

Disability Services – Local Service Area Plan – FY 2022

We Change Lives

Person-centered, strength-based approach to superior and integrated delivery of services and supports to the people and families we serve.

Outcome: Service Excellence

Focus

- A culture of quality division-wide
- Delivery of superior person-centered supports and services
- Maintain and enhance standards associated with National Committee For Quality Assurance (NCQA) Certification
- Streamline process towards successful outcomes for the people we serve

Outcome: Healthy Living

Focus

- Strengths-based approach to service supports
- Adapt service delivery with enhanced infection control practices
- Community-based day hab services towards enhanced skills development activities

Outcome: Financial Sustainability

Focus

- Process in place to capture all available revenues
- Grant management with sustainability focus aspects
- Identify and utilize innovative funding sources
- Prepare for the future implementation of value-based funding