



HAMILTON COUNTY
DEVELOPMENTAL DISABILITIES
SERVICES



2018 ANNUAL PLAN GOALS

GUIDING PRINCIPLES

Two guiding principles drive us in every action we take. These fundamental beliefs form the bedrock of each of our 2018 goals.

Build the capacity of community organizations

Move toward integration in everything we do

To help achieve each goal, we've identified action steps that will enable us to boost operational **efficiency**, improve agency **effectiveness**, increase the level of **satisfaction** among stakeholders, and promote **access** to information, services, and the community.

GOAL 1

Build provider capacity to support people with complex needs and foster safe, integrated home and day services



EFFICIENCY

Research and pilot creative, flexible use of funding and supports



EFFECTIVENESS

Provide targeted training to providers willing to expand ability to support those with complex needs



SATISFACTION

Assure 95% of providers surveyed report satisfaction with training and consultation



ACCESS


Host family and provider sessions to design services and supports more responsive to people with complex needs

Support older caregivers with targeted help for aging well in place and future planning

GOAL 2




EFFICIENCY
Pilot small family-directed budgets so families are able to stay together longer



EFFECTIVENESS
Offer 3 Future is Now series in neighborhoods to increase number of families developing a quality long-term plan




SATISFACTION
Assure 95% of families participating in the Future is Now series report satisfaction



ACCESS
Use the diverse advisory council for outreach to underserved older caregivers

GOAL 3


Expand local advocacy work so more people with disabilities actively contribute in their neighborhoods



EFFICIENCY
Add 10 community partners who actively welcome people with DD to contribute (Partners in Action)



EFFECTIVENESS
Recruit and support 10 new Neighbors in Action (NIA) as local leaders; host Project STIR as launch for new leaders



SATISFACTION
Assure 95% of NIA and Project STIR (Steps Toward Integration and Responsibility) participants report satisfaction



ACCESS
Highlight monthly advocacy stories on HCDDS website to share new advocacy leadership

Actively promote community employment opportunities

GOAL 4




EFFICIENCY
Increase by 20 the number of businesses actively hiring people with DD



EFFECTIVENESS
Boost career planning access by 20 people and individual employment supports by 5% for well matched jobs



SATISFACTION
Assure 95% satisfaction with employment outcomes and team process




ACCESS
Partner with the Cincinnati Chamber in Diverse by Design efforts to promote business value of hiring people with DD



GOAL 5

Empower people with disabilities and their families to plan creatively for housing



EFFICIENCY
Increase the number of people accessing shared living supports by 5%



EFFECTIVENESS
Create an inventory of people who have developed creative housing solutions and are willing to share experiences



SATISFACTION
Poll people who attend 2018 Home Think Tank sessions to identify most relevant and pressing housing issues




ACCESS
Develop online decision tool to assist families as they plan for future housing

Connect people on the waiting list to supports they need today


GOAL 6




EFFICIENCY
Reroute funds saved to support people on the waiting list who have immediate needs



EFFECTIVENESS
Connect 100 people on the waiting list to community supports to meet current needs




SATISFACTION
Assure 95% of people surveyed report satisfaction with support provided




ACCESS
Clearly communicate current and new waiting list rules and processes

GOAL 7

Proactively support people with complex behavioral needs to promote independence and assure safety




EFFICIENCY
Reduce number of people receiving two-to-one staff support by 5%



EFFECTIVENESS
Transition 20% of people who receive on site/on call support to remote support so they have more independence




SATISFACTION
Assure 95% of people receiving less intensive support report satisfaction with independence and safety




ACCESS
Create professional team consultation for SSAs to prevent more restrictive interventions

Strengthen early, proactive transition planning to better support students with complex needs

GOAL 8



EFFICIENCY
Identify and support six interested schools to build capacity to support children with more complex needs



EFFECTIVENESS
Develop an effective plan to continue to be a safety net for students not well supported in traditional school settings




SATISFACTION
Assure 95% of schools supported will report satisfaction with consultation provided



ACCESS
Engage school mentors in innovative planning tools that empower families and lead to better transition outcomes

GOAL 9


Partner with providers to strengthen recruitment and retention of direct support professionals




EFFICIENCY
Fund local provider access to DSPohio.org to streamline hiring of direct support professionals (DSPs)



EFFECTIVENESS
Collaborate with local social service agencies to leverage supports for DSPs experiencing poverty



SATISFACTION
Survey providers to determine whether recruitment and retention supports are effective



ACCESS
Promote direct support career to students at local post-secondary schools in with gold standard providers

Clearly communicate supports, services, and the role of HCDDS for all stakeholders

GOAL 10




EFFICIENCY
Allocate Community Relations budget toward most effective media messaging



EFFECTIVENESS
Publish stories that demonstrate HCDDS roles and supports in a meaningful way



SATISFACTION
Assure 95% of stakeholders polled find communications clear and useful



ACCESS
Communicate widely via email, website, social media, and in person