Developmental Disabilities Administration

Department of Social and Health Services

Strategic Plan Metrics

January 2025

Developmental Disabilities Administration

Success Measures Associated with Charts

Advance Person-Centered Services

ADX.56	Percent of the administration's policies reviewed by self-advocates and families	1.7

Serve People in their Community of Choice

ADX.55	Capacity of contracted community residential and respite service providers (IN PROCESS)	1.5
ADX.57	Number of clients served with transitional care	2.4
ADX.59	Number of adults experiencing civil transitions provided with supportive community-based housing and wraparound services	2.11
ADX.60	Number of adults experiencing civil transitions served by newly established State Operated Community Residential transitional housing sites	2.12

Equity, Access, Inclusion and Belonging

ADX.61	Percent of DDA employees that have participated in a Brave Conversations discussion of shared lived experiences	4.1
ADX.62	Percent of DDA Divisions visited on the Raise Every Voice tour	4.4
ADX.63	Percent of EDAI representatives Certified with Diversity Professional (CDP) certification	4.5
ADX.64	Number of employees who are certified bilingual	4.6
ADX.65	Percentage of positive employee responses for each survey focus area and question: Involvement and Belonging – I feel as if I belong at my agency	4.7b

Employer of Choice

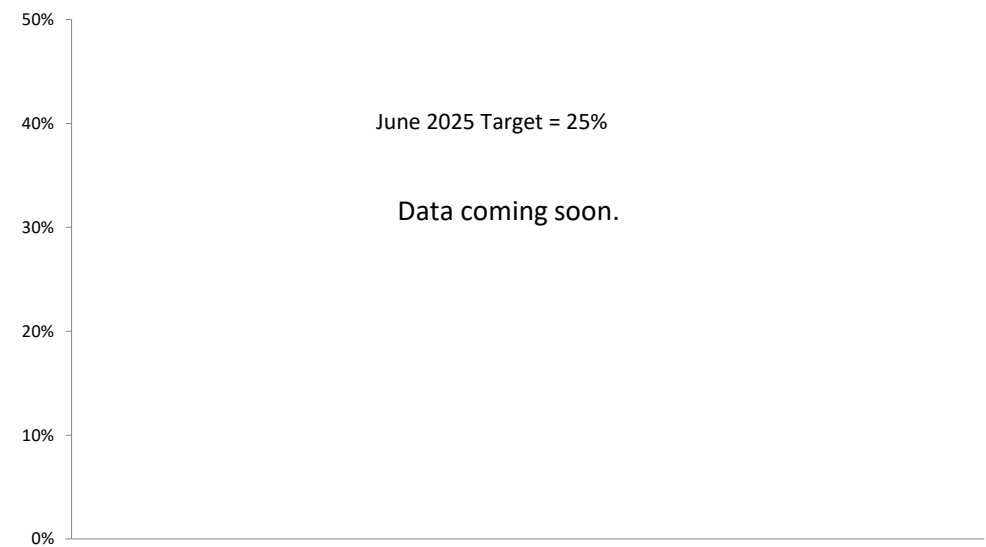|		
ADX.58	Number of training and certification opportunities for the workforce (IN PROCESS)	2.5
ADX.66	Percentage of positive employee responses for each survey focus area and question: Organizational Change Management – I feel supported during organizational change at this agency	4.7a
ADX.67	Percentage of positive employee responses for each survey focus area and question: My agency provides me with the opportunity for learning and growth development	4.7c

