

medina county board of developmental disabilities

# 2023 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.

## Transitions

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

**FOCUS AREA 2**



**FOCUS AREA 3**

## Community Membership

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

## 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.

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.

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

**Collaborate with at least two school districts on Direct Support Professional (DSP) Career Path Curriculum.**

DSP-U has been implemented as a partnership with the Medina County Career Center. Black River High School has been approached and is interested in implementing DSP-U in the 2024/2025 school year.

**Develop one new retention support opportunity for providers.**

After gathering feedback and information from local providers and other county boards, a new DSP Recruitment and Retention Program has been developed and will be implemented in 2024. Areas of support include free trainings such as CPR and First Aid, new employee training reimbursement, screening of applicants, career fairs and marketing materials. Six provider agencies have chosen to participate in the program.

**Evaluate and make recommendations for Employee Support Network (ESN) Success Coach Program.**

After analyzing the ESN Success Coach Program for effectiveness and value, the decision was made to restructure the program into the DSP Recruitment and Retention Program. This will allow Success Coaches to be located within provider agencies instead of an outside third party.

## 2. COLLABORATIVE PROVIDER NETWORK

**Develop a recruitment advisory group as a follow up to the DSP Magnet Academy.**

The recruitment advisory group was developed. Out of recommendations from this group, strategies will be utilized in the new DSP Recruitment and Retention program.

**Continue Service and Support Administration (SSA) and Provider Mingles with specific agenda topics to build collaboration.**

The SSA and Provider Mingles were held quarterly at various locations including local provider sites. Various topics were presented including: Free Choice of Provider, Billing Authorizations, Positive Behavior Supports and Community Integration. The attendance included a total of 164 SSAs and providers. They will continue in 2024.

**Create and maintain effective relationships by SSAs sending an average of 120 postcards per month to providers.**

SSAs continued to send postcards throughout the year to acknowledge and thank the DSPs; though they did find they were repeating information. SSAs did receive feedback that providers have appreciated receiving the cards and the process will continue.

## 3. CULTURE OF EXCELLENCE

**Develop at least two provider agency front-line supervisor trainings.**

Four topic areas have been identified for front line supervisory training. Trainings will be implemented in 2024.

They will include:

- Professionalism and Self-Development for Supervisors
- Enhancing Personal and Professional Relationships on the Team
- Elements of Effective Team Communication
- Skills Required to Guide, Manage and Monitor a Team

**Expand DSP appreciation efforts by at least one new opportunity.**

Three DSP appreciation events were completed in 2023. They included an event at the Cleveland Zoo, cards and cookies sent to all DSPs in the county and gift baskets provided to agencies to raffle off for DSP Appreciation Month. The DSP monthly spotlight continued in 2023 as well.

**Implement at least three staff trainings/activities that focus on the culture statement and customer services.**

Multiple staff trainings/activities have been implemented. They include the following: Staff Summer Kick-Off with team building activities; DEI training during October in-service day; Management DISC/communication training Management Emotional Intelligence training. The SSA Department had various trainings with emphasis on communication.

**Update Provider Website.**

The updated provider website was completed by the end of December 2023. The site contains an updated look, navigation and information about current provider support programs, training, and certification. Additional information will be added in 2024.

## 4. PROVIDER CAPACITY

**Develop an incentive opportunity for providers to increase the use of remote support monitoring.**

It was determined that a financial incentive to providers would not have been effective to increase remote support use. The primary barrier is the comfort level of use for individuals and families. A promotional campaign with general information and introduction of remote support was conducted in Fall 2023.

**Increase referrals and active providers for career planning services.**

A total of eight providers have been trained in Discovery and other career planning services. Increased total number of referrals for career planning from one to nine referrals.

**Implement a collaborative process with behavioral health providers to serve individuals with challenging behaviors.**

Due to receiving the "Keeping Families Together (KFT)" grant, which focused on supporting individuals with challenging behaviors, a trained behavior team will work alongside a direct support professional to assist in stabilizing an individual in their 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 determine needed resources for children transitioning from Early Intervention (EI) to County Board eligibility.**

Process completed for Early Intervention Services transition including a new road map being created. SSA and EI staff were trained on how to discuss the road map.

**Update MCBDD service information materials to be given to families at eligibility benchmark transitions**

Eligibility resources are up to date on the website. Videos to assist families with the expectation of transitioning will be developed in 2024.

