



# Developmental Disabilities Division 2015-2017 Strategic Plan Progress Report - September 2017

Provided in this newsletter are status updates for the Developmental Disabilities Division's (DDD) Strategic Plan (FY2015-2017). DDD has used its Strategic Plan over the past three years to initiate positive changes for better serving people with intellectual and developmental disabilities and their families. As DDD transitions to its new strategic plan for 2018 to 2020, we reflect on our accomplishments and their alignment with our Mission.

## Developmental Disabilities Division Mission:

**Foster partnerships and provide quality person-centered and family-focused services and supports that promote self-determination.**

### **Goal 1 Connection & Engagement with Individuals and Families**

Increasing partnerships with self-advocates and families of people with disabilities has been a cornerstone of moving toward an organization that plans with, and not for, the people we serve.

#### *Key Accomplishments:*

- **Development of Communication Guidelines** to make written documents "reader friendly" and easy to understand.
- **Support for Training DDD participants to facilitate their own meetings** such as their Individual Service Plans (ISP) or appointments with their doctor.
- **Advocacy for and provision of input on new waiver services**, like Community Learning Services (CLS), which provide opportunities for individuals to have greater participation in the community.

### **Goal 2: Community Integration**

By 2022, states are required to be in full compliance with the Centers for Medicare and Medicaid (CMS) final rule on community integration to enable participants in Home and Community Based Services (HCBS) to make more choices on daily life activities and how they live.

#### *Key Accomplishments:*

- **Conducted validation studies and developed remediation plans** for residential and non-residential settings for compliance with the CMS final rule as part of Med-QUEST's statewide "My Choice My Way" (MCMW) collaborative
- **CMS approval of HCBS waiver to include Community Learning Services (CLS)** a new service for participants to develop skills to be involved in the community.



Figure 1: Connor at work

### **Goal 3: Employment**

With the move toward greater community integration, employment for people with disabilities is a growing priority. DDD is engaged in multiple partnerships for increasing employment for participants in competitive integrated settings.

#### *Key Accomplishments:*

- **New HCBS waiver employment services** for discovery and career planning, and individual employment supports were approved by CMS. The new services will assist participants to find a job that is a "best fit" for them and their potential employers.
- **Partnerships to help students transition from DOE into jobs within the community** through collaboration between the Department of Education (DOE), Division on Vocational Rehabilitation and DDD.

## Goal 4: Outcomes through Effective Services

Strengthening the person-centered Individual Service Plan (ISP) process through the use of Community of Practice (CoP) tools and Supports Intensity Scale (SIS) assessments will give DDD participants greater choices for self-determination.

### Key Accomplishments:

- **Community of Practice for Supporting Families of Individuals with I/DD Across the LifeCourse kick-off event was held** in June 2017 for advocates, families, DDD staff and providers. CoP provides new approaches to service planning and delivery of supports, acknowledging the vital role families and caregivers play in supporting participants. CoP tools help participants identify and use personal, relationship, community and technological supports for a fuller life.
- **SIS Implementation.** SIS measures the supports that people with I/DD need to be successful in the community. The move to the use of the SIS will help DDD to better plan with people based on their support needs, and to become a more accountable system.

## Goal 5: Leadership & Accountability

The move toward an organizational culture that has principled leaders and accountable practices requires training at all levels. Two noteworthy trainings many DDD managers have attended are: *Leadership Works* and *Design Thinking*.

- **Leadership Works** training develops leaders, builds teams and enhances organizational capabilities through learning how to establish high-performance processes and create a culture of staff empowerment and commitment.
- **Design Thinking** is an innovative and creative process for solving problems and discovering new opportunities by focusing on the “end user” and their needs, and developing and testing a prototype to resolve issues.

*DDD will soon release a revised website* that used the design thinking process to design a platform to improve communications with participants and their families, providers, and among DDD staff.

*“Since attending Leadership Works my staff and I developed a work plan to fulfill the Outcomes & Compliance Branch’s core functions, initiatives, and strategic objectives – this improved overall staff accountability.”*

*-Tracey Comeaux*

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**Core Belief:** All people have the right to live, love, work, play and pursue their life aspirations just as others do in their community.

