

# 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 2020)	Conduct stakeholder surveys to include individuals, families, providers, staff and the community
<p><b>Director of Administrative Services:</b> The Employee Engagement Survey has been pushed back to September due to the amount of staff working remotely and the Starlight School being closed. This survey was completed and a report was generated for management review. The Stakeholder/Community Survey will be sent out in August 2020. This survey was completed and a report was generated for management review.</p>		
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><b>SSA Director &amp; SSA Team:</b> We are doing monitoring of outcomes with the outcome review tool. They are submitted and reviewed by the SSA supervisors. We are doing Peer reviews of plans to ensure plans are strong and outcomes are meeting the intention and need for the person. The reviews are done monthly.</p> <p>We had the first of 4 annual MEORC outcome reviews on 3/12/20 (originally set for 2/18/20). The review was very good. We had great feedback and we continue to focus on outcomes. We are asking why someone wants that outcome and focusing on what the person wants and how to help them achieve it. When someone says they want to make friends we are looking at steps how to do this and where it makes the most sense to support the person. All staff must suggest action steps to the providers doing the service. SSAs must be part of the team discussion and reviews are taking place to ensure movement on the outcome.</p> <p>Second Quarter update: We had our second PC reviews with MEORC. This was on 5/18/20. Outcomes were on track. Several pieces of information included taking the next step on “how and why” the outcome was noted. How was the person</p>		

making progress and why they had the outcome. How were we supporting them. The review was favorable. Our next review is August 24 and 25.

We implemented a new ISP template this quarter. All staff were trained on the new template including support staff. All plans are converted. The SSA must do the final touches on the plans and get them signed. Outcomes are a focus. We are employing one staff who is employing MUI/Person Centered Thinking and Good Life in her review of outcomes. She is meeting regularly with new staff and staff who might be struggling. She can be called on when an SSA is stuck. She is using her experiences to ensure all boxes are checked.

Update Third Quarter 9/30/20: We continue to monitor outcomes with our ISP checklist and do quality checks for each SSA monthly. There are bi-weekly training provided on Outcomes/PCT/TIC/Good Life that all leads to good outcomes and helping people have lives they want and need. We had a successful MEORC review in August 2020. We had a good report about our outcomes and monitoring for progress via outcome review form and use of case notes. As the COVID virus continues we began looking at how progress was happening and what might need to change for each person as the outcomes were stalled or the action steps needed to change.

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. (Reviewed Quarterly)

All new staff are trained in Person Centered Thinking. At least two self-advocates are sent to state-wide training.

**Director of Human Resources & Community Support Team:** One new staff this quarter began 3/16. She will (plans are) attend the MEORC training for PCT. This is scheduled for 5/5 and 5/6. With the "shut down", it likely will be online. New staff get a person centered training from day one. There is a component in the new staff orientation day one. And there is another SSA orientation that will be offered by OACB schedule on 4/21. The new staff will attend this as well. We looked at person centered skills starting as far back as the interview questions and SSA screening tool when hiring new staff. This was developed and is being employed with the interviews starting 4/15/20.

The Person Centered Thinking Toolkit for Success (4HR Training) was added to the 90-Day General Orientation form to ensure all new hires complete this training in their first 90 days of employment.

Third Quarter update 9/30/20: In CS, we have an activity at every staff meeting around per person-centered skills and thinking. We have expanded our Good Life activities for each staff meeting and the activity is tied back to how we use these

skills to make the staff feel supported and good about what they do and the leads into better services for people served by MCBDD. The skills demonstrated are important to every position. Four new Staff attended two day training (Sept 1 and 2) that was newly revamped by MEORC to include PCT, Good Life, trauma informed care (TIC) and how they all tie together. Our MUI Team Lead then ties these all together in her bi-weekly training. She secured CEUS so that SSA staff will have them for their required certification. Topics included Unconscious Bias, Person-centered skills (4 plus 1, matching, etc.) and one page profiles for all (providers, individuals, staff), telling people’s stories, gratitude and “must haves”.

D.	Establish Core Values for the Board. (By June 2020)	Action steps should include input from individuals, families, staff and the community.
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**Director of Administrative Services:** We sent out a survey to our employees to obtain input and feedback from them. We are also taking information that we received from our Stakeholder/Community Survey’s completed at the end of 2019. All of this information is being analyzed and being taken into consideration for our core values.