Developmental Disabilities Administration

Advance Person-Centered Services

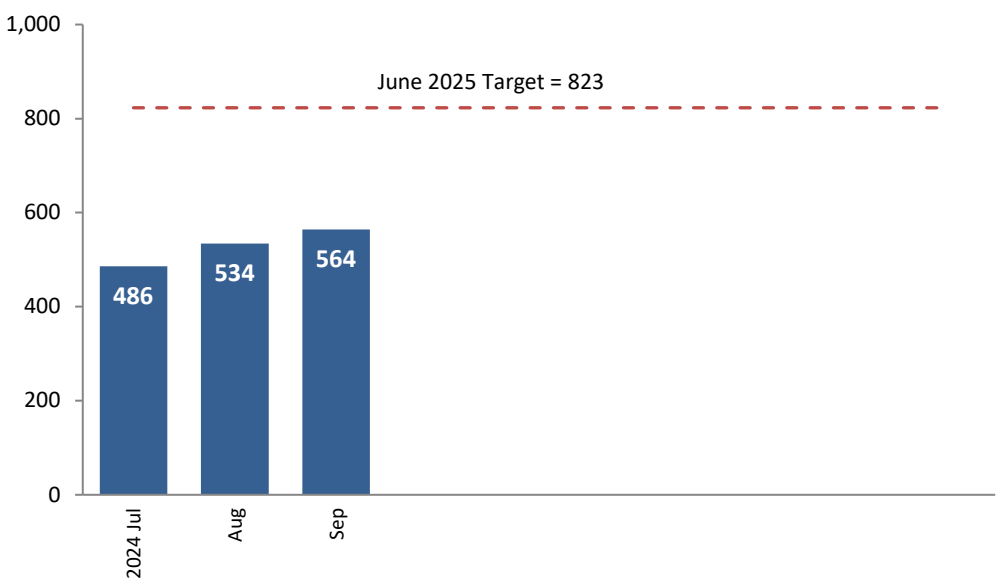**Percent of the administration's policies reviewed by self-advocates and families**

Statewide

SUMMARY

• **Success Measure 1.7: Increase self-advocate and family involvement in the policy development and review process by reviewing 25% of the administration's policies by June 2025.**

June 2025 Target = 25%

Data coming soon.

• **Engaging with self-advocates and families ensures that the voices of those who are part of DDA are included in discussions related to policies, legislative reports, future planning and communication with the I/DD community. Reviewing policies with self-advocates and families is a critical step towards creating a more equitable, effective, and responsive system for individuals with developmental disabilities. By gathering insights from those with lived experiences, DDA can identify gaps, challenges, and opportunities for improvement in existing policies as well as increase the communication, collaboration, and trust with the I/DD community.**

DATA SOURCE:
MEASURE DEFINITION: Total Percent of the administration's policies reviewed by self-advocates and families.
DATA NOTES:

TO DATA: will link to data

Developmental Disabilities Administration

Serve People in their Community of Choice

Number of clients served with transitional care

June 2025 Target = 823

| Month	Value
2024 Jul	486
Aug	534
Sep	564

SUMMARY

• **Success Measure 2.4: By June 2025, increase clients served with transitional care by 25%.**

• **Transitional care is crucial for clients with developmental disabilities as it facilitates a smooth shift between different levels of care, such as from institutional settings to community-based services. The process not only promotes greater independence and integration into the community but also ensures individuals receive the necessary support during a vulnerable time.**

DATA SOURCE: Community Transition Unit; supplied by Andrew McDonald.
MEASURE DEFINITION: Total Number of clients served with Transitional care starting July 1, 2024.
DATA NOTES:

TO DATA: https://www.dshs.wa.gov/data/metrics/ADX.57.xlsx

Developmental Disabilities Administration

Serve People in their Community of Choice

Number of adults experiencing civil transitions provided with supportive community-based housing and wraparound services

