

Strategic Plan Progress Report

Goal #1: Maintain a commitment to residents of Muskingum County to ensure quality services and supports and ensure good communication with the community.

Objectives

Action Steps

A.	Open and transparent board that values input by utilizing a survey to gather information to ensure we are meeting the needs of our stakeholders. (By November 2021)	Conduct stakeholder surveys to include individuals, families, providers, staff and the community
<p>Director of Administrative Services: 1st Quarter Update:</p> <ul style="list-style-type: none"> The survey is currently under development and has been reviewed and sent back to Mid-East Ohio Regional Council (MEORC) for completion. We are planning on deploying the survey in September to stakeholders. 		
B.	Intentional monitoring of services for individuals with developmental disabilities through consistent and demonstrated actions. (Monthly)	Action steps should include outcome monitoring and frequency of face-to-face contacts.
<p>Community Support & Specialized Services: 1st Quarter Update:</p> <ul style="list-style-type: none"> Outcome reviews are tracked regularly. In 2020, we had staff turn in Outcome Reviews to the Admin. Secretary. This is ensured reviews are conducted. With COVID reviews were not as robust. We have encouraged SSAs to look at Action Steps and change them if needed to ensure progress or appropriateness of the outcome. Face to Face Contact has increased as COVID worries have lessened and staff and people served have gotten vaccinated. 		
C.	Be an organization that is fiscally responsible while being visionary, innovated, and committed to the core principal of Person Centered Planning and Self-Determination. (Quarterly)	All new staff are trained in Person Centered Thinking. At least two self-advocates are sent to state-wide training.
<p>Director of Human Resources, Community Support, Early Intervention, Starlight School, Maintenance, Transportation: 1st Quarter Update:</p> <ul style="list-style-type: none"> Person centered training was completed with all Starlight School staff on the 2-22-21 Professional Day. 		

<ul style="list-style-type: none"> • We are planning Early Intervention (EI) staff to be refreshed on person centered thinking over the summer. Our Individual Family Service Plan outcomes are developed to be family centered and reflect the priorities of that family. • The Person Centered Thinking training has been added to the New Hire Orientation form to ensure the training is completed within the first 90 days of employment. • Service & Support Administrators (SSA) are trained at least monthly on Person Centered Thinking (PCT) topics. Providers are getting training in annual PCT training provided monthly offered by MCBDD. An empathy and special PCT training was developed this quarter. The Major Unusual Incident (MUI) team is taking it on the road to meet with providers and it was given in staff meeting 3/25/21. • The Transportation Department did online person centered thinking training, and in person classes with the Employment Navigator. They are Continuing Good Life with Community Coordinators. • The Employment Navigator has provided training to Community Services and Transportation staff. Topics were Unconscious Bias, Difficult Conversations, Good Outcomes, and Telling People’s Stories. Also train providers and new staff on Inclusion. 		
D.	Review and update all promotional material to ensure information is current. (Quarterly)	Gather all MCBDD promotional material and meet with said departments for accuracy and relevancy. Ensure website reflects current promotional material.
<p>Director of Administration Services, Early Intervention, Starlight School, Community Support, Transportation: 1st Quarter Update:</p> <ul style="list-style-type: none"> • Current EI promotional items are up to date at this time. • The Starlight School & Preschool Services and the Service Coordination postcards are complete and ready to be sent for print. 		
E.	Ensure providers receive an approved Individual Service Plan (ISP) 15 days prior to implementing the plan. (Monthly)	The tracking database will be used to monitor timely distribution of ISP’s. The database will be monitored closely.
<p>Community Support: 1st Quarter Update:</p> <ul style="list-style-type: none"> • We continue to track Individual Service Plans (ISP’s) to meet 15-day rule. There are no issues meeting this goal. 		
F.	Prior to the start, revised, or removal of any behavioral support strategies that include restrictive measures incorporated within a plan all Direct Support Professionals are trained. (Monthly)	Specialized Services will meet with Direct Support Professionals and provide the training necessary for them to successfully support the individual. Documentation of the training will be kept in the file and shared with the Human Rights Committee.
<p>Community Support & Specialized Services:</p>		