E.	Develop a system to review all promotional material to ensure information is current. (Annually)	Gather all MCBDD promotional material and meet with said departments for accuracy and relevancy. Ensure website reflects current promotional material.
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**Director of Administration Services:** A system is in place to review all promotional material on a quarterly basis as part of the Strategic Plan Quarterly Update.

F.	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.
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**SSA Director & SSA Supervisors:** ISPs within 15 days. We continue to track the output of plans to meet the 15 day rule. During our ISP Planning Kaizan scoping event late 2019 (November 7, 2019), we actually pushed the dates back to ensure plans are out by 20 days to add a cushion. The new process was trained in March 2019 (three sessions) and began 4/1/20. This has been the expectation all along. DATA: All but two plans (and 1 SSA) were on time and met the 15 day rule. I will review the late plans with the SSA and Supervisor.

**Second Quarter update:** We continue to track ISPs for the 15-day rule. Data for this quarter: All plans were out on time. This may be a reflection of staff working remotely due to the COVID 19 virus.

**Update Third Quarter 9/30/20: We continue to track 15 day rule and are on track for this. SSAs who have missed this (3 staff one each) receive counseling. Most times they have shared the draft with providers, just not the final plan. We will continue to track this for compliance.**

<b>G.</b>	<p>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)</p>	<p>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>
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**Specialized Services & SSA:** The person who previously had the role with Specialized Services (SS) retired. He gave extensive training to the new SS staff. Our Behavior Consultant has offered much training as well. All staff will be trained. There have been two new RMs. Training has taken place with the staff who attended and a Team Lead. The Team Lead will do additional training. A third RM will be in place and training will take place and documentation will be maintained. The new SS was trained by the Director of Community Services to get copies of all training and maintain it in the binder. We also have a new process in place to ensure that copies of the monthly reports are sent to the team following the Human Rights Committee meeting.

**Second Quarter Update:** The new SS staff continued to train with the contracted Behavior Consultant. The Behavior Team met with the School and Haugland staff to secure training for the SS Staff and to ensure coordination of plans with the school students.

All Monthly Reports were submitted on time.

Two new RM were approved. One RM is already being faded due to success. Other issues were reviewed for PRN medications and to help a person who was speaking out with his behavior.

**Update Third Quarter 9/30/20:** Our SS staff completed the Haugland Training this quarter. He must do a demonstration with Haugland to be able to be a trainer. He is working to have an aide, bus aide and the new School SSA trained in the Haugland techniques. The SS Staff continues to work with the behavior consultant for ongoing training and support. The SS Staff created a data base of all active cases and dates. The SS staff is including RMN to DODD on the data base. He reported that he is working with the Regional Liaison to ensure dates align with the ISP span date. The referral process to the SS Staff was refined and shared with staff. The SS Staff completed a power point to use with all new staff.

H.	ISP Planning Kaizan event. Data will be reviewed monthly and shared quarterly with all staff. Compliance will be at 90% or above.	Retrain staff on dates and begin using what is derived from the event. One to one meetings to review data. (By April 2020) Training will continue until compliance is met. (By June 2020)
<p><b>SSA Director &amp; SSA Supervisors: ISP Planning Kaizan January 27 and January 28, 2020 took place. A process was developed and then adjusted. We did training on March 16, 17 and 23. All staff were trained. Technology was identified. Training materials were identified. NO data for this portion yet.</b></p> <p><b>We did another Kaizan for ISP reviews 4/5/2019. The data for ISP reviews is generated monthly. And compliance was set at 90%. All but 5 staff hit this. All staff who were below but one staff showed improvement in their progress. Three staff are newer and the 4th staff showing has all youth plans. Parameters for youth plans are a little different and details were worked out in the 4th quarter. Continued progress is expected. All plans for those below 90% are reviewed. One other SSA has plans reviewed and is above 90%. All behavior support or restrictive measure plans are reviewed.</b></p> <p><b>Second Quarter Date: Three SSAs are hooving in the high 80's for ISP compliance. The goal is 90% or higher. These three staff continue to receive added supports for ISP compliance and quality. They meet regularly with the QA and Monitoring Lead and have been receptive to the support and learning. The four new SSAs who have joined the department do not have data yet and will continue to receive a high level of support and learning for all aspects of the ISP, outcomes, monitoring and the 15 day rule for their first full year.</b></p> <p><b>Update Third quarter 9/30/20: This Process improvement is complete and successful. We did a final follow up meeting in September. Ryan will do one final working/not working with staff and report to MEORC.</b></p>		
I.	Outcome tracking is done to ensure progress on individual outcomes and people are having the lives they want/choose. Once Kaizan event for ISP Planning is complete, the dates that are shared with staff (monthly) will be revised. Employ one of the Secretary II staff to monitor/track the completion of outcome reviews. Supervisors will review progress with SSA's. (As noted in the plan and by March 2020)	We will expect staff to record outcome tracking at the frequency noted in the plan.  This will be shared with staff at the February staff meeting. 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.

