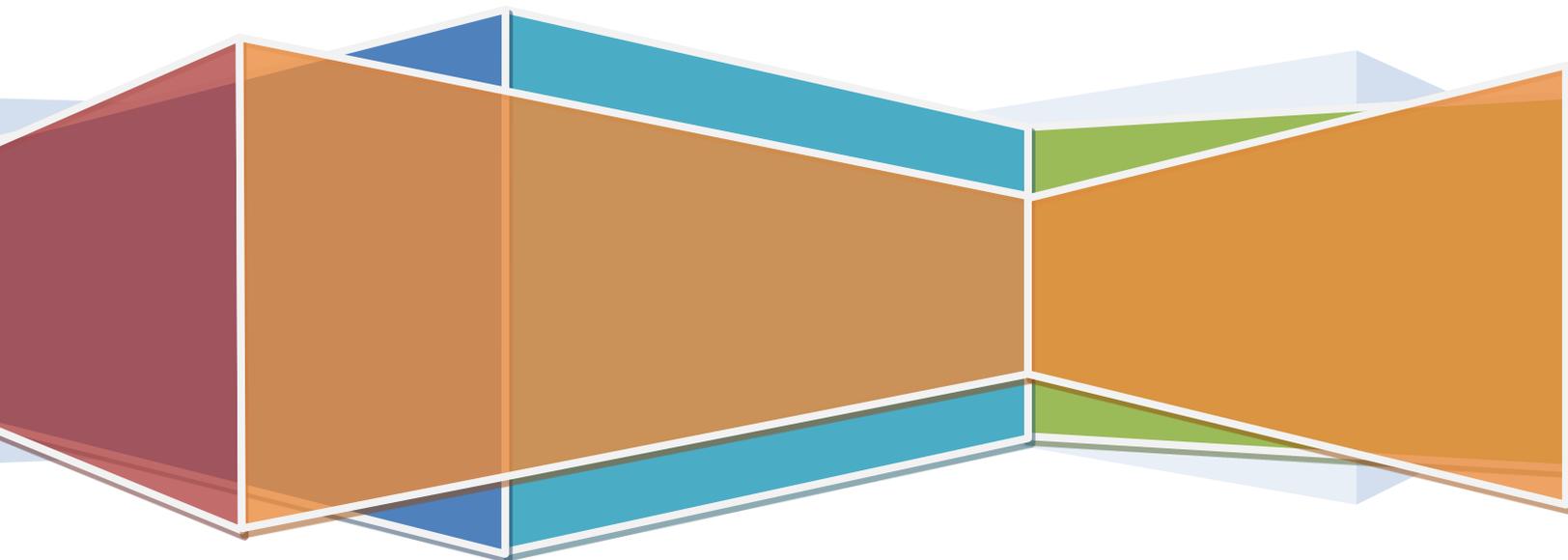


# Medina County Board of Developmental Disabilities

## Operating Plan YEARS 2015- 2017



Approved by the Board: 02/23/15

Revised: 04/27/15

## **MISSION:**

The mission of the Board is to...

**PROVIDE QUALITY PROGRAMS, SERVICES, AND SUPPORTS THAT ASSIST INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES TO LIVE, LEARN, WORK AND SOCIALIZE IN THEIR COMMUNITIES.**

## **PRINCIPLES:**

The Board, in achieving its mission, believes that:

- A. Individuals with disabilities are people first; their disabilities are secondary to their humanity. Regardless of age, race, religion, family circumstances or condition of mind or body, each individual is valued.
- B. Individuals with disabilities can and should control their own lives by actively participating in the decision-making and skill development process.
- C. Individuals with disabilities have the right to choose and experience life options and to fulfill their responsibilities as citizens.
- D. Families and caregivers have a vital role in the decision-making and Individual Service Plan development process.
- E. Skill development should take place in a variety of environments using relevant and timely supports.
- F. Services will:
  - 1. Be based upon individual needs and preferences, using a systematic planning and assessment process reviewed regularly.
  - 2. Enhance and promote personal worth, well-being, individual potential and quality of life.
  - 3. Foster the growth and empowerment of individuals allowing them to live productive, self-reliant and integrated lives in the community.
  - 4. Focus on the individual's whole life, respecting and building upon natural supports and relationships.
  - 5. Be provided in a service continuum in collaboration with other agencies.

G. The Board will:

1. Advocate for, promote, facilitate and support informed individual choice to participate in integrated service and supports/activities within the community, encompassing work, education, housing, recreation and daily living.
2. Advocate for and support the principle of self-advocacy.
3. Encourage the effective use of community resources.
4. Provide individuals equal access to all services and supports, regardless of provider, within available resources.
5. Facilitate informed choice by providing information to individuals regarding available services and supports.
6. Pursue all available sources of funding and assistance including “natural supports”.
7. Demonstrate leadership in the field by:
  - a. Assuring that all services and supports are delivered in compliance with the United States Constitution, Federal, State and local laws, regulations and selected accreditation standards.
  - b. Employing qualified and experienced staff.
  - c. Promoting staff growth and development.
  - d. Facilitating community awareness and acceptance of individuals with disabilities.
  - e. Networking with other agencies to develop integrated services.
  - f. Encouraging staff to contribute to and participate in professional and community organizations and projects.
  - g. Mentoring other individuals and organizations as service providers.
8. Serve as a focal point in the County by:
  - a. Distributing information and technical assistance pertaining to disabilities.
  - b. Making buildings and grounds available to community groups.

- c. Participating in community events.
9. Work to effectively remove attitudinal, architectural, employment, transportation, communication and other barriers to individuals with disabilities within the organization and the community by promoting accessibility, equal opportunity and individual choice.

## VI. DEPARTMENTS

### Administration

**Service Objectives:** Administration should coordinate agency systems; plan, coordinate and monitor services and supports; recruit, maintain, support and train staff; disseminate public information and provide Board support. A critical objective of Administration is to monitor the faithful implementation of the 2014-2017 Operating Plan.

To achieve these objectives, the Administration shall:

- ❖ Administer the work of the Board and inform the Board concerning its operations
- ❖ Facilitate Board member training
- ❖ Assess facility and service needs
- ❖ Implement and monitor a Three Year Operating Plan, including setting priorities based on stakeholder and Board input, within available resources
- ❖ Recommend changes necessary to increase the effectiveness of services and supports
- ❖ Prepare and administer an annual budget within available funds; maintain adequate financial controls and provide periodic reports of revenues and expenditures
- ❖ Provide administration and direction regarding organization, finance, purchasing, construction, plant maintenance and all operations of services and supports
- ❖ Establish administrative procedures necessary to execute Board policies
- ❖ Administer and monitor all services and supports and contracts
- ❖ Establish processes for maintaining official records, including access, retention and destruction
- ❖ Recruit, assign, develop and maintain staff within a culture of service excellence
- ❖ Provide payroll service and benefits management; conduct labor negotiations
- ❖ Oversee technology planning, network maintenance and computer training

- ❖ Provide comprehensive public information and maintain effective public relations with the community and larger constituencies that influence the well-being of the agency, while enhancing the public's view of individuals with disabilities
- ❖ Communicate with all stakeholders, including individuals, families, the community, state agency representatives and collaborative groups
- ❖ Identify opportunities for individuals to live, learn, work and socialize in their communities through support of the IFSP, IEP and ISP processes
- ❖ Address the needs of individuals waiting to be served according to Section 5123:2-1-08 of the OAC and Section 5125.042 of the ORC
- ❖ Establish effective processes for quality management
- ❖ Ensure that all Board services comply with all federal and state statutes including the United States Civil Rights Acts and the Ohio Revised and Administrative Codes

## **Service and Support Administration (SSA)**

**Service Objectives:** The Service and Support Administration should effectively implement, monitor and coordinate the Individual Service Plan (ISP) process, report and investigate Major Unusual Incidents (MUI), and perform Eligibility Determinations.

### **Mandated SSA functions include:**

- ❖ Assessment of an individual's service need(s)
- ❖ Developing and revising an individual's ISP
- ❖ Establishing an individual's budget for services
- ❖ Assisting the individual in choosing service providers
- ❖ Ensuring that ISP services are effectively coordinated and provided appropriately
- ❖ Monitoring the implementation of an individual's ISP

### **Other services provided include:**

- ❖ Intake and Eligibility
- ❖ Transition Services for High School Students
- ❖ Information and Referral
- ❖ Crisis Intervention (24/7 emergency/crisis on-call system)
- ❖ MUI Reporting and Investigation
- ❖ Behavior Support Services
- ❖ Family Support Services (FSS)

Family Support Services (FSS) provide assistance to a family providing residence to an individual. The purpose of FSS is to assist individuals to maximize self-sufficiency and prevent institutionalization. Reimbursable services and supports are tailored to the unique needs of the individual and may include: respite, adaptive devices, home modifications and other assistance.

