



Transforming lives

Developmental Disabilities Administration presents

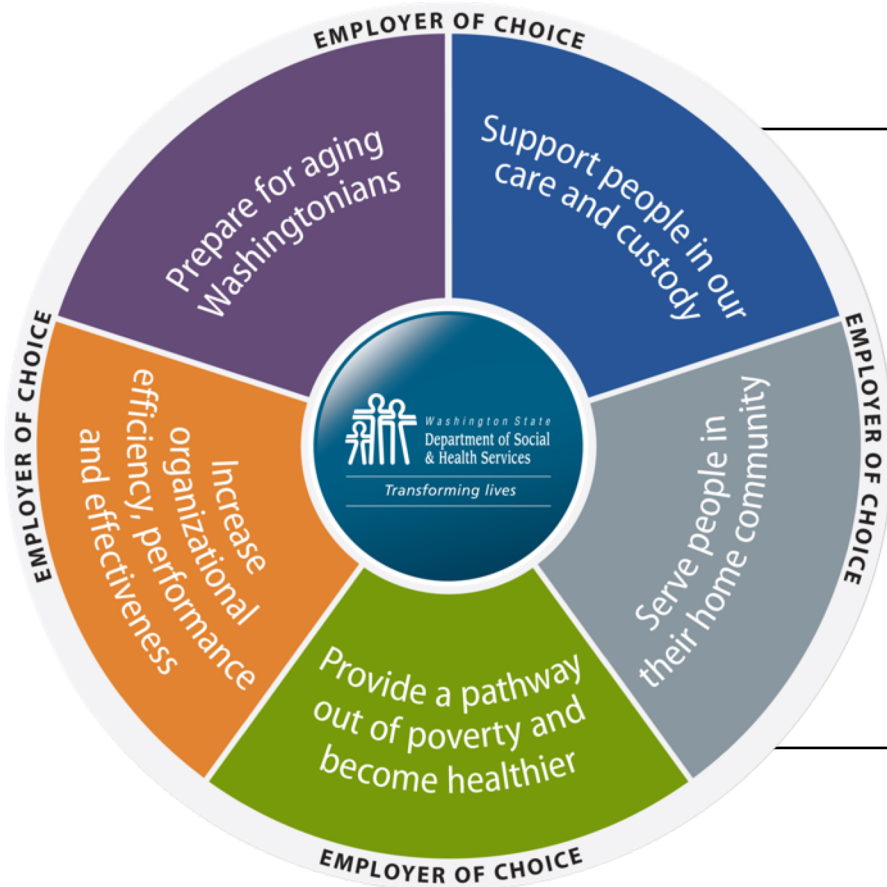
A Person-Centered Future

A visual road map to the future of community-based services for people with Intellectual and Developmental Disabilities.

Part of the DSHS 2023-2025 Strategic Plan eBook Series



Our Unifying Mission is to Transform Lives



This wheel represents our six strategic priorities, each a critical pillar to transforming lives.

You will see these themes emerge across our plans for transforming our services.



Our DSHS Values are:

Diversity and Inclusion
Honesty and Integrity
Pursuit of Excellence
Open Communication
Commitment to Service



At the Department of Social and Health Services, we work tirelessly to help nearly 2 million people in Washington state navigate deeply complex systems in order to access essential human services. The strategic goals outlined here are bold, forward-thinking and aimed at dismantling barriers that stand between our clients and the tools we all need to build a strong foundation. I am excited to be with you on this journey toward equity, access and well-being for all Washingtonians.

Jilma Meneses, *Secretary,*
Department of Social and Health Services



The Developmental Disabilities Administration strives to make a positive difference in the lives of the people we serve. Our strategic goals are driven by the values most important to the people we support. Some of these guiding values include power and choice, health and safety, inclusion, and relationships. Our strategic approach also promotes and supports a workforce, where unique strengths are recognized and diversity is embraced. Together, we will make a difference.

