

# 2019 Action Plan Quarterly Report 1<sup>st</sup> Quarter

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## Action Plan Statement

The Medina County Board of DD is the community resource responsible for connecting, coordinating and funding services for individuals of all ages with developmental disabilities. We help with everything from early intervention and education opportunities for children to employment and community inclusive living for adults.

### GOAL 1. INDIVIDUAL NEEDS AND SERVICES

THE MCBDD WILL STRIVE TO MEET THE NEEDS OF ALL INDIVIDUALS SERVED AND IDENTIFY THOSE THAT MAY BE SERVED.

#### Target Areas:

- Develop Transportation options to transition direct board services to private providers by December 31, 2020.
- Identify gaps in the continuum of services, i.e. senior Individuals.
- Provide the choice for services in the most integrated and safe settings appropriate to Individuals' needs.
- Provide Home and Community Based Services Waivers as funds become available.

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Target Area 1: DEVELOP TRANSPORTATION OPTIONS TO TRANSITION DIRECT BOARD SERVICES TO PRIVATE PROVIDERS BY DECEMBER 31, 2020.

Steps	Assigned	Timeframe	Progress
1. Evaluate current MCBDD status and transportation gaps in service.	Director of Transportation	January 2019	G
2. Develop recommendations to address identified gaps in service and present to the Superintendent.	Director of Transportation	March 2019	G
3. Implement recommendations to address transportation needs.	Director of Transportation	December 2019	

**Summary:**

**Step 1: In Progress.** Transportation gaps are being identified throughout the call for solutions process.

**Step2: In Progress.** As we move through the call for solutions process we will continue to identify gaps. Fleet will be downsized in phases. A fleet will be maintained for the remaining services. Continue to evaluate inventory of parts and tools as we downsize fleet and transition out of transportation for Adult Services. Options are being explored of how to maintain the fleet in the future.

Target Area 2: IDENTIFY GAPS IN THE CONTINUUM OF SERVICES, I.E. SENIOR INDIVIDUALS.

Steps	Assigned	Timeframe	Progress
1. Evaluate current provider information	Assistant Superintendent	April 2019	G

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to determine service gaps for adult individuals.			
2. Develop recommendations to address service provision gaps for adult individuals and present to the Superintendent.	Assistant Superintendent	July 2019	G

**Summary:**

**Step 1: In Progress.** All service areas being analyzed throughout the call for solutions process. Identified gaps will be addressed in the development of the recommended new Community Supports department.

**Step 2: In Progress.** Recommendations and details regarding service gaps are being developed to be supported in the new Community Supports Department. The Superintendent has been involved in the conversations and plans regarding this department.

**Target Area 3: PROVIDE THE CHOICE FOR SERVICES IN THE MOST INTEGRATED AND SAFE SETTINGS APPROPRIATE TO INDIVIDUALS' NEEDS.**

Steps	Assigned	Timeframe	Progress
1. Compile new settings data and report to the Superintendent and Board.	Director of SSA	July 2018, report quarterly ongoing	

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**Summary:**

**Step 1: Completed, (Ongoing).** We requested that a DODD Provider Compliance Reviewer come to Medina County and look at a residential setting that we were unsure if it met the site settings standard. The outcome was that DODD approved the setting and stated it met the standard.

Also, as part of the County Board Accreditation process, the reviewers completed a review of our services at MCAC and found them to be in compliance with the site setting rule at this time.

Each Call for Solutions transition will be reviewed to determine if the private provider meets the standards of the site setting rule.

#### Target Area 4: PROVIDE HOME AND COMMUNITY BASED SERVICES WAIVERS AS FUNDS BECOME AVAILABLE.

Steps	Assigned	Timeframe	Progress
1. Begin evaluating the needs of Individuals for Waiver funded services.	Director of SSA	September 2018	
2. Assess the available funds for Waiver match to determine long-term sustainability of our current match obligations but also new match obligations (additional waivers).	Director of Business	September 2018	
3. Obtain DODD approval for projected new waivers.	Director of SSA	December 2018	

**Summary:**

**Step 1: Completed.** Evaluated needs of individuals for waiver funded services and identified 20 Level 1 waivers should be requested for 2019, to maximize the use of local funds for day and NMT services. Also, identified 4 IO waivers should be requested and used for emergencies. Identified 2 individuals with high needs and requested state-funded emergency waivers for these.

