

medina county board of developmental disabilities

2022 Action Plan Year-End Summary



Helping People. Building Relationships. **TOGETHER.**

2022-2024 Strategic Plan Recap



Provider Support

FOCUS AREA 1

Foster collaborative environments which promote understanding and trust to empower providers in service provision.

Initiatives

1. Address the Direct Support Professional (DSP) workforce crisis.
2. Create a collaborative provider network.
3. Coordinate opportunities that promote a culture of excellence.
4. Address service gaps and increase provider capacity.

Transitions

Enhance connections and resources for individuals and families to navigate through life transitions.

FOCUS AREA 2



1. Address the gaps between eligibility benchmarks.
2. Address the school to adult transition to promote independence and self-advocacy.
3. Assist families with future planning.



FOCUS AREA 3

Community Membership

Promote a county-wide culture that gives individuals the opportunity to be active members in the community.

1. Address the need for reliable and flexible transportation options.
2. Increase housing options.
3. Increase integrated employment opportunities.
4. Promote an inclusive culture within the community while promoting self-advocacy.

FOCUS AREA 1

PROVIDER SUPPORT - Foster collaborative environments which promote understanding and trust to empower providers in service provision.

1. DSP WORKFORCE CRISIS

Work with providers to develop a recruitment plan that will benefit all agencies.

Gathered information from providers through monthly Provider Leadership Network meetings, 1:1 meetings, email and quarterly Provider Mingle events. Identified workforce gaps, availability of applicants, staff resignations, ghosting at interviews/orientation. Hosted a DSP Magnet Academy to give researched based training to current agencies. Began recruitment plan with DSP Magnet Academy as each agency has different needs for their own specific recruitment plans.

Implement a collaborative retention project that will assist current DSPs in addressing life challenges and increase overall agency staff retention rates by 10%.

Created contract with Community Action of Medina/ Wayne County for Success Coach to help DSP's with personal challenges affecting their ability to work. (Four Employment Resource Partners chose to work with MCBDD for program.) Offered Success Coach service to Independent Providers. Received about eight requests per quarter - encouraging but needs greater impact. Will provide last six months of program to all DSP's at no cost for opportunity to analyze a baseline for better future outcomes and need. Evaluation of the program will be done in 2023 to judge effectiveness. Inability to determine if provider retention rates increased by 10% due to inconsistent provider retention rate data.

Provide information relevant to DSP workforce crisis to stakeholders at least once per month.

Provided information monthly (and will continue to provide) through various channels including newsletters, social media, print media and email.

2. COLLABORATIVE PROVIDER NETWORK

Increase participation in the current Provider Leadership Network 10%.

Increased Provider Leadership Network by 10%. Sent monthly invitations to 23 agencies. Contacted at least one new provider and one non-engaged provider to increase participation.

Quarterly SSA meet and greet opportunities with providers.

Held quarterly SSA Meet and Greet events and opportunities throughout 2022. Received positive feedback from providers and SSAs for these events.

SSAs will meet with two individuals and their DSPs/ support staff at least monthly.

SSAs met with individuals and their providers. SSAs sent out appreciation post cards to staff with approximately 150 postcards being sent.

3. CULTURE OF EXCELLENCE

Work with providers to develop two new training opportunities for DSPs and front line supervisors.
Completed three new trainings including compassionate care, ADS/VH community integration services and diversity and inclusion training.

Expand DSP appreciation efforts by at least two new opportunities.

Developed two new events through the DSP Appreciation Committee for 2022. DSP Appreciation night with the Cleveland Cavaliers and DSP Day at the Zoo. Received very positive feedback for both events. DSP Day at the Zoo will be held again in 2023.

Develop an internal MCBDD culture of excellence engagement plan.

Reviewed the MCBDD Culture of Excellence and rolled out the agency culture statement at the March 2022 MCBDD staff in-service day. Implemented "Coffee with the Superintendent" for randomly selected staff. Engaged in other activities, such as "Find a Co-worker, Make a Friend" and the purchase of polo shirts and beverage mugs. Added tenets of customer service to the new employee evaluation template.

Develop a guideline for newly certified independent providers.

Created and implemented a guideline for newly certified providers.

4. PROVIDER CAPACITY

Work with providers and the AT department to develop a remote supports pilot project.
Focused Remote Support pilot project on awareness and education. Completed multiple tasks including a panel presentation and training, social media awareness, monthly education outreach and a presentation for SSA staff from a provider and individual who use remote supports. Increased individuals with Assistive Technology authorizations by 65%.

Increase the number of active providers in IES and/or career planning in Medina County by at least four.