Debbie Roberts, *Assistant Secretary,*
Developmental Disabilities Administration



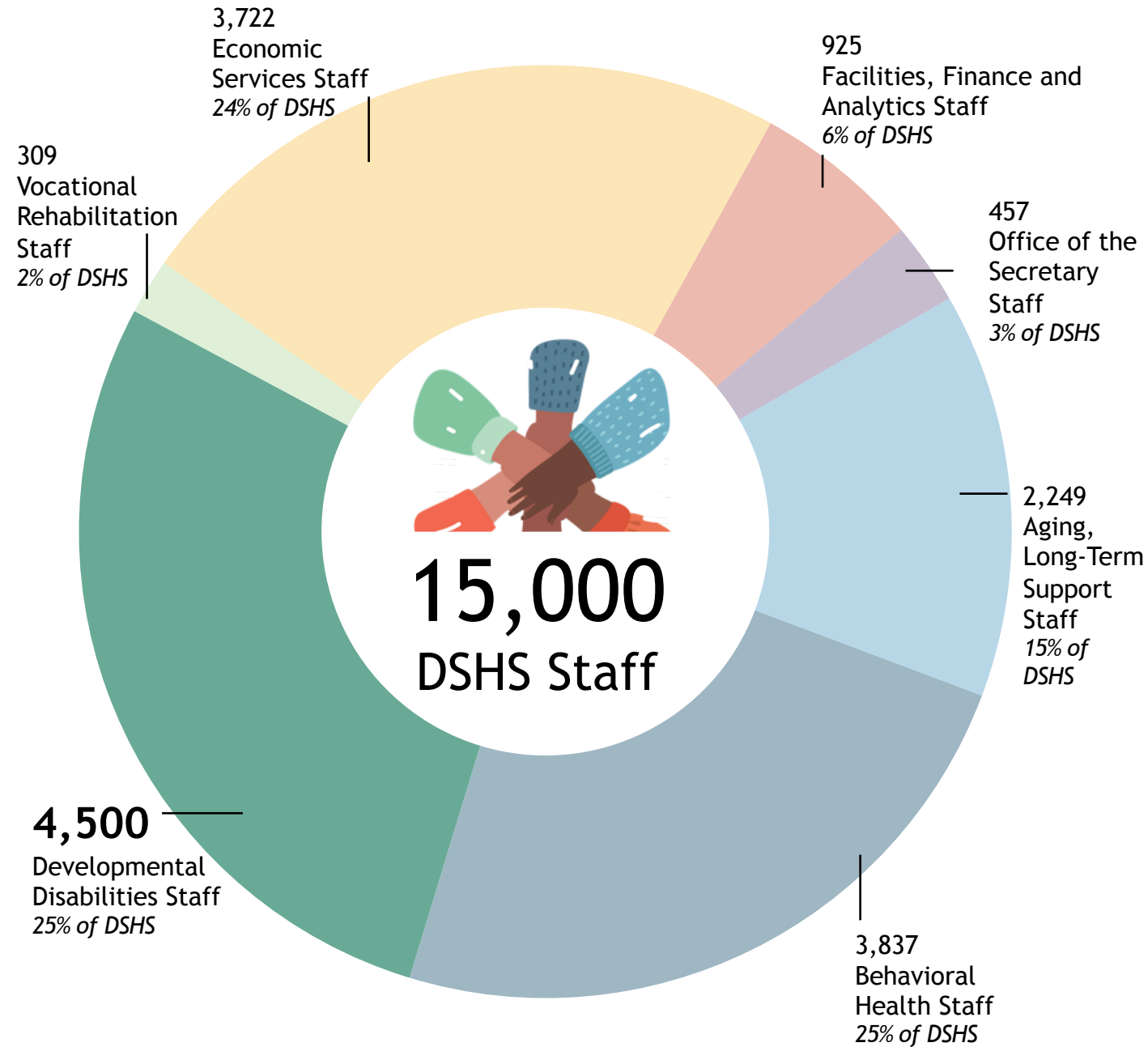
We Are DSHS

The Developmental Disabilities Administration

DDA staff are committed to the mission of **Transforming lives** by providing support and fostering partnerships that empower people to live the lives they want. Our employees are a proud and engaged workforce. Staff spend countless hours supporting thousands of individuals with intellectual developmental disabilities to live and thrive in communities of choice.