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**Step 2: Completed.** The assessment of available funds for current and new match obligations was developed as a part of the 2019 budget process. The Business Office, in conjunction with the SSA department, has revised the Services Funding Policy to set funding parameters and guidelines for the use of local funding.

**Step 3: Completed.** MCBDD requested 2 IO waivers and 20 Level 1 waivers in the allocation system by the deadline set by DODD, in 2018.

## GOAL 2. NEW SERVICE DEVELOPMENT WITH A FOCUS ON COMMUNITY INCLUSION

THE MCBDD WILL COMPLY WITH ALL STATE AND FEDERAL MANDATES TO ASSIST AND GUIDE ELIGIBLE INDIVIDUALS TO REACH THEIR FULL POTENTIAL AS MEMBERS OF THEIR DESIRED SETTING WITHIN OUR COMMUNITY.

### Target Areas:

- Develop a Community Support Department dedicated to supporting community-based services, e.g. quality assurance, family/provider relations, health services, employment/connections, transportation coordination. To facilitate transition of adult day services to private providers on or before December 31, 2020.
- Provide a community-based educational program for reducing stigma and stereotyping of Individuals with developmental disabilities.
- Improve community employment results.
- Promote self-advocacy training and programming for Individuals.
- Create a designated central information portal for all Stakeholders.

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Target Area 1: DEVELOP A COMMUNITY SUPPORT DEPARTMENT DEDICATED TO SUPPORTING COMMUNITY-BASED SERVICES, E.G. QUALITY ASSURANCE, FAMILY/ PROVIDE RELATIONS, HEALTH SERVICES, EMPLOYMENT/ CONNECTIONS, TRANSPORTATION COORDINATION. TO FACILITATE TRANSITION OF ADULT DAY SERVICES TO PRIVATE PROVIDERS ON OR BEFORE DECEMBER 31, 2020.

Steps	Assigned	Timeframe	Progress
1. Develop timelines for the development and implementation of the Community Supports Department.	Director of Community Employment	October 2018	
2. Develop a framework and structure, including job descriptions, for Community Support Department.	Director of Community Employment	January 2019	G
3. Implement the framework and structure including filling positions.	Director of Community Employment	TBD	

**Summary:**

**Step 1: Completed.** The timelines were developed and presented to the Superintendent.

**Step 2: In Progress.** A draft of the Table of Organization for the Community Supports Department has been provided to the Superintendent for review. In addition, recommendations for job descriptions have been completed. The full framework, structure and organization of the Community Supports Department will be presented to the board by July of this year.

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**Target Area 2: PROVIDE A COMMUNITY-BASED EDUCATIONAL PROGRAM FOR REDUCING STIGMA AND STEREOTYPING OF INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES.**

<b>Steps</b>	<b>Assigned</b>	<b>Timeframe</b>	<b>Progress</b>
1. Review content and outreach plan of current community-based education programs.	Director of Day Services	December 2018	
2. Determine recommended educational and community awareness elements needed to increase effectiveness of program.	Director of Day Services	March 2019	G
3. Implement recommendations for updated community-based educational program.	Director of Day Services	TBD	

**Summary:**

**Step 1: Completed.** Current self advocacy and disability awareness presentations involving school districts, community groups, and businesses were evaluated to determine efficacy and costs.

**Step 2: In Progress.** Recommendations are being developed at this time as part of the new Community Supports Department.

**Target Area 3: IMPROVE COMMUNITY EMPLOYMENT RESULTS.**

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Steps	Assigned	Timeframe	Progress
1. Evaluate current challenges and barriers for individuals seeking community employment.	Director of Community Employment	March 2019	G
2. Develop and set benchmarks for improving community employment outcomes based on Individuals' needs and review quarterly.	Director of Community Employment	July 2019	
3. Develop recommendations and strategies to assist individuals in engaging in community employment and present to the Superintendent.	Director of Community Employment	December 2019	
4. Implement recommendations and strategies to improve community employment outcomes.	Director of Community Employment	January 2020 and onward	

**Summary:**

**Step 1: In Progress.** Some of the barriers for community employment that have been identified include; concerns regarding loss or reduction in benefits, available transportation especially nights and weekend, individual preferences/skills meeting current job needs in the local community, and lack of desire to leave day programs (i.e. friends, set schedule).

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Target Area 4: PROMOTE SELF-ADVOCACY TRAINING AND PROGRAMMING FOR INDIVIDUALS.