Due to the fluctuation of the number of families who enroll in the FSS program and the number who actually use the service, certain plan requirements have been determined. Each year, a copy of these requirements is provided to families.

The Board's FSS philosophy is to provide some support to a large number of families. Towards this end, the annual allotment is determined by looking at the previous years' usage and the number of families enrolled. An annual family allotment is determined in January and therefore is subject to change from one year to another.

## **Early Intervention Services**

**Service Objectives:** The Early Intervention program should provide services to children identified through Help Me Grow as eligible for Part C services, age birth to three and their families. Services shall be provided primarily in the natural environment identified by the parent, based on the principle that children learn best through everyday experiences with their primary caretakers where all infants and toddlers grow and learn. The Medina County Board of Developmental Disabilities (MCBDD) implements an Evidence Based Early Intervention (EBEI) model utilizing a Primary Service Provider (PSP) to serve up to 90% of infants and toddlers in their natural environments.

One specialized center-based group will provide services for toddlers on the autism spectrum (and those not yet diagnosed but suspected by the team) with evidence based services designed through the use of the National Research Council's recommendations for serving young children on the autism spectrum. Those toddlers will also receive services in their natural environment to support generalization of learning back and forth between environments, as well as providing support and guidance for their parents.

In both models, a team consisting of a Service Coordinator, a PSP, and a consulting team of developmental specialist, speech therapist, occupational therapist, physical therapist and behavior support specialist (based on the infant/toddler's needs) will be available to provide direct services or consult as needed to best meet the needs of the child and the family.

### **Services include:**

- ❖ Center-Based Educational Program
- ❖ Natural Environment Educational Program
- ❖ Occupational, Physical and Speech Therapies
- ❖ Behavior Support
- ❖ Specialized Therapy Contract Services
- ❖ Transition to Preschool
- ❖ Parent Involvement/Support Groups

## **School-Aged Services**

**Service Objectives:** The School Aged Services program should provide eligible students an enriched environment designed to nourish individual growth and encourage attainment of individualized goals and objectives through successful learning opportunities.

**Services include:**

- ❖ Educational Programming
- ❖ Preschool (ages 3-6 yrs.)
- ❖ School Age (ages 5-21 yrs.)
- ❖ Activities of Daily Living
- ❖ Behavior Support
- ❖ Physical, Occupational and Speech Therapies
- ❖ Specialized Therapy Contract Services
- ❖ Adaptive Physical Education
- ❖ Art Instruction
- ❖ Transition
- ❖ Vocational Assessment and Training
- ❖ Field/Community Trips
- ❖ Parent Involvement and Support
- ❖ Specialized Program Planning
- ❖ Nursing

## **Adult Services**

**Service Objectives:** The Adult Services program should provide individuals with a wide array of service options, the supports needed to make choices and the opportunities to lead a self-determined life.

### **The Adult Services offers:**

- ❖ Career Connections (VRP3)
- ❖ Vocational Habilitation
- ❖ Adult Day Support (Recreation/Leisure/Education)
- ❖ Innovative Support Options Services
- ❖ Adult Day Services
- ❖ Nursing Services
- ❖ Sensory Stimulation
- ❖ Transition Services
- ❖ Hand-in-Hand Creations (Prime Products)
- ❖ Volunteering
- ❖ Job Development
- ❖ Job Coaching
- ❖ Follow Along Services
- ❖ Situational Assessments
- ❖ Vocational Evaluations
- ❖ Micro-Enterprises
- ❖ Supportive Enclaves
- ❖ Business Enterprises
- ❖ Special Olympics Program Coordination

## **Facilities Operation**

**Service Objectives:** Facilities Operation should provide necessary maintenance for the Board's physical facility, grounds and equipment, as well as overseeing agency operations and management of the cafeteria.

**Services include:**

- ❖ Facility Maintenance Services
- ❖ Telecommunications and Computer Network Management
- ❖ Housekeeping Services
- ❖ Security
- ❖ Inventory and Storage
- ❖ Grounds Maintenance Services
- ❖ Equipment Moving
- ❖ Safety Supervision and Training
- ❖ Dietary Services
- ❖ Capital Projects Management
- ❖ Daily Operating Cost Control

## Transportation

**Service Objectives:** The Transportation department should ensure the safe transportation of individuals to and from Board operated programs, services and supports.

**Services include:**

- ❖ Administer and operate an agency bus, van and transit fleet to provide transportation to and from the Board sites, as well as field trips - within available resources
- ❖ Contract with other transportation services/providers to offer additional services
- ❖ Provide routine vehicle maintenance and required repair services for all agency buses, vans, transit vehicles, cars and trucks
- ❖ Prepare all buses for yearly inspections by the Ohio State Highway Patrol
- ❖ Provide and update all drivers' training for both new and veteran vehicle operators
- ❖ Administer and update training for the safe operation of vehicles and the continued safety and care for all individuals who may use transportation options
- ❖ Continue to review the makeup of the agency's transportation fleet to assure cost effectiveness and maximum transportation flexibility for those we serve
- ❖ Continue to review Agency and non-Agency transportation options to assure cost effectiveness and quality service

## **Housing**

**Service Objectives:** The Board should plan, monitor and support safe and affordable housing options for Board eligible individuals.

**Services include:**

- ❖ Fund Homemaker Personal Care (HPC) services through the Medicaid Waiver and Supported Living programs
- ❖ Manage available resources for residential provider services efficiently through planning and monitoring
- ❖ Assure cost effectiveness of housing through the use of Natural Supports and Shared Services
- ❖ Plan for and evaluate affordable housing for individuals with developmental disabilities within the specified values and directives of the Ohio Department of Developmental Disabilities (DODD)
- ❖ Manage community resources available for housing efficiently
- ❖ Develop and monitor a 4 year Residential Plan as per DODD requirements
- ❖ Provide Medicaid Waiver match and Supported Living funding in accordance with its approved 2015 Budget and Residential Development Plan

## **VIII. OPERATING PLAN ASSUMPTIONS (2015 – 2017)**

**NEW: We will promote and facilitate community integration in all aspects of a person's life.**

We will continue to be a provider of quality services to individuals and their families within an expanded continuum of service providers.

We will facilitate services and supports for as many individuals as possible within available resources.

We will provide services and supports, assuring free choice of provider, which meet actual and assessed needs within a culture of self-determination.

We will focus on Community Employment and Integration as the preferred outcome for all individuals given exposure to a variety of options to ensure informed decision-making.

We will actively solicit internal and external feedback on our services through surveys, focus groups and an open door philosophy.

We will be faithful stewards of the resources provided by Medina County citizens for eligible individuals.

We will ascribe to quality services by adhering to State and National accreditation standards.

**IX. STRATEGIC ISSUES DRIVING CHANGE 2015-2017**

What's the issue?	Who does it affect?	Who's driving it?	What's the timeline?
<p><b>New CMS Rule</b> A new rule from the Center for Medicare &amp; Medicaid Services (CMS) says that federal Medicaid funds can no longer be used to pay for waiver services that are offered in or adjacent to institutions or settings that have the effect of isolating people.</p>	<p>Anyone who is receiving residential and non-residential waiver services administered by DODD, and the Ohio Departments of Aging and Medicaid</p>	<p>The Center for Medicare &amp; Medicaid Services (CMS), the federal agency that administers Medicare, Medicaid and the Children's Health Insurance Program</p>	<p><b>March 17, 2014:</b> Rule became effective <b>Dec. 15-Jan. 30:</b> Draft plan was available for public comment period <b>March 17, 2015:</b> Plan due to CMS – changes implemented after CMS approves plan <b>March 17, 2019:</b> States must be in compliance</p>
<p><b>Conflict of Interest Provision</b> Guidance from CMS that says the same organization can't provide both case management and services because it isn't in the best interest of the individuals being served.</p>	<p>County Boards and Providers who offer both case management and services Individuals served by those organizations</p>	<p>CMS</p>	<p><b>2015:</b> Plan due to CMS – changes implemented after CMS approves</p>
<p><b>Letter from DRO</b> Disability Rights Ohio (DRO) DRO believes Ohio is violating the Americans with Disabilities Act and the Olmstead decision because the system favors segregation and institutional placement – while the state has made progress, it's not been quick enough. DRO requested the state make specific changes to avoid litigation.</p>	<p>Individuals living in Intermediate Care Facilities and Developmental Centers Individuals working in workshops and facility-based day settings</p>	<p>Disability Rights Ohio (DRO), a non-profit agency that advocates for the rights of Ohioans with disabilities</p>	<p>Conversations are ongoing – a timeline for any changes hasn't been set.</p>

