



# Division of Developmental Disabilities Strategic Plan 2016-2020

Overview

The Division of Developmental Disabilities ("DDD" or "Division") provides services and supports to approximately 36,000 individuals, or "members," who have developmental disabilities and their families. DDD has determined that, in order to more effectively deliver services to its members, a strategic plan is a critical step in DDD's transformation to an organization that is highly effective in all aspects of its operations. This **Strategic Plan** builds on DDD's planning efforts over the last several years and sets forth objectives that will enhance the fulfillment of its mission:

To provide to individuals with developmental disabilities and their families necessary services and supports that are flexible, high quality, and member-driven. To afford individuals opportunities to exercise their rights and responsibilities of independent decision-making and engagement in the community.



## **Opportunities**



#### Value



## Communication



### **Environment**

Support
Opportunities for
Members' Choices
and Quality of Life

Increase the types of community living options available to members

Increase the number of members who are employed

Promote and support increased awareness and opportunities for community engagement for members

Provide opportunities for members, families, caregivers, DDD and provider staff to learn to address challenging behaviors using Positive Behavioral Support (PBS) practices Ensure That
Members Get the
Best Possible
Support for the
Money Spent

Ensure that members' planning teams develop goals that can be measured and are important to members

Ensure that providers use effective habilitation methods, based on data, to achieve outcomes

Know how the quality of a provider compares to other providers Achieve Open,
Ongoing, Clear
Communications
Among Members,
Families, Providers,
Stakeholders, and
DDD Staff

Continuously improve DDD's website

Create an ongoing communication plan for internal and external customers

Routinely provide a formal orientation about DDD for new members and their families, new providers, and new employees

Provide ongoing opportunities for members and their families, DDD staff, providers and other stakeholders to provide suggestions to DDD Management

Make DDD a Place Where People Love to Work and Grow Professionally

> Develop activities that support employee engagement and satisfaction and encourage employees to continue working for DDD

Streamline and ensure statewide consistency of all DDD functions and work activities