1st Quarter Update: <ul style="list-style-type: none"> Specialized Services (SS) meets with each team as the plan is implemented and when it changes. Three plans were discontinued and SS staff met with the teams and program coordinators. Other plans for kids were changed or discontinued and SS staff met with the Transportation Coordinator and her staff to review the changes or discontinuation of the plan. 		
G.	Outcome tracking is completed to ensure progress on individual outcomes and people are having the lives they want/choose. (As noted in plan) Secretary II staff to monitor/track the completion of outcome reviews. (Monthly) Supervisors will review progress with SSA's. (Monthly)	Expectations of staff to record outcome tracking at the frequency noted in the plan. This will be done monthly and progress for each SSA will be shared with staff. Staff are to turn outcome reviews in to the supervisors.
Community Support:		
H.	Staff will have better understanding of the MUI rule to help with plans of prevention and cause and contributing factors to ensure better outcomes from MUI's for people served. (Annually)	Staff will have MUI rule training and plan of prevention development training.
Early Intervention, Starlight School, Community Support, Maintenance, Transportation:		
1st Quarter Update: <ul style="list-style-type: none"> Starlight school staff received Haugland Behavior System training from their staff prior to the start of the school year. They receive refresher training upon request or in the event that a Major Unusual Incident has occurred. Early Intervention staff complete MUI training during regular annual trainings. Community Services staff completed Annual Intranet training and reviewed during staff meeting. Developed a survey/quiz for Community Services to determine knowledge base and training needs. MUI training for Community Services and Transportation staff-cause and contributing factor and Plan of Prevention (POP) included in this. Quarterly newsletter sent to all staff and providers. 		
I.	Ensure that any Restrictive Measure / Behavior Support Strategy is implemented in the least restrictive environment (Ongoing)	Specialized Services will work closely with the team. They will complete assessments and look for alternative methods to help support the individual. They will ensure the ISP is clear and concise on the techniques in place.
Specialized Services & Community Support:		
1st Quarter Update:		

- The Specialized Services Staff meets with each team to develop the planning for the intervention, provides training on the plan and ensures wording in each Individual Service Plan. Training is then conducted with the provider and the Direct Support Professional staff before implementation. The Specialized Services staff also ensure the plan is reviewed by the Human Rights Committee and Restrictive Measure Notification is sent to DODD.

Goal #2: Enhance access to and quality of interactions with families of children eligible for Early Intervention Services.

Objectives

Action Steps

A.	Continue to develop and expand partnership with Help Me Grow to ensure long term sustainability of the core team model. (Quarterly)	Have weekly meetings with members from the Help Me Grow program in which includes the Supervisor and two Service Coordinators. An electronic shared file will be available for all team members to review and add items to the weekly agenda and evaluation schedule.
<p>Early Intervention: 1st Quarter Update:</p> <ul style="list-style-type: none"> • The County Board EI team continues to meet weekly with the service coordinators. Team has access to files via Brittco and Google Drive. 		
B.	Foster Collaborative efforts with partner agencies in order to meet identified family support needs. (Quarterly)	Partner with the Muskingum Valley Educational Service Center and Zanesville City School District to transition children from Early Intervention (Part C) to Pre-School programming (Part B). (Quarterly)
<p>Early Intervention & Community Support: 1st Quarter Update:</p> <ul style="list-style-type: none"> • Transition is taking place as scheduled with school districts. • EI and Community Services are meeting on 4/14/21 to discuss the process for transition of EI youth to Community Services SSA. 		
C.	Extend Early Intervention Services to all children ages 3-6 who are eligible for the program. (By June 2021)	Bridge gap/transition hand off Service provision

	Ensure 1-page profiles are shared with the IEP team during transition.	
Early Intervention: 1st Quarter Update: <ul style="list-style-type: none"> • One page profiles are being completed with the family before Individual Education Plan (IEP) meeting if possible. Then it is being shared with those serving the child at conclusion of those meetings. • EI team has meeting planned for 4/14 to discuss hand-offs and what services could potentially look like for 3-6. 		
D.	Increase referrals to the Early Intervention Program. (By September 2021)	More outreach during the summer months.
Early Intervention: 1st Quarter Update: <ul style="list-style-type: none"> • Ideas have been brainstormed for outreach including summer lunch programs and parks/pools. Planning will be taking place in the coming months. 		