**SSA Director, SSA Supervisors & SSA's:** Kaizan was completed 1/27/20 and 1/28/20. Training took place 3/16, 3/17 and 3/23 for all staff in SSA department. Timelines were shared. No data generated in first quarter for these markers.

Update Third Quarter 9/30/20: Complete.

<b>J.</b>	Update the process as the new ISP is rolled out. (By March 2020)	Process will be mapped and once it is done, we will train staff on new process.
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**SSA Director & SSA Supervisors:** Rolled out 4/1/20. Training done 3/16, 3/17 and 3/23/20 to all staff. Met with Fiscal to review process and made a change so that the plan is not sent to fiscal twice but only once.

Update Third Quarter 9/30/20: Complete.

<b>K.</b>	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. (By April 2020)	Staff will have MUI rule training, plan of prevention development training. Decide by 1/31/20 if a Kaizan is needed to map the MUI process.
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**SSA Director & SSA Supervisors:** MUI team established. Monthly meetings as small group to review CCFs and POPs. Training started in December and continues the last Thursday of the month. In addition to CCFs and POPs, we have reviewed writing UIs and reporting responsibilities. On 4/8 we reviewed PC language in UIs. Another training was done with School staff in January about PC language.

We have not decided at this point if a Kaizan is needed for the MUI/UI reporting. One change was made since the departure of the long term MUI Coordinator. SSA, do follow up by email. This has gone well. Staff are still learning the reporting process and do not want to make big changes now. Will be considered in Second Quarter.

**Second Quarter:** The new MUI team is doing an outstanding job with reporting, follow up required and tracking POP due dates. There were several hospitalizations and we had a special follow up training about the requirements for this type of POP. We have a MUI/Person-Centered/Good Life activity weekly to reinforce these requirements. The Lead for the MUI team and the Secretary II track closely SSA follow up, trends and patterns and completion of the POP. PRN medications and what is someone's behavior saying are two themes we have followed this quarter. We had a specialized training on dietary textures, swallow evals and issues (Karen Linser) in April. There was special training with two providers on reporting and for SSAs to report especially when on call. All training was virtual.

**Update Third Quarter 9/30/20:** We have a MUI/UI with a focus on person-centered skills each staff meeting. And there was another writing UI with PC language and a training “unconscious bias” during staff meeting, On 10/8/20, Cause and Contributing Factors (CCF) and POP training is set for all staff with CEUS.

L.	Develop a mental health and developmental disability collaborative where both entities come together to discuss cases that are complex.	Identify partner in each organization. (By April 2020) Discuss and establish case review process. (By June 2020)
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**SSA Director & Director of Administrative Services:** We started a Trauma Informed Care Training for SSA, Families and Individuals, Providers and Community Partners (First Responders and other responders). The first training was October 30, 2019 for providers. It was well attended. SSAs attended training at Zane State Cambridge on 1/15 and Family and Individual training took place with live streaming on March 10, 2020. The training for First Responders and other Community Members was planned for 4/23/20. It will be rescheduled due to the COVID 19 Stay at Home Order.

**Second Quarter:** The DDIT group continued to meet virtually. Forms were reviewed and shared with the team. There was on case study in April. The direction of this group is under consideration.

**Update Third Quarter 9/30/20.** The group met in the second quarter but the group was put on hold. The group established a referral process and members were establish. Cases were presented. In fourth quarter we will reconvene the group and decide our direction.

## **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 Grown program 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.
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**Director of Educational Services & Developmental Specialists:** Completed. Weekly team meetings are held every Wednesday afternoon. Meetings include Service Coordinators, HMG Supervisor, Developmental Specialists, Therapists and EI Supervisor. A weekly agenda and evaluation schedule is shared via Google Docs that includes quarterly reviews of every enrolled child and opportunities for teaming and coaching amongst team members.