What's the issue?	Who does it affect?	Who's driving it?	What's the timeline?
<p><b>Transition to an Agency-only Model (Elimination of Independent Providers)</b></p> <p>The Ohio Department of Medicaid (ODM) will eliminate the independent service provider option to improve administrative oversight, decrease fraud and abuse, and improve health outcomes.</p> <p>These providers will be able to continue providing Medicaid-funded HCBS waiver services if they seek employment through a home health agency, or if they provide services to an individual who is using a self-directed option where the recipient is the employer of record; this includes services provided under the Self Empowered Life Funding (SELF) Waiver.</p>	<p>Individuals on the Individual Options (IO), Level 1, and Transitions DD (TDD) Waivers working with independent providers</p> <p>Independent providers offering services under the IO, Level 1, and TDD waivers</p>	<p>FY2016-17 Executive Budget</p>	<p><b>July 2016:</b> ODM will not take any new independent service providers</p> <p><b>July 2016-June 2019:</b> Current independent providers for IO, Level 1, and TDD waivers will not have their certification renewed when their certification expires.</p> <p><b>July 2019:</b> ODM will only accept claims submitted through home health agencies</p>

## **X. OPERATING PLAN GOALS (2015 - 2017)**

**GOAL 1: Develop the necessary administrative, program, and funding infrastructure to enable individuals of all ages who are Board eligible to (1) live in the most appropriate integrated community setting of their choice; (2) exercise meaningful informed choice and control over their living environment, services, and service providers; and (3) obtain high-quality services in a manner consistent with their preferences and needs.**

**GOAL 2: Create more open, innovative and effective lines of communication throughout all of Medina County.**

**GOAL 3: Create more inventive and active lines of connectedness throughout all of Medina County, including its businesses and residents that are linked by the MCBDD and the individuals we serve.**

**GOAL 4: Demonstrate increased accountability across the stewardship of resources, services and supports and individual outcomes.**

## Community

### **A community setting:**

- Is integrated in and supports access to the greater community
- Provides opportunities to seek employment and work in competitive integrated settings, engage in community life, and control personal resources
- Ensures the individual receives services in the community to the same degree of access as individuals not receiving Medicaid home and community-based services
- Is selected by the individual from among setting options, including non-disability specific settings and an option for a private unit in a residential setting—based on the individual’s needs, preferences and the individual’s resources
- Ensures an individual’s rights of privacy, dignity, respect and freedom from coercion and restraint
- Optimizes individual initiative, autonomy and independence in making life choices
- Facilitates individual choice regarding services and supports, and who provides them

**GOAL 1: Develop the necessary administrative, program, and funding infrastructure to enable individuals of all ages who are Board eligible to (1) live in the most appropriate integrated community setting of their choice; (2) exercise meaningful informed choice and control over their living environment, services, and service providers; and (3) obtain high-quality services in a manner consistent with their preferences and needs.**

**Objective A:** Increase communication between Service and Support Administrators and families. **Person Responsible: Ken Miller and Paula Majoros**

**Outcome Measure:** Increase stakeholder satisfaction with communication and engagement measured by responses on an annual survey by 10% over 2014 baseline survey results **by December 31, 2015.**

**Step 1:** Will develop and distribute a best practice guide which will include time lines to improve SSA communication with families.

**To be completed by June 30, 2015.**

**Step 2:** Will obtain feedback from a sample of individuals and families at the end of ISP meetings by SSA Management.

**To be completed by October 31, 2015.**

**Step 3:** Develop tools and materials for increased communication, as recommended by individuals and families.

**To be completed by December 31, 2015.**

**Step 4:** Provide training for all staff in the areas of customer service, listening techniques, and handling conflict.

**To be completed by December 31, 2016.**

**Step 5:** Evaluate effectiveness and efficiency of current self-advocacy activities and make recommendations for improvement.

**To be completed by September 30, 2015.**

**Step 6:** Develop a plan for Self Advocates to become more active and involved in local and state political activities to benefit all individuals with disabilities.

**To be completed by December 31, 2015.**

**Step 7:** Implement recommendations to improve self-advocacy activities.

**To be completed by September 30, 2016.**

**Step 8:** Implement the plan for Self Advocates to become more active and involved in local state political activities.

**To be completed by April 30, 2016.**

TYPE OF ACTION:  Continuing  Expanding  New

CLIENTS EFFECTED:

Number currently being served

Number on waiting list

RESOURCE REQUIREMENTS:

Additional Space Required.....  YES  NO

Additional Personnel Required.....  YES  NO

NUMBER

COST w/ BENEFITS..... \$

Additional Equipment Required.....  YES  NO

Cost of Additional Equipment ..... \$

In Budget .....  YES  NO

Amount Budgeted \$

Reoccurring Cost \$

NEW REVENUE: ..... \$

SOURCE:

Grants (State, Federal)..... \$

State..... \$

CMS Funds..... \$

Other..... \$

**2017 Outcome Measure:** Increase stakeholder satisfaction with communication and engagement measured by responses on an annual survey by 20% over 2016 survey results by December 31, 2017.

**Objective B:** Increase the number of Community Employment placements for the individuals we serve. **Person Responsible:** Ed Dryer, Paula Majoros and Gene Goebel

**Outcome Measure:** Increase the number of individuals placed in Community Employment to at least 100 by December 31, 2015.

- Step 1:** Develop employment goals for all individuals pursuing vocational opportunities.  
To be completed by December 31, 2015.
  
- Step 2:** Develop a standard of collaboration with school districts and families and implement standard.  
To be completed by December 31, 2015.
  
- Step 3:** Evaluate effectiveness of current job development model and make recommendations for improvement.  
To be completed by December 31, 2015.
  
- Step 4:** Create measurable standards for reinforcing an Employment First culture amongst staff.  
To be completed by December 31, 2015.
  
- Step 5:** Report OOD contract deliverables and summary statement to the Superintendent and the Board on a quarterly basis.  
To be completed by December 31, 2015.
  
- Step 6:** Develop an evaluation protocol for assistive technology.  
To be completed by December 31, 2015.
  
- Step 7:** a. Implement assistive technology protocol.  
To be completed by April 30, 2016.  
  
b. Evaluate and revise assistive technology protocol to be more effective and efficient.  
To be completed by December 31, 2016.
  
- Step 8:** Implement the new job development model including training for staff.  
To be completed by June 30, 2016.
  
- Step 9:** Will facilitate three (3) new service providers.  
To be completed by December 31, 2016.

TYPE OF ACTION: \_\_\_ Continuing  Expanding \_\_\_ New

CLIENTS EFFECTED:

Number currently being served \_\_\_

Number on waiting list \_\_\_

RESOURCE REQUIREMENTS:

Additional Space Required..... \_\_\_ YES  NO

Additional Personnel Required..... \_\_\_ YES  NO

\_\_\_ NUMBER

COST w/ BENEFITS..... \$ \_\_\_\_\_

Additional Equipment Required..... \_\_\_ YES  NO

Cost of Additional Equipment ..... \$5,000

In Budget .....  YES \_\_\_ NO

Amount Budgeted \$61,600

Reoccurring Cost \$66,600

NEW REVENUE: ..... \$ 0

SOURCE:

Grants (State, Federal)..... \$ \_\_\_\_\_

State..... \$ \_\_\_\_\_

CMS Funds..... \$ \_\_\_\_\_

Other..... \$ \_\_\_\_\_

**2017 Outcome Measure:** Increase the number of individuals placed in Community Employment to at least 130 by December 31, 2017.

**Objective C:** Ensure that all individuals who wish to access and are able to begin Adult Day Programming are provided the opportunity to do so. **Person Responsible: Ken Miller and Paula Majoros**

**Outcome Measure:** Reduce the Waiting List for SSA Adult Services by **50%.**

**To be completed by December 31, 2015.**

**Step 1:** Will implement separate Adult Services and SSA waiting list processes.

**To be completed by March 31, 2015.**

**Step 2:** Develop criteria for the exception or provider of last resort for MCBDD Adult Services.

**To be completed by June 30, 2015.**

**Step 3:** Will facilitate 3 (three) new Adult Day Service providers.

**To be completed by December 31, 2016.**

TYPE OF ACTION:  Continuing  Expanding  New

CLIENTS EFFECTED:

Number currently being served \_\_\_\_\_

Number on waiting list \_\_\_\_\_

RESOURCE REQUIREMENTS:

Additional Space Required.....  YES  NO

Additional Personnel Required.....  YES  NO

\_\_\_\_\_ NUMBER

COST w/ BENEFITS..... \$ \_\_\_\_\_

Additional Equipment Required.....  YES  NO

Cost of Additional Equipment ..... \$ 0

In Budget .....  YES  NO

Amount Budgeted \$112,000

Reoccurring Cost \$112,000

NEW REVENUE: ..... \$ 0

SOURCE:

Grants (State, Federal)..... \$ \_\_\_\_\_

State..... \$ \_\_\_\_\_

CMS Funds..... \$ \_\_\_\_\_

Other..... \$ \_\_\_\_\_

**2017 Outcome Measure:** Reduce the Waiting List for SSA Adult Services to zero (0).

**To be completed by December 31, 2017.**

**Objective D:** Have the Ohio Association of County Boards (OACB) evaluate current SSA procedures, Person Centered Planning process and standards and make recommendations for improvement. **Person Responsible:** Ken Miller, Annie Ocsek and SSA Management

