



HAMILTON COUNTY  
**DEVELOPMENTAL DISABILITIES**  
 SERVICES



# 2019 ANNUAL PLAN

## FOCUS AREAS

Our 2019 Annual Plan identifies goals and action steps for the upcoming year. Each goal is rooted in our Strategic Plan and represents concrete steps toward our long-term objectives.

Our 2019-2022 Strategic Plan identified five focus areas that will allow us to respond to the needs of our stakeholders and position Hamilton County DD Services for the future.

- FAMILY ENGAGEMENT
- COMMUNITY PARTNERSHIP
- GO-TO RESOURCES
- INNOVATIVE SOLUTIONS
- SERVICE QUALITY & FISCAL RESPONSIBILITY

### GOAL 1

**Build provider capacity to support people with complex needs and foster safe, integrated home and day services**

#### ACTION STEP

Communicate significant changes in the waiver system and practical ways to utilize funding

#### ACTION STEP

Provide targeted training to providers who are willing to expand their ability to support those with complex needs

#### ACTION STEP

Continue to survey providers for unmet or emerging needs

#### ACTION STEP

Host family and provider sessions to design services and supports more responsive to people with complex needs

## Support older caregivers with targeted help for future planning and aging well in place

# GOAL 2

### ACTION STEP

Develop a Future is Now facilitator's guide so partner agencies can offer the series

### ACTION STEP

Offer at least three Future is Now series in neighborhoods to increase the number of families developing a quality long-term plan

### ACTION STEP

Create simple guides for staff in both aging and DD services to better support families in the two systems

### ACTION STEP

Use a diverse advisory council for outreach to underserved older caregivers

# GOAL 3

## Strengthen and evaluate diversity, equity, and inclusion efforts

### ACTION STEP

Evaluate and further develop diversity, equity, and inclusion plan to assure HCDDS models good practice

### ACTION STEP

Host Project STIR as a launching pad for new advocacy leaders

### ACTION STEP

Review and revise policies and procedures to reflect diversity, equity, and inclusion standards

### ACTION STEP

Highlight monthly advocacy, diversity, and inclusion stories in publications and on HCDDS website

## Actively promote community employment opportunities

# GOAL 4

### ACTION STEP

Increase by 20 the number of businesses actively hiring people with DD

### ACTION STEP

Boost the number of people accessing career planning

### ACTION STEP

Assure 95 percent provider satisfaction with career planning consultation provided by HCDDS

### ACTION STEP

Actively consult with providers to increase the number who are providing career planning by 10 percent



# GOAL 5

## Connect people who are on the waiting list to supports they need today

### ACTION STEP

Allocate funds to support people on the waiting list who have immediate needs

### ACTION STEP

Support people who are no longer on the waiting list and track trends to inform future resource planning

### ACTION STEP

Clearly communicate new waiting list rules and respond to concerns

### ACTION STEP

Design family page on HCDDS website to include accessible, relevant resources

## Empower people with disabilities and their families to plan creatively for housing, community access, and transportation

# GOAL 6

### ACTION STEP

Increase by 50 the number of people who receive and maintain housing vouchers

### ACTION STEP

Develop a transitional/emergency housing option for people with complex housing needs

### ACTION STEP

Invest in partnerships with Council on Aging and creatively use existing transportation options to support better community access

### ACTION STEP

Develop housing options guide to assist families as they plan for housing

# GOAL 7

## Leverage technology and other supports so people with complex needs can be safe and more independent

### ACTION STEP

Use consultation support team to meet needs in less restrictive ways to reduce the service costs for six people by 5 percent each

### ACTION STEP

Increase the number of people living alone who receive remote supports by 10 percent

### ACTION STEP

Transition at least 15 people who use in-person supports to remote support technology for medication administration to increase independence and reduce costs

### ACTION STEP

Promote access to new SMART Home Model so people can visualize support options and make informed choices

## Support early, proactive transition planning to better support children with complex needs

# GOAL 8

### ACTION STEP

Identify and support students who have emerging complex needs and may need more intensive school placement

### ACTION STEP

Continue to be a safety net for students not well supported in traditional school settings

### ACTION STEP

Assure 95 percent of schools supported will report satisfaction with consultation provided by HCDDS

### ACTION STEP

Target underserved communities to proactively support all eligible at-risk babies for better future outcomes

# GOAL 9

## Partner with providers to strengthen recruitment and retention of direct support staff

### ACTION STEP

Use data from cinema and Google ads to further promote job opportunities as a Direct Support Professional (DSP) to the general public

### ACTION STEP

Collaborate with local social service agencies to leverage practical supports for DSPs experiencing financial difficulties.

### ACTION STEP

Survey providers to determine whether recruitment and retention supports are effective

### ACTION STEP

Promote direct support as an option to students at local post-secondary schools, in partnership with Gold Standard providers

## Invest in systems and approaches to keep HCDDS staff as well as people served and their families healthy and safe

# GOAL 10

### ACTION STEP

Implement infrastructure and emergency procedure recommendations from agency safety assessment

### ACTION STEP

Invest in emergency training for all HCDDS staff and personal safety and de-escalation training for those supporting people in the community

### ACTION STEP

Assure 95 percent of staff indicate satisfaction with training

### ACTION STEP

Support community trainings for police officers and other emergency responders to increase awareness of support needs for people with DD