Steps	Assigned	Timeframe	Progress
1. Compile a post transition evaluation of Self Advocacy training programs.	Director of Day Services	July 2019	
2. Develop recommendations that will support and enhance self advocacy services for eligible individuals.	Director of Day Services	October 2019	
3. Implement recommended changes in self advocacy services to reflect the current and future role of the county board.	Director of Day Services	TBD	

**Summary:**

**Step 1: Pending**

Target Area 5: CREATE A DESIGNATED CENTRAL INFORMATION PORTAL FOR ALL STAKEHOLDERS.

Steps	Assigned	Timeframe	Progress
1. Evaluate need and structure of centralized information resources.	Assistant Superintendent	July 2019	
2. Develop recommendations and present to Superintendent.	Assistant Superintendent	October 2019	

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3. Implement recommendations for centralized information resource as approved.	Assistant Superintendent	TBD	
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**Summary:**

**Step 1: Pending.**

### **GOAL 3. PROVIDER ENHANCEMENT AND SUPPORT**

THE MCBDD WILL SUPPORT AND ASSIST PROVIDERS IN DEVELOPING AND PROMOTING CHOICES AND PROVIDE A VARIETY OF QUALITY SERVICES FOR ALL ELIGIBLE INDIVIDUALS.

**Target Areas:**

- Support provider competency and quality.
  - Collaborate with providers to create a plan to assist providers to recruit, retain and train direct service providers.
  - Review potential Board-provided Provider trainings for quality improvement.
- Increase the capacity of providers and service options.
  - Promote an “Employment First” policy.
  - Promote supportive technology for Individuals.
- Promote and support a provider rating system.
  - Instruct families, guardians and providers how to use Provider Guide Plus.

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Target Area 1: SUPPORT PROVIDER COMPETENCY AND QUALITY.

- COLLABORATE WITH PROVIDERS TO CREATE A PLAN TO ASSIST PROVIDERS TO RECRUIT, RETAIN AND TRAIN DIRECT SERVICE PROVIDERS.
- REVIEW POTENTIAL BOARD-PROVIDED PROVIDER TRAININGS FOR QUALITY IMPROVEMENT.

Steps	Assigned	Timeframe	Progress
1. Establish baseline regarding providers' current staffing and training needs.	Assistant Superintendent	August 2018	G
2. Develop recommendations that MCBDD may provide to support providers to recruit, retain, and train direct service professionals and present to the Superintendent.	Assistant Superintendent	December 2018	G
3. Implement recommendations identified to support providers in their efforts to recruit, retain, and train direct service professionals.	Assistant Superintendent	TBD	

**Summary:**

**Step 1: In Progress (Ongoing).** Updated information is gathered from providers on an ongoing basis.

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**Step 2: In Progress.** Information from other counties is being gathered to develop ideas and possible supports for providers. Ideas may include MCBDD developing onboarding activities that providers can access if desired. This may include background checks, medication administration training, CPR/ First aid training being completed by MCBDD. This area will be further developed under the new Community Supports department.

## Target Area 2: INCREASE THE CAPACITY OF PROVIDERS AND SERVICE OPTIONS.

- PROMOTE AN “EMPLOYMENT FIRST” POLICY.
- PROMOTE SUPPORTIVE TECHNOLOGY FOR INDIVIDUALS.

Steps	Assigned	Timeframe	Progress
1. Develop recommendations for promotion of Employment First policy and service options including supportive technology and present to the Superintendent.	Assistant Superintendent	October 2018	
2. Reference Employment First policy as an expectation in the Call for Solutions for all service areas.	Assistant Superintendent	October 2018	

### Summary:

**Step 1: Completed.** Recommendations including on-going training and awareness for supportive technology as it can be used for employment have been developed. Community employment staff

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considers supportive technology as a solution when difficulties arise at work sites. SSA's have toured and explored supportive technology in the agency's smart apartment.

**Step 2: Completed.** The Employment First Policy has been added to the call for solution process and expectation for the vocational habilitation service area.

### Target Area 3: PROMOTE AND SUPPORT A PROVIDER RATING SYSTEM.

- INSTRUCT FAMILIES, GUARDIANS AND PROVIDERS HOW TO USE PROVIDER GUIDE PLUS.

