community Relations Director, Community Relations Specialist, Program Committee

**Results:** The IDD Gateway Resource Directory (formerly known as the Google Site resource directory) was launched on the Productive Living Board website. This resource provides agency family navigators with resources and navigation of other governmental agencies related to disabilities. The site has been updated to reflect DDRB Funded Services and Case Management Services. All links on the site are sent to the DDRB Website appropriate pages to ensure the information is up to date. RIAN meeting attendance is maintained by a FACT Family Support Partner to represent the St. Charles County Family Navigator role. This goal is complete with on-going participation by a FACT Family Support Partner.

- **Action Step:** Educate the Board and community at least monthly about the impact individuals and families have experienced through participation in DDRB funded services.

**Deadline:** June 2023

**Persons Accountable:** Agency and Community Relations Director, Community Relations Specialist

**Results:** Shared 191 Facebook posts by funded agencies regarding their programs, events, resources and depicting participation in community activities.

- **Action Step:** Create an electronic newsletter to expand electronic outreach that educates the community on DDRB funded services, Annual Report and other time sensitive resource information.

**Deadline:** June 2023

**Persons Accountable:** Agency and Community Relations Director, Community Relations Specialist

**Results:** Completed the DDRB 2022 Annual Report and released it utilizing an expanded electronic mailing list. The FY24 Special Edition Newsletter will be released in an electronic mailing in July 2023.

## 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 sharing their stories.

- **Action Step:** Create and widely distribute four videos to deliver information and resources about DDRB funded partners.

**Deadline:** June 30, 2023

**Persons Accountable:** Community Relations Specialist and Agency and Community Relations Director

**Results:** Three videos were completed. The DDRB has started to solicit videos produced by agencies to add to the DDRB YouTube channel.

- **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, 2023

**Persons Accountable:** Community Relations Specialist and Agency and Community Relations Director

**Results:** Monthly People First meetings are shared to Facebook. Highlighted participation and community involvement by People First, Community Living, Inc, and Pathways to Independence. Posts are ongoing with emphasis on Developmental Disabilities Awareness month, summer camp and summer break opportunities.

- **Action Step:** Develop a speakers' group that identifies individuals willing to share their story for legislative advocacy.

**Deadline:** June 30, 2023

**Persons Accountable:** Community Relations Specialist and Agency and Community Relations Director

**Results:** The Community Resource Specialist met with The Peoples First Group to discuss with members their desire to share their personal stories for legislative advocacy. An additional meeting is to be scheduled in early 2023 to identify individuals and their priority issues.