

# DDD Strategy Plan 2004-2009 --

## Excepts

- **GOAL 3: ENSURE THE DIVISION OF DEVELOPMENTAL DISABILITIES' EMPLOYEES RECEIVE THE APPROPRIATE TRAINING TO WORK EFFECTIVELY IN ACCOMPLISHING PUBLIC, CUSTOMER, INTERNAL PROCESS, AND FINANCIAL OBJECTIVES.**
- **Strategies:**
- A. Promote, encourage, and support quality improvement efforts throughout the DDD community.
- **Objective: The division will provide supervisors and managers the opportunity** to participate in the Leadership Development Workshop and supervisory development courses.
- **Objective: The division will support process improvement teams that include** client and community participation.
- **Performance Measures:**
- Each region has at least one process improvement team with client and community members participating to focus on Department of Personnel (DOP) Employee Survey results by June 30, 2004.
- An additional 80 supervisors/managers will attend the Leadership Development Workshop by 2005.
- Eighty percent of DDD supervisors will have completed the supervisory development courses required in the DSHS Human Resource Development (HRD) Plan by July 2003.
- Fifty percent of DDD WMS employees will complete the required "Management Orientation to Civil Service" training by July 2003.
- The division has a draft succession plan by July 2003.
- B. Ensure that all newly hired case resource managers are provided with the knowledge and skills to work efficiently and effectively for the clients.
- **Objective: The division will provide core curriculum training to all newly hired** case resource managers.

- **Performance Measures:**
- One hundred percent of newly hired case resource managers will
- receive core curriculum training within the first six months of
- employment.
- Each region will have a monthly schedule of in-service training activities
- available for case resource managers posted on the DDD website.
- C. Enhance the provider training standards in long-term care settings including Adult
- Family Homes, Boarding Homes, and In-Home provider services.
- **Objective: The division will implement SSB 6502 by providing caregiver**
- training.
- **Performance Measures:**
- Design and implement a new DDD specialty training manual and training
- module by September 2002.
- Offer DDD specialty training to all group home and boarding home
- personnel who serve people with developmental disabilities by July
- 2003.
- Offer DDD specialty training as DDD's core training module in every
- region by March 2003.
- D. Evaluate division employee satisfaction and training needs using the information
- and data provided in the DOP survey.
- **Objective: The division will survey the division employees every two years**
- using the DOP employee survey.
- **Performance Measure:**
- Provide information/recommendations for quality improvement teams
- to the management team via DOP survey analysis. Charter at least four
- quality improvement teams.
- E. Provide respectful, culturally appropriate services to clients of DDD by increasing
- recruitment encounters that will lead to increased diversity.
- **Objective: Each region will establish an appropriate target percent increase**
- for diversity candidates hired into WMS and Exempt positions.
- **Objective: Each region and central office will increase the percent of**
- employees who attend diversity training.

- ***Performance Measures:***
- One hundred percent of DDD employees will attend diversity training.
- Regional and division-wide targets will be met by June 30, 2005.
- F. DDD employees have an understanding of their personal performance and have
- improvement strategies in place to support their growth and development.
- ***Objective: DDD managers and supervisors will complete at least 82 percent of***
- DDD employee performance evaluations within the 60-day timeframe.
- ***Performance Measure:***
- Eighty-two percent of Employee Development and Performance Plans
- (EDDP) and Management Development and Performance Plans (MDPP)
- completed on time.

- The division will continue participation in the NASDDDD National Core Indicators (NCI), formerly Core Indicators Project (CIP), to track and monitor family satisfaction with service delivery.
- B. Develop an information/education plan to help people with developmental disabilities and their families have the information they need to self-direct their supports and services.
- **Objective: The division will continue to assess client and family satisfaction** with DDD services and supports.
- **Objective: Once there is a plan to implement the SSP cash grants, the division** will develop and implement an information/education plan to inform people with developmental disabilities and their families to self-direct SSP funding in ways that will meet their needs.
- **Performance Measures:**
- The division will provide people living in institutions and their families with information on the opportunity to self-direct services if they choose to leave the institutional setting.
- The division will have an information/education plan for SSP cash grants by September 30, 2002.
- C. Improve customer satisfaction and increase opportunities for customer input into program direction.
- **Objective: The division will design and implement a customer survey card that** will be used in all regions to evaluate customer satisfaction.
- **Objective: The division will work with the Developmental Disabilities Council** (DDC) to assess the answers to NCI from the point of the consumer and family members.
- **Performance Measures:**
- Each region will use and analyze client feedback from the postcard satisfaction survey and adjust region practices accordingly by July 2004.
- To support customer satisfaction with culturally relevant service delivery, the division will increase the percentage of contracted
- Goals / Strategies / Objectives / Performance Measures
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- Certified Minority and Women Owned Businesses in Professional Services (4%), Purchased Goods (14%) and Purchased Services (10%) by June 30, 2003.
- D. Maintain an effective system of community based early intervention supports and services as defined by IDEA, Part C through administration of the ITEIP.
- **Objective: The division will deliver early intervention services through** Individualized Family Service Plans (ISFP) as required by IDEA, Part C.
- **Performance Measures:**
- Areas for improvement are identified from the customer survey card and baseline established by June 30, 2003.
- Increase customer satisfaction by five percent by June 30, 2004