Steps	Assigned	Timeframe	Progress
1. Schedule training for stakeholders on Provider Guide Plus.	Director of HR	October 2018	
2. Encourage participation of agency providers to access and use Provider Guide Plus to promote their services.	Director of SSA	December 2018	
3. Communicate availability of Provider Guide Plus resource to stakeholders.	Community Relations Coordinator	December 2018	
4. Evaluate local awareness and usage of Provider Guide Plus and update communication strategies, if necessary.	Community Relations Coordinator	March 2019	G

**Summary:**

**Step 1: Completed.** All stakeholders have been offered training on the use of Provider Guide Plus.

**Step 2: Completed.** A training session was held for providers to encourage their participation in using the Provider Guide Plus. SSA continues to encourage providers to use the site.

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**Step 3: Completed.** Training session for individuals, families, guardians and providers were conducted. Sessions were videotaped and made available for stakeholders. On-going social media and email campaigns continue to be developed and utilized to communicate Provider Guide Plus resources. Printed materials have been developed for use within the SSA office. Resources have been added to website.

**Step 4: In Progress:** The survey is in the April stakeholder newsletter and results are expected in early May, 2019. Upon receipt of survey results, communication strategies will be updated if necessary.

#### GOAL 4. COMMUNICATION – INTERNAL/EXTERNAL

THE MCBDD IS COMMITTED TO FOSTERING A COMMUNICATION SYSTEM THAT CREATES TRUST AND BUILDS AWARENESS, RESULTING IN A PROFESSIONAL, WELCOMING AND OPEN ATMOSPHERE/CULTURE FOR INDIVIDUALS SERVED, GUARDIANS, FAMILIES, VOLUNTEERS, COMMUNITY PARTNERS AND STAFF.

#### Target Areas:

- Create, publish and communicate a Transition timeline for all Individuals, stakeholders and staff by December 31, 2020.
  - Establish Transition outcomes for YEAR THREE of the Operating Plan.
  - Provide strategies to identify and support Individuals transitioning to private providers.
- Communicate to all staff and stakeholders: “how we got here, where we are, where we are going.”
- Publish a Transition process projecting impact on Individuals served and future staffing needs.
- Re-evaluate communications to ensure succinctness and effectiveness over quantity.
- Develop Levy Communication Plan for 2019.

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- Establish an effective, two-way internal communication process, e.g. Staff – Administration.
- Develop outreach plan to stakeholders to make them aware of MCBDD services, i.e. early intervention services.

Target Area 1: CREATE, PUBLISH AND COMMUNICATE A TRANSITION PLAN FOR ALL INDIVIDUALS, STAKEHOLDERS AND STAFF BY DECEMBER 31, 2020.

- ESTABLISH TRANSITION OUTCOMES FOR YEAR THREE OF THE OPERATING PLAN. PROVIDE STRATEGIES TO IDENTIFY AND SUPPORT INDIVIDUALS TRANSITIONING TO PRIVATE PROVIDERS.

Steps	Assigned	Timeframe	Progress
1. Propose possible Transition Timeline for Adult Services and Transportation services to Board.	Superintendent	June 2018	
2. Board reviews timeline and request additional information as needed.	Superintendent	June 2018	
3. Board approves proposed Transition Timeline.	Superintendent	July 2018	
4. Transition Timeline publish is finalized and ready for distribution to stakeholders.	Superintendent	July 2018	
5. Distribute Transition Timeline to all stakeholders using a	Superintendent	August 2018	

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variety of methods.			
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**Summary:**

**Steps 1-5: Completed.** The transition timeline has been presented to the board and the board has reviewed and approved the timeline. The transition timeline was finalized and published for stakeholders. The transition timeline is part of the strategic plan and has been presented at a provider meeting. It was also distributed via an email blast.

**Target Area 2: COMMUNICATE TO ALL STAFF AND STAKEHOLDERS, "HOW WE GOT HERE, WHERE WE ARE, WHERE WE ARE GOING."**

Steps	Assigned	Timeframe	Progress
1. Present to the Board a summary.	Superintendent	September 2018	
2. Distribute to community the statement by newsletter, email, and press release.	Superintendent	September 2018	
3. Review statement with levy planning committee.	Superintendent	October 2018	

**Summary:**

**Step 1-3: Completed.** All information was presented to the Board and distributed to the levy planning committee as well as stakeholders.