A spotlight on the staff:

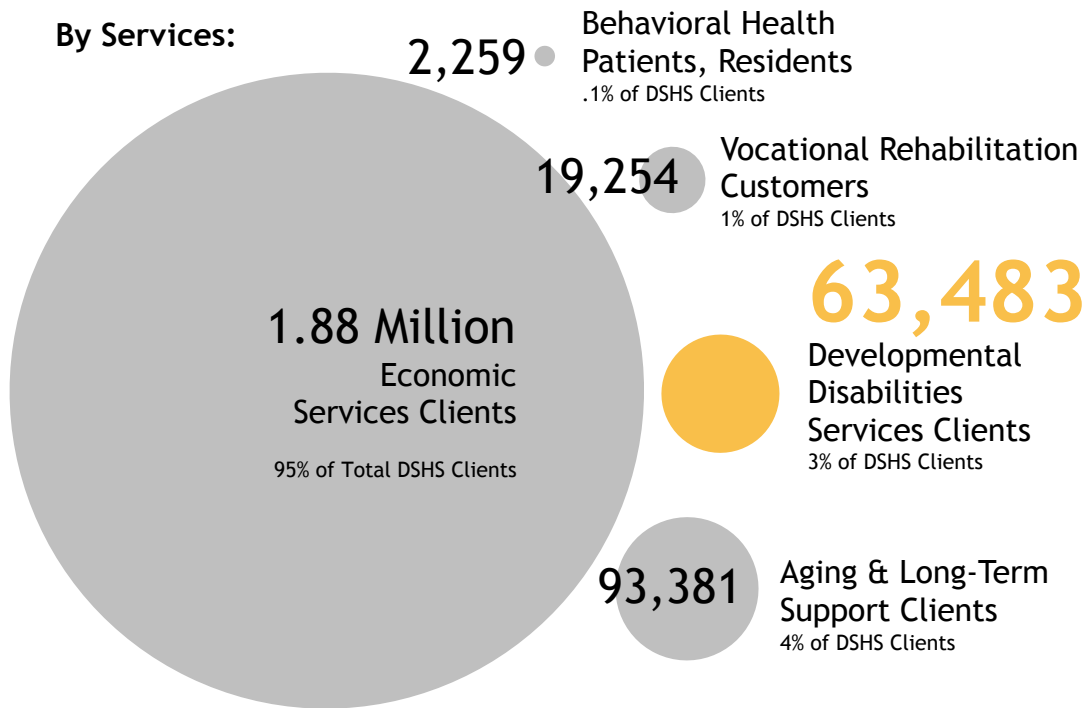
- DDA case managers assess and authorize broad range of community services to individuals with intellectual developmental disabilities.
- DDA direct care staff provide support to people across the state's four Residential Habilitation Centers.
- SOLA staff support individuals in state operated community residential programs.