Statewide
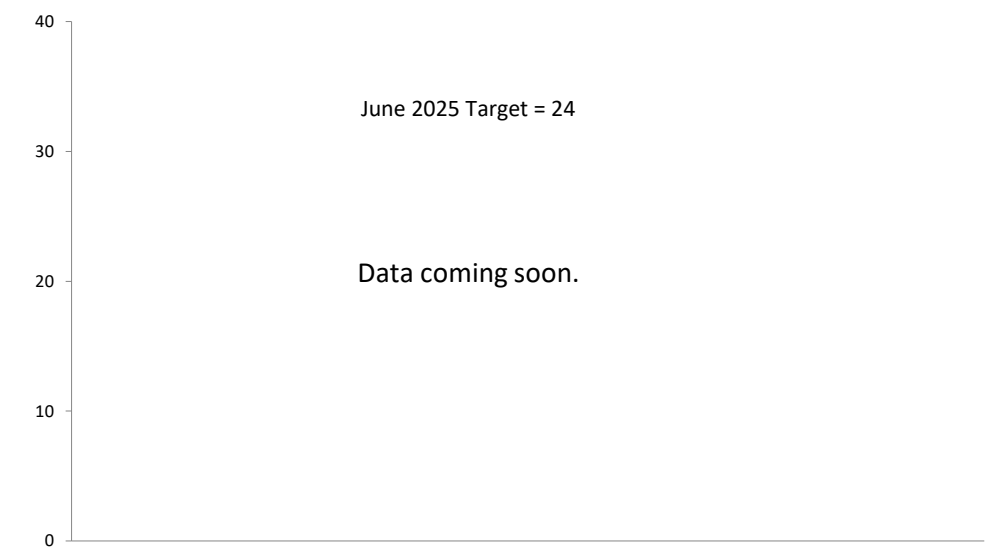
SUMMARY

• **Success Measure 2.11: Provide supportive community-based housing and wraparound services for 24 adults experiencing civil transitions by June 2025.**

• **A court may order a competency evaluation for individuals whose competency to stand trial is in question. If the competency evaluation finds the individual is not competent due to Intellectual/Developmental disability, DSHS Behavioral Health Administration will refer the individual to DSHS' Developmental Disabilities Administration. All civil transition referrals to DDA are received from BHA only. Individuals referred to DDA who have not previously been determined eligible for DDA services will be offered the opportunity to apply for DDA eligibility through the established intake and eligibility process.**

June 2025 Target = 24

Data coming soon.

(Chart axis values: 0, 10, 20, 30, 40)

DATA SOURCE: 5440 Referrals; supplied by Andrew McDonald.
MEASURE DEFINITION: Number of adults experiencing civil transitions provided with supportive community-based housing and wraparound services.
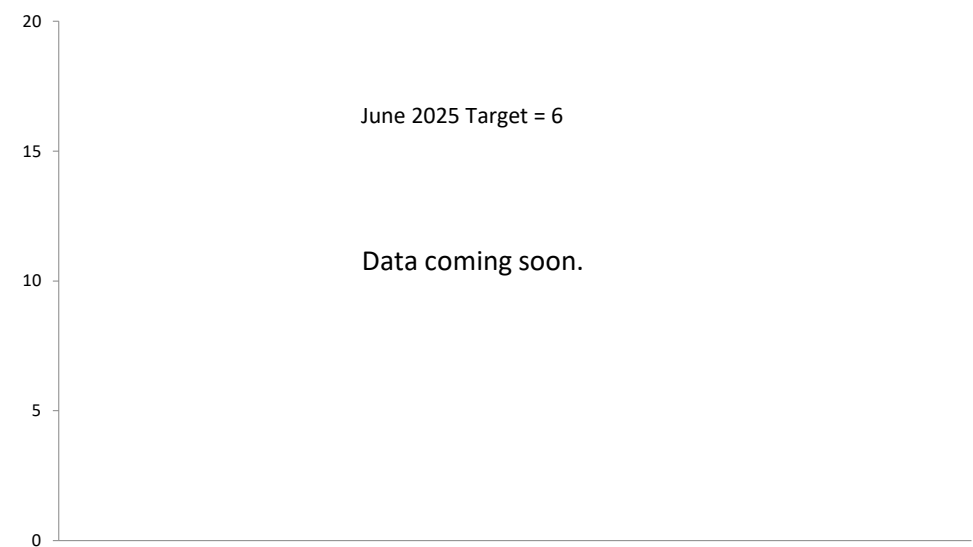**DATA NOTES:**

TO DATA: will link to data

Developmental Disabilities Administration

Serve People in their Community of Choice

Number of adults experiencing civil transitions served by newly established State Operated Community Residential transitional housing sites

Statewide

SUMMARY

• Success Measure 2.12: Establish two State Operated Community Residential transitional housing sites to serve 6 adults experiencing civil transitions by June 2025.