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**Target Area 3: PUBLISH A TRANSITION PROCESS PROJECTING IMPACT ON INDIVIDUALS AND FUTURE STAFFING NEEDS.**

<b>Steps</b>	<b>Assigned</b>	<b>Timeframe</b>	<b>Progress</b>
1. Meet with Board and provide specific numbers of Individuals served by MCBDD Adult Services and Transportation departments who will be affected by the transition to private providers.	Assistant Superintendent	June 2018	
2. Communicate Adult Day Services Transition timeline to stakeholders.	Community Relations Coordinator	July 2018	
3. Publish and distribute Adult Day Services and Transportation transition timelines to stakeholders.	Community Relations Coordinator	July 2018	

**Summary:**

**Step 1: Completed: The Board was provided with the specific numbers of individuals that will be affected by the transition to private providers.**

**Step 2: Completed: A timeline outlining the Adult Day and Transportation service transition was developed based on the Agency Strategic Plan.**

**Step 3: Completed: The timeline is available on our website and is also being presented and distributed to various stakeholder groups as opportunities arise. The timeline is available through our website.**

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**Target Area 4: RE-EVALUATE COMMUNICATIONS TO ENSURE SUCCINCTNESS AND EFFECTIVENESS OVER QUANTITY.**

Steps	Assigned	Timeframe	Progress
1. Gather data on from various sources on 2018 communication efforts and engagement.	Community Relations Coordinator	December 2018	
2. Create communication survey to gather input from stakeholders.	Community Relations Coordinator	March 2019	
3. Evaluate communication data and survey responses.	Community Relations Coordinator	June 2019	G
4. Recommend changes or additions for communication efforts and present recommendations to the Superintendent.	Community Relations Coordinator	August 2019	

**Summary:**

**Step 1: Completed:** Reports detailing social media, e-mail marketing, website usage, community engagement events have been compiled to be analyzed for future communication strategies.

**Step 2: Completed:** Survey for input from stakeholder groups has been developed.

**Step 3: In Progress:** The Medina County Poll is currently be conducted and when completed, the communication plan will be updated if needed.

**Target Area 5: DEVELOP LEVY COMMUNICATION PLAN FOR 2019.**

Steps	Assigned	Timeframe	Progress
1. Gather various information about a potential 2019 levy request.	Community Relations Coordinator	September 2018	

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2. Develop supporting strategies for levy request.	Community Relations Coordinator	November 2018	
3. Develop Levy Communication Plan with engagement levels and timelines.	Community Relations Coordinator	January 2019	
4. Implement Levy Communication Plan	Community Relations Coordinator	March 2019	G

**Summary:**

**Step 1: Completed:** Preliminary information about 2019 levy request has been gathered, including potential support, talking points, communication trends, ballot request options and preferences, funding impact, agency growth data, etc.

**Step 2: Completed:** Methods for education of levy request developed as part of yearly Public Relations efforts, including print, social media and increased community engagement opportunities.

**Step 3: Completed:** The recommendations for the levy communication plan will be presented to the levy committee.

**4. In Progress:** The levy communication plan will be implemented no later than June 2019.

**Target Area 6: ESTABLISH AN EFFECTIVE, TWO-WAY INTERNAL COMMUNICATION PROCESS, I.E. STAFF -ADMINISTRATION.**

Steps	Assigned	Timeframe	Progress
1. Measure effectiveness of current communication process through utilization of focus groups and the annual staff satisfaction survey.	Director of HR	March 2019	
2. Develop and submit recommendations based on staff feedback to	Director of HR	May 2019	

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Superintendent for approval.			
3. Implement recommendations as approved to improve internal communication.	Director of HR	June 2019	

**Summary:**

**Step 1: Completed.** The staff satisfaction survey was completed in March. Results are being tabulated and reviewed by the Employee Resource Committee. Results of the survey and recommendations will be shared with the Board no later than the end of May.

Target Area 7: DEVELOP OUTREACH TO STAKEHOLDERS TO MAKE THEM AWARE OF MCBDD SERVICES, I.E. EARLY INTERVENTION SERVICES.

Steps	Assigned	Timeframe	Progress
1. Gather and review future funding projections and previous stakeholder engagement data.	Community Relations Coordinator	August 2018	
2. Develop communication and marketing strategies and materials to target key community influencers and stakeholders.	Community Relations Coordinator	November 2018	
3. Implement communication and marketing strategies and distribute materials.	Community Relations Coordinator	January 2019	G

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4. Evaluate outreach efforts and make recommendations, as needed.	Community Relations Coordinator	June 2019	
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#### Summary:

**Step 1: Completed:** Early Intervention funding availability and budgeting were developed and confirmed. Previous stakeholder data was reviewed.

