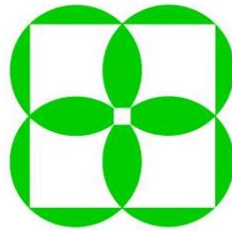


Developmental Disabilities
Resource Board of St. Charles County

DDRB



Strategic Plan
FY2024

Final

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: Update strategic plan for implementation in FY2025

- **Action Step:** Engage strategic planning facilitator to gather information from a variety of stakeholders and develop an actionable, measurable, and reportable plan that is approved by the leadership team and board for implementation in FY2025.
Deadline: December 31, 2023
Person(s) accountable: Leadership team

Goal A2: Address internal information systems/technology functions to enable rapid resolution to issues and provide future IT planning.

- **Action Step:** Create and fill a position to assess DDRB IT needs and develop a plan to better meet those needs.
Deadline: December 31, 2023
Person(s) accountable: Executive Director, Human Resource Director, Finance Director

Goal A3: 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 2024
Person(s) Accountable: Executive Director and Finance Director
- **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 2023 – May 2024
Person(s) Accountable: Executive Director and Finance Director

Goal A4: Evaluate options for DDRB Real Property.

- **Action Step:** Evaluate financial impact of Building B lease (Year 1 is trial period)
Deadline: June 30, 2024
Person(s) Accountable: Executive Director and Finance Director
- **Action Step:** Evaluate ongoing ownership options for DDRB-owned homes
Deadline: June 30, 2024
Person(s) Accountable: Executive Director and Finance Director

Human Resources

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, 2024

Person(s) accountable: Human Resource Director

Goal A6: Address payroll and human resources bandwidth/time constraint issues.

- **Action Step:** Create and fill a position to better support HR and payroll functions.
- **Deadline:** December 31, 2023

Person(s) accountable: Executive Director, Human Resource Director, Finance 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 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.
- **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 5 events.

Deadline: June 30, 2024

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

- **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, 2024
Persons Accountable: Case Management Director, Program Committee

Goal B2: Identify 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, 2024
Person Accountable: Case Management Director, Program Committee

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, 2024
Person Responsible: Case Management Director, Program Committee
- **Action Step:** Collaborate with community partners to expand distribution of resources and information in both a virtual and in-person environment.
Deadline: June 30, 2024
Person Responsible: Case Management Director, Community Relations Director
- **Action Step:** Partner with community agencies and DMH to expand mental health resources for individuals with developmental disabilities.
Deadline: June 30, 2024
Person Responsible: Case Management Director

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 2023
Persons Accountable: Agency and Community Relations Director, Program Committee
- **Action Step:** Review all existing new services and make funding recommendations for FY2025 based on project effectiveness as evidenced by achievement of outcomes and indicators, funding utilization and number of individuals served.
Deadline: October and April
Persons Accountable: Agency and Community Relations Director, Program Committee

Goal C2: Report quality outcomes in all service areas.

- **Action Step:** Complete a Partner Review Meeting Report. Report results to the Program Committee/Board.
Deadline: April 2024
Persons Accountable: Agency Relations Specialist, Agency and Community Relations Director, Program Committee
- **Action Step:** Include Outcome and Indicators year end results for all funded projects in the DDRB Annual Report.
Deadline: December 2023
Persons Accountable: Alliance Program Team, Agency and Community Relations 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:** Expand school district awareness of the DDRB and increase school referrals for resources. Utilize membership of the System of Care Meetings to build community awareness.
Deadline: June 2024
Persons Accountable: Agency and Community Relations Director, Community Relations Specialist, Program Committee
- **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 2024
Persons Accountable: Agency and Community Relations Director, Community Relations Specialist
- **Action Step:** Increase the number of recipients of the electronic newsletter to expand knowledge of DDRB funded services, Annual Report, and other time sensitive resource information.
Deadline: June 2024
Persons Accountable: Agency and Community Relations Director, Community Relations 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 sharing their stories.

- **Action Step:** Develop a monthly posting schedule to highlight Success Stories in service areas and/or specific programs for posting on the website and social media/Facebook.
Deadline: June 30, 2024
Persons Accountable: Community Relations Specialist and Agency and Community Relations Director
- **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, 2024
Persons Accountable: Community Relations Specialist and Agency and Community Relations Director

- **Action Step:** Establish a private DDRB YouTube channel to host agency services videos, and information and instruction videos of DDRB community programs for DDRB Case Managers and St. Louis Regional Office staff.
Deadline: June 30, 2024
Persons Accountable: Community Relations Specialist and Agency and Community Relations Director