June 2025 Target = 6

Data coming soon.

• A court may order a competency evaluation for individuals whose competency to stand trial is in question. If the competency evaluation finds the individual is not competent due to Intellectual/Developmental disability, DSHS Behavioral Health Administration will refer the individual to DSHS' Developmental Disabilities Administration. All civil transition referrals to DDA are received from BHA only. Individuals referred to DDA who have not previously been determined eligible for DDA services will be offered the opportunity to apply for DDA eligibility through the established intake and eligibility process.

DATA SOURCE: 5440 Referrals; supplied by Andrew McDonald.
MEASURE DEFINITION: Number of adults experiencing civil transitions served by newly established State Operated Community Residential transitional housing sites.
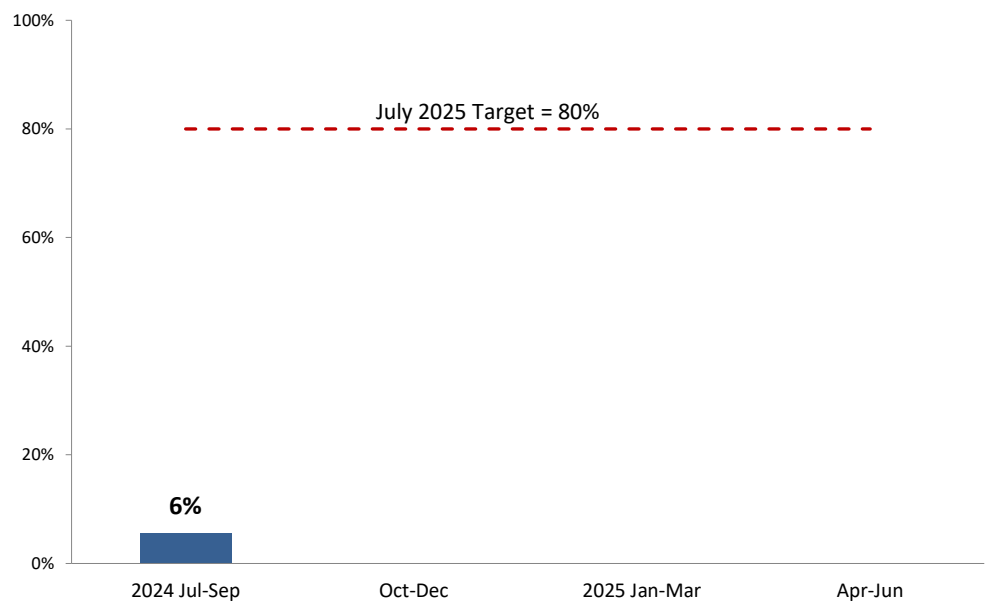**DATA NOTES:**

TO DATA: will link to data

Developmental Disabilities Administration

Equity, Access, Inclusion and Belonging

Percent of DDA employees that have participated in a Brave Conversations discussion of shared lived experiences

Statewide

July 2025 Target = 80%

6%

| 2024 Jul-Sep | Oct-Dec | 2025 Jan-Mar | Apr-Jun |

SUMMARY

• **Success Measure 4.1: Engage with 80% of DDA employees to participate in a Brave Conversations discussion of shared lived experiences by July 2025.**

• **The purpose of Brave Conversations is to have DDA employees challenge their personal biases and perceptions, foster greater understanding of self and others, build relationships, learn from one another, and to destabilize comfortable narratives with the inclusion of those who have not been seen or heard. These sessions allow DDA employees to engage in difficult conversations together by examining our culture, biases, and worldviews.**

