Our 2020 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.

## FAMILY ENGAGEMENT

### GOALS

- Host at least 12 family sessions throughout the year to share relevant resources and identify support gaps.
- Offer Charting the LifeCourse as ongoing support to parents of young children, ages 3 to 5 years old.
- 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 at least one advocacy option.
COMMUNITY PARTNERSHIP

GOALS

- Strengthen medical community partnerships 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 models of care with UC Health and Cincinnati Children’s Hospital psychiatry, nursing, and social work teams.

- Identify at least five new community partners to engage, share HCDDS services, and survey for support gaps.

- Strengthen partnership with other DD providers so newly identified support gaps are addressed.

- Actively communicate the role of HCDDS and supports available to families, providers, and community partners, including training social workers and other key medical partners.

- Actively promote community employment opportunities to increase the number of people with DD who have jobs in the community by 10%.

GO-TO RESOURCES

GOALS

- Create, adapt, and market resource guides to underserved families, including Spanish speakers and those without internet access.

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

- Expand the family page on the HCDDS website to include additional relevant and accessible resources.

- Develop and support 10 service and support administrator (SSA) cross walkers, who are experts in DD and aging, as resources for families and other SSAs.
INNOVATIVE SOLUTIONS

GOALS
- 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 by sharing at least four stories in a targeted public relations campaign.
- Increase by 5% the use of remote support in shared settings to replace in-person DD support.
- Increase the number of respite options for families by using the community partner respite model and the newly developed respite home.

SERVICE QUALITY & FISCAL RESPONSIBILITY

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