**Outcome Measure:** Update current SSA procedures and Person Centered Planning process and standards. **To be completed by December 31, 2015.**

**Step 1:** Contact the OACB to schedule evaluation.

**To be completed by June 30, 2015.**

**Step 2:** Present results of the OACB evaluation to Superintendent.

**To be completed by December 31, 2015.**

**Step 3:** Implement recommendations made by OACB to improve SSA effectiveness.

**To be completed by December 31, 2016.**

TYPE OF ACTION: \_\_\_ Continuing \_\_\_ Expanding X New

CLIENTS EFFECTED:

Number currently being served \_\_\_

Number on waiting list \_\_\_

RESOURCE REQUIREMENTS:

Additional Space Required..... \_\_\_ YES X NO

Additional Personnel Required..... \_\_\_ YES X NO

\_\_\_ NUMBER

COST w/ BENEFITS..... \$ \_\_\_

Additional Equipment Required..... \_\_\_ YES X NO

Cost of Additional Equipment ..... \$ 0

In Budget ..... \_\_\_ YES X NO

Amount Budgeted \$ 0

Reoccurring Cost \$ \_\_\_

NEW REVENUE: ..... \$ 0

SOURCE:

Grants (State, Federal)..... \$ \_\_\_

State..... \$ \_\_\_

CMS Funds..... \$ \_\_\_

Other..... \$ \_\_\_

**2017 Completed**

**Objective E:** Provide instruction to SSA staff members that will allow them to increase their skills in developing natural supports for individuals in a person centered planning environment.

**Person Responsible:** Ken Miller and SSA Management

**Outcome Measure:** Staff will receive training that will assist them with the development of more natural supports to assist individuals, their community and social contacts. **To be completed by December 31, 2016.**

**Step 1:** Research possible speakers regarding the creation of natural supports in a social environment.

**To be completed by March 31, 2015.**

**Step 2:** Schedule trainings for SSA department.

**To be completed by June 30 2015.**

**Step 3:** Implement training and monitor for results of increased natural support.

Report results to Superintendent.

**To be completed by December 31, 2015.**

**Step 4:** Assess training and change/enhance process by increasing natural supports by 25%.

**To be completed by December 31, 2016.**

TYPE OF ACTION:  Continuing  Expanding  New

CLIENTS EFFECTED:

Number currently being served \_\_\_\_\_

Number on waiting list \_\_\_\_\_

RESOURCE REQUIREMENTS:

Additional Space Required.....  YES  NO

Additional Personnel Required.....  YES  NO

\_\_\_\_\_ NUMBER

COST w/ BENEFITS..... \$ 0

Additional Equipment Required.....  YES  NO

Cost of Additional Equipment ..... \$ 0

In Budget .....  YES  NO

Amount Budgeted \$ 0

Reoccurring Cost \$ \_\_\_\_\_

NEW REVENUE: ..... \$ 0

SOURCE:

Grants (State, Federal)..... \$ \_\_\_\_\_

State..... \$ \_\_\_\_\_

CMS Funds..... \$ \_\_\_\_\_

Other..... \$ \_\_\_\_\_

**2017 Completed**

**Objective F:** Participate in the Transformation 2.0 project from the State. **Person Responsible:** Paula Majoros, Ed Dryer, Pam Hunt, Bob Young, Tess Goodrow

**Outcome Measure:** Medina County's Transformation Plans will be submitted and approved by ODD by September 30, 2015.

**Step 1:** Review the archived Valued Day/Braided Funding webinar and conduct a conference call with State Consultant to discuss the Valued Day presentation.

**To be completed by May, 2015.**

**Step 2:** Attend a LEAN and Value Stream Mapping Webinar for Medina County sites.

**To be completed by June, 2015.**

**Step 3:** Attend a Current State Map webinar for the Medina County site after conducting a current state mapping session with their Internal Facilitator.

**To be completed by July, 2015.**

**Step 4:** Participate in an on-site planning session. Medina County will facilitate and develop their future state mapping process, strategic planning and implementation plan.

**To be completed by August, 2015.**

**Step 5:** Participate in a series of conference calls with State Consultant and develop a transformation plan.

**To be completed by August and September, 2015.**

TYPE OF ACTION:  Continuing  Expanding  New

CLIENTS EFFECTED:

Number currently being served 442\_\_

Number on waiting list 40\_\_

RESOURCE REQUIREMENTS:

Additional Space Required.....  YES  NO

Additional Personnel Required.....  YES  NO

NUMBER

COST w/ BENEFITS..... \$ 0\_\_

Additional Equipment Required.....  YES  NO

Cost of Additional Equipment ..... \$ 0\_\_

In Budget .....  YES  NO

Amount Budgeted \$ 0\_\_

Reoccurring Cost \$\_\_\_\_\_

**Objective G:** Facilitate more integrated services for all Services and Supports – including day setting/placement, more enclaves and more development of community employment agencies.

**Person Responsible:** Ed Dryer and Paula Majoros

**Outcome Measure:** Increase by 50% the number of integrated services in the Adult Services Department (including day setting/placement, more enclaves and more development of community employment agencies). **To be completed by December 31, 2016.**

**Step 1:** Research and develop a program to network staff and Board members to job leads and opportunities.

**To be completed by December 2015.**

**Step 2:** Implement incentive for staff to provide contacts that lead to actual jobs.

**To be completed by December 2015.**

**Step 3:** Research, evaluate and development possible incentives for employers.

**To be completed by December 2016.**

TYPE OF ACTION:  Continuing  Expanding  New

CLIENTS EFFECTED:

Number currently being served \_\_\_\_\_

Number on waiting list \_\_\_\_\_

RESOURCE REQUIREMENTS:

Additional Space Required.....  YES  NO

Additional Personnel Required.....  YES  NO

\_\_\_\_\_ NUMBER

COST w/ BENEFITS..... \$ 0

Additional Equipment Required.....  YES  NO

Cost of Additional Equipment ..... \$ 0

In Budget .....  YES  NO

Amount Budgeted \$ 0

Reoccurring Cost \$ \_\_\_\_\_

NEW REVENUE: ..... \$ 0

SOURCE:

Grants (State, Federal)..... \$ \_\_\_\_\_

State..... \$ \_\_\_\_\_

CMS Funds..... \$ \_\_\_\_\_

Other..... \$ \_\_\_\_\_

**2017 Outcome Measure:** Increase to 80% the number of integrated services in the Adult Services Department (including day setting/placement, more enclaves and more development of community employment agencies). **To be completed by December 31, 2017.**

**Objective H:** Collaborate with schools and OOD to increase community job exposures, experiences and internships. **Person Responsible: Ed Dryer**

**Outcome Measure:** Establish a minimum of five networking committees that will expand their roles to share a common vision for Medina County youths entering employment discovery. **To be completed by December 31, 2016.**

**Step 1:** Investigate collaborative options available to Medina County.

**To be completed by June 30, 2015.**

**Step 2:** Implement at least three (3) new collaborations to facilitate employment options.

**To be completed by December 31, 2016.**

TYPE OF ACTION:  Continuing  Expanding  New

CLIENTS EFFECTED:

Number currently being served \_\_\_\_\_

Number on waiting list \_\_\_\_\_

RESOURCE REQUIREMENTS:

Additional Space Required.....  YES  NO

Additional Personnel Required.....  YES  NO

\_\_\_\_\_ NUMBER

COST w/ BENEFITS..... \$ 0

Additional Equipment Required.....  YES  NO

Cost of Additional Equipment ..... \$ 0

In Budget .....  YES  NO

Amount Budgeted \$ 0

Reoccurring Cost \$ \_\_\_\_\_

NEW REVENUE: ..... \$ 0

SOURCE:

Grants (State, Federal)..... \$ \_\_\_\_\_

State..... \$ \_\_\_\_\_

CMS Funds..... \$ \_\_\_\_\_

Other..... \$ \_\_\_\_\_

**2017 Outcome Measure:** Maintain a minimum of five networking committees that will expand their roles to share a common vision for Medina County youths entering employment discovery. **To be completed by December 31, 2017.**

**Objective I:** Increase wrap-around services for individuals who are working in the community for less than 25 hours a week as a complement or “wrap-around” to that employment. **Person Responsible: Gene Goebel, Paula Majoros, Ken Miller**

**Outcome Measure:** Develop an array of individually designed services and supports to be implemented through an individual’s team that replace traditional segregated service models and result in community-based integrated day/evening and weekend services. **To be completed by December 31, 2015.**

**Step 1:** Develop a wrap-around committee.

**To be completed by February 28, 2015.**

**Step 2:** Define the parameters of need for individuals.

**To be completed by April 31, 2015.**

**Step 3:** Identify local resources that provide activities that could match the preferences identified in Step 2.

**To be completed by June 30, 2015.**

**Step 4:** Form a committee of generic community service agencies to discuss the services and supports that individuals with developmental disabilities may need to access their systems.