DATA SOURCE: Microsoft Teams Attendance Records; supplied by Andrew McDonald.
MEASURE DEFINITION: Percent of DDA employees that have participated in a Brave Conversations discussion of shared lived experiences.
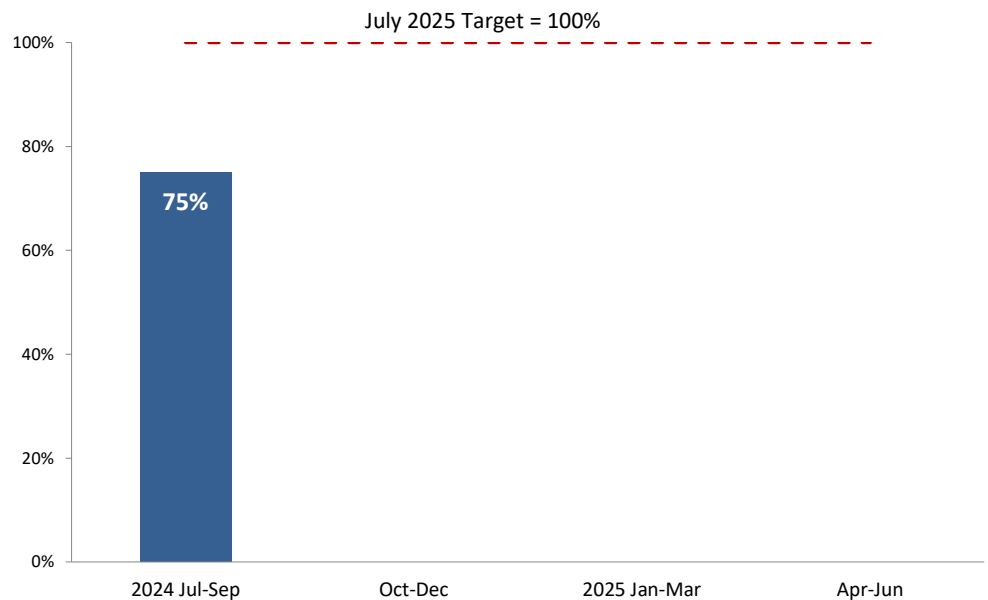**DATA NOTES:**

TO DATA: https://www.dshs.wa.gov/data/metrics/ADX.61.xlsx

Developmental Disabilities Administration

Equity, Access, Inclusion and Belonging

Percent of DDA Divisions visited on the Raise Every Voice tour

Statewide

SUMMARY

• **Success Measure 4.4: Complete 100% of Raise Every Voice tour visits across all DDA Divisions by July 2025.**

• **The Raise Every Voice Tour is designed for employees of DDA to share their feedback and provide a platform to raise their voice on the current state of DDA. Their feedback is then shared to DDA Leadership in order to invoke positive change in their workplace.**

DATA SOURCE: DDA EDAI Team; supplied by Andrew McDonald.
MEASURE DEFINITION: Percent of DDA Divisions visited on the Raise Every Voice tour.
DATA NOTES: 1 There are 4 divisions across DDA: Headquarters, State Operated Community Residential, Field Services, and Residential Habilitation Centers.
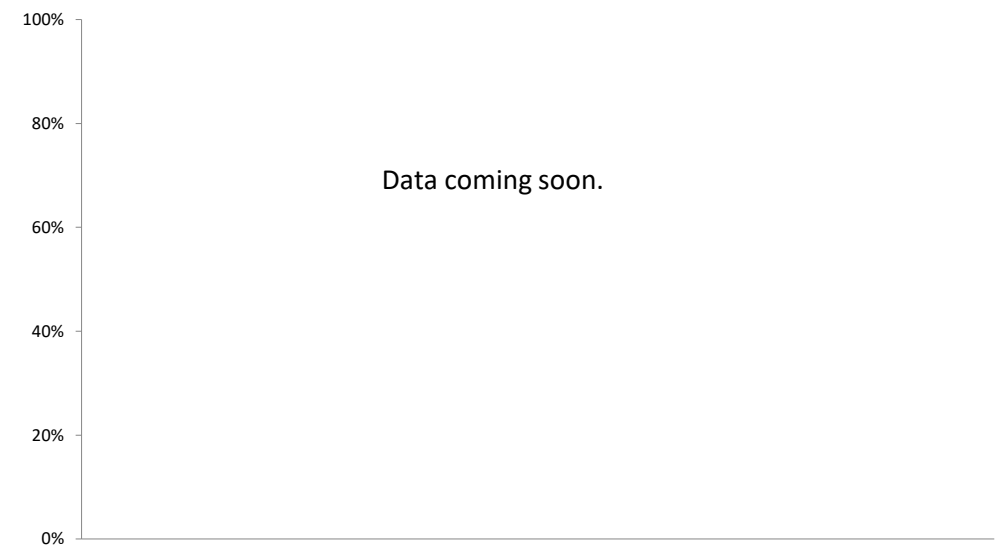
TO DATA: https://www.dshs.wa.gov/data/metrics/ADX.62.xlsx

