

Delaware County
Board of
Developmental Disabilities

2017-2019 Strategic Plan





On behalf of more than 2,500 people served by Delaware County Board of Developmental Disabilities and more than 80 staff members, we present our 2017–2019 strategic plan. This plan was developed by people and families that DCBDD serves, staff members, and community members, with help from Mel Marsh of Acorn Consulting Incorporated who solicited input and feedback from our many stakeholders. Information was collected through various focus groups, surveys, reviews of past board meeting minutes, analysis of financial and enrollment trends, and an evaluation of recent changes at the state level.

Based on the information and feedback we received, we developed a mission and vision statement that guide our organization, defined a set of core values that will help guide our decision process, as well as set six strategic goals that improve the lives of the people we serve. Creating this document

took a lot of reflection on where we are as an agency and where we want to be in the future. As you will see repeated in this document a number of times, our organization's focus is on community inclusion. Our ultimate goal is to have people with disabilities included in every aspect of community life – for there to be no difference or barrier for someone with disabilities.

Using this document as a guide, we strive to accomplish the following:

- Children will be ready to learn when they enter school;
- Children will succeed in school;
- Youth will successfully transition to adulthood;
- Job seekers will find meaningful work;
- Persons with DD will contribute to their own support; and,
- All people will thrive in the Delaware County community.

We have outlined objectives we aim to achieve over the next three years. This is a fluid document that will assist in focusing our efforts. Objectives may be reevaluated or shift years as needed, but our organization will continue to focus on achieving our six goals outlined in the plan.

We look forward, with a renewed focus, to working with many of our community partners to make this vision a reality.

MISSION

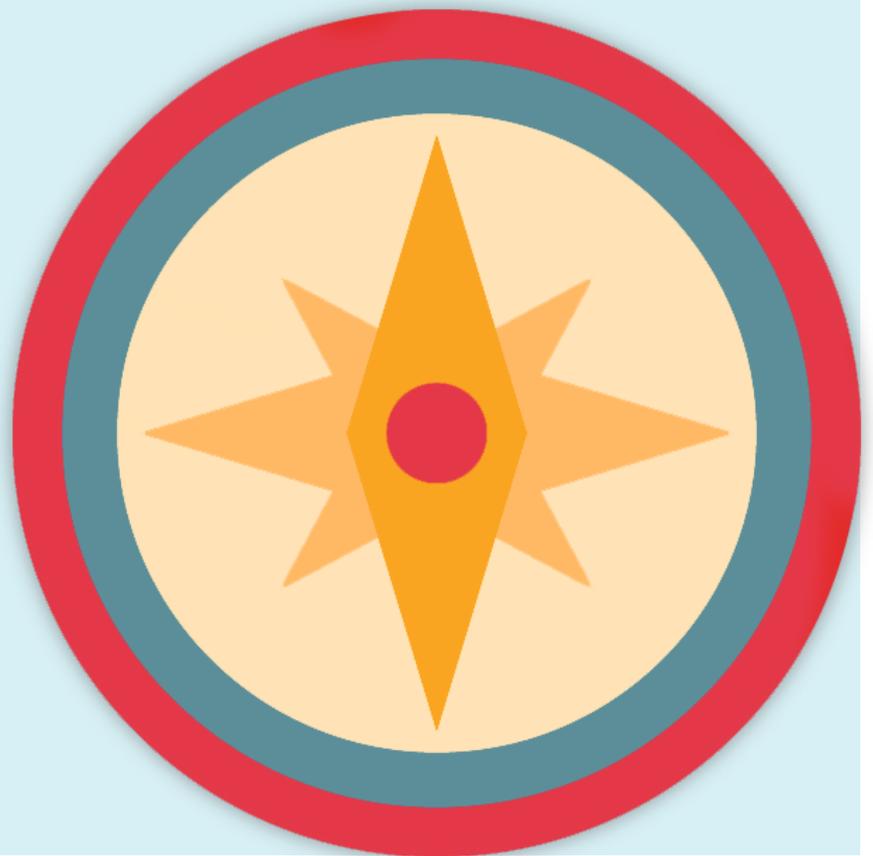
To inspire, empower, and support people to achieve their full potential.

VISION

All people lead personally fulfilling lives.

VALUES

- Equality
- Self-determination
- Collaboration
- Accountability



GOALS



Goal one: Strengthen community inclusion opportunities, supports, and success.

We want persons with DD to be full members of the community. We are addressing both personal and community preparedness and looking at housing, transportation, and helping people with DD become advocates for themselves.



Goal two: Increase community employment success.

We want persons with DD to have access to the employment that they want. We also want Delaware County employers to hire workers with DD and recognize that employees with disabilities bring unique skills and perspectives to the workplace. Employment should become the norm for people who are able and want to work.



Goal three: Educate and support individuals and family members.

We want persons with DD and their families to have access to the information they want and need in the DD field. This includes making sure that individuals fully understand the county board supports available to them and streamlining internal operations to provide more support for those who need it.



Goal four: Strengthen providers' ability to meet the needs of persons with DD.

We want to have strong relationships with Delaware County providers, ensuring that they have the relevant information they need from the Board in a timely manner. This goal includes making sure that individuals and families in the county have access to the services they need.



Goal five: Strengthen person-centered thinking throughout the agency.