A Look at Washingtonians Engaging in Social and Health Services

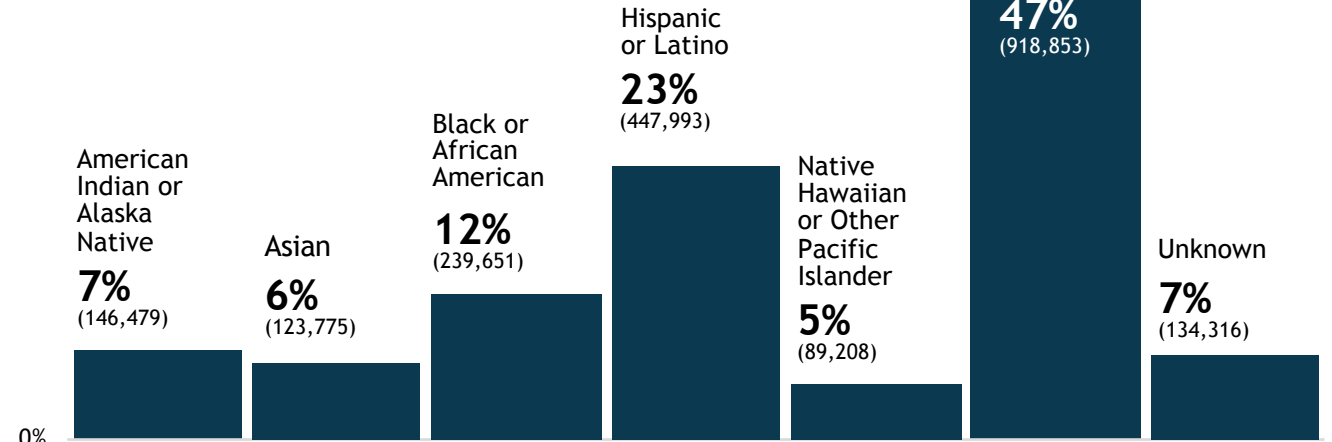
In 2020, **1.97 million** people engaged with DSHS services to support their well-being, independence and ability to fully participate in their communities.

By Services:



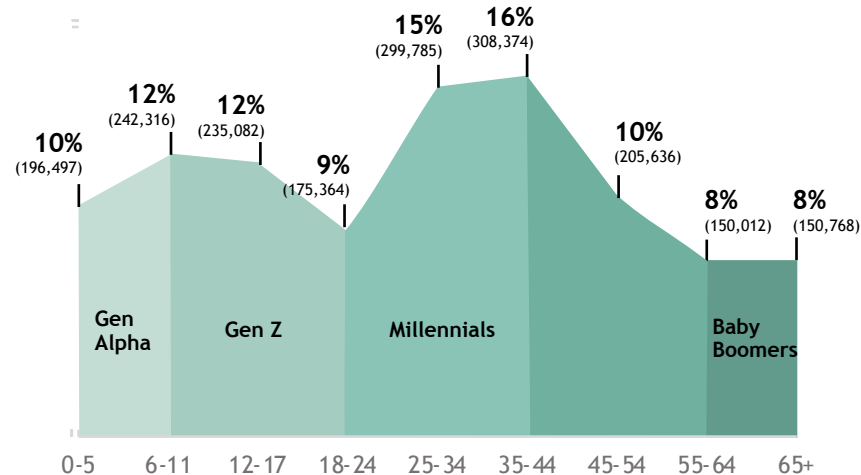
Note: Many clients receive more than one DSHS service. Total sum exceeds total number of DSHS clients.

Race/Ethnicity



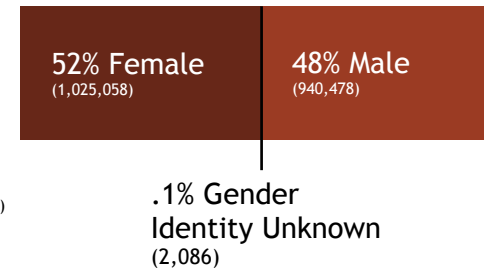
Note: Race/ethnicity groups are not mutually exclusive, with the exception of White, Non-Hispanic and Unknown. Therefore, the sum of counts across all groups will exceed the total population of clients served. We also do not currently have a way to visualize intersectional demographics, for example, reflecting transgender women of color.

Age



Note: Generation ranges are approximate and follow age ranges based on the Pew Research Center.

Gender Identity



Note: We recognize that people who identify as gender nonbinary, transgender and gender queer are not visibly reflected in this data set.

Wherever people live, we are there.

We work hard to provide quality services and supports for our clients wherever they live.

Providing care and support of people is our business, and that includes the people who provide it ... our employees.



Person-centered services for children and adults of all ages.

