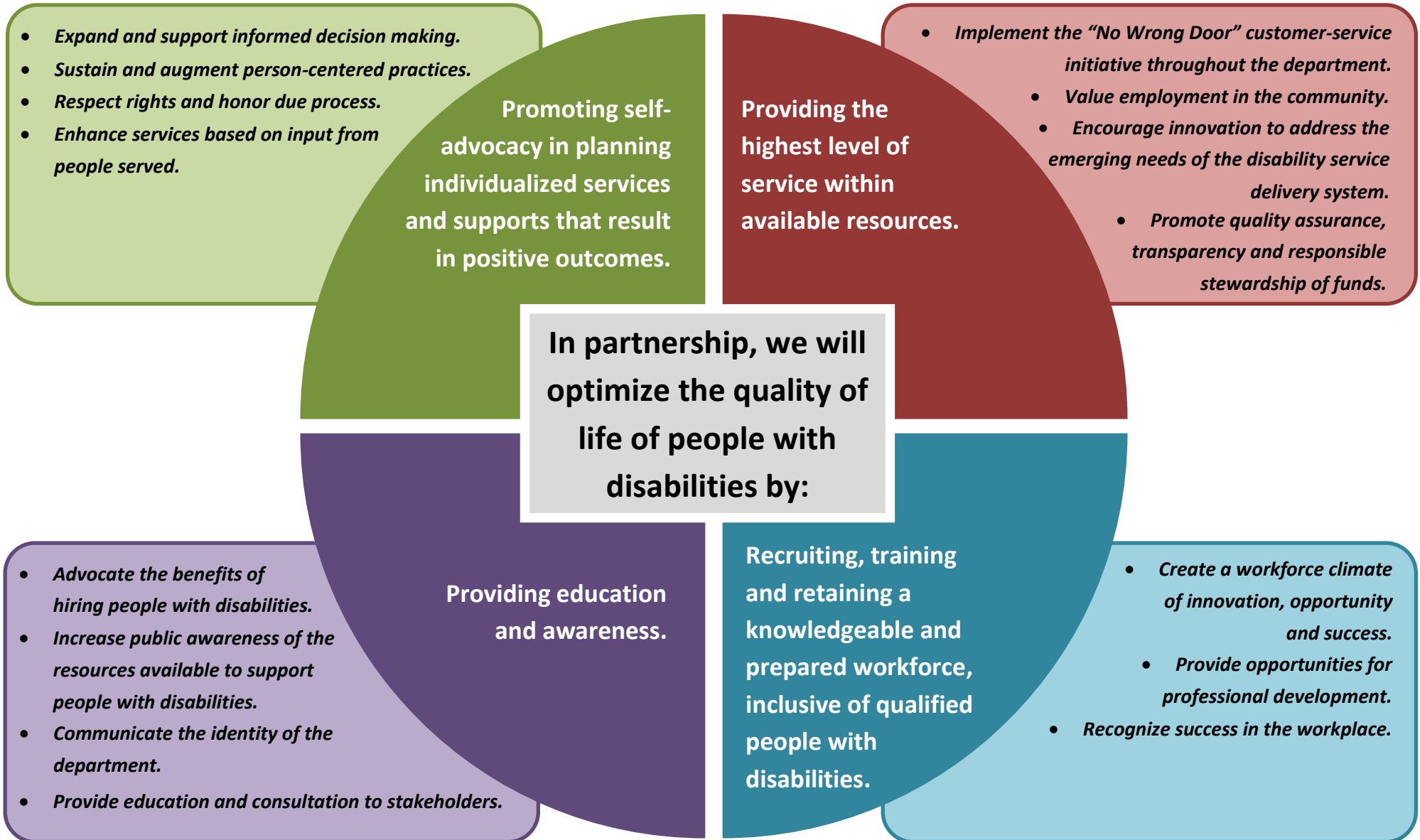


South Dakota Department of Human Services

2013 Strategic Plan



Promoting self-advocacy in planning individualized services and supports that result in positive outcomes:

- Train all staff and providers regarding the value of informed decision making and person-centered practices.
- Review informed-choice and person-centered practices as part of quality assurance activities including case file reviews, satisfaction surveys and provider reviews.
- Increase the number of staff participating in Person Centered Thinking (PCT) training as well as the use of PCT tools.
- Enhance partnerships with all stakeholders in sustaining systemic PCT training opportunities.
- Assess and increase self-direction opportunities through input from Core Stakeholders and Family Support Council advisory groups.
- Increase the number of people who are directing their own supports and taking active roles in their meetings.
- Provide a choice of qualified providers and Medicaid waiver services.
- Develop a directory of employment providers and their qualifications.
- Provide annual staff training on ethics, rights and due process.
- Protect and enhance people's rights and due process through certification, referral and review processes.

Providing the highest level of service within available resources:

- Identify best practices and evidence-based practices that are the most cost effective.
- Monitor and review provider services and cost reports to ensure that expenditures are reasonable, appropriate and necessary for delivering services and supports.
- Reassess Medicaid waiver reimbursement methodologies with stakeholder input.
- Train all staff on the "No Wrong Door" initiative and promote its resources to partners and the public.
- Offer statewide training on serving veterans with disabilities.
- Implement and promote employment-first philosophy and policies.
- Remain committed to creating opportunities for people supported to gain work experience in the community.
- Increase the percentage of vocational rehabilitation consumers who change from public funds to wages as the primary means of support.
- Implement quality assurance and employer satisfaction in Project Skills, a paid work-experience program for high school students with disabilities.
- Communicate the performance of the department to the public and stakeholders by publishing important performance indicators.
- Revise service delivery based on results from satisfaction surveys, recommendations from public meetings, and input from boards and councils.
- Incorporate technologies when feasible to enhance services.
- Research and develop crisis-intervention strategies.

Strategies:

Providing education and awareness:

- Create a marketing campaign to advocate the benefits of hiring people with disabilities.
- Increase the number of people with disabilities who are employed in both the private and public sectors and collect statewide data annually to measure success.
- Publicize accomplishments of people who work in the field of disabilities.
- Develop statewide employment strategies including membership in the national State Employment Leadership Network.
- Create a website service to provide employers with resources and track its usage.
- Redesign and further develop the department website to provide more information and resources, ease of navigation and more frequent updates.
- Share with the public the success stories of people supported.
- Increase public awareness of the department and its programs through marketing initiatives that utilize traditional and new media platforms.
- Create a brand to communicate the identity of the department.
- Analyze the impact of completed communication projects.
- Establish an annual forum for providing ongoing education and consultation to stakeholders in a group setting that encourages networking.
- Provide networking and training opportunities.
- Host integrated activities on the South Dakota Developmental Center campus.

Recruiting, training and retaining a knowledgeable and prepared workforce, inclusive of qualified people with disabilities:

- Increase diversity of ideas and opinions by creating a positive, encouraging work environment so personnel feel comfortable and encouraged to express their ideas.
- Conduct market analysis with partners to compare job classifications to local, statewide and regional markets.
- Monitor the number of staff and department representatives attending trainings and compile feedback by surveying participants; and survey employment providers on training needs.
- Increase staff membership in leadership development programs.
- Support internships and practicums to offer insight into the department and recruit for vacancies; and increase graduate-level internships.
- Develop and sustain a mentoring program.
- Evaluate and discuss opportunities for professional development with all applicable staff during annual performance appraisals of personnel and career band reviews.
- Increase the percentage of certified rehabilitation counselors.
- Provide staff with individual performance updates on indicators including case closures, average days in status, consumer satisfaction and other measures of success.
- Recognize staff for years of service, achievements, production and work quality.
- Partner with stakeholders to sponsor training and professional development opportunities.