



**Delaware County Board of
Developmental Disabilities**

Strategic Plan Progress Report

2021 – End of Year Two



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.





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

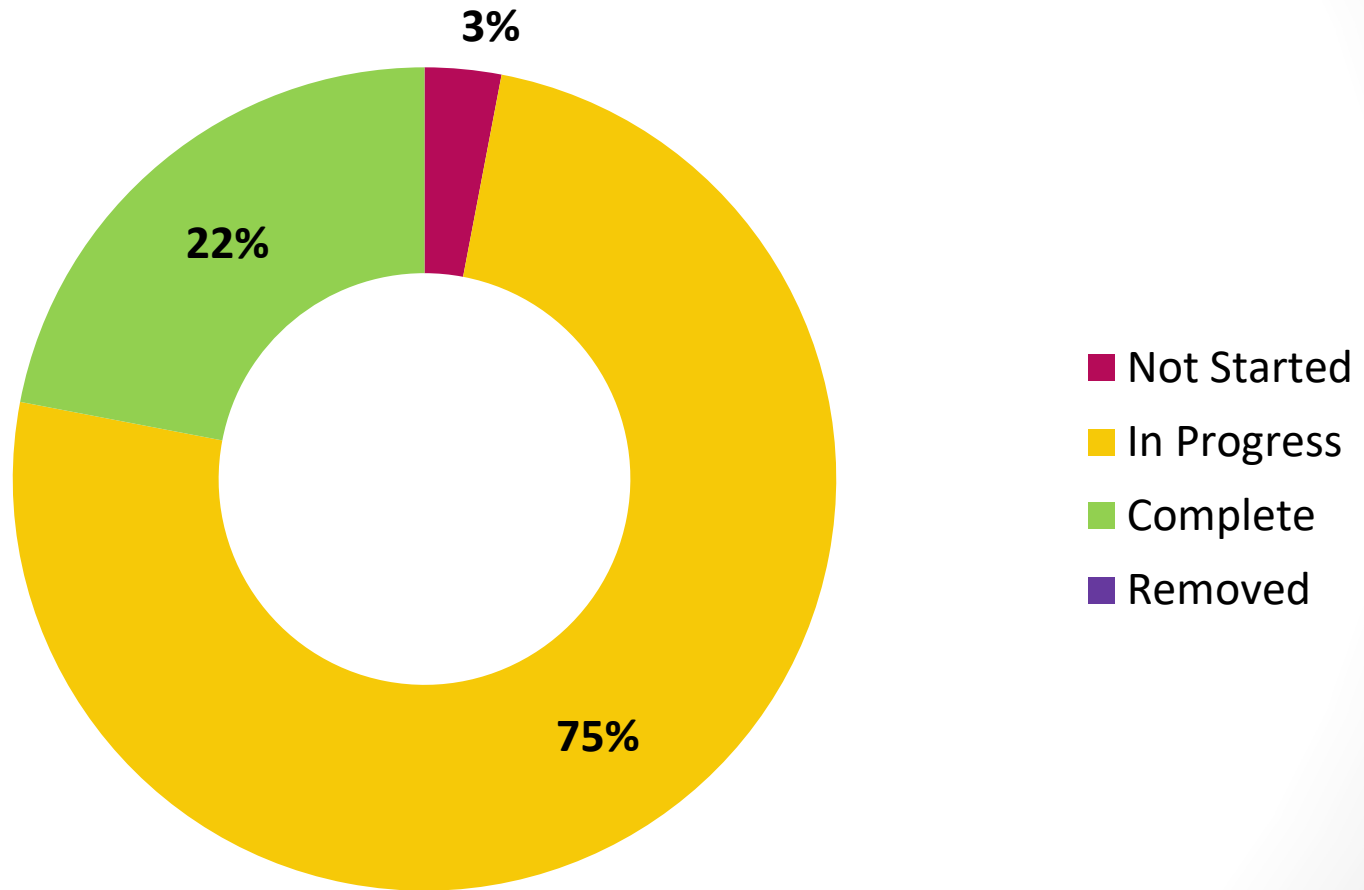
To inspire, empower, and support people to achieve their full potential.

Vision

All people will lead personally fulfilling lives.



Progress Toward Goal



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

2021 Accomplishments

- Continuation of educational trainings (Discovery Series, 3rd Annual Technology First Conference, Charting the Life Course)
- Launched searchable community resource guide on new website
- Continued regular social media features related to employment, technology, community resources, and the DSP workforce shortage
- Collaborated with businesses across Delaware during DD awareness month to increase awareness for our mission
- Launched Access Delaware program
- SSA Funding Policy was revised during February 2021 Board Meeting to streamline authorizations
- Active participant in focus groups working on transportation
- Increased advocacy and awareness for competitive employment opportunities
- Delivered inclusion trainings to community partners



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

2021 Accomplishments

- Restructured Programs and Services Department for increased efficiency and improved support for people served
- Continued to work toward balancing caseloads to support relationship development by hiring more SSAs
- Revised onboarding process for new employees to support successful acclimation
- Began work on a mentorship program for employees
- Increased trainings for employees to support the continued delivery of quality services
 - Some trainings included: time management, building relationships, difficult conversations, OISP, behavior support, etc
- Updating agency technology to increase job performance through simplified and more efficient systems
- Developed information for employees to better understand due process and appeal process for services provided
- Hired internal Behavior Support Specialist to foster the implementation of positive strategies with the least restrictions necessary



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

2021 Accomplishments

- Increased voter registration awareness through joint campaign with the Delaware County District Library, “Register to Vote” buttons, and new voting rights literature
- Regular advocacy for Direct Support Professionals (DSPs)
 - Advocated for DSP wage increase and DSP pandemic relief payment
- Continued weekly Diversity and Inclusion feature in employee newsletter
- Implemented weekly ADA feature in employee newsletter to increase knowledge of proposed, existing, and needed legislative support
- Hired Outreach Advocate to increase the quality and breadth of advocacy delivered by DCBDD
- Translated essential Intake & Eligibility documents to support the needs of our increasingly diverse community
- Increased the accessibility of DCBDD’s website