**Step 2: Completed:** Gant chart detailing marketing strategies for targeted stakeholder groups has been developed.

**Step 3: In Progress:** Per the developed Gant chart, communication and marketing materials are being distributed and this occurs through June, 2019.

## GOAL 5. ACCOUNTABILITY – FISCAL AND OTHER RESOURCES

THE MCBDD WILL DEMONSTRATE EXCEPTIONAL ACCOUNTABILITY IN ALL OPERATIONS AND FISCAL MANAGEMENT.

#### Target Areas:

- Develop a dashboard of fiscal indicators that may be used by internal and external stakeholders.
- Communicate fiscal responsibility and stewardship with all stakeholders periodically.
- Project and develop a Community Usage Plan for Board facilities.

Target Area 1: DEVELOP A DASHBOARD OF FISCAL INDICATORS THAT MAY BE USED BY INTERNAL AND EXTERNAL STAKEHOLDERS.

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Steps	Assigned	Timeframe	Progress
1. Establish/select indicators on which to report.	Director of Business	October 2018	Black
2. Create dashboard reflecting the fiscal indicators determined above and a process for updating stakeholders.	Director of Business	January 2019	
3. Provide quarterly updates to the Board as well as the location (e.g. website) for stakeholders.	Director of Business	Quarterly	G

#### Summary:

**Step 1: Completed.** Indicators were established December 2018. Indicators include projected waivers to waivers enrolled, quarterly revenue and expenditures – on target/under/over, and quarterly match – local responsibility and provider expenses.

**Step 2: Completed.** Dashboard/infograph has been developed with the assistance of the Community Relations Coordinator.

**Step 3: In Progress.** Dashboard/infograph will be shared with the Board at the April board meeting. We will also communicate at this time how else we will be communicating and sharing this information.

#### Target Area 2: COMMUNICATE FISCAL RESPONSIBILITY AND STEWARDSHIP WITH ALL STAKEHOLDERS PERIODICALLY.

Steps	Assigned	Timeframe	Progress
1. Determine ways and methods to communicate how the agency shows fiscal responsibility.	Director of Business	January 2019, quarterly	G

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**Summary:**

**Step 1: In Progress.** This information will be share and target area will be completed at the April board meeting.

### Target Area 3: PROJECT AND DEVELOP A COMMUNITY USAGE PLAN FOR BOARD FACILITIES.

Steps	Assigned	Timeframe	Progress
1. Determine agency's available space and future need for space at MCAC.	Director of Operations	January 2019	G
2. Determine provider agencies and community's potential needs for space at MCAC.	Director of Operations	October 2019	G
3. Provide recommendations reviewed by the Facilities Committee to the Superintendent.	Director of Operations	January 2020	G
4. Implement recommendations as approved by the Superintendent and/or the Board.	Director of Operations	January 2020, onward	

**Summary:**

**Step 1: Completed (Ongoing).** The County has expressed interest in taking possession of the Bus Garage in 2021. Vocational area of the work center floor will be leased to MidWest starting May 13. The remaining MCBDD day habilitation at MCAC is The ISO group and the STEP program is currently being served at Montville. The STEP program will be relocating the MCAC in the fall. This number will be reflected in the June and July board reports.

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**Step 2: In Progress.** The gym is currently rented every night to outside organizations or Special Olympics. Rooms are also rented at least weekly to outside organizations. Currently, Windfall Industries, ViaQuest, Catholic Charity, Cornerstone and MidWest utilizes space for services to individuals and families. We continue to receive requests from community members to rent both rooms and the gym.

**STEP 3: In Progress.** As Step 1 And 2 progress on target we will be on track for recommendation in 2020.

## GOAL 6. ACCOUNTABILITY – PROGRAM AND SERVICES OUTCOMES

THE MCBDD WILL CONTINUALLY REVIEW AND REPORT ON CURRENT SERVICES AND THEIR OUTCOMES, QUALITY, TIMELINESS, AND EFFECTIVENESS.

### Target Areas:

- Evaluate the need of Individuals on wait lists.
- Establish a service expectations matrix for all internally provided services.
- Establish a Vision Plan for all children’s services.