Developmental Disabilities Administration

Equity, Access, Inclusion and Belonging

Percent of EDAI representatives Certified with Diversity Professional (CDP) certification

Statewide

SUMMARY

• **Success Measure 4.5: Obtain Certified Diversity Professional (CDP) certification for 75% of EDAI representatives by June 2025.**

100%

80%

Data coming soon.

• **The Institute for Diversity Certification's (IDC)® CDP program is based on diversity and inclusion industry standards and best practices, as well as designed to encourage excellence and achievement. Successful candidates will receive a certificate and will be able to use the CDP™ or CDE™ credentials after their name, empowered to lead and operationalize EDI in DDA.**

60%

40%

20%

0%

DATA SOURCE: DDA EDAI Team Report; supplied by Andrew McDonald.
MEASURE DEFINITION: Percent of EDAI representatives Certified with Diversity Professional (CDP) certification.
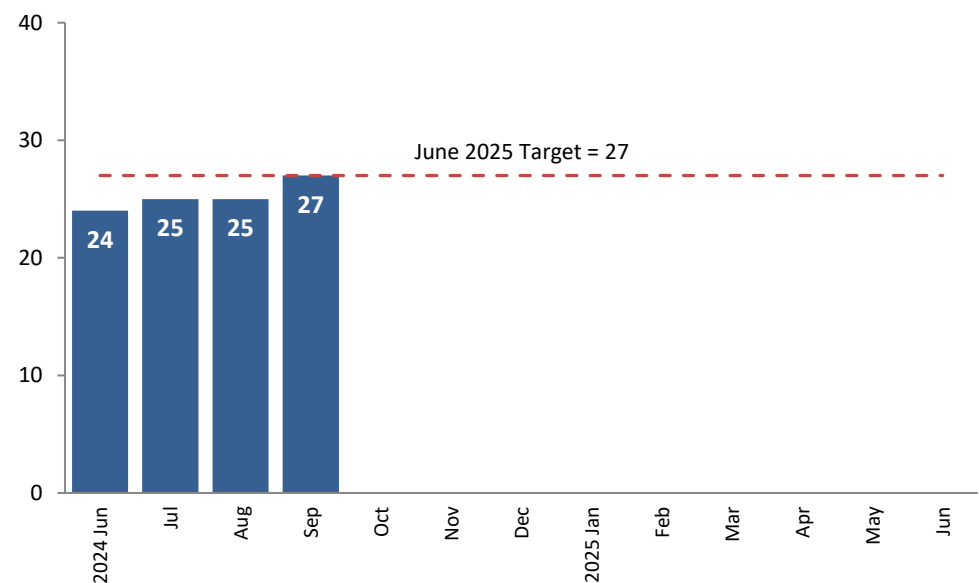**DATA NOTES:**

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Developmental Disabilities Administration

Equity, Access, Inclusion and Belonging

Number of employees who are certified bilingual

Statewide

SUMMARY

• **Success Measure 4.6: Increase by 10% the number of employees who are certified bilingual by June 2025.**

• **The benefits of employees being certified bilingual can help enhance their overall effectiveness and service delivery to clients who identify as Limited English Proficiency. Limited English Proficiency is a limited ability to speak, read and/or write English well enough to communicate effectively. Clients determine if they are limited in their ability to speak, read or write English. This definition includes persons with sensory impairments.**

DATA SOURCE: DSHS Language Testing and Certification; supplied by Andrew McDonald.
MEASURE DEFINITION: Number of employees who are certified bilingual.
DATA NOTES:

TO DATA: https://www.dshs.wa.gov/data/metrics/ADX.64.xlsx

Developmental Disabilities Administration

Equity, Access, Inclusion and Belonging

Involvement and Belonging

Percent positive staff responses to DSHS Employee Survey question
"I feel as if I belong at my agency."
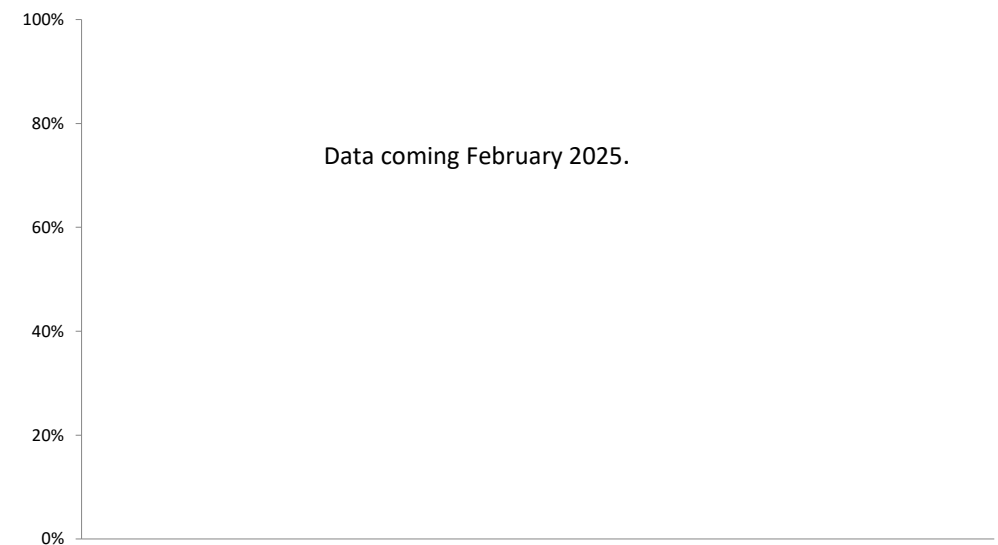
SUMMARY

• **Success Measure 4.7b: Increase by 10% the number of positive employee responses for each survey focus area and question by January 2025:**

    • **Involvement and Belonging – I feel as if I belong at my agency.**

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100%

 80%
                    Data coming February 2025.
 60%

 40%

 20%

  0%
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DATA SOURCE: DSHS Employee Survey reported by RDA (Agency and Administration comparison reports or DDA Statistical Report).
MEASURE DEFINITION: Percent positive staff responses to DSHS Employee Survey question "I feel as if I belong at my agency."
DATA NOTES: **1** Numerator: Number answering "Strongly Agree" or "Agree" in response to question. Denominator: Total number of employees who answered the question.
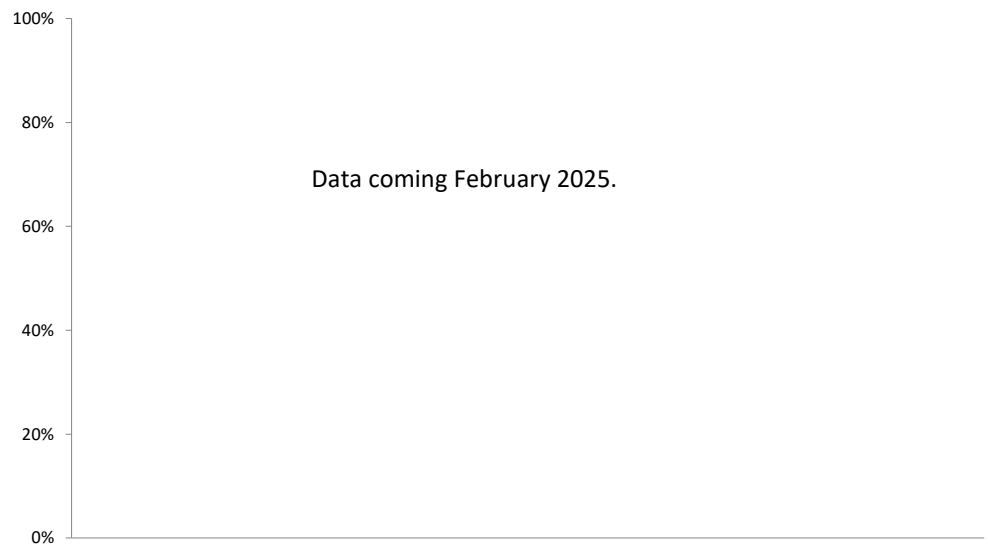
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Developmental Disabilities Administration