Identified fourteen providers with interest in starting or expanding IES in Medina County. Helped providers who were new to the process or to Medina County. Identified four providers to transition individuals receiving IES in Medina County. Exceeded goal as six new providers are actively seeking referrals or providing services in Medina County.

Identify additional collaborative partnerships to prepare community providers to serve individuals with challenging behaviors.

Worked with Project Open House, four daycare providers (2 center based, 2 home based) for a pilot project to assess and support service to children with challenging behaviors. Developed and implemented a new assessment tool with the first daycare to improve their knowledge and skills. Continuing pilot project into 2023. Received a DODD "Keeping Families Together" grant specifically for multi-system youth and their families. Used funds for respite, materials and tools for families to support children in the home.

FOCUS AREA 2

TRANSITIONS - Enhance connections and resources for individuals and families to navigate through life transitions.

1. GAPS BETWEEN ELIGIBILITY BENCHMARKS

Create a process to identify and outline roles and responsibilities of the team.

Formed a committee to update the service road map to focus on creating educational information and resources for families about services and supports offered at different stages of life. Developed a script for Early Intervention staff to use when families are transitioning out of Early Intervention services.

Develop a training process for individuals, families and staff related to transitions.

Provided at least four trainings in coordination with the Community Supports Department including; Charting the Life Course, Guardianship, Remote Supports, Housing Options. Developing a committee to support and develop an ongoing process.

2. SCHOOL TO ADULT TRANSITION

Evaluate current transition process and make recommendations to Superintendent of any necessary changes.

Developed a committee to evaluate current transition process. The committee developed an internal longitudinal spreadsheet for tracking students that have graduated over the past 5 years. Analyzed spreadsheet for trends and patterns with input from Transition SSAs. Identified that students with higher needs may be a gap area which needs to be addressed. Preparing to survey local school districts in 2023, to determine what they identify as gaps.

Collaborate with Ohio Center for Autism and Low Incidence (OCALI) to develop tools to support students transitioning to adulthood after graduating Windfall School.

Developed and implemented tools to help individuals, families and providers with transition of Windfall School students to adulthood. Developed a process to be implemented with each student.

Collaborate with at least two local school districts to educate transition students on self-advocacy skills.

Collaborated with four local school districts to provide advocacy education and training. Received positive feedback and reception for the Advocacy Skills Training and Trainer curriculum. Received requests for additional classroom training in these schools.

3. FUTURE PLANNING FOR FAMILIES

Evaluate the process to determine future areas of need and report a summary of findings.

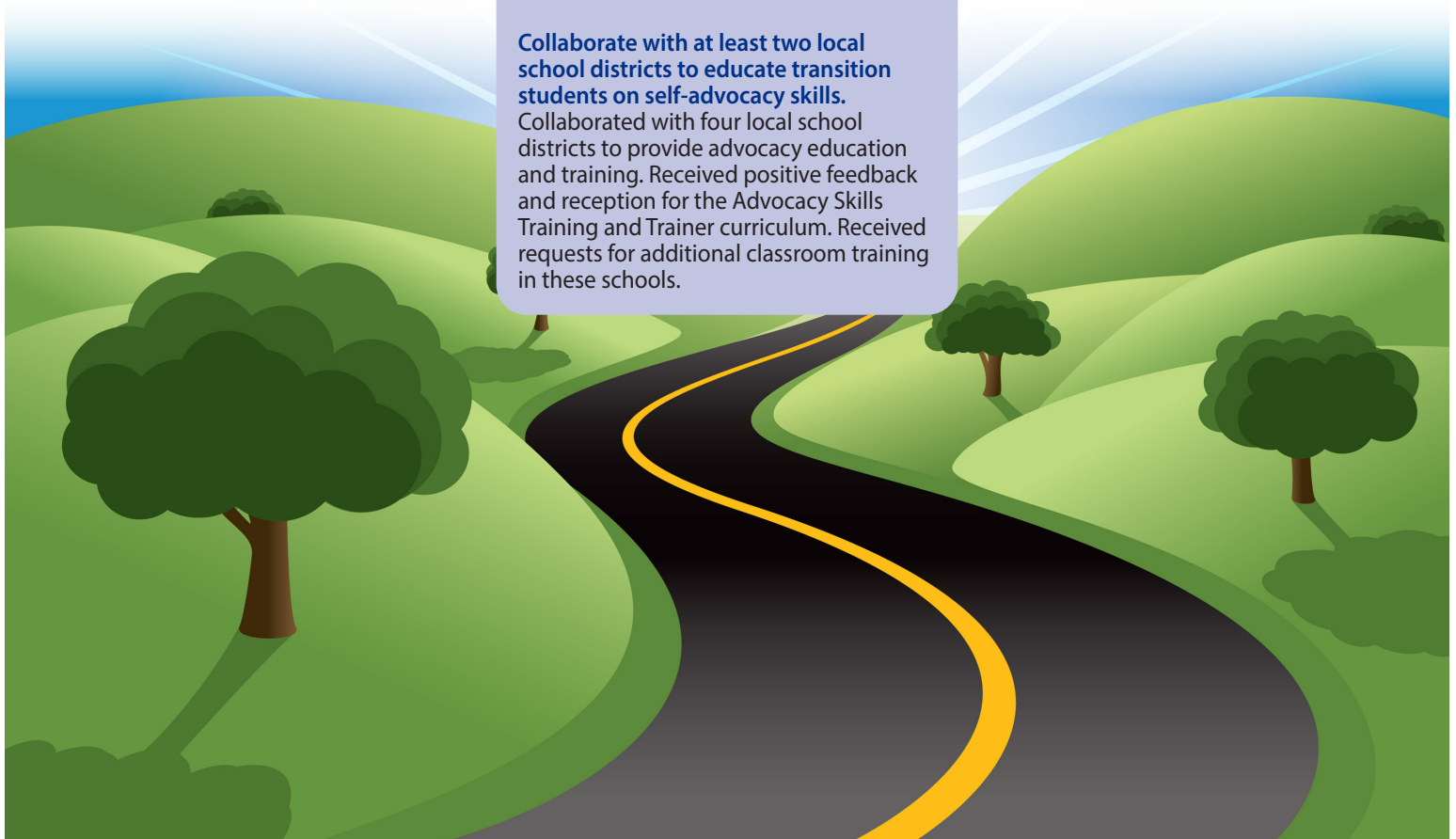
Determined areas of need and held trainings, including guardianship, transportation and housing topics. Developing a committee to focus on continued evaluation of the needs of individuals and families.

