

Adair County SB40 Developmental Disability Board Strategic Plan 2023-2024

Mission:

The MISSION of the Adair County SB40 is to engage in ADVOCACY, promote INCLUSION, and provide essential RESOURCES to assist people with developmental disabilities to live self-determined lives.

Our Vision:

Our VISION is to see people's ABILITIES and change the world so that everyone can live their best life.

What We Value:

- SELF-DETERMINATION – Having opportunities, respectful support, and the authority to exert control in one's own life with decisions that are honored and the opportunity to succeed or learn from failure
- COMMUNITY – The importance of community in the lives of people with developmental disabilities and the importance of people with developmental disabilities in the life of the community with emphasis on collaboration and belonging.
- EQUALITY – Believing all people are of equal value and ensuring they are treated with equal dignity.
- EQUITY – Believing that no one should have poorer life chances because of their race, color, religion, sex, national origin, age, disability, or genetic information, ensuring systemic barriers are removed, and helping people meet their unique needs to make the most of their lives and talents.
- EXCELLENCE – Believing the organization must go *beyond compliance* in delivery of services to meet current needs and anticipate future needs of the people we support.

Key Focus Areas:

- ❖ Implement quality, effective Person-Centered Planning using proven life planning tools & *in-person* assessments supported by learning programs which improve life skills and social relationships.
- ❖ Promote Competitive and Integrated Employment; workforce ready upon graduation from High School.
- ❖ Foster development of support networks for Advocacy/Self-Advocacy; small groups, education & information for people with IDD and their supports.
- ❖ Advocate for *equity* in education, healthcare, employment, housing and other areas of home & community living.
- ❖ Ongoing promotion of *authentic* inclusion of people with IDD as valued members of our community.

Key Performance Indicators #1: Ensure quality programs and services for people with intellectual/developmental disabilities (IDD) in accordance with the Mission and Vision of the organization.

- Provide individual and group information, education and social programs to people with IDD through the Community Learning Center which align with DMH's Missouri Quality Outcomes.
 - *Goal: Facilitate at least one self-advocacy group which meets monthly at the CLC (Individuals, Parents, Siblings, etc.)*
 - *Goal: Provide information/education programs, at least one per quarter. (i.e. Project STIR, CIRCLES, Life Course, etc.)*
 - *Goal: The CES and Executive Director will include individuals using CLC programs in the monthly program review and development of the planning calendar and have at least one program planned for no less than 4 days per week each month.*

- Provide quality Targeted Case Management Services
 - *Goal: Quarterly and annual Audits by DMH and CMS yield no major areas of concern.*
 - *Goal: Average 85% success in implementation of goals identified through the Tier 2 Positive Behavioral Supports project facilitated through DMH.*
 - *Goal: All TCM staff will complete DMH training for MAAS, HRST and CONNECXION. Once all new DMH systems are operational, the TCM staff will develop process maps for all functions/duties associated with TCM services to aid with workflow and succession planning.*
 - *Goal: Community inquiries for new referrals to the Division for Intake & Assessment (MAAS) will be tracked to be sure the MAAS is completed and referrals are sent to the Agency as appropriate.*

- Provide individual grants to Adair County citizens for disability related expenses with no other source for payment.
 - *Goal: Establish an agency budget for Respite reimbursement program available to individuals and their families relying on natural supports. Respite would be arranged by caregiver and costs reimbursed up to a cap of \$150 per month per person upon presentation of proof of payment.*

- Provide agency grants to applicant Adair County agencies which adhere to the stated mission and values of Adair County SB40
 - *Goal: All agency grants approved by the Board of Directors will adhere to both the tax levy ballot language approved by taxpayers and the mission statement of Adair County SB40.*
 - *Goal: Agency and individual grants from SB40 fund programs and services that maximize the human potential of persons with a developmental disability.*

- Provide ongoing administrative supports to individuals that the agency serves. (i.e. Organizational Payee, Benefits Counseling, etc.)

- Develops and administers satisfaction surveys annually to measure the success of Adair County SB40 programs including but not limited to Service Coordination and the Community Learning Center.
 - *Goal: Satisfaction surveys returned score an average of 4.5 on a 5-point scale.*
 - *Goal: Enable satisfaction surveys to be completed online.*

Key Performance Indicators #2: Maintains positive work environment with highly trained staff who demonstrate commitment to excellence.

- Directors, Management and Staff practices are transparent and demonstrate positive communications.
- The Agency ensures competitive compensation plans.
 - *Goal: Wage ranges for each position are compared to regional wage studies annually.*
- The Agency secures an employee benefits plan which maintains the status of an ‘employer of choice’.
- Management fosters a work environment which supports reasonable work/life balance of the staff.
 - *Goal: HR will provide information and ongoing support to staff for Student Loan Forgiveness programs.*
- Management and Board support initiatives of the Agency which address Secondary Trauma experienced by staff and prevents compassion fatigue/burnout.
 - *Goal: The 360 Committee will host monthly employee social hours to discuss or have trainings on healthy living, self-care and individual resiliency.*
- Management provides ongoing training, development and advancement opportunities for staff.
 - *Goal: All HR, QA and Fiscal processes will be mapped out for succession planning by the end of the fiscal year.*
 - *Goal: TCM Management will maintain an ongoing training calendar with links to archived recordings and made available for access through a shared server with staff.*
- Implements ongoing employee recognition for excellent performance.
 - *Goal: An employee recognition program will be implemented each month throughout the year.*
 - *Goal: The HR Coordinator will administer the 360 Survey each quarter and report trends to the Board.*

Key Performance Indicators #3: Ensure an efficient and financially strong organization.