<b>B.</b>	Develop and update promotional materials for Early Intervention and PLAY Project. (By December 2020)	Review current material and make updates to reflect current services. Create new material.
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**Director of Administrative Services, Director of Educational Services & Developmental Specialists:** Updated brochures and sign language cards are awaiting printing. Keyboard stickers are printed. In person outreach to physician’s offices and the hospital has been paused due to COVID-19 but other strategies are being developed to bridge the gap. Bookmarks that the library will be able to place in infant/toddler book pick-ups are being printed through Family and Children First Council.

Printing of outreach materials completed, including brochures, sign language cards, and keyboard stickers. FCFC will be obtaining bookmarks and pens as outreach materials as well. In-person outreach to physicians and child care centers are currently suspended due to COVID-19. A letter to referral sources is being drafted to let them know we are still able to serve the 0-3 population.

<b>C.</b>	Foster Collaborative efforts with partner agencies in order to meet identified family support needs.	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) Visit and inform local Pediatricians about the Autism Diagnostic Education Project. (By December 2020)
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**Director of Educational Services & Developmental Specialists:** We partner with all Muskingum County school districts to transition children from Part C to Part B services. Each district has their own procedure and many are restructuring for the new school year so HMG and MCBDD EI are in the process of coordinating new transition agreements with each district. Up until the COVID 19 crisis all timelines have been met in the transition and most EI transition planning conferences are still being completed on time with varying participation from each district. We are awaiting on school districts to receive guidance from ODE on Part C transitions during the pandemic. Local preschool leaders meetings (in which someone from EI also attends) are on hold right now.



ADEP- DS's met with MVHC on being a medical partner in the fall. They seemed interested, especially with the hiring of a new pediatrician in their office. DS's will continue with visiting and explaining ADEP and PLAY Project to doctor's offices once in person restrictions are lifted.

HMG is taking the lead on developing procedures and agreements with each preschool program for children transitioning from Part C to Part B. Most districts are still meeting with our families for the transition planning conference. ADEP- Dr. Doyle at MVHC has agreed to be our medical partner for the ADEP program. A virtual meeting is scheduled on July 21 to discuss the procedure and when he can begin seeing children for this.

D.	All children who are enrolled in Early Intervention have successful transition plans and one-page profiles. (By December 2020)	Prior to the transition planning meeting Developmental Specialist will have met with the family to discuss pre-school options and will have successfully completed person-centered one-page profiles for each child.
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**Developmental Specialists & Director of Educational Services:** All children have a profile completed by the last scheduled EI visit so the families can provide the preschool the information. Discussions are happening around the best way to ensure this information gets passed along to the teacher. EI Specialists attend the Transition Planning Conference with the family, SC, and hopefully, the school district. Prior to the TPC, the PSP explains the transition process, the variety of meetings to come (Determination/Planning, ETR, IEP), and the preschool options that the child may be eligible for (Head Start/Starlight/Spec Ed class, regular class).

Same as last quarter, except profiles might be mailed/mailed to families to complete instead of provided at last visit.

E.	Implement the PLAY Project with the focus of helping young children with autism reach their full potential. (By August 2020)	At least five children will be receiving PLAY Project services.
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**Developmental Specialists & Director of Educational Services:** Completed. We have 5 on our roster now that is part of the PLAY Project services. We have had as many as 8 at one time in the past year. PLAY services have been paused during COVID-19 but families have been connecting by phone/virtual visits along with receiving mailed resources to support PLAY during quarantine.

### 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
<b>A.</b> Create 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.
<b>Employment Navigation Team: Completed</b>	
<b>B.</b> Add at least two business partners to the Employment Collaborative Group. (By June 2020)	Reach out to local business partners who are leading the way with employment for individuals with disabilities.
<b>Employment Navigation Team: Completed</b>	
<b>C.</b> Facilitate a larger event, such as a business engagement or job fair. (By September 2020)	Meet with local partner businesses to strike an interest and determine and get their input before making final decision on the event.
<b>Employment Navigation Team: Completed</b>	
<b>D.</b> Help employment providers develop one-page profiles to help people make more informed choices. (By December 2020)	Schedule individual and group meetings with providers and give them guidance on creating profiles.
<b>Employment Navigation Team &amp; Director of Administrative Services: Completed</b>	
<b>E.</b> Increase the variety of employment opportunities for people, focusing on technical and professional positions to help address the growing interest in these fields.	Collaborate with IT to create an approach. (By March 2019) Gather data about current skills available to market. (By October 2019) Target at least three businesses for informational interviews. (By December 2019) Discover an assessment to accurately identify skills, and training opportunities to improve skills of interest. At least 50% of businesses contacted will be in identified fields. (Monthly)

