

STRATEGIC PLAN

GOAL 1: Provide & facilitate individualized services to support people with disabilities to meet the goals they choose.

GOAL 2: Raise awareness of the resources available to people with disabilities for making an informed choice.

MISSION STATEMENT

DHS enhances the quality of life of people with disabilities in partnership with its stakeholders.

GOAL 3: Retain & support a knowledgeable, engaged, and prepared workforce.

GOAL 4: Integrate a culture of exceptional service with both internal and external stakeholders.

Goal 1
Provide & facilitate individualized services to support people with disabilities to meet the goals they choose.

Objectives

1. Increase the number of students receiving Pre-Employment Transition Services by 10% by Federal Fiscal Year (FFY) end 2020.
2. Increase the percentage of Medicaid expenditures going to HCBS for older adults and adults with disabilities from 18% in 2016 to 22% by Federal Fiscal Year (FFY) end 2020.
3. Ensure 100% of individuals with disabilities receiving Home and Community Based Services (HCBS) will have a person-centered plan that contributes to a good life as defined by that person by year end (YE) 2020.

Goal 2
Raise awareness of the resources available to people with disabilities for making an informed choice.

Objectives

1. Increase the number of contacts to Dakota at Home, South Dakota's Aging and Disability Resource Center (ADRC), to 14,000 by Federal Fiscal Year (FFY) end 2020.
2. Expand service options by increasing the number of program participants receiving supports through Shared Living by 25 people by Federal Fiscal Year (FFY) end 2020.

Goal 3
Retain & support a knowledgeable, engaged, and prepared workforce

Objectives

1. Increase the availability of respite care providers listed on the Respite Care directory from 0 in Federal Fiscal Year 2017 (FFY) to 50 across the state by Federal Fiscal Year (FFY) end 2020.
2. Increase the number of waiver participants utilizing technology by 10% and reduce the reliance on paid supports by 10% by Federal Fiscal Year (FFY) end 2020.
3. Expand Department-wide Person Centered Training knowledge and skills by increasing the number of coaches 20% by year end (YE) 2020.

Goal 4
Integrate a culture of exceptional service with both internal & external stakeholders.

Objectives

1. Ensure a 95% satisfaction rate for customers who make contact to Dakota at Home, South Dakota's Aging & Disability Resource Center (ADRC), by Federal Fiscal Year (FFY) end 2020.
2. Increase the number of Medicaid enrolled providers that offer services for more than one of South Dakota's Home and Community Based Services (HCBS) Waiver programs to 10 by Federal Fiscal Year (FFY) end 2020.