Goal #3: Increase the number of individuals of working-age in community employment and support our provider partners in building their job development skills.

	Objectives	Action Steps
A.	Maintain and support an employment collaborative to help build trust and maintain cooperation with employment partners. (Quarterly)	Meet with School Districts, MVESC, Opportunities for Ohioans with Disabilities, Community Employment Providers, Business Partners, Ohio Means Jobs.
Employment Navigation: 1st Quarter Update: <ul style="list-style-type: none"> • Partners chose to spend this time on training for employment staff-see F. 		
B.	Facilitate a larger event, such as a business engagement or job fair, or community life celebration. Either in person or virtually. (By October 2021)	Meet with local partner businesses to strike an interest and determine and get their input before making final decision on the event.

Employment Navigation:	
C.	<p>Help employment providers develop one-page profiles of their staff and services to help people make more informed choices. (By December 2021)</p> <p>Schedule individual and group meetings with providers and give them guidance on creating profiles. Develop profiles of staff (job developers, coaches, etc...)</p>
Employment Navigation & Director of Administrative Services:	
D.	<p>Increase the variety of employment opportunities for people, focusing on technical and professional positions to help address the growing interest in these fields.</p> <p>Collaborate with IT to create an approach. Gather data about current skills available to market. Target at least three businesses for informational interviews. Discover an assessment to accurately identify skills, and training opportunities to improve skills of interest. (Ongoing) At least 50% of businesses contacted will be in identified fields. (Monthly) Learn about post-secondary programs in the area. Identify a community partner(s) who can share knowledge, suggestions, connections in identified fields. (Ongoing) At least 12 people per year find integrated employment. (By December 2021)</p>
Employment Navigation Team:	
1st Quarter Update:	
<ul style="list-style-type: none"> • Met with Dave's Carr Care, McConnelsville/Unity Church of Nazarene, and the County commissioners to discuss employment. • Developed and sending letters with county board contact/support information to current employers. • Connected with Nicole Silver with SEAT/Mobility Manager for joining a local group of transportation planners for Muskingum County. The group (TAC-Transportation Advisory Committee) meets quarterly. Attended the meeting TAC had on 3/30/21 to learn about transportation concerns options in our county. • Researching self-employment opportunities for a person we are working with wanting to start his own business. • Restarted virtual employment classes with 2 providers. • This quarter we really focused on helping people return to their jobs after the shut down, and referring people to OOD who were not going to be called back. We have also been working on creative transportation options due to Covid's impact on this service. 	

<ul style="list-style-type: none"> • 7 new hires, 79 employed (of this number 3 people have 2 jobs, and 10 have chosen to wait to be called back by their employer) 		
E.	Increase engagement with transitional aged youth.	<p>Expand partnerships with students and faculty at Zanesville High School and Mid-East by providing programming and activities focusing on self-discovery, advocacy, community life, and employment. (At Least Monthly)</p> <p>Help interested students connect with agencies (i.e. MCBDD, OOD) (Annually for each student)</p> <p>Connect with one additional school district. (By December 2021)</p> <p>Develop/strengthen relationships with students and faculty by providing programming and activities focusing on self-discovery, advocacy, community life, and employment. Help interested students connect with agencies (MCBDD, OOD, etc). (Monthly)</p> <p>Support Transition Team by bringing new members to the group, meeting at least quarterly, and sharing resources. (Ongoing)</p> <p>Increase community experiences for students at Starlight School to learn about employment. (Ongoing)</p> <p>Work to re-establish connections with schools (activities, outreach, training) following Covid related disruptions. (By September 2021)</p> <p>Participate in SSA Transition Network meetings to share information with local school districts, and gain a better understanding of transition needs and the education system. (As Scheduled)</p>
<p>Employment Navigation:</p> <p>1st Quarter Update:</p> <ul style="list-style-type: none"> • Attended March SST meeting and shared resources, especially ideas for students who don't communicate with words. • Connected one student to Opportunities for Ohioans with Disabilities (OOD) for Summer Youth and Pre-Ets this summer. 		
F.	Support employment providers in Muskingum County.	<p>Monitor capacity of current providers and work to recruit additional providers. (Quarterly)</p> <p>Create a comprehensive guide of transportation resources in the county to help job developers match work hours to availability. (By October 2021)</p>
<p>Employment Navigation & Director of Administrative Services:</p>		

