Our 2021 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. You can see our Strategic Plan at strategicplan.hamiltondds.org.

**Focus Areas**

**2021 Annual Plan**

**Goals**

- **Family Engagement**
  - Host at least 15 family sessions throughout the year to share timely information and resources, connect families to one another, and continue to identify support gaps.
  - Target underserved communities to proactively support and achieve better outcomes for all eligible babies at risk for neo-natal abstinence syndrome and elevated lead levels.
  - Connect at least 250 advocates and families with neighborhood opportunities and with other advocates to foster meaningful, healthy relationships.
  - Translate Future is Now materials in a culturally sensitive way to engage older caregivers who speak Spanish as they plan for the future of their loved one.
  - Empower families with supports from the Respite Intervention Services and Education (RISE) program—including trauma informed timelines, in-home behavior support, occupational therapy, and parent peer support—to decrease the risk of out-of-home placement for their child.
COMMUNITY PARTNERSHIP

GOALS
- Launch formal partnership with Cincinnati Children’s Hospital Medical Center’s psychiatrist, nurse, and social worker team so people served who are most impacted by mental health and medical concerns will have fewer crisis care needs.
- Engage at least 5 new community partners to share information about HCDDS services and survey for support gaps.
- Strengthen partnerships with other DD providers so newly identified support gaps are addressed.
- Equip community-based pediatricians with practical resources so they identify DD needs early for all children, ask key questions about future planning, and link isolated families to social supports. Partner with existing mental health initiative embedded in pediatricians’ offices to assure active referral follow up.
- Increase, by 10%, the number of people accessing individual employment support services to help retain community employment and retool skills for the new, changing work environment.
- Train local police departments, at least quarterly, in specialized crisis support for people with developmental disabilities.

INNOVATIVE SOLUTIONS

GOALS
- Launch, monitor and support “Bramble Home” as a new, local option for people with complex housing needs.
- Market and support newly developed respite home, “Alice’s House,” as option for families in need of respite in an accessible home.
- Introduce Inclusive Schooling, a model for implementing inclusive practices for students, with three pilot schools for grades 3, 6, and 10, to intentionally strengthen social connections prior to transition age.
- Leverage Project CARE, a community collaborative that supports individuals with disabilities impacted by violence, to decrease isolation and connect people in safe virtual spaces.
- Promote the use of technology in the areas of transportation, employment, and community integration through the developing and sharing at least four stories in targeted PR campaigns.
- Identify and address emerging technology needs related to access, training, and support for people served to reduce disparities.
GOALS

- Invest in face-to-face outreach to Hamilton County community councils targeting underserved communities to connect families with supports earlier and to develop new neighborhood partnerships.

- Expand lists for sharing content and press releases with all community councils and community-based organizations that have newsletters and a social media presence. Use these lists to share events or emerging news for better neighborhood connections.

- Rework HCDDS publications, postcards, and website to be more widely accessible with technical fixes and plain language writing.

- Develop and promote a quarterly plain-language magazine, available in print and accessible formats, targeting people served, that mirrors the stories and content in other HCDDS outlets.

- Capture additional inclusive housing stories to demonstrate diverse and varied housing options.

- Assure access to personal protective equipment, testing, and other resources for providers for those most vulnerable to COVID-19.

- Develop and post informational videos that offer clear, consistent information about Level 1, SELF, and Individual Options waivers.

SERVICE QUALITY & FISCAL RESPONSIBILITY

GOALS

- Evaluate the impact and benefits of remote work and technology use to make strategic recommendations.

- Modernize My Plan form and processes to be entirely digital and streamlined for providers, SSAs and families.

- Offer advanced cultural competency training for HCDDS staff to manage unique pandemic and social stressors.

- Invest in Northstar training so more providers are able to support people most impacted by mental health and DD, and to best help staff through COVID-19.

- Implement a plan for ongoing education of county administrators and commissioners about HCDDS’ budget, finances, and long-term plans.

- Evaluate recommendations from Impact Group report to simplify agency position descriptions and modernize pay schedules.