



**Delaware County Board of
Developmental Disabilities**

Strategic Plan Progress Report

2019 – End of Year Three



Mission, Vision & Values

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



Goal One: *Strengthen Community Inclusion*

2019 Accomplishments

- Revised organizational infrastructure to support community inclusion
- Developed and shared stories of people succeeding in the community
- Implemented comprehensive community outreach and education plan
- Strengthened critical partnerships and relationships
- Assessed needs and community's capacity for accessible, affordable housing
- Increased housing options through partnership with Summit Housing
- Mainstreamed Sensitive Santa by providing support to community partners to host their own inclusive sensory friendly experience



Goal Two: *Increase Community Employment*



2019 Accomplishments

- Developed comprehensive Delaware County Employment Plan
- Continued to update Employment First Database
- Launched Employment Advisory Council
- Continued to grow the number of adults served working in the community
- Established partnerships with local school districts' special education staff to improve student preparation for community employment
- Implemented inclusive employment at DCBDD
- Continued to focus on path to employment during times of transition
- Highlighted stories of successful community employment



Goal Three: *Educate Individuals & Families*

2019 Accomplishments

- Launched a series of community conversations to enhance community's connection with the Superintendent
- Hosted two provider round tables to discuss solutions to the DSP shortage
- Lead numerous presentations on inclusion for various community and statewide agencies
- Collaborating with county partners to support community education activities in Delaware
- Provided individuals and families with trainings on hiring and working with providers
- Participated in transition fairs around the county
- Hosted and supported Transition Bootcamp series for students and families highlighting topics from technology to STABLE accounts



Goal Four: *Support Providers*

2019 Accomplishments

- Launched “Let’s Talk About It” – quarterly live webinars focused on topics to support and educate the provider community
- Implemented Provider Connections – monthly newsletter specifically designed for providers with resources, trainings, and employee retention tips
- Celebrated DSP appreciation week with various awareness initiatives
- Continued to maintain and update provider book
- Provided meaningful reviews for providers
- Began “stay interviews” to check-in with existing providers regarding things that are going well and could be improved



Goal Five: *Person-Centered Thinking*

2019 Accomplishments

- Developed and implemented new employee evaluation tool focused on growth
- Launched “stay interviews” with employees to check-in with existing employees regarding things that are going well and could be improved
- Expanded the gratitude task force
- Hosted Technology First Conference to educate the community and our employees on resources available to enhance independence
- Launched the “Be Well Program” - a wellness program that incentivizes employees for focusing on their health and overall wellness



Goal Six: *Improve Internal Operations*

2019 Accomplishments

- Issued cell phones agency-wide to decrease personal liability for employees and increase efficiency for the agency
- Implemented new policies and procedures such as the Building Utilization procedure to streamline operations
- Made significant updates to software and hardware to support employees' work efforts
- Expanded the Delaware County Sheriff's lease – increasing the rented space within our building
- Streamlined contract process and implemented drop-in hours for technical assistance
- Implemented open-hours for Intake and Eligibility to meet the needs of our community
- Implemented Contract Monitoring Tool
- Updated Agency Phone Tree
- Completed Building Assessment
- Updated vendor system
- Created more internal meeting space for collaboration efforts