1st Quarter Update:	
<ul style="list-style-type: none"> Restarted monthly employment training for CESP (Certified Employment Support Professional) in Feb. Attended virtually by an average of 20 employment staff from 4 providers. This gives them 2 hours of credit each time to apply to recertification. 	
G.	<p>Improve the ability/use of technology for job seekers, and people interested in learning about employment.</p> <p>Develop a guide of how IES can be used to help people learn to use their technology to connect with employment providers. (By February 2021)</p> <p>Create a resource of materials/activities that are more “virtual” friendly to share with providers and people receiving services. (By August 2021)</p>
Employment Navigation:	

Goal #4: Reduce the number of individuals in Muskingum County on the waiting list for services.

	Objectives	Action Steps
A.	All individuals having an immediate need will be supported in a timely fashion. Individuals with current needs will be listed on the Current Needs List. (Within 30 days of assessed immediate need)	Fiscal Specialist will keep a database on immediate and current needs and report to Resource Management Team to address. The SSA Department will determine what the need is and how we can help them find the resolution to support the need through waiver funding if a community resource does not exist. (Within 12 months of assessed need)
SSA Director, SSA Supervisors, SSA’s & Fiscal Specialist:		
1st Quarter Update:		
<ul style="list-style-type: none"> The Waiting List/Needs Assessments are maintained and reviewed monthly. All needs have been met in a timely manner this quarter. All needs are taken to the Resource Management for review and to address them. 		
B.	The County Board will provide training and other learning opportunities for individuals we support, their families, providers, guardians, etc... to help their understanding of the waiting list. (By December 2021)	A presentation will be scheduled and completed with the Family Support Group. A training will be scheduled for providers. The information pamphlet on the waiting list will be updated and available on the website.

SSA Director & Director of Administrative Services:		
1st Quarter Update:		
<ul style="list-style-type: none"> • Met in December with Network Night. We will present information to families more in 2021. 		
C.	Waiver enrollment projections to address current and immediate needs as identified with Needs Assessment. (By end of 2021)	IO Waiver – 7 SELF Waiver – 5 L1 Waiver - 32
SSA Director & Director of Administrative Services:		
1st Quarter Update:		
<ul style="list-style-type: none"> • Two IO Waivers were enrolled in the First Quarter. Two others are scheduled for early April. SELF and Level 1 Waiver enrollment were on hold for enrollment. Early March, this was lifted. One SELF and three Level 1's will be enrolled in April. All needs were addressed that were presented. 		

Goal #5: Build and strengthen community partnerships through training, outreach and guidance.

	Objectives	Action Steps
A.	Increase one new initiative for our FANS Network. (By December 2021)	Adding an initiative to implement a “Blessing Box” to help individuals and families in need.
Community Network Coordinator:		
B.	Increase our FANS Network in the CCM by 50 people. (By December 2021)	The FANS Network will promote the program by meeting with businesses, clubs, and other organizations.
Community Network Coordinator:		
1st Quarter Update:		
<ul style="list-style-type: none"> • January 0, February 3, March 5 		
C.	Continue to develop and improve upon relationships with partnering agencies and organizations by encouraging a team approach	Attend area provider or community partner staff training event to train employees on Good Life Principals.

