



LAMBTON COUNTY DEVELOPMENTAL SERVICES STRATEGIC PLAN 2024-2027

PREPARED BY: PEOPLE MINDED BUSINESS

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A MESSAGE FROM OUR BOARD CHAIR & EXECUTIVE DIRECTOR

We are writing to express our heartfelt gratitude to each of you who contributed to the development of the organization's strategic priorities for the coming years. Your invaluable feedback, insights, and unwavering commitment have played a crucial role in shaping the future direction of LCDS.

To our dedicated staff, whose passion and dedication drive our mission forward every day, thank you for your hard work and creativity in identifying key priorities that will guide our efforts in the years ahead.

To the people we support and their families, your voices are the cornerstone of our work. Your input ensures that our services are responsive and inclusive, meeting the diverse needs of our community.

To our partners, funders, and community stakeholders, your collaboration and support are instrumental in our ability to innovate and grow.

Together, we are all building a stronger, more resilient organization that can better serve those we support.

As LCDS looks to the future, we are all filled with optimism and excitement. The strategic priorities we have developed together will enable us to expand our impact, enhance our services, and achieve even greater outcomes for our community. With your continued support and dedication, we are confident that LCDS will reach new heights of success and make a lasting difference in the lives of those we serve.

Thank you once again for your invaluable contributions and commitment to our shared mission. We are honoured to work alongside each of you as we embark on this exciting journey together.

Warm regards,

Jill Cousins



Chair, LCDS Board of Directors

Nick Salaris



Executive Director, LCDS

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LCDS' MISSION, VISION, AND CORE VALUES



MISSION

Empowering people with developmental disabilities.



VISION

Inclusive Communities ~ Innovative Leaders

CORE VALUES

Care

We express our care by honouring the dignity and uniqueness of each person. We engage others with courtesy, respect, and kindness as we champion equity, empowerment, and self-determination.



Connection

We intentionally cultivate relationships, demonstrating inclusion, equality, and citizenship.