**To be completed by August 31, 2015.**

**Step 5:** Do a gap analysis of needed services and available services.

**To be completed by December 31, 2015.**

**Step 6:** Make recommendations from gap analysis to Superintendent.

**To be completed by March 31, 2016.**

TYPE OF ACTION:  Continuing  Expanding  New

CLIENTS EFFECTED: Impact may be up to 150 individuals living or working in the community.

Number currently being served   0  

Number on waiting list       

RESOURCE REQUIREMENTS:

Additional Space Required.....  YES  NO

Additional Personnel Required.....  YES  NO

       NUMBER

COST w/ BENEFITS..... \$   0  

Additional Equipment Required.....  YES  NO

Cost of Additional Equipment ..... \$   0  

In Budget .....  YES  NO

Amount Budgeted        \$   0  

Reoccurring Cost        \$   0  

NEW REVENUE: ..... \$   0  

SOURCE:

Grants (State, Federal)..... \$       

State..... \$       

CMS Funds..... \$       

Other..... \$       

**2017 Outcome Measure:** Develop an array of individually designed services and supports to be implemented through an individual’s team that replace traditional segregated service models and result in community-based integrated day/evening and weekend services. **To be completed by December 31, 2017.**

**Objective J:** Educate families to raise awareness of the existence of the Ohio Shared Living Program and increase the number of individuals participating in the Program. **Person Responsible:** Ken Miller, Annette Davis-Kramp and SSA Management

**Outcome Measure:** 75% of families receiving services from MCBDD will become aware of the Ohio Shared Living Plan and the service options available to their family members. Fifteen families will begin participating in those services that can provide respite or permanent living options in a family-like environment. **To be completed by December 31, 2016.**

**Step 1:** Educate interested families regarding the Shared Living Project. This will be done at Person Centered Planning meetings, public information meetings and through the Agency newsletter and website.

**To be started by March 31, 2015 and ongoing.**

**Step 2:** Identify interested parties and link them to the provider agencies for further exploration of services.

**To be completed by June 30, 2015.**

**Step 3:** Arrange for respite visits with host families.

**To be completed by December 31, 2015.**

**Step 4:** Assess participants for satisfaction and/or relocation.

**To be completed by September 30, 2016.**

**Step 5:** Facilitate relocation as needed.

**To be completed by December 31, 2016.**

TYPE OF ACTION: \_\_\_ Continuing \_\_\_ Expanding X New

CLIENTS EFFECTED: Impact may be up to 30 individuals living or working in the community.

Number currently being served   0  

Number on waiting list       

RESOURCE REQUIREMENTS:

Additional Space Required.....    YES X NO

Additional Personnel Required.....    YES X NO

       NUMBER

COST w/ BENEFITS.....   \$ 0  

Additional Equipment Required.....    YES X NO

Cost of Additional Equipment .....   \$ 0  

In Budget .....    YES    NO

Amount Budgeted   \$ 0  

Reoccurring Cost   \$ 0  

NEW REVENUE: .....   \$ 0

**SOURCE:**

Grants (State, Federal)..... \$ \_\_\_\_\_  
State..... \$ \_\_\_\_\_  
CMS Funds..... \$ \_\_\_\_\_  
Other.....

**2017 Completed**

## **Communication**

Communication is the flow or exchange of information within people or a group of people. Effective communication occurs when a desired effect is the result of information sharing. Effective communication serves the purpose for which it was planned or designed. Possible purposes might be to elicit change, generate action, create understanding and inform or communicate a certain idea or point of view.

**GOAL 2: Create more open, innovative and effective lines of communication throughout all Medina County.**

**Objective K:** Create a community Awareness Campaign to educate parents, families, providers and the community on the current issues in the field of Developmental Disabilities. **Person Responsible: Patti Hetkey, Linda Bohner and Dr. Kaye Stanley Bryson**

**Outcome Measure:** Increase interaction through electronic information sources over 2014 baseline by 10%. **This will be completed by December 31, 2015.**

**Step 1:** Identify and select appropriate activities, messages, timeframes and methods of engagement for each stakeholder level.

**To be completed by June 30, 2015.**

**Step 2:** Identify and participate in opportunities to increase the knowledge of the future direction in the field and the issues it faces within our community.

**To be completed by October 31, 2015.**

**Step 3:** Engage stakeholders in a focus group/ committee to develop a plan for future direction.

**To be completed by December 31, 2015.**

**Step 4:** Complete the plan of the focus group/ committee and make recommendations to the Superintendent and the Board.

**To be completed by June 30, 2016.**

**Step 5:** Begin implementation of the future plan.

**To be completed by December 31, 2016.**

TYPE OF ACTION:  Continuing  Expanding  New

CLIENTS EFFECTED:

Number currently being served \_\_\_\_\_

Number on waiting list \_\_\_\_\_

RESOURCE REQUIREMENTS:

Additional Space Required.....  YES  NO

Additional Personnel Required.....  YES  NO

\_\_\_\_\_ NUMBER

COST w/ BENEFITS..... \$49,000

Additional Equipment Required.....  YES  NO

Cost of Additional Equipment ..... \$ 0

In Budget .....  YES  NO

Amount Budgeted \$ 0

Reoccurring Cost \$ \_\_\_\_\_

NEW REVENUE: ..... \$ 0

SOURCE:

Grants (State, Federal)..... \$ \_\_\_\_\_

State..... \$ \_\_\_\_\_

CMS Funds..... \$ \_\_\_\_\_

Other..... \$ \_\_\_\_\_

**2017 Outcome Measure:** Increase interaction through electronic information sources over 2014 baseline by 50%. **This will be completed by December 31, 2017.**

## Connectedness

Connectedness is the measure of how people come together and interact; it involves relationships beyond one's social circles and even to other communities. This connectedness, one of several components of community cohesion, provides benefits to both individuals and society.

**GOAL 3:** Create more inventive and active lines of connectedness throughout all of Medina County that are linked to the MCBDD and the individuals we serve.

**Objective L:** Identify and encourage new collaboration and partnerships within the community to increase capacity. **Person Responsible:** Paula Majoros and Pam Hunt

Outcome Measure: Each Department will develop one new collaboration or partnership resulting in increased opportunities or natural supports for individuals served by the Board.

**To be completed by December 31, 2015.**

**Step 1:** Survey Managers/Middle Managers to identify current and potential community partners to form diverse and non-traditional resource sharing workgroups to address areas of need.

**To be completed by April 30, 2015.**

**Step 2:** Contact community partners to establish regular workgroup meetings to develop shared vision statements and goals for building support, sharing resources, improving service delivery, reducing duplication, increasing awareness and addressing common issues and needs.

**To be completed by August 31, 2015.**

**Step 3:** Develop training for staff on establishing successful collaborations and being good community partners.

**To be completed by December 31, 2015.**

**Step 4:** Medina County Employment First Pilot Program Initiative leaders will provide ongoing updates and recommendations for improvement for Medina County transition youth to the Superintendent and the Board.

**To be completed by December 15, 2015.**

**Step 5:** Will evaluate the work of all work groups and committees and make recommendations to continue or discontinue each group.

**To be completed by March 31, 2016.**

**Step 6:** Implement recommendations previously provided by workgroups/focus groups and/ or committees.

**To be completed by June 30, 2016.**

TYPE OF ACTION: \_\_\_ Continuing \_\_\_ Expanding \_x\_ New

CLIENTS EFFECTED:

Number currently being served \_\_\_

Number on waiting list \_\_\_

RESOURCE REQUIREMENTS:

Additional Space Required..... \_\_\_ YES X NO

Additional Personnel Required..... \_\_\_ YES X NO

\_\_\_ NUMBER

COST w/ BENEFITS..... \$ 0

Additional Equipment Required..... \_\_\_ YES X NO

Cost of Additional Equipment ..... \$ 0

In Budget ..... \_\_\_ YES \_\_\_ NO

Amount Budgeted \$ 0

Reoccurring Cost \$ \_\_\_\_\_

NEW REVENUE: ..... \$ 0

SOURCE:

Grants (State, Federal)..... \$ \_\_\_\_\_  
 State..... \$ \_\_\_\_\_  
 CMS Funds..... \$ \_\_\_\_\_  
 Other..... \$ \_\_\_\_\_

**2017 Completed**

**Objective M:** Create and train an active Speakers’ Bureau that will present to the community on a regular basis. **Person Responsible: Patti Hetkey, Dr. Kaye Stanley Bryson, Nina Bates, Jen Call and Bob Young**

Outcome Measure: The MCBDD Speaker’s Bureau will conduct two presentations per quarter (one to maintain a relationship, one to grow a new relationship) to help raise awareness and provide information for and about individuals with DD and the services available within our community **by December 31, 2015.**

**Step 1:** Will work with speakers to create materials and training needed to provide effective and impactful presentations and for messaging purposes.  
**To be completed by June 30, 2015.**