	and supporting multiagency strategies. (At least two times per year)	
Community Network Coordinator:		
D.	Provide training and information to new and existing providers on our Community First Philosophy. (At least two times per year)	Contact Director of Administrative Services to be placed on the agenda for the Provider Network Meetings.
Community Network Coordinator:		
E.	Meet with public school personnel and clearly communicate information about getting involved in FANS, People First, and The Good Life. (At least two times per year)	Request to attend school district wide professional development training to train on Good Life Principals.
Community Network Coordinator:		
F.	Increase People First membership by recruiting two times per year. (By August 2021)	The People First Officers will schedule and make arrangements to visit local programs to promote self-advocacy and encourage membership.
Community Network Coordinator:		
G.	Attend two conferences with advocates. One of which shall be one that we've not attended before. (By December 2021)	The People First Officers will research various conferences and make determination of which ones to attend. People First will vote on sending people to conferences and which conferences to attend.
Community Network Coordinator:		
H.	Implement a plan to assist agency providers with onboarding of direct care staff. (By July 2021)	Meet with other County Board who are currently assisting with onboarding and meet with local providers to discuss ways the Board can assist with cost saving measures while onboarding new staff.
Director of Administrative Services:		
I.	Collect public feedback regarding the supports we provide as well as the strategic plan and our progress reports. (Annually)	Complete a Stakeholder Survey to hear the voice from other people and organizations for future planning in addition to the Public Hearing on the Strategic Plan.
Director of Administrative Services:		

J.	Provide recruitment activities for independent and agency providers for all services including Shared Living. (By October 2021)	Focus on helping recruit providers through various types of media and host a recruitment activity during the Direct Support Professional's Week. Have a presentation on shared living at the Family Support Group Network Night.
<p>Director of Administrative Services: 1st Quarter Update:</p> <ul style="list-style-type: none"> We work very closely with our providers with recruitment. We share flyers and a variety of information through our website, newsletter, emails, and social media to promote recruitment of Direct Support Professionals (DSP's). We also created a flyer that we are sharing at local colleges and other adult programs. We have met with providers and shared with them the MEORC Provider Catalog of services. 		
K.	Develop a plan to best support independent providers. (By April 2021)	Create a checklist to ensure meetings with newly certified independent providers are being held within sixty calendar days of the provider being selected to provide services to ensure they understand the service plan and their responsibility as well as the contact information for the County Board.
<p>Director of Administrative Services & SSA Director: 1st Quarter Update:</p> <ul style="list-style-type: none"> We are reestablishing ISP meetings. Meeting set 4/9/2021. Provider Catalog was offered to Independent Providers. Other methods will be explored including virtual meetings and emails. Topics of interest include how to become re-certified. 		
L.	Provide annual certification training for providers in compliance with the rule. (Every other month)	Create a new agenda. Schedule all dates in 2021 for meetings to take place. Send out details and invites to providers and guest speakers.
<p>Director of Administrative Services: 1st Quarter Update:</p> <ul style="list-style-type: none"> We provide training bi-monthly for providers to receive the annual training requirements for their re-certification. Trainings were held on January 11th and March 8th. 		
M.	Increase outreach to ensure the community is aware of our services. (Quarterly)	Utilize promotional material, media outlets, events, etc... to ensure the community is aware of all the services we provide, especially where there is gaps in services.
<p>Director of Administrative Services, Early Intervention, Starlight School, Community Services, Employment Navigation, Community Network Coordinator: 1st Quarter Update:</p>		

- Information is shared via email to families around upcoming events of interest. Promotional materials are available for distribution.
- We sent cards and magnets out to many community partners thanking them for their support. We displayed billboards highlighting some folks who have been very courageous during the pandemic. We sent books to every preschool, kindergarten, 1st and 2nd grade classroom in the county.
- We utilize the radio, television, newsletters, social media, email etc... to provide information to the community regarding the services we provide.

Goal #6: Ensure Agency-Wide Person-Centered Thinking

Objectives

Action Steps

A.	Incorporate Person Centered Thinking training in the schedule for all new employees and for every department (Annually)	All Department Heads will schedule dates/times for all of their employees to receive Person Centered Thinking Training.
<p>Director of Administrative Services, Early Intervention, Starlight School, Community Services, Maintenance, Transportation:</p> <p>1st Quarter Update:</p> <ul style="list-style-type: none"> • Starlight school staff completed a school wide person centered thinking training on 2-22-21. Person centered thinking training will occur annually during one of the three prescheduled professional days. • We are planning EI staff to be refreshed on person centered thinking over the summer. • Community Services has PCT training at least monthly. Topics have been Empathy, 2.0 Good Life and Person Centered Outcomes, Writing Person Centered Unusual Incidents and Person Centered Language. 		
B.	Evaluate individual and family satisfaction. (Quarterly)	SSA Assistant will follow-up with individuals and families in regards to their satisfaction of support and experience working with County Board.
<p>SSA Director, SSA Supervisors:</p> <p>1st Quarter Update:</p> <ul style="list-style-type: none"> • Staff are checking in with families and individuals to see how they were doing and what was needed. Covid changed this with things improving more visits and check-ins will occur. 		
C.	Ensure that individuals receive services in an integrated setting appropriate to their needs. (Quarterly)	Small group teams will review outcomes and opportunities for community engagement with an emphasis to ensure integration.