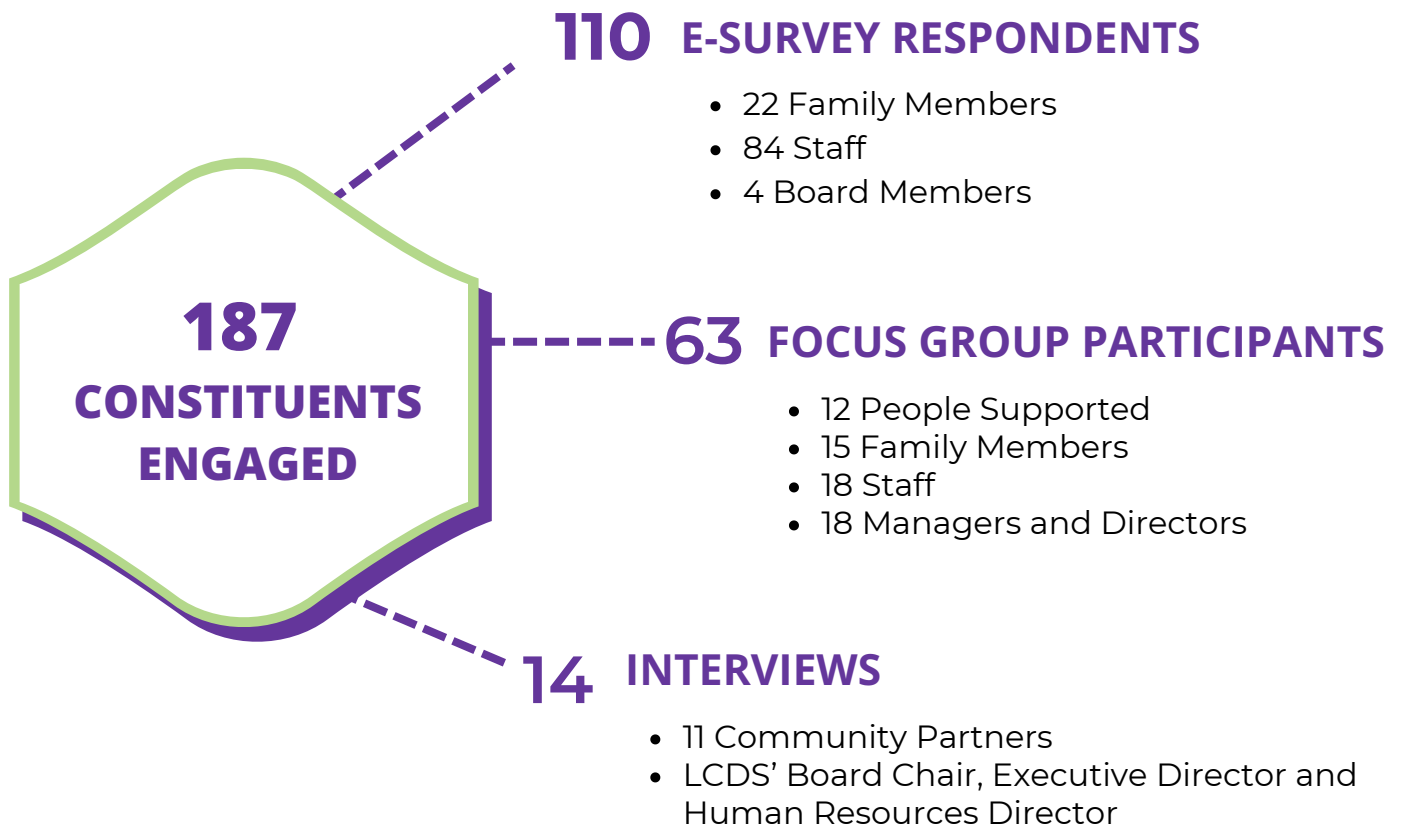
Excellence

We provide exceptional professional services and supports. We are accountable and transparent, and continually learn and adapt.



THE STRATEGIC PLANNING PROCESS

Beginning in March of 2024, Lambton County Developmental Services (LCDS), supported by People Minded Business (PMB), a consulting firm with extensive experience working in Developmental Services, undertook a strategic planning process to help prioritize our focus into 2027. PMB researched the environment in which LCDS operates including local, regional, and provincial trends. Using an inclusive process of consultation, collaboration, and co-creation, LCDS learned first-hand about what matters most to **187** people representing all the key constituent groups.





A WORD FROM PEOPLE SUPPORTED

LCDS' Mission is "Empowering people with developmental disabilities." Therefore, it's appropriate to give people supported the first word. Two in-person focus groups were conducted to hear the opinions of people supported by LCDS.

When talking about what LCDS means to them, many people shared how they like the support they receive and how they are treated. They said the staff are generally quite friendly and treat them with respect. They talked about the support they receive from LCDS in their day-to-day activities such as making meals, laundry, medication, and managing their money. They noted enjoying the trips they had taken and social events they participated in, such as BBQs in the park. They shared a desire to be involved in the process of choosing who supports them and meeting employees prior to being supported by them. They also felt LCDS could benefit from more staff, so they could be supported when they wanted to be supported. Many also mentioned the need for more social opportunities with each other and with their community.

TRENDS AND ASSETS

The developmental services sector is facing unprecedented levels of change and challenges. Organizations such as LCDS will need to continue to adapt as they respond to these changes. As part of the strategic planning process, the following trends and themes were considered:

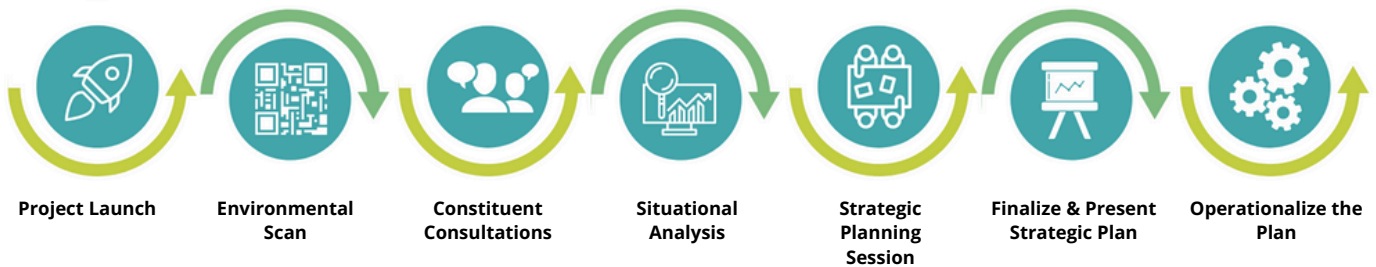
- Journey to Belonging and anticipated expansion of direct funding
- Persistent poverty for individuals with developmental disabilities
- Lack of affordable housing
- Human resource issues, difficulty recruiting and retaining qualified employees
- Population growth leading to the increasing amount of service needs
- Changing face of people supported: aging, greater diversity, increased complexity of needs
- Retirement of Baby Boomers
- Low levels of young people entering the sector as employees
- Technological advancements, hybrid services, and digital inclusion
- Ever growing waitlists

Each organization has a unique ability to act on the future, built on the resources, assets, and strengths it can deploy against the challenges and opportunities it is facing. Below are frequently mentioned assets that surfaced via constituent input.

- Focus on People Supported
- Innovative and Forward-Looking
- Training and Development
- Great Staff
- Excellent Coworkers and Teams
- Strong Senior Leadership

LCDS' STRATEGIC PRIORITIES

Launching in March 2024, Lambton County Developmental Services (LCDS) has been supported through a strategic planning process by People Minded Business (PMB). The stages of this process were as follows:



On June 1, LCDS' Board of Directors and Senior Leadership Team participated in a session to identify priorities to guide the organization for the next three years. Below are the draft Strategic Priorities, intent statements, and objectives emerging from that session.

LCDS' STRATEGIC PRIORITIES

Ensuring LCDS' Supports, Services, and Operations Sustainability.

LCDS will evolve our support, services and operations to meet the changing demands within the Developmental Services Sector and ensure the sustainability of supports, services, and operations into the future.

- Prepare our operations for the anticipated changes that MCCSS's Sector Reform: Journey to Belonging will bring.
- Expand our fee for service offerings to develop services that people value and that align with LCDS' mission, vision, and core values.
- Investigate opportunities and funding to implement upgrades to technology platforms and resources so employees can efficiently perform their responsibilities.

Becoming a Non-Profit Employer of Choice in Lambton County.

LCDS will focus on hiring employees that have values that align with LCDS' mission, vision and core values. LCDS will support new employees and ensure they are valued and given the tools to be their best.

- Implement an expanded recruitment and retention strategy to ensure we have the right staff with the right skills.
- Improve overall compensation for our employees while balancing our funding realities.
- Improve LCDS' connection to our employees through more effective communication including responding to employees' input.

LCDS' STRATEGIC PRIORITIES

Increasing Housing Opportunities.

LCDS will focus on increasing safe, comfortable, and affordable housing options for people with developmental disabilities in Lambton County.

- Explore collaborations with Municipalities, housing developers, and others to create more housing that includes people with developmental disabilities in Lambton County.
- Implement a strategy for people supported to identify and then achieve their preferred housing situation.

Increasing Engagement with our Community.

The organization will focus on increasing the engagement of LCDS and the people we support throughout Lambton County.

- Create opportunities for families and people supported to learn, advocate and develop relationships.
- Enhance our values-based community participation services by providing more opportunities during weekday evenings and on weekends.
- Expand our partnerships with organizations and individual members of the community to promote awareness and create fundraising opportunities.