Employer of Choice

Organizational Change Management

Percent positive staff responses to DSHS Employee Survey question "I feel supported during organizational change at this agency."

100%

80%

Data coming February 2025.

60%

40%

20%

0%

SUMMARY

• **Success Measure 4.7a: Increase by 10% the number of positive employee responses for each survey focus area and question by January 2025:**

   • **Organizational Change Management – I feel supported during organizational change at this agency.**

DATA SOURCE: DSHS Employee Survey reported by RDA (Agency and Administration comparison reports or DDA Statistical Report).
MEASURE DEFINITION: Percent positive staff responses to DSHS Employee Survey question "I feel supported during organizational change at this agency."
DATA NOTES: 1 Numerator: Number answering "Strongly Agree" or "Agree" in response to question. Denominator: Total number of employees who answered the question.
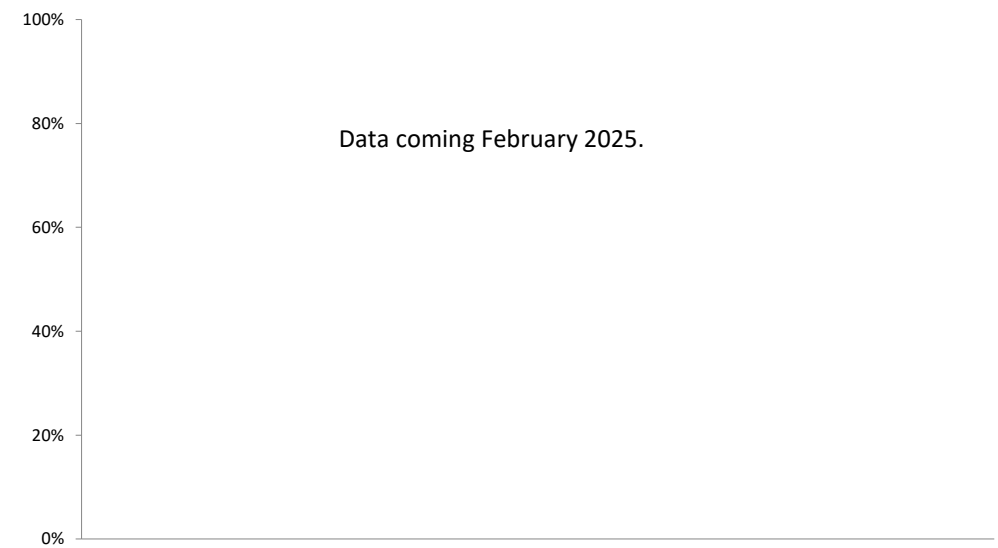
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Developmental Disabilities Administration

Employer of Choice

DDA Employee Opportunities for Learning and Development

Percent positive staff responses to DSHS Employee Survey question
"My agency provides me with the opportunity for learning and development."

SUMMARY

Data coming February 2025.

• **Success Measure 4.7c: Increase by 10% the number of positive employee responses for each survey focus area and question by January 2025:**

  • **Growth and Development Opportunities – My agency provides me with the opportunity for learning and growth development.**

DATA SOURCE: DSHS Employee Survey reported by RDA (Agency and Administration comparison reports or DDA Statistical Report).
MEASURE DEFINITION: Percent positive staff responses to DSHS Employee Survey question "My agency provides me with the opportunity for learning and development."
DATA NOTES: 1 Numerator: Number answering "Strongly Agree" or "Agree" in response to question. Denominator: Total number of employees who answered the question.

TO DATA: will link to data