## 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