



**Delaware County Board of
Developmental Disabilities**

Strategic Plan Progress Report

2020 – End of Year One



Mission, Vision & Values

Mission:

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

Vision:

All people lead personally fulfilling lives

Values:

- Equality
- Accountability
- Respect*
- Excellence*

* New as a result of the 2020-2022 Strategic Planning Process.





Delaware County Board of
Developmental Disabilities

Strategic Plan Summary

2020-2022



**Maximize opportunities
for independence and
inclusion throughout a
person's life span.**

- Strengthen the culture of inclusion in our community through awareness and education.
- Improve fiscal responsibility to promote sustainability.
- Utilize innovative strategies to remove challenges and barriers.
- Increase inclusive opportunities for employment.
- Connect people with community resources.
- Focus on recruitment and retention of Direct Support Professionals.



**Foster a person-centered
culture internally and
externally to promote
excellence.**

- Increase time spent developing and maintaining relationships to provide better support.
- Strengthen internal and external customer service.
- Empower people to make informed decisions.



**Advocate for
developmental disabilities
initiatives to enhance the
lives of all people.**

- Focus advocacy efforts on identified opportunities and barriers.
- Promote local, state, and federal legislative changes that increase inclusion, accessibility, and sustainability.
- Support and participate in efforts to improve and simplify the developmental disabilities system.



Core Values

Respect

Equality

Accountability

Excellence

Mission

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

Vision

All people will lead personally fulfilling lives.



Goal One: *Maximize opportunities for independence and inclusion throughout a person's life span.*

2020 Accomplishments

- Developing a comprehensive digital media plan to increase awareness
 - Created weekly features to highlight DCBDD employees and assistive technology
- Increasing awareness for adaptable solutions to remove barriers in every day places
 - Weekly assistive technology feature in employee newsletter, monthly assistive technology feature in Perspectives, 2nd Annual Technology First Conference, engaging with local scout troop to create adaptable solutions
 - Developed a video series featuring inexpensive 3D printed assistive technology items
- Distributed survey to people served to identify barriers
- Developing employment readiness checklist for employers to increase inclusive employment
- Developing searchable agency-wide resource guide to connect people with community resources



Goal Two: *Foster a person-centered culture internally and externally to promote excellence.*

2020 Accomplishments

- Balancing caseloads to support relationship development
- Revising onboarding process for new employees to support successful acclimation
- Launched three internally run support groups for employees to connect virtually during COVID pandemic and continue the strengthening of internal relationships
- Continuing to improve employee communications
 - Added new feature spots to the employee newsletter to foster regular communication from departments and committees
- Inserted agency mission on outreach shirts
- Implemented the recording of trainings (when able) for both internal and external trainings to encourage growth and access
- Streamlined technology for collaboration through new technology platforms like Zoom, Zoom Webinar, GoToMeetings, and live streaming on social media



Goal Three: *Advocate for developmental disabilities initiatives to enhance the lives of all people.*

2020 Accomplishments

- Promoted voter registration to support and advocate on behalf of people with disabilities
- Met with local businesses to encourage Universal Design on new buildings/projects
- Regular advocacy for Direct Support Professionals (DSPs)
 - Advocated for DSP wage increase and DSP pandemic relief payment
- Streamlining administrative processes
 - Revised records procedure to increase ease and speed of filing
- Participation at state level on state-wide committees
 - Blueprint Workgroup, Simplification Workgroup, Community of Practice, MSS Workgroup, OASCF EI Workgroup, Multi-System Youth Committee, Governor's Lead Advisory Committee, OACB Participant Direction Committee, EI Superintendent Workgroup, OISP Test Workgroup, DS Rule Advisory Committee, OASCF EI Committee, Statewide Rep for Region 2 Superintendents, Statewide Cost Report Committee, Statewide Cash Forecast and Business Leadership Team, Ohio Families Community of Practice
- Participating in rule-writing workgroups and processes
- Advocating for a single waiver
- Increasing education on cultural differences through the work of the Diversity and Inclusion Committee



2020 Pandemic Response

- Created PPE pantry and relief kits for people served, providers, and employees
 - Partnership with Ohio State Highway Patrol to distribute PPE
- Connected individually with each impacted provider in our system to update them on the one time relief payment from the State
- Implemented regular communication check-in opportunities with our provider partners to ensure they have the support and supplies needed for safe and successful service
- Delivered care kits to people served with 24/7 care and no natural supports
- Developed crisis plans for people served to provide rapid support during COVID
- Quickly developed and sustained safe working practices for employees and people served throughout the pandemic



Additional 2020 Accomplishments

- Launched Diversity & Inclusion Committee
- Launched virtual Discovery Series
- Co-sponsored 2nd Annual Childcare Center Toy Giveaway
- Launched Emerging Leaders Program for internal employee growth
 - Includes collaboration with Union County Board of Developmental Disabilities
- Hosted virtual scavenger hunt in place of in-person Block Party
- Hosted DSP Drive-through appreciation lunch
- Hosted Provider Round Table discussion to brainstorm and collaborate on solutions to recruiting and retaining DSPs
- Successfully distributed and analyzed DODD Outreach & Communications Grant survey to all people served by DCBDD and their families to improve both local and statewide communication practices

