



STRATEGIC PLAN 2022-2024

Philosophy

Darke DD exists to help people live their best lives. We believe that all people are valuable and have potential.

Mission

The mission of our agency is to empower people with developmental disabilities to explore possibilities for their lives by maximizing independence, community participation, employment, and economic self-sufficiency in their daily life experiences.

In addition, Darke DD wishes to embrace the following Core Values identified by the Ohio Department of Developmental Disabilities (DODD) in their 2021 Annual Report:

To help Ohioans with developmental disabilities, DODD has embodied the following core values that focus on the experience of our customers, the people we serve, and their families:

- **Kindness and Empathy** – All interactions are based on genuine care and concern for all involved. We listen to those we serve, our partners, and each other.
- **Collaboration** – We engage with each other and our partners with openness and trust.
- **Transparency** – We are accessible and visible in our business practices.
- **Innovation** – Through technology and new ideas, we simplify and make our system more efficient.
- **Quality** – The services we deliver are value-added and promote excellence.
- **Inclusiveness** – Cultivate an environment that embraces diversity and ideas at every level of interaction. Our systems and processes are designed to ensure that every person is treated equally, and every voice is heard fairly.
- **Accountability** – We conduct ourselves professionally and will manage taxpayer dollars responsibly.

Draft Reviewed by Board: October 21, 2021

Board adopted: November 18, 2021

Focus Areas and Goals

The following focus areas have been identified as the primary concerns to Darke DD and align with those identified by the Ohio Department of Developmental Disabilities and other county boards across the state as well. The Board recognizes that uncertainty exists and that changes may develop over time that could alter the decisions made in this plan.

Sustainability

Sustainability includes making decisions that consider both the long-term and immediate impact of those decisions. The Board needs to maintain fiscal responsibility while staying focused on the philosophy and mission, ensure people are supported appropriately and maintain a strong community connection to ensure services continue long into the future. To address sustainability, the Board will:

- Pass renewal levy to support sustainability of services.
- Assure that federal, state, and local financial resources are available to maintain long-term sustainability.
- Continue annual planning regarding home and community-based services waiting list and meet the needs of people with immediate and current needs including community inclusion activities. Manage and monitor waiver services to maximize federal and state dollars.
- Creatively support a system that recruits, develops, and retains a quality workforce.
- Promote, educate, and utilize technology and innovative solutions whenever possible to increase efficiency for individuals, families, providers, staff, and community connections.
- Continue to improve employer outreach and engagement to ensure that the community is aware of the benefits of hiring people with developmental disabilities.
- Create an internal culture that is focused on positive customer experience and expert service delivery. Analyze the performance evaluation process to provide employees with meaningful feedback.

Advocacy and Empowerment

Darke DD encourages all individuals to strive for greater independence by helping people have a greater voice over events and actions that impact their lives. To support advocacy and empowerment for individuals and families served by the Board, we will:

- Continue to promote a culture of person-centered planning. Adopt Charting the LifeCourse training as a community of practice; provide training and awareness activities to all stakeholders as a central person-centered planning tool across all life areas and all ages.
- Increase the use of remote support services to provider greater independence.
- Support people to live fully integrated lives in their community. Increase accessible and affordable housing options with a proactive assessment of future housing needs.
- Develop opportunities for individuals to participate in their communities through partnerships with other agencies, local businesses, employers, schools, and civic groups.

Community Awareness and Engagement

To help people live their best lives, the Board needs to help people truly become a part of their community. The Board should be proactive in maintaining a strong community presence through transparent operations and open and honest communications with all constituents. To support community awareness and engagement, the Board will:

- Implement community education and awareness activities to communicate the role of Darke DD as a resource regarding intellectual and developmental disabilities services in our community – schools, county agencies, community members; coordinate local public relations activities with WestCON public relations plan.
- Develop opportunities for individuals served and their families to interact with the community and share their own successes and challenges.
- Plan and execute at least 3 community events per year to bring families, individuals, and the community together in fun and creative ways.
- Increase access to community transportation to provide stable responsive transportation to community events, health-related appointments, and employment.
- Utilize Birchwood Training & Senior Center to facilitate meetings and trainings on various topics across all constituent groups.

Provider/Partner Support

Darke DD truly values the partnerships created to support individuals with developmental disabilities. As the system continues to evolve, the Board will seek to enhance these relationships to help solve mutual issues that affect individuals served. To improve provider/partner support, the Board will:

- Recruit and retain providers and quality staff to facilitate community engagement and advocacy opportunities. Meet with each newly certified independent provider within sixty calendar days of selection regarding service plan.
- Engage in ongoing recruitment efforts to increase all provider options in Darke County, including transportation.
- Assure progress reports from providers are received on a regular basis for outcomes monitoring.
- Develop a plan, in partnership with OOD and employment providers, to address the needs of people supported based on their path to employment. Evaluate the need for a new staff member to focus on developing these relationships that result in meaningful employment outcomes for people supported.
- Initiate and participate in planning to address needs of youth in crisis/multi-system youth, including behavior support, housing, and residential respite.
- Continue current and develop new local work skills/work experience initiatives; continue LEAD and Roundhouse opportunities based on outcomes.