		<p>Learn about post-secondary programs in the area. Identify a community partner(s) who can share knowledge, suggestions, connections in identified fields. (By December 2020)</p> <p>At least 12 people per year find integrated employment. (By December 2020)</p>
<p><b>Employment Navigation Team: 18 Businesses contacted. 7 identified as potential tech. opportunities. Ohio Means Jobs website a resource of training opportunity videos was found available for not only tech. jobs but many specific fields that are of interests to job seekers. The Coler Drug Company has the potential to become a community partner with a wealth of knowledge and possible connections for training opportunities for job seekers in the tech. field. 3 people hired. Due to the COVID 19 many people in service jobs other than grocery stores have been laid off or furloughed. We are working closely with providers and DODD Tom Hess to plan for their return to work and to offer virtual services to keep moving on progress of employment skills. This is all unfolding in early April 2020. We are moving cautiously so not to have people go out before they should. OOD is working closely with Kelly J, EN, to suggest people who might be able to do remote work also. Kelly worked diligently in 1st quarter to develop two new providers that would support job development, coaching and follow along and were paid via OOD funds. Things are on hold with COVID 19. Kelly follows this closely.</b></p> <p><b>Pre Covid, 79 people were employed. By the end of March, all but 16 people were laid off. Currently (end of June), 29 have been called back to work, bringing our total of people working to 45. Working with OOD counselors and providers to move people forward on their path-career exploration, assessment, and job development. Employment meetings are returning to a normal schedule (virtually), and we have made 5 new OOD referrals. Completed the Essential Worker project. Once video is complete, we will release the stories in multimedia. Focusing on people working, wearing masks, etc.</b></p> <p><b>Essential worker commercial and Facebook stories running and popular. 3 people were called back by their employers, 8 were permanently let go, 2 resigned/fired. 8 new jobs bringing the working total to 60 this quarter. Meeting with people not called back to open new OOD cases. Began researching self-employment launch as a resource for several people who have struggled with the traditional employment model. Restarted employment classes (virtually) with Fuse.</b></p>		
F.	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 2020)</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. (By September 2020)</p> <p>Share at least one story (commercial, video, newspaper) with the community focusing on transitional youth. (By June 2020)</p>
<p><b>Employment Navigation Team:</b> Met twice monthly with Mid-East, and Zanesville High School students. Monthly with Zanesville Middle School and Foxfire High School students. Topics included kindness, SMART goal setting, 1 page profiles, and began working on Vision Boards. Attended the Region 12 SST Transition Network Meeting and introduced 2 SSA's and gave an overview of County Board services. Weekly employment classes for transition students.</p> <p>Began working with Ohio Network for Innovation to build Supported Decision Making in Muskingum County, especially for transitional aged youth and their families. Added MVESC Parent Mentor and Region 12 SST to the team to have better representation of youth &amp; families. Met to discuss ideas on how to continue providing activities to students returning in the fall. Delivered graduation gifts to all the Seniors we worked with this past school year.</p> <p>Continue working with Ohio Network for Innovation to build Supported Decision Making in Muskingum County, especially for transitional aged youth and their families. Reached out to MVESC, Starlight School, Foxfire, and ZHS to offer support, virtual activities if needed. Participating in multiple employment teams of transitional students and their OOD counselors.</p>		
G.	Support employment providers in Muskingum County.	<p>Develop and provide training to meet ongoing CESP requirements. (By March 2020)</p> <p>Monitor capacity of current providers and work to recruit additional providers. (Quarterly)</p> <p>Host Employment Collaborative events and/or share information and resources with the group. (B1-Monthly)</p>
<p><b>Employment Navigation Team &amp; Director of Administrative Services:</b> Began monthly 2-hour classes 1/13. Topics were OMJ, OOD, and Tom Hess from DODD. Also reviewed a PCT tool each session. 5 providers sending staff.</p>		

Send all CESP materials to the entire group, also articles of interest. Assisted Supported Employment providers during Covid-19 with identifying people who would benefit from OOD funded remote services. Met every other month with Tom Hess to develop best practices. Met with 2 Employment Navigators from Licking County to share ideas.