Outline annual educational series for individuals and families.

Developed an annual plan for training and education. Determined that additional specific trainings based on families newly identified needs should also be added throughout the year.

Determine available resources and evaluate accessibility.

Developed a resource tool for internal use within the SSA department with other staff having access as well. Updating the tool as resources become available or change.



FOCUS AREA 3

COMMUNITY MEMBERSHIP - Promote a county-wide culture that gives individuals the opportunity to be active members in the community.

1. TRANSPORTATION OPTIONS

Develop a process for individuals utilizing community-based transportation.

Developed a Transportation Committee to create a process for SSAs to help individuals using community-based transportation. Implemented process within the SSA department.

Research viability of alternative transportation and funding.

Researched multiple programs developed and implemented by County Boards around the state. Looking at developing a partnership with an agency to create a new local transportation option. Implemented the new Self-Directed Transportation funding opportunity.

2. HOUSING OPTIONS

Analyze housing for sustainability, availability and type.

Analyzed current housing options and created a listing of affordable housing options within the county. Helped individuals with applying for the Housing Choice voucher.

Analyze and summarize future housing needs.

Completed a survey of individuals over the age of 18 to assess future housing plans. The survey identified person's interest in moving out immediately, within 6-12 months or 1-3 years with results helping SSAs to better assist in individuals' transition.

Develop an annual process to assess the housing needs of individuals.

Created a housing assessment to be used annually by SSAs. Data to be compared each year to determine housing needs and if housing processes need amended.

3. INTEGRATED EMPLOYMENT OPPORTUNITIES

Partner with IES providers to transition waiver funded follow along services.

Successfully completed the Call for Solutions process for IES. Identified four providers regionally to serve individuals receiving IES services. Transitioned all IES individuals to IES providers.

Develop a process to track a person's progress on the path to employment for individuals who have identified an interest in community employment.

Began implementing the new Brittco software system with the ability to run reports to display a person's path to employment. Planning implementation of a process for SSAs to review the path to employment when the new Brittco system is fully implemented.

Increase provider membership in the employment collaborative.

Welcomed four new community employment provider members and one local agency provider to the Employment Collaborative meetings. The Collaborative currently has 27 members including many Medina County public agencies.

4. INCLUSIVE CULTURE

Partner with providers to develop a program to connect individuals to community recreational and volunteer activities.