### Target Area 1: EVALUATE THE NEED OF INDIVIDUALS ON WAIT LISTS.

Steps	Assigned	Timeframe	Progress
1. Examine Waiting List Rule impact on individuals and report to the Superintendent and Board.	Director of SSA	September 2018	
2. Begin assessing Individuals on wait list per the Waiting List Rule.	Director of SSA	September 2018 and continue ongoing through December 2020	G

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3. Establish current needs wait list and report to the Superintendent and Board.	Director of SSA	December 2020	G
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**Summary:**

**Step 1: Completed.** Waiting list rule changes were examined and reported to the Board in September 2018. Initial impact resulted in 83 individuals being removed from the waiting list, (30 residing in ICF, 12 who have IO waivers, and 41 out of county).

**Step 2: Completed (Ongoing).** The assessment of individuals on the transitional waiting list has begun and in the month of September, 21 assessments were completed.

**Step 3: In Progress (Ongoing).** Each month updated numbers are provided in the board report. We also began using the Wait List Assessment module in Gate Keeper, which is providing a more efficient and effective manner to track not only immediate needs, current needs, but also the number of criteria met by the person for a current need.

**Target Area 2: ESTABLISH A SERVICE EXPECTATIONS MATRIX FOR ALL INTERNALLY PROVIDED SERVICES.**

Steps	Assigned	Timeframe	Progress
1. Evaluate current service expectations and outcomes for all internally provided services.	Assistant Superintendent	October 2018	
2. Develop recommendations for performance outcomes for each area of MCBDD.	Assistant Superintendent	January 2019	G
3. Implement identified performance outcomes and communicate performance outcomes	Assistant Superintendent	June 2019	

Color Coding: Green = objective on track, in progress (G) Black = no further action needed, completed Yellow = concern (C) Red= serious concerns, objective not completed (S) Blue = on hold but expected to complete (H) White = objective not yet implemented (NI)

to stakeholders.			
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**Summary:**

**Step 1: In Progress.** Service expectations and outcomes are evaluated for all departments.

**Step 2: In Progress.** Recommendations are continuing to be developed at this time and implementation for June is on target.

**Target Area 3: ESTABLISH A VISION PLAN FOR ALL CHILDREN'S SERVICES.**

Steps	Assigned	Timeframe	Progress
1. Evaluate current Children's Services programs (Early Intervention, Preschool, School, Therapies).	Director of Children's Services	September 2018	
2. Fiscal evaluation of Children's Services current plan to determine ongoing fiscal needs.	Director of Business	October 2018	
3. Provide recommendations to Superintendent regarding future planning.	Director of Children's Services	November 2018	
4. With Superintendent's and Director of Business's input, develop and publish plan for service options and fiscal support of Children's Services.	Director of Children's Services	February 2019	

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### Summary:

**Step 1: Completed.** Evaluation of current children's programs' status is complete. Fiscal concerns are in the process of discussion with Superintendent, Director of Business and Director of Children's Services. Recommendations to address fiscal concerns will be forthcoming. All programs functioning well, adequately staffed, and meeting compliance requirements for Ohio Department of Education and the Department of Developmental Disabilities.

**Step 2: Completed.** Initial meeting with Director of Business, Superintendent and Director of Children's services occurred on 10/2/18. Superintendent (JB) discussed with Medina County School Superintendent's that MCBDD may begin charging districts tuition. A plan needs to be developed for this process. A 5-year fiscal plan has been developed.

**Step 3: Completed.** Recommendations were shared with Jon Bluebond. The Children's Services Director has met with Superintendent Stacey Maleckar to share recommendations.

**Step 4: Completed:** Stacey Maleckar met with Districts' Superintendents, Carey Bates met with Districts' Treasurers, and Kaye Stanley-Bryson met with Districts' Special Education Directors to discuss the plan for Sustaining Windfall School. Carey Bates and Jeramee Caraballo have also worked with Director and EI Coordinator to plan implementation of changing over Title XX billing Transportation to Early Intervention. EI Staff are beginning necessary changes to the IFSP process to reflect Title XX requirements immediately.

## GOAL 7. STAFF DEVELOPMENT AND SKILL SUSTAINABILITY

THE MCBDD IS DEDICATED TO DEVELOPING OPPORTUNITIES TO EQUIP STAFF WITH SKILLS TO EFFECTIVELY FULFILL THE BOARD'S MISSION AND TO PREPARE THEM FOR FUTURE VOCATIONAL OPPORTUNITIES.

### Target Areas:

- Provide information relative to vocational skill development and enhancement for future employment options.

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- Review and confirm present SSA training for consistency, performance/knowledge expectations and customer service skills.
- Promote a supportive culture throughout the organization.