**Develop and implement a process to ensure families receive MCBDD information and materials at eligibility benchmark transitions.**

A process was developed including a letter that is sent to families shortly before the child's 3rd birthday. The MCBDD staff then discuss at a family meeting, the letter and provide a flier that discusses the eligibility process for children age 3-5.

## 2. SCHOOL TO ADULT TRANSITION

**Continue evaluation of the current transition process.**

Surveys were sent to school districts. The largest gap was for individuals with higher needs. A spreadsheet was developed to track students that are transitioning from school. The spreadsheet includes what services were obtained in the last year and will follow them and their services for 5 years. Met with other county board to research transition programs to determine what may work in Medina County before and after high school.

**Implement a collaborative process to support graduating students in preparation for transition to adult options.**

A tool was developed to identify needs to access multidisciplinary supports to aid in transition to adult programming. SSAs will use this tool in the process of transition.

**Present the new leadership curriculum opportunity to current transition students receiving advocacy training in at least two schools.**

Advocacy training was completed at the Medina County Career Center and Black River schools.

## 3. FUTURE PLANNING FOR FAMILIES

**Create Multidisciplinary Training and Resource Committee to analyze, evaluate, and recommend training opportunities which focus on transition, future planning, and annual training needs.**

The committee has been created and a vision and goal for the committee was developed. The committee will meet monthly to review all agency trainings and to make recommendations for changes and future trainings.

**Develop a QR code for input, feedback, and recommended trainings.**

The feedback form and QR code were created and implemented. Analytics will provide data related to QR code usage.



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

## AREA 3

### 1. TRANSPORTATION OPTIONS

Transition individuals who access Medina County Public Transit (MCPT) as a non-medical transportation provider by the end of 2023.

The transition of individuals has started and will be completed by February 2024.

**Develop a partnership with an area agency to propose a new transportation project in Medina County.**

There have been ongoing barriers to developing a partnership and no partnership has occurred. Transportation continues to be a need and challenging. Ideas will continue to be developed in 2024.

### 2. HOUSING OPTIONS

**Formalize a process for identifying capital housing needs and acquisitions.**

Guidelines have been created. SSA Manager will survey SSAs each year to gather data to determine housing needs. The Board will be presented with the data in the 2nd quarter of the year. This annual assessment will help plan future housing needs.

**Develop a one-page educational profile on the benefits of renting to people with intellectual and developmental disabilities.**

The one-page education flyer was created. It was shared with the Housing Network agencies so that they could provide it to landlords. It is also posted on the MCBDD website.

**Develop and implement an assessment for matching potential roommate selection.**

A roommate matching tool has been developed and implemented. It will assist individuals and SSAs when searching for housing options. The Ombudsman has received it as a resource also. Guidelines were created to support SSA usage.

### 3. INTEGRATED EMPLOYMENT OPPORTUNITIES

**Develop a training program for providers for community employment services.**

Training was developed and given to providers in the areas of job development, community-based assessments and OOD. Powerpoint presentations were also created for job training, career exploration and individual employment supports.

**Develop a process to monitor a person's progress on the path to employment.**

The process is the Employment Navigator will monitor and update Path to Employment for individuals in Britto. They will contact the SSA for individuals on Path 2 and attend the annual meeting as needed.

**Participate in two events with the Medina County Employment Collaborative to engage the business community.**

The Medina County Employment Collaborative participated in two events as a part of National Disability Employment Awareness Month. One event was with the Regional Employment Collaborative and one was with Summit County DD.

### 4. INCLUSIVE CULTURE

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

Information was gathered from providers and other county boards regarding inclusive community activities. No program with providers was developed at this time. The strategy will expand in 2024 to organizations outside of providers.

**Collaborate with the Early Childhood Resource Center to support child care providers to enroll and continue to support children with developmental disabilities.**

Project Open House created a pilot project with two center-based care providers and two home-based providers. Staff from each of the organizations spent the day at Windfall Preschool to learn about working with children with special needs.

**Identify three new community partners for Committed to Inclusion Project.**

Three community partners were identified and one promotional video was completed.

**Implement the Advocacy Leadership Program**

Four individuals participated in the inaugural class of the Advocacy Leadership Program in 2023. It was a great success. The program will be ongoing yearly.

**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

Ed Dryer, Director of Community Supports and Development

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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# TOGETHER