We will further focus on each individual and their vision for the future, putting them at the center of their individualized plan. This will reinforce the vision that all people with DD will lead personally fulfilling lives.



Goal six: Continuously improve internal operations.

DCBDD will assess and improve its operations on a continuous basis, involving staff members at all levels and partners in making the suggested improvements. Every department will make the time to bring staff together to identify strengths, concerns, and possible improvements.

WHAT WILL HAPPEN IN 2017



- Assess current status and accomplishments in community inclusion, and identify future outcomes.
- Implement appropriate staffing and infrastructure.

- Develop and share stories about persons succeeding in the community.
- Establish critical partnerships and relationships.

- Assess needs and community capacity for affordable housing, transportation, and child care.
- Enhance supports for self-advocates.



- Adopt Employment First policy.
- Assess current status and accomplishments in employment success and identify future outcomes.

- Continuously update the Employment First database to reflect DCBDD accomplishments.

- Create or participate in Delaware Workforce Development group.



- Clarify funding options for families and individuals.
- Partner with local entities to leverage their available training.

- Enhance SSA ability to be educators for families and individuals.
- Collect referral information to understand how we are being heard and understood today.

- Support and participate in community-based events.



- Implement appropriate staffing and infrastructure.

- Assess providers' needs and abilities.

- Improve website for providers and for families searching for providers.



- Continuously improve person-centered culture throughout the agency.

- Enhance the ISP process and tools.



- Analyze recent trends and project future growth.
- Develop and approve revised table of organization.
- Ensure long term sustainability.

- Identify data to track and analyze for agency dashboard.
- Implement board committees.
- Improve overall staff training.

- Collaborate to advocate for policy change.
- Define and implement communication standards.
- Assess internal IT needs and develop plan to meet needs.

WHAT WILL HAPPEN IN 2018



- Develop and share stories about persons succeeding in the community.
- Develop community outreach and education plan.

- Strengthen critical partnerships and relationships.

- Increase options for affordable housing, transportation, and child care.



- Develop Delaware County employment plan.
- Continuously update the Employment First database to reflect DCBDD accomplishments.

- Continue partnering with Workforce Development group.
- Revitalize the Local Leaders group.
- Increase employers hiring persons with DD.

- Establish partnerships with school districts' special education staff.
- Hire persons with DD to work for DCBDD.



- Provide "Partners in Policymaking" training program.
- Create Delaware County specific Life Map.
- Enhance SSA ability to be educators.

- Collect referral information to understand how we are being heard and understood today.
- Support and participate in community-based events.

- Present at CEU approved trainings for community members.
- Schedule enhanced meetings with individuals prior to pivotal times in a person's life.



- Begin development of "Gold Standard" program.
- Provide training to individuals on hiring and working with providers.
- Update provider listing quarterly.

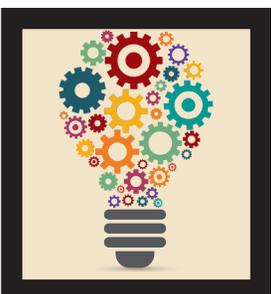
- Host enhanced provider fairs to help individuals and families assess providers.
- Hold meaningful meetings for provider groups.

- Recruit providers to address unmet needs.
- Support providers in recruiting and training staff.
- Streamline the provider certification process.



- Continuously improve person-centered culture throughout the agency.

- Increase staff knowledge about adaptive technology that can help individuals achieve success.



- Project future financial needs based on enrollment trends.
- Create a dashboard which reports appropriate metrics and outcomes.

- Implement IT improvement plan.
- Collaborate to advocate for policy change.

- Develop long term facilities plan and begin implementation.

WHAT WILL HAPPEN IN 2019



- Develop and share stories about persons succeeding in the community.
- Implement community outreach and education plan.

- Strengthen critical partnerships and relationships.

- Increase options for affordable housing, transportation, and child care.



- Implement Delaware County employment plan.
- Continuously update the Employment First database to reflect DCBDD accomplishments.

- Continue partnering with Workforce Development group.
- Continue to support Local Leaders group.
- Increase employers hiring persons with DD.

- Partner with schools districts to improve student preparation for employment.
- Continue to hire persons with DD to work for DCBDD.



- Update Delaware County specific Life Map.
- Support and participate in community-based events.

- Present at CEU approved trainings for community members.
- Schedule enhanced meetings with individuals prior to pivotal times in a person's life.

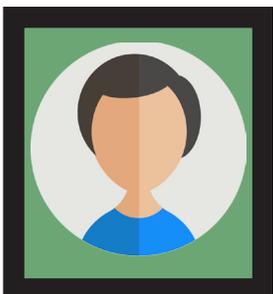
- Support parent connection/support groups.



- Continue refining "Gold Standard" program.
- Update provider listing quarterly.
- Hold meaningful meetings for provider groups.

- Continue to recruit providers to address unmet needs.
- Support providers in recruiting and retaining staff.

- Provide meaningful reviews for locally-funded providers.
- Make available Provider Plus tool when completed.



- Continuously improve person-centered culture throughout the agency.

- Use technology to help individuals achieve success.
 - Research grant opportunities to fund purchases.



- Balance needs of all served.
- Address facility needs

- Collaborate to advocate for policy change.

- Continue implementation of facilities plan.