Target Area 1: PROVIDE INFORMATION RELATIVE TO VOCATIONAL SKILL DEVELOPMENT AND ENHANCEMENT FOR FUTURE EMPLOYMENT OPTIONS.

Steps	Assigned	Timeframe	Progress
1. Complete a job analysis focusing on future job responsibilities and skill requirements.	Director of HR	July 2018	
2. Revise job descriptions and submit to Superintendent for final approval.	Director of HR	September 2018	
3. Develop and implement a training plan for staff with a focus on revisions to job responsibilities/requirements.	Director of HR	Ongoing	

**Summary:**

**Step 1: Completed.** New positions titles and responsibilities have been proposed and are currently being reviewed based on future planning needs.

**Step 2: Completed.** Job descriptions have been revised and submitted to the Superintendent as appropriate.

**Step 3: Completed.** Training is implemented as needed based on changes to job responsibilities/requirements.

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Target Area 2: REVIEW AND CONFIRM PRESENT SSA TRAINING FOR CONSISTENCY, PERFORMANCE/KNOWLEDGE EXPECTATIONS AND CUSTOMER SERVICE SKILLS.

Steps	Assigned	Timeframe	Progress
1. Revise job descriptions to more accurately define expectations with an emphasis on customer service skills.	Director of HR	October 2018	
2. Distribute revised job descriptions to staff and communicate all changes in responsibilities and job expectations.	Director of HR	November 2018	
3. Schedule customer service training for all SSAs.	Director of HR	January 2019	
4. Revise performance evaluations to include changes to job expectations including customer service.	Director of HR	March 2019, then annually	

**Summary:**

**Steps 1 through 4. Completed. Job descriptions and corresponding evaluations will continue to be revised as needed. Customer service is included in all job descriptions and will continue to be emphasized in job descriptions, evaluations, and incorporated into our Agency's Supportive Culture Statement and plan.**

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Target Area 3: PROMOTE A SUPPORTIVE CULTURE THROUGHOUT THE ORGANIZATION.

Steps	Assigned	Timeframe	Progress
1. Utilize resources from Good Life, Windfall Way, and the agency's Service Excellence Standards to create an Agency Culture Statement.	Director of HR	March 2019	G
2. Create a plan that promotes and incorporates the culture into the day to day operations of the agency.	Director of HR	July 2019	
3. Share the statement and implementation of the plan with the Board.	Director of HR	July 2019	
4. Share information with staff and provide training as needed for implementation.	Director of HR	October 2019	

**Summary:**

**Step 1:** Through utilization and review of numerous resources, The Employee Resource Committee (ERC) has developed a draft Agency Culture Statement.

**GOAL 8. BOARD STEWARDSHIP**

THE MEDINA COUNTY BOARD OF DD WILL ASSURE THE FAITHFUL STEWARDSHIP OF ALL PROGRAMS, SERVICES, RESOURCES AND FUNDING THROUGH THE OVERSIGHT OF THIS STRATEGIC PLAN'S IMPLEMENTATION.

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## Target Areas:

- Engage in quarterly reviews of this Plan's progress.
- Publicize annually a Strategic Plan Progress Report.
- Board members participate in trainings to enhance decision-making effectiveness: communications, leadership roles, stakeholder service, etc.

### Target Area 1: ENGAGE IN QUARTERLY REVIEWS OF THIS PLAN'S PROGRESS.

Steps	Assigned	Timeframe	Progress
1. Report on quarterly basis.	Board President	April, July, October, January	G

#### Summary:

**Step 1: In Progress (ongoing).** The 1<sup>st</sup> quarter review of the annual action plan is being provided to the Board at the April Board meeting.

### Target Area 2: PUBLICIZE ANNUALLY A STRATEGIC PLAN PROGRESS REPORT.

Steps	Assigned	Timeframe	Progress
1. Provide annual review for public dissemination.	Board	Fall 2018	G

#### Summary:

**Step 1: In Progress (ongoing).** The quarterly review will be publicly disseminated after Board review.

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Target Area 3: BOARD MEMBERS PARTICIPATE IN TRAININGS TO ENHANCE DECISION-MAKING EFFECTIVENESS: COMMUNICATIONS, LEADERSHIP ROLES, STAKEHOLDER SERVICE, ETC.

Steps	Assigned	Timeframe	Progress
1. How are we doing as a business?	Board	By July 2019	
2. Recommendations to move forward.	Board	By July 2019	
3. Implement recommendations.	Board	TBD	

**Summary:**

**Step 1: Pending.**

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