



Stakeholder Communications

The Missouri Department of Mental Health, Division of Developmental Disabilities (DDD) is committed to improving the quality of life for individuals with intellectual and developmental disabilities and their families. Offering support across the lifespan, DDD implements a statewide system of supportive services that focus on ensuring health and safety, community participation, and employment.



The Problem

Stakeholders were challenged by the volume, complexity of language and mechanisms of communication from DDD.

Next Steps

Continue to provide plain language training to staff.

Consolidate the many weekly communications into *DDD Weekly*.

Continue to survey stakeholders about their communications preferences and DDD communication performance.

The Solutions

Create a *DDD Weekly* publication.

Develop a one-pager with education and tools regarding plain language for DDD staff.

Identify a mechanism for stakeholders to receive text message communications.

Future Opportunities

Review DDD website to improve navigability.

Results

- ✓ **739** survey responses.
- ✓ **45%** preferred weekly communication.
- ✓ **80%** reduction in volume of monthly communications while continuing to provide pertinent information to stakeholders.

How would you like to get information from DDD?

- Email: 663
- Meetings: 230
- Website: 197
- Text: 195
- Facebook: 72
- Podcast: 43
- YouTube: 28
- LinkedIn: 24
- Instagram: 8
- X: 0