Developmental Disabilities Administration strives to make sure our clients are safe, healthy and getting the support they need to live the lives they want to live.

We offer a wide range of services, including:

Case Management

Assessment and service planning for individuals.

Community First Choice

Personal care supports to DDA clients who need help with tasks such as eating, bathing, dressing, housekeeping, laundry and preparing meals.

Home and Community-Based Services Waivers

Five waiver programs provide services in the community to individuals of all ages. Waiver services are provided as a chosen alternative to Residential Habilitation Centers.

Community Residential Supports

We support individuals living in their community. Adult service providers include State Operated Living Alternatives, Assisted Living, Companion Homes, Assisted Living Facilities, Supported Living and Adult Family Homes.

Intermediate Care Facilities (ICF) and State Operated Nursing Facilities

Also known as Residential Habilitation Centers, these facilities provide 24-hour support, habilitation and nursing services for 541 residents.

Employment, Community Inclusion Services

These services provide individuals a chance to earn money, pursue personal goals and create meaningful connections.



We are proud to showcase our Enhanced Case Management Program during this time in history.

In 2016, DDA was authorized by the legislature to create an enhanced case management program to provide more support and oversight for a group of individuals with developmental disabilities.

The targeted group has been determined to be at increased risk of harm due to isolation and a dependence on a single live-in provider. Through ECMP, our case managers work to ensure that people's needs are met and resources are shared to increase community connection, reduce isolation, or support client moves when needed.

ECMP's lower caseloads give case managers more time to focus on individual care needs and support person-centered goals.

STRATEGIC GOALS

Ensure all clients enrolled in the ECMP receive a visit from a DDA Case Resource Manager at least once every four months.

Maintain percentage of clients visited at 99 percent and evaluate the effectiveness of authorized services and assessed support needs by June 2025.



Our approach is person centered and touches all aspects of people's lives.

We seek to connect people with appropriate services, across their lifespan.

DDA offers a broad range of services tailored to the individual, when they need it.

DDA participates in the Governor's Poverty Reduction Workgroup and implements its own initiatives to break the cycle of intergenerational poverty, helping individuals and families find financial stability.

STRATEGIC GOALS

Increase the percentage of working-age adults with developmental disabilities receiving supported employment services who are employed to 60 percent by the end of June 2025.

Ensure clients receiving supported living, group home, group training home services and adult family homes get regular medical and dental care. Increase the number of clients who see a dentist at least annually to 80 percent by the end of June 2025.



Most people want to live in their own home and be included in their community. Our objectives also include supporting individuals in that choice.



STRATEGIC GOAL

Support at least 110 individuals annually to move from institutional settings to homes in their community of choice through June 2025.

DDA believes that individuals with Intellectual and Developmental Disabilities should have access to services and resources that address their needs and support their goals. This includes being able to live in, and be part of, their community in connected and meaningful ways.

We are advancing equity and access

Our future is becoming an anti-racist agency without barriers to employment, services and access for our colleagues, customers and clients.

With central efforts in the DSHS Office of Equity, Diversity, Access and Inclusion, EDAI administrators, communities of practice, staff and executive leaders are working to make that vision a reality.




STRATEGIC GOAL

At DDA, our equity, diversity, access and inclusion goals include:

By June 2025, we aim to:

Improve access to DDA services by converting 100 percent of our fact sheets into plain talk, both in English and other languages. We will partner with culturally and linguistically diverse organizations, such as Open Doors for Multicultural Families to ensure access to historically underserved communities.

We are striving to triple the number of visual communications, including video, through GovDelivery messaging, improving access to information for clients and families with limited reading skills and visual impairments.



I get to help people live their best life. It gives me a lot of satisfaction knowing that I make a difference.

- Edwin R., DDA Contracted Alternative Living Provider





Transforming lives

Our journey continues...

Learn more:

Read the full [DDA 2023-2025 Strategic Plan here](#).

See all [DSHS Strategic eBooks here](#).