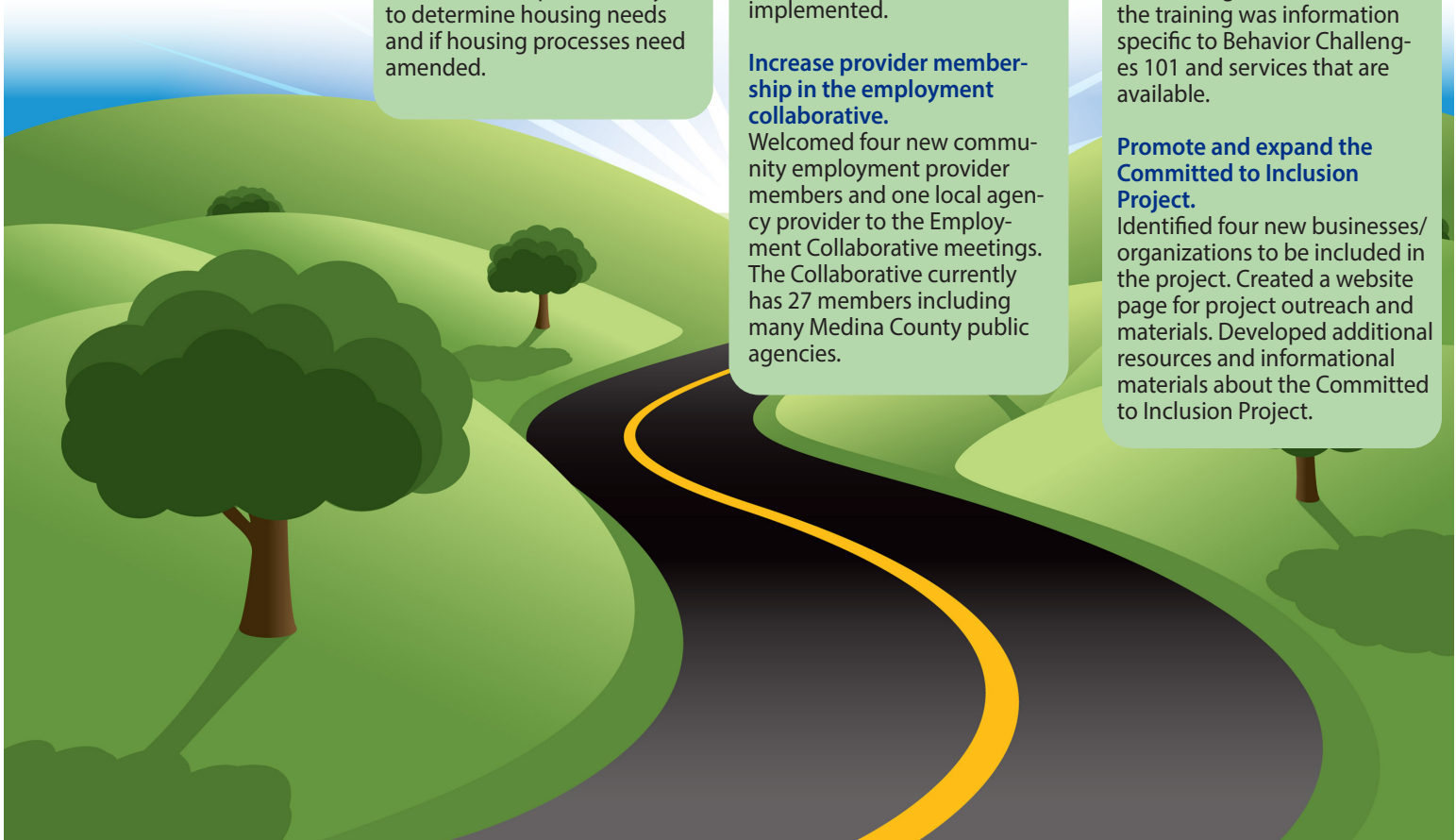
Researched multiple County Boards and their community recreational activities and found counties have taken a varied approach in developing community activities. Discovered challenges for many providers in expanding recreational activities due to workforce crisis. This strategy will continue in the 2023 Action Plan.

Create at least two education opportunities for internal and external stakeholders on behavioral health services and how to access them.

Held two trainings including a presentation to a parent support group and to OHIO Rise case managers. Included in the training was information specific to Behavior Challenges 101 and services that are available.

Promote and expand the Committed to Inclusion Project.

Identified four new businesses/organizations to be included in the project. Created a website page for project outreach and materials. Developed additional resources and informational materials about the Committed to Inclusion Project.



2023 Management Team

Stacey Maleckar, Superintendent
Annie Finnerty, Assistant Superintendent
Carey Bates, Director of Business
Sabrina Johnson, Director of Service and Support Administration
Diana Davis, Director of Human Resources
Pam Hunt, Director of Community Development
Ed Dryer, Director of Community Services
Celeste Bajorek, Director of Children's Services
Bobby Richards, Director of Facilities and Technology
Shannon Lees, Executive Administrator
Patti Hetkey, Community Relations Manager



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