**Step 2:** Will identify, contact and promote Speakers Bureau to traditional and innovative outlets.  
**To be completed by September 30, 2015.**

**Step 3:** Will evaluate and provide creative feedback and suggestions for speakers as means of improvement.  
**To be completed by December 31, 2015.**

**Step 4:** Will expand outreach of presentations to traditional and innovative outlets by 20%.  
**To be completed by December 31, 2016.**

TYPE OF ACTION: \_\_\_ Continuing \_\_\_ Expanding  x  New

**CLIENTS EFFECTED:**

Number currently being served \_\_\_\_\_

Number on waiting list \_\_\_\_\_

**RESOURCE REQUIREMENTS:**

Additional Space Required..... \_\_\_ YES  X  NO

Additional Personnel Required..... \_\_\_ YES  X  NO

\_\_\_\_\_ NUMBER

COST w/ BENEFITS..... \$  0

Additional Equipment Required.....  YES  NO  
 Cost of Additional Equipment ..... \$ \_\_\_\_\_  
     In Budget .....  YES  NO  
 Amount Budgeted \$ 0  
 Reoccurring Cost \$ \_\_\_\_\_  
 NEW REVENUE: ..... \$ 0  
 SOURCE:  
 Grants (State, Federal)..... \$ \_\_\_\_\_  
 State..... \$ \_\_\_\_\_  
 CMS Funds..... \$ \_\_\_\_\_  
 Other..... \$ \_\_\_\_\_

2017 Outcome Measure: The MCBDD Speaker’s Bureau will conduct two presentations per quarter (one to maintain a relationship, one to grow a new relationship) to help raise awareness and provide information for and about individuals with DD and the services available within our community **by December 31, 2017.**

**Objective N:** Develop and implement a review system for external communication activities.  
**Person Responsible:** Patti Hetkey, Annie Finnerty and Bob Young

**Outcome Measure:** Increase agency awareness measured by responses on an annual poll or survey by 5% over the 2014 baseline survey results **by December 31, 2015.**

**Step 1:** Participate in a poll or survey that measures awareness and agency value in our community.

**To be completed each year by December 31, 2015 and 2016.**

**Step 2:** Assemble and conduct quarterly focus group to review and make recommendations about agency communications and messaging. Group should include family members, consumers, staff, key influencers and community members.

**To be completed by December 31, 2015, with meetings held each quarter.**

**Step 3:** Present recommendations from quarterly focus groups to Superintendent and the Board.

**To be completed by December 31, 2015.**

**Step 4:** Implement recommendations made by the quarterly focus groups.

**To be completed by December 31, 2016.**

TYPE OF ACTION:  Continuing  Expanding  New

**CLIENTS EFFECTED:**

Number currently being served \_\_\_\_\_

Number on waiting list \_\_\_\_\_

**RESOURCE REQUIREMENTS:**

Additional Space Required.....  YES  NO

Additional Personnel Required.....  YES  NO

\_\_\_\_\_ NUMBER

COST w/ BENEFITS..... \$ 0

Additional Equipment Required.....  YES  NO

Cost of Additional Equipment ..... \$ 0

In Budget .....  YES  NO

Amount Budgeted \$ 0

Reoccurring Cost \$ \_\_\_\_\_

NEW REVENUE: ..... \$ 0

**SOURCE:**

Grants (State, Federal)..... \$ \_\_\_\_\_

State..... \$ \_\_\_\_\_

CMS Funds..... \$ \_\_\_\_\_

Other..... \$ \_\_\_\_\_

**2017 Outcome Measure:** Increase agency awareness measured by responses on an annual poll or survey by 20% over the 2014 baseline survey results **by December 31, 2017.**

## Effectiveness

The degrees to which objectives are achieved and the extent to which targeted problems are solved.

**GOAL 4: Demonstrate increased accountability across the stewardship of resources, programmatic efforts and individual outcomes.**

**Objective O:** Develop a Training and Transition Plan that provides for continuity of leadership, increases staff skills in the areas of community integration, assists in the creation of an Employment First culture and ensures no lapse in performance of critical job functions.

**Person Responsible: Diana Davis and Annie Finnerty**

**Outcome Measure:** The MCBDD will have a Training and Transition Plan which will ensure continuity of critical job functions and quality services. Updates will be provided to the Board annually.

**Step 1.** Will identify Management/Middle Managers for potential retirement plans for the next three years and report findings to the Board.

**To be completed by March 31, 2015.**

**Step 2:** Will form a committee to review Succession and Individual Development Tools and recommend changes, as appropriate, based on current and anticipated future trends.

**To be completed by April 30, 2015.**

**Step 3:** Will submit a report to the Superintendent and the Board with recommendations for changes to the Succession and Individual Development Plans, if appropriate, staff training, and potential transition strategies.

**To be completed by July 31, 2015.**

**Step 4:** Begin implementation of Training and Transition Plan as approved by the Board.

**To be completed by September 30, 2015.**

**Step 5:** Incorporate Employment First measurements into staff performance evaluations.

**To be completed by October 31, 2015.**

**Step 6:** Provide the Board with updates on the Training and Transition Plan at least once annually.

**To be completed by July 31, 2015 and annually thereafter.**

TYPE OF ACTION: \_\_\_ Continuing \_\_\_x\_\_\_ Expanding \_\_\_New

CLIENTS EFFECTED:

Number currently being served \_\_\_

Number on waiting list \_\_\_

RESOURCE REQUIREMENTS:

Additional Space Required..... \_\_\_ YES \_\_\_X\_\_\_ NO

Additional Personnel Required..... \_\_\_ YES \_\_\_X\_\_\_ NO

\_\_\_ NUMBER

COST w/ BENEFITS..... \$ \_\_\_0\_\_\_

Additional Equipment Required..... \_\_\_ YES \_\_\_X\_\_\_ NO

Cost of Additional Equipment ..... \$ \_\_\_0\_\_\_

In Budget ..... \_\_\_ YES \_\_\_X\_\_\_ NO

Amount Budgeted \$ \_\_\_0\_\_\_

Reoccurring Cost \$ \_\_\_\_\_

NEW REVENUE: ..... \$ \_\_\_0\_\_\_

SOURCE:

Grants (State, Federal)..... \$ \_\_\_\_\_

State..... \$ \_\_\_\_\_  
 CMS Funds..... \$ \_\_\_\_\_  
 Other..... \$ \_\_\_\_\_

2017 Continuing

**Objective P:** Increase the number of individuals participating in the Self-Empowered Life Funding (SELF) Waiver to provide an avenue for individuals who can improve their lives through self-directing their own services. **Person Responsible: Ken Miller, Jon Bluebond and SSA Management**

**Outcome Measure:** The number of individuals participating in the SELF-Empowered Life Funding Waiver program will increase and individuals involved will exercise their control in directing their supports and services. **This will be completed by June 1, 2016.**

**Step 1:** Identify individuals who are interested and would benefit from participation in the SELF-Directed Waiver Program.  
**To be completed by February 28, 2015.**

**Step 2:** Assess the individual’s desired needs and if the needs can be met with available services and funding. Identify service broker needs and/or family involvement.  
**To be completed by June 30, 2015.**

**Step 3:** Make recommendations for the number of SELF-Waivers to be included in the 2016 budget.  
**To be completed by July 31, 2015.**

**Step 4:** Evaluate, revise and implement process to place individuals on SELF- Waivers.  
**To be completed by December 31, 2016.**

TYPE OF ACTION: \_\_\_ Continuing  Expanding \_\_\_ New

CLIENTS EFFECTED: Impact may be up to 30 individuals living or working in the community.

Number currently being served \_\_\_1\_\_\_

Number on waiting list \_\_\_100\_\_\_

RESOURCE REQUIREMENTS:

Additional Space Required..... \_\_\_ YES  NO

Additional Personnel Required..... \_\_\_ YES  NO  
 \_\_\_ NUMBER

COST w/ BENEFITS..... \$ \_\_\_\_\_

Additional Equipment Required..... \_\_\_ YES  NO

Cost of Additional Equipment ..... \$ \_\_\_0\_\_\_

In Budget ..... \_\_\_ YES \_\_\_ NO

Amount Budgeted \$ 42,000

Reoccurring Cost	\$ <u>42,000</u>
NEW REVENUE: .....	\$ <u> 0</u>
SOURCE:	
Grants (State, Federal).....	\$ _____
State.....	\$ _____
CMS Funds.....	\$ _____
Other.....	\$ _____

**2017 Outcome Measure:** The number of individuals participating in the SELF-Empowered Life Funding Waiver program will increase to more than 10 and individuals involved will exercise their control in directing their supports and services. **This will be completed by June 1, 2017.**

**Objective Q:** To provide Benefit Analysis services to individuals being served by the Medina County Board. **Person Responsible: Ken Miller and SSA Management**

**Outcome Measure:** One current SSA will be selected to have their caseload reduced and to receive specific training(s) in benefit analysis. This person will become the expert in benefits analysis and provide assistance as requested/needed to all consumers/families to plan and assist with the maintenance or maximizing of benefits. **This will be completed by April 1, 2016.**

**Step 1:** Examine existing individuals served on current benefit analysis experts' roster and reduce number by 20%.

**To be completed by February 28, 2015.**

**Step 2:** Identify needed knowledge base for position and determine what additional training/supports staff member may need to deliver the service.

