

## **2020 Annual Plan Draft Goals**

### **Community Partnership**

- Strengthen partnerships in medical community so people with DD who are most impacted by mental health and medical concerns will have fewer crisis care needs and increased stability. Invest in new model of care with UC/CHMC psychiatrist, nurse, social worker team.
- Identify at least 5 new community partners to engage, share HCDDS services, and survey for support gaps.
- Strengthen partnership with other DD providers so that newly identified support gaps are addressed.
- Actively communicate HCDDS' role and supports to families, providers and community partners. (Train social workers at CHMC, UC, and other key medical partners on HCDDS' role)
- Actively promote community employment opportunities by increasing the number of people in community employment by 10%.

### **Go To Resources**

- Create, adapt and market resource guides to underserved families including Spanish speakers and those who do not have access to the Internet.
- Capture additional inclusive housing stories to demonstrate diverse and varied housing options.
- Expand family page on HCDDS website to include additional accessible and relevant resources.
- Develop and support 10 SSA Cross-walkers, who are expert in DD and aging, as resources for SSAs and families.

### **Innovative Solutions**

- Develop a local housing option for people with complex housing needs.
- Promote the use of technology in the areas of transportation, employment, and community integration through the development and sharing of at least 4 stories in targeted PR campaign
- Increase, by 5%, the use of remote supports in shared settings to replace in person DD support.
- Increase the number of respite options for families by using community partner respite model, regional respite grant, and newly developed respite home.

## **Service Quality and Fiscal Responsibility**

- Train and support all HCDDS staff to provide exceptional, consistent, culturally competent customer service to individuals, families and partners.
- Create HCDDS Leadership Development Program that highlights succession planning and the support of mentors and sponsors.
- Invest in Northstar trauma responsive training for providers so more are able to support those most impacted by mental health and DD.
- Develop a plan for ongoing education of county administrators and commissioners about HCDDS' budget, finances, and long term plans.

## **Family Engagement**

- Host at least 12 family sessions throughout the year to share relevant resource information and identify support gaps.
- Offer Charting the Lifecourse as ongoing support to parents of young children age 3-5.
- Target underserved communities to proactively support all eligible at-risk babies for better future outcomes.
- Connect at least 250 advocates and families to neighborhood opportunities to foster meaningful, healthy relationships.
- Share advocacy opportunities so 90% of newly referred people receive support in accessing least one advocacy option.