- Ensures clear and accurate accounting, purchasing and asset management systems.
 - *Goal: Annual Financial Audits by independent audit yields no reports of exceptions.*
 - *Goal: Monthly and YTD Financial reporting will include breakout of revenue & expense by program.*
- Develops and maintains an annual budget in cooperation with the Board of Directors.
- Coordinates, reviews and evaluates local individual funding requests on a weekly basis.
 - *Goal: Prioritize the use of Assistive Technology in the support of individuals served; to offset the service provider DSP staffing shortages and labor market deficiencies.*
- Coordinates, reviews and evaluates agency funding requests with Board of Directors each month.
 - *Goal: Agency grants from SB40*
 - *address the SB40 funding outcomes as listed in SB40’s funding policy,*
 - *supports the ‘Employment First’ goals of the Missouri Department of Mental Health, and*
 - *enables individuals with IDD to progress toward normal living and to develop, as far as possible, their capacity, performance and relationships with other persons.*

- Actively researches and pursues funding sources and opportunities (e.g. grants, matching funds, partnerships, services) to supplement and enhance programs consistent with the organization's mission.
 - *Goal: Routinely promote QR Code for donations to support the 501(c)3 organization, Adair DD Link, in all external and social media communications.*

Key Performance Indicators #4: Develop positive and professional working relationships with interagency contacts to maximize synergy in meeting the needs of the IDD community

- Advocates for people with IDD in the community
 - *Goal: The agency will provide Community Resource Coordination for individuals with IDD in Adair County who are non-Medicaid eligible.*
- Maintains positive and proactive working relationships with Service Providers for individuals served by the agency.
 - *Goal: TCM Services will promote the use of Tools of Choice for positive behavioral supports of the people that we serve.*
 - *Goal: The CLC programming will include Mandt Training and Certification for Service Provider staff to support positive behavioral supports in residential settings.*
 - *Goal: The agency will organize and host annual DSP recognition event for Service Provider staff.*
- Cultivates effective relationships with community and business leaders, public officials, and potential funding sources.
 - *Goal: The agency will collaborate with representatives of community leadership to support programs impacting people with intellectual and developmental disabilities.*
 - *Goal: The agency will maintain and promote a community online resource directory (NEMO Resources)*
- Identifies gaps in services for people with IDD and initiates formation of workgroups to find resolution.
 - *Goal: The agency will conduct an annual needs assessment survey to identify gaps in services.*
 - *Goal: The agency annual needs assessment survey will be available online.*
- Actively participates in community work groups formed to resolve pressing local issues impacting people with IDD.
 - *Goal: Assures equity in services and supports through facilitating and participating in community workgroups which result in equitable outcomes for people with IDD.*
 - *Goal: The agency will facilitate ongoing positive and productive working relationships with local school districts, Children's Division, Department of Health & Human Services and other agencies that also service the people that the agency services.*

Key Performance Indicators #5: Represents the interests of citizens with intellectual/developmental disabilities in Northeast Missouri through effective governmental relations efforts.

- Advocates for people with IDD in the community at local, county, state and federal levels.
 - *Goal: The agency will participate in the local Chamber Government Affairs committee, MACDDS Legislative committee and other government related entities.*
 - *Goal: The agency will host an annual legislative forum to assist legislators in identifying priority issues impacting people with IDD and potential resolutions.*
- Agency staff, management and Directors maintain a strong knowledge of State plans, policies and resources.
 - *Goal: Adair County SB40 will provide funding match for the Missouri Partnership for Hope Waiver program up to the programs funding limit as waiver slot requests are approved.*
- Maintain productive working relationships with elected officials
- Provides representatives with ongoing education/information on local issues impacting local citizens with IDD.

Key Performance Indicators #6: Promotes the programs and services of the organization to citizens with intellectual/developmental disabilities, their families and their supports, in Northeast Missouri

- Demonstrates attitude of sincere interest, concern and accessibility toward persons served by Adair County SB40, as well as toward their families and others supporting them.
- Maintains updated social media presence with platforms including Agency website, Online Resource Directory, Facebook page and Facebook Live.
- Maintains a positive and professional relationship with the local community.
 - *Goal: The agency will host monthly 'coffee chats' with various local community professionals that impact the lives of citizens with IDD.*
 - *Goal: The agency will participate in community events that promote awareness of services provided, at least one per quarter.*
- Management represents the Agency in a positive and professional manner with the local media.
 - *Goal: Distributes monthly newsletters, calendars and occasional press releases to local media.*
- Management initiates frequent presentations and interactions with local service groups, civic organizations and governmental entities.
 - *Goal: Self-Advocates volunteering through the SB40 AmbassaDDAIR program will present at least quarterly to various groups and organizations about SB40 programming and solicit enrollment into Operation Life Check.*
 - *Goal: The Agency will host community events that raise awareness of issues involving people with IDD such as the annual Community Engagement Conference, Spotlight Awards, March Developmental Disabilities Awareness month, etc.*
 - *Goal: Presentations and interactions will include representatives from self-advocacy groups.*

Key Performance Indicators #7: Actively participate in professional development, training and educational opportunities to continuously grow knowledge and understanding of community resources, disability issues and the best practices to assure quality services to the individuals served by the organization.

- All activities of the Staff and Board of the Agency demonstrates a commitment to the mission, vision and values of the organization.
 - *Goal: Agency staff and management actively participates in regular meetings and training opportunities, including but not limited to those opportunities available through DMH, MACDDS and other advocacy groups at the state and national level.*
- Develops partnerships through networking with other professionals in the field of developmental disabilities locally and abroad.
- Strives to uphold highest standards of professional integrity and accountability in fulfillment of commitment to Adair County SB40 Board members and employees, individuals/families served by Adair County SB40, and the citizens of Adair County.