SSA Director, SSA Supervisors:	
1st Quarter Update:	
<ul style="list-style-type: none"> • Staff are checking in with people and helping them plan ways to re-engage now that people are vaccinated and getting back into the community and engaging. This has been a focus in March 2021. Community Network Coordinator has created a number of activities virtually to help people stay connected during COVID. Topics have included what and how to be integrated during the pandemic and when things return to normal. 	
D.	Provide opportunities for individuals and families we support, our staff and our partners to get together and build stronger relationships. (Quarterly)
	Provide a variety of events such as paint parties, appreciation events, holiday parties, awareness events, etc...
Director of Administrative Services, Early Intervention, Starlight School, Community Network Coordinator:	
1st Quarter Update:	
<ul style="list-style-type: none"> • Due to the pandemic the school was unable to host/participate in family events/field trips this school year. We did however hold two different open forum family meetings to discuss education and provide an opportunity for families to discuss issues/concerns they may have. • EI has an annual holiday event. • We provide families information on network night and other groups of interest verbally and via email. • We have brainstormed other events for coming months to provide other opportunities for families to connect. 	

Goal #7: To expand collaborative classroom efforts for preschool and school-aged children.

A.	To continue collaborative academic and social experiences with area schools where all students (disabled and non-disabled) have an opportunity to interact and experience activities that are “normal” for children. (Ongoing)	Provide opportunities for local school age students to participate in activities both during and after school with our students. Establish opportunities for our students to participate in classes at their local school district alongside non-disabled peers.
Director of Educational Services:		
1st Quarter Update:		

<ul style="list-style-type: none"> • During each IEP the families are made aware that their child has the opportunity to participate in any extra-curricular activities that are offered at their district of residence. We were unable to allow guests in the building this school year but hope to invite neighboring students in for events such as Game Night, like in previous years. Field trips and other school visits were cancelled during the 2020-2021 school year. 		
B.	<p>To maintain existing community work sites and develop new community work sites to meet transition goals on IEP's to allow students to develop skills necessary for post-graduation employment opportunities. (Ongoing)</p>	<p>Continue relationships we currently have established and ensure students are scheduled to volunteer at those sites.</p> <p>To establish additional volunteer sites and set-up individualized on the job training.</p>
<p>Director of Educational Services: 1st Quarter Update:</p> <ul style="list-style-type: none"> • All field trips and community visits were cancelled during the 2020-2021 school year. Trinity United Presbyterian, Christ's Table, and Eastside Community Ministries have all reached out to see when our students will be available to continue volunteering at their site. We need to follow up with the rec center. We have several places already established to complete volunteer on the job training. South 60 Market place is one business that has interest in allowing students to volunteer. We are hoping to establish more places next school year. 		
C.	<p>To build upon the role of the MCBDD to provide educational supports to the local school partners in order for students to have opportunities to participate in their local school settings with access to non-disabled peers. (Ongoing)</p>	<p>Provide the districts with information to encourage MCBDD participation in all IEP meetings for those students that may qualify for Board services.</p> <p>Continue to provide information to the students and families of the Starlight School on activities that are taking place at their districts of residence.</p>
<p>Director of Educational Services: 1st Quarter Update:</p> <ul style="list-style-type: none"> • Members of the Community Support department attend meetings outside of the Starlight School. Annually at all IEP meetings parents are reminded their student is able to participate in any activity that is sponsored by their local district of residence, with the same guidelines as the other students that participate. Any information that is received at the school is passed on to families in that district. 		