**To be completed by March 31, 2015.**

**Step 3:** Start trainings to build knowledge base.

**To be completed by April 30, 2015.**

**Step 4:** Start services as needed or required. Monitor service demands to determine future case reductions and make recommendations for additional staff as needed.

**To be completed by July 31, 2015.**

**Step 5:** Identify needed areas of growth for the benefit analysis expert and agency needs in benefits analysis.

**To be completed by December 31, 2015.**

**Step 6:** Implement recommendations for areas identified as needed growth.

**To be completed by May, 2016.**

TYPE OF ACTION: \_\_\_ Continuing \_\_\_ Expanding X New

CLIENTS EFFECTED: Impact may be up to 30 individuals living or working in the community.

Number currently being served 0

Number on waiting list \_\_\_\_\_

**RESOURCE REQUIREMENTS:**

Additional Space Required..... \_\_\_ YES X NO

Additional Personnel Required..... \_\_\_ YES X NO

\_\_\_\_\_ NUMBER

COST w/ BENEFITS..... \$ 0

Additional Equipment Required..... \_\_\_ YES X NO

Cost of Additional Equipment ..... \$ 0

In Budget ..... \_\_\_ YES \_\_\_ NO

Amount Budgeted \$ 0

Reoccurring Cost \$ 0

NEW REVENUE: ..... \$ 0

**SOURCE:**

Grants (State, Federal)..... \$ \_\_\_\_\_

State..... \$ \_\_\_\_\_

CMS Funds..... \$ \_\_\_\_\_

Other..... \$ \_\_\_\_\_

**2017 Continuing**

**Objective R: National Core Indicators (NCI)**

Consumer outcome indicators concern how well the Board aids adults with developmental disabilities to live, learn, work, and socialize as they choose. Other indicators probe how satisfied individuals are with services and supports. **Person Responsible: Annie Finnerty**

**Outcome Measure:** National Core Indicators data will show increased effectiveness. **This will be completed by December 31, 2015.**

**Step 1:** Provide Management Team with 2014 baseline data and establish outcomes for the National Core Indicators (NCI).

**To be completed by February 28, 2015.**

**Step 2:** Identify 10 NCI to communicate to all stakeholders via website, newsletter and annual report in July and December 2015, and ongoing.

**To be completed by December 31, 2015.**

**Step 3:** Report to the Board the outcomes of the NCI in July and December 2015, and ongoing.

**To be completed by December 31, 2015.**

**Step 4:** Analyze 2015 data, establish updated outcomes and make recommendations, as needed.

**To be completed by December 31, 2015.**

**Step 5:** Repeat all of NCI and update any changes that may be needed.

**To be completed by January 31, 2016.**

**Step 6:** Will implement NCI indicators for 2016.

**To be completed by December 31, 2016.**

TYPE OF ACTION:  Continuing  Expanding  New

CLIENTS EFFECTED:

Number currently being served

Number on waiting list

RESOURCE REQUIREMENTS:

Additional Space Required.....  YES  NO

Additional Personnel Required.....  YES  NO

NUMBER

COST w/ BENEFITS..... \$ 0

Additional Equipment Required.....  YES  NO

Cost of Additional Equipment ..... \$ 0

In Budget .....  YES  NO

Amount Budgeted \$ 0

Reoccurring Cost \$         

NEW REVENUE: ..... \$ 0

SOURCE:

Grants (State, Federal)..... \$         

State..... \$         

CMS Funds..... \$         

Other..... \$         

**2017 Continuing**

**Baseline through 2014 to establish outcomes for 2015 by January 31<sup>st</sup>, 2015**

DOMAIN:		Overview:		
SUBDOMAIN	OUTCOMES	INDICATOR	DATA SOURCE	TARGET
<b>Work</b>	The average monthly earnings of people who have jobs in the community (Competitive) will be >.	The average monthly earnings of people who have jobs in the community. (Competitive)	Community Supervisors Reports	
	The average monthly earnings of people who have jobs in the community (Enclave) will be >\$.	The average monthly earnings of people who have jobs in the community. (Enclave)	Community Supervisors Reports	\$
	The average number of hours worked per month for people with jobs in the community (Competitive) will be >.	The average number of hours worked per month for people with jobs in the community. (Competitive)	Community Supervisors Reports	
	The average number of hours worked per month for people with jobs in the community (Enclave) will be >.	The average number of hours worked per month for people with jobs in the community. (Enclave)	Community Supervisors Reports	

		The percent of people earning at or above the state minimum wage working in the community.	Community Supervisors Reports	%
	Of people who have a job in the community, the percent who were continuously employed during the previous year will be >	Of people who have a job in the community, the percent who were continuously employed during the previous year.	Community Supervisors Reports	%
	Of people who have a job in the community, the percent who receive job benefits will be >	Of people who have a job in the community, the percent who receive job benefits.	Community Supervisors Reports	%
	Of people who have a job in the community, the average length of time people have been working at their current job will be >Years.	Of people who have a job in the community, the average length of time people has been working at their current job.	Community Supervisors Reports	
<b>Community Inclusion</b>	The proportion of people who have everyday integrated activities in their communities in their ISP will be >	The proportion of people who have everyday integrated activities in their communities in their ISP.		%

SUBDOMAIN		INDICATOR	DATA SOURCE	TARGET
<b>Choice and Decision-making</b>	The proportion of people who make choices about their everyday lives, including: housing, roommates, daily routines, jobs, support staff or providers, and social activities will be >	The proportion of people who make choices about their everyday lives, including: housing, roommates, daily routines, jobs, support staff or providers, and social activities.	Consumer Survey	%
	The proportion of people who report having been provided options about where to live and work will be >%.	The proportion of people who report having been provided options about where to live and work.	Consumer Survey	%
<b>Relationships</b>	The proportion of people who have friends and caring relationships with people other than support staff and family members will be >	The proportion of people who have friends and caring relationships with people other than support staff and family members.	Consumer Survey	%
		The proportion of people who have a close friend, someone they can talk to	Consumer Survey	%

		about personal things.		
	The proportion of people who are able to see their families and friends when they want will be >	The proportion of people who are able to see their families and friends when they want.	Consumer Survey	%
	The proportion of people who feel lonely will be <	The proportion of people who feel lonely.	Consumer Survey	>
<b>Satisfaction</b>	The proportion of people who are satisfied with where they live will be >	The proportion of people who are satisfied with where they live.	Consumer Survey	
	The proportion of people who are satisfied with their job or day program will be >%.	The proportion of people who are satisfied with their job or day program.	Consumer Survey	%
	The proportion of people who are satisfied with [life in general, personal life] will be >%.	The proportion of people who are satisfied with [life in general, personal life].	Consumer Survey (proposed)	%

DOMAIN:  SYSTEM PERFORMANCE		Overview: The system performance indicators address the following topics: (a) service coordination; (b) family and individual participation in provider-level decisions; (c) the utilization of and outlays for various types of	
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services and supports; (d) cultural competency; and (e) access to services.

SUBDOMAIN		INDICATOR	DATA SOURCE	TARGET
<b>Service and Support Coordination</b>	The proportion of people reporting that service coordinators help them get what they need will be >%.	The proportion of people reporting that service and support coordinators help them get what they need.	Consumer Survey	%
	The proportion of people who know their service and support coordinators will be >%.	The proportion of people who know their service and support coordinators.	Consumer Survey	%
	The proportion of people who report that their service and support coordinators asked about their preferences will be >%.	The proportion of people who report that their service and support coordinators asked about their preferences.	Consumer Survey	%
<b>Family and Individual Participation</b>	The proportion of voting members on board of directors who are family members of primary consumer will be >.	The proportion of voting members on board of directors who are family members of primary consumers.	Annual Report	%

SUBDOMAIN		INDICATOR	DATA SOURCE	TARGET
<b>Access</b>	The proportion of people reporting that they received support to learn or do something new in the past year will be >%.	The proportion of people reporting that they received support to learn or do something new in the past year.	Consumer Survey	%
	The proportion of people who report having adequate transportation when they want to go somewhere will be >%.	The proportion of people who report having adequate transportation when they want to go somewhere.	Consumer Survey	%
	The rate at which people report that “needed” services were not available will be <%.	The rate at which people report that “needed” services were not available.	Consumer Survey	<%

DOMAIN:  HEALTH, WELFARE & RIGHTS		Overview: These indicators concern the following topics: (a) safety and personal security; (b) health and wellness; and (c) protection of and respect for individual rights		
SUBDOMAIN		INDICATOR	DATA SOURCE	TARGET
<b>Safety</b>		The incidence of serious injuries reported among people with DD in the course of service provision, during the past year.	SSA	