Worked with several employers and providers to help facilitate return to work and job coaching needs. Continue meeting bi-monthly with Tom Hess and employment providers to monitor employment across the state, and to share creative ideas, especially using technology in new ways.

Developing 1 page profiles of employment provider staff (so far Fuse & RHDD) that they can use for marketing. OOD counselors can use to help participants select vendors. Helping providers link new hires to available transportation. Working to get a better understanding of transportation options available in the county.

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

Objectives	Action Steps
<b>A.</b> Complete a waiting list assessment form for all people on our transition waiting list and determine their need. (By July 2019)	Communicate with everyone on the waiting list as rule requires. Document their outcome. Issue Due Process as needed.
<b>SSA Director &amp; SSA Supervisors: Completed</b>	
<b>B.</b> All individuals having an immediate need will be supported to address their immediate need. (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.
<b>SSA Director, SSA Supervisors, SSA's &amp; Fiscal Specialist: New "I HAVE A NEED" form developed and process adjusted. The goal is one form and process to reduce back and forth and expediting of the process. There is a monthly report to list</b>	

**all immediate and current needs. They are reviewed in the monthly Resource Management (RM) committee meeting. All needs have been addressed and in a timely manner.**

**Second Quarter update: New monthly report is working well. And is used by the Resource Management committee. All needs are being addressed. To do another training on the request for resources. This will be completed by 7/2/20. (completed) Form was added to the Google Doc for “Forms” The forms committee will evaluation the form for adding FAP or that the form is inclusive all funding sources. This is to be complete by 9/1/20.**

**Update Third Quarter 9/30/20: We review all needs “current and immediate” monthly at the RM committee meeting. All needs are address timely. We use the I Have a Need form to note each need. A process for the I HAVE A NEED process was updated and recorded and put on the SSA Google Share Drive.**

<b>C.</b>	Individuals with current needs will be listed on the Current Need List. <b>(Within 12 months of assessed need)</b>	The SSA Department will determine what the need is and how we can help them find the resolution or needed to support the need through waiver funding or another type of funding if a community resource does not exist.
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**SSA Director, SSA Supervisors & SSA’s: All individuals who have a need are assessed to determine if the need can be met with community resources, CB resources and lastly waiver resources. All requests are shared at the RM committee meeting. The RM committee meets each month. And by email if needed.**

**Update Third Quarter 9/30/20: See above. Current and Immediate needs are address in RM Committee each month.**

<b>D.</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. <b>(By December 2020)</b>	A presentation will be scheduled and completed with the Family Support Group. A training will be scheduled and completed for agency and independent providers. The information pamphlet on the waiting list will be updated and available on the website.
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**SSA Director & Director of Administrative Services: Completed. We will do this annually.**

<b>E.</b>	Waiver enrollment projections to address current and immediate needs as identified with Needs Assessment for 2020. <b>(By end of 2020)</b>	A presentation will be scheduled and completed with the Family Support Group. A training will be scheduled and completed for agency and independent providers. The information pamphlet on the waiting list will be updated and available on the website.
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**SSA Director & Director of Administrative Services:** Waiver enrollment projections were submitted to DODD in December 2020. We asked for 7 IO Waivers, 5 SELF and 30 L1 waivers. We had 5 emergencies in late 2019 that indicated a need for an IO waiver in early 2020. We are using the 30 L1 Waivers to "refinance" local funds where we pay 100% of the cost now and can lower this to 40% of the cost. Thus allowing us to serve more people. We report actual enrollment each month in the Board report.

**Second Quarter:** We track waiver enrollment at the Resource Management Committee that meets monthly the first Thursday of the month.

**Update Third Quarter 9/30/20.** Waiver enrollment continues. We will finalize enrollment for 2020 on 12/31/20. We have begun work on our list for 2021. We will look at people who are being funded 100% with local funding for refinance with a waiver where we can spend 40% of local funding and draw down 60% with a waiver enrollment. During COVID we supported several individuals with intense need with local funding 4 to 10 hours per week. We will also target Level One (L1) waivers for people who have a place on the path for employment and we are using local funds. We also will use L1 waivers for youth leaving school and they will begin their place on the path for employment.

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

	<b>Objectives</b>	<b>Action Steps</b>
<b>A.</b>	Increase one new initiative for our FANS Network. <b>(By December 2020)</b>	Add “Making a Memory” an initiative to all people to go places or do things they’ve always wanted to do. Adding “Kindness Kart” as a new initiative to bring Kindness to Muskingum County.
<b>Community