		The proportion of people who were victims of selected crimes reported to a law enforcement agency during the past year, by type of crime (rape, aggravated assault, and theft).	SSA	
	The proportion of people who report that they feel safe in their home and neighborhood will be >%.	The proportion of people who report that they feel safe in their home and neighborhood.	Consumer Survey	%
<b>Health</b>	The proportion of people who report that they feel safe in their home and neighborhood will be >%.	The proportion of people who report that they feel safe in their home and neighborhood.	Consumer Survey	%
	The proportion of people who have had a routine dental exam in the past six months will be >%.	The proportion of people who have had a routine dental exam in the past six months.	Consumer Survey	%

SUBDOMAIN		INDICATOR	DATA SOURCE	TARGET
<b>Restraints</b>		The incidence restraints reported in the past year, by type of restraint and by living arrangement.	System	
		The incidence of serious injuries resulting from the use of restraints.	System	
<b>Respect/Rights</b>		The proportion of people who have an “advocate” or someone who speaks on their behalf.	Consumer Survey	%
		The proportion of people whose basic rights are respected by others.	Consumer Survey	
		The proportion of people who have participated in activities of self-advocacy groups or other groups that address rights.	Consumer Survey	
		The proportion of people who report satisfaction with the amount of privacy they have.	Consumer Survey	
		The proportions of people indicating that most support staff treat them with respect.	Consumer Survey	

DOMAIN: STAFF STABILITY AND COMPETENCE		Overview: These indicators concern provider staff stability and competence of direct contact staff.		
SUBDOMAIN		INDICATOR	DATA SOURCE	TARGET
<b>Staff Stability</b>		The crude separation rate, defined as the proportion of direct contact staff separated in the past year.	Provider Survey	
		Average length of service for all direct contact staff that separated in the past year, and for all currently employed direct contact staff.	Provider Survey	
		The vacancy rate, defined as the proportion of direct contact positions that were vacant as of a specified date.	Provider Survey	

DOMAIN:  FAMILY INDICATORS		Overview: The family indicators concern how well the public system assists children and adults with developmental disabilities, and their families, to exercise choice and control in their decision-making, participate in their communities, and maintain family relationships. Additional indicators probe how satisfied families are with services and supports they receive, and how supports have affected their lives.		
SUBDOMAIN		INDICATOR	DATA SOURCE	TARGET
<b>Information and Planning</b>	The proportion of families who report they are informed about the array of existing and potential resources (including information about their family member's disability, services and supports, and public benefits), in a way that is easy to understand will be >%.	The proportion of families who report they are informed about the array of existing and potential resources (including information about their family member's disability, services and supports, and public benefits), in a way that is easy to understand.	Family Survey	%
	The proportion of families who report they have the information needed to skillfully plan for their services and supports will be >%.	The proportion of families who report they have the information needed to skillfully plan for their services and supports.	Family Surveys	%

	The proportion of families reporting that their support plan includes or reflects things that are important to them will be >%. The proportion of families reporting that their support plan includes or reflects things that are important to them.	The proportion of families reporting that their support plan includes or reflects things that are important to them.	Family Survey	%
	The proportion of families who report that staff who assist with planning are knowledgeable and respectful will be >%. The proportion of families who report that staff who assist with planning are knowledgeable and respectful.	The proportion of families who report that staff who assist with planning are knowledgeable and respectful.	Family Survey	%
	The proportion of families who report they choose, hire and manage their service/support providers will be >%. The proportion of families who report they choose, hire and manage their service/support providers.	The proportion of families who report they choose, hire and manage their service/support providers.	Family Survey	%
	The proportion of families who report that staff are respectful of their choices and decisions >%. The proportion of families who report that staff are respectful of their choices and decisions.	The proportion of families who report that staff are respectful of their choices and decisions.	Family Survey	%

SUBDOMAIN		INDICATOR	DATA SOURCE	TARGET
<b>Access &amp; Support Delivery</b>	The proportion of eligible families who report having access to an adequate array of services and supports will be >%.	The proportion of eligible families who report having access to an adequate array of services and supports.	Family Survey	%
	The proportion of families who report that services/supports are available when needed, even in a crisis will be >%.	The proportion of families who report that services/supports are available when needed, even in a crisis.	Family Survey	%
	The proportion of families who report that service and support staff/providers are available and capable of meeting family needs will be >%.	The proportion of families who report that service and support staff/providers are available and capable of meeting family needs.	Family Survey	%
		The proportion of families who report that services/supports are flexible to meet their changing needs.	Family Survey	
		The proportion of families who indicate that services/supports provided outside of the home (e.g., day/employment,	Family Survey	

		residential services) are done so in a safe and healthy environment.		
<b>Community Connections</b>	The proportion of families/family members who participate in integrated activities in their communities will be >%.	The proportion of families/family members who participate in integrated activities in their communities.	Family Survey	%
	The proportion of families who report they are supported in utilizing natural supports in their communities (e.g., family, friends, neighbors, churches, colleges, recreational services) will be >%.	The proportion of families who report they are supported in utilizing natural supports in their communities (e.g., family, friends, neighbors, churches, colleges, recreational services).	Family Survey	%
<b>Family Involvement</b>		The proportion of families/guardians of individuals not living at home who report the extent to which the system supports continuing family involvement.	Family Survey	

SUBDOMAIN		INDICATOR	DATA SOURCE	TARGET
<b>Satisfaction</b>		The proportion of families who report satisfaction with the information and supports received, and with the planning, decision-making, and grievance processes.	Family Survey	
<b>Family Outcomes</b>		The proportion of families who feel that services and supports have helped them to better care for their family member living at home.	Family Survey	

DOMAIN:		Overview: The Service and Support indicators concern how well individuals and families with developmental disabilities are supported to get quality services through assessment, planning, connections, monitoring, evaluations, advocacy, and during crisis situations. To do this, Service and Support staff need to be knowledgeable, to be adequately trained, have confidence in their abilities, and support the values held by the Ohio Department of Developmental Disabilities (ODDD).		
SERVICE AND SUPPORT ADMINISTRATION				
SUBDOMAIN		INDICATOR	DATA SOURCE	TARGET
<b>Work</b>		Time spent on eligibility	Time Measurement	

		assessments and reviews.		
		Time spent on developing service plans.	Time Measurement	
		Time spent on connections to services.	Time Measurement	
		Time spent on maintaining persons in services.	Time Measurement	
		Time spent on monitoring, review and evaluation of services.	Time Measurement	
		Time spent on assuring client health & safety beyond service provision.	Time Measurement	
		Time spent on record keeping.	Time Measurement	
		Time spent on advocacy activities.	Time Measurement	
		Number of persons contacted personally.	Time Measurement	
		Number of, and time spent on crises.	Time Measurement	
<b>Skill</b>		Proportion of SSAs who know policies & procedures	Case Manager Survey	
		Proportion of consumers who perceive SSAs as knowledgeable.	Family Survey	

	Proportion of consumers who perceive SSAs to have customer service skills.	Family Survey	
	Proportion of SSAs who feel confident in their abilities.	Case Manager Survey	
	Proportion of SSAs who are familiar with non-DD resources.	Case Manager Survey	

**Objective S:** Create an Individual Service Plan (ISP) quality review system in order to ensure quality services for individuals and demonstrate good stewardship of resources. **Person responsible: Annie Finnerty**

**Outcome Measure:** ISP quality review system will be developed and ISP compliance will improve. **To be completed by December 31, 2016.**

**Step 1:** Research, develop and make recommendations for a quality review system for ISP compliance.

**To be completed by December 31, 2015.**

**Step 2:** Implement quality review system for ISP compliance.

**To be completed by December 31, 2016.**

TYPE OF ACTION: \_\_\_ Continuing \_\_\_ Expanding X New

CLIENTS EFFECTED:

Number currently being served \_\_\_

Number on waiting list \_\_\_

RESOURCE REQUIREMENTS:

Additional Space Required..... \_\_\_ YES X NO

Additional Personnel Required..... \_\_\_ YES X NO

\_\_\_ NUMBER

COST w/ BENEFITS..... \$ \_\_\_\_\_

Additional Equipment Required..... \_\_\_ YES X NO

Cost of Additional Equipment ..... \$ \_\_\_\_\_  
     In Budget .....  YES  NO  
 Amount Budgeted \$ \_\_\_\_\_  
 Reoccurring Cost \$ \_\_\_\_\_  
 NEW REVENUE: ..... \$ \_\_\_\_\_  
 SOURCE:  
 Grants (State, Federal)..... \$ \_\_\_\_\_  
 State..... \$ \_\_\_\_\_  
 CMS Funds..... \$ \_\_\_\_\_  
 Other..... \$ \_\_\_\_\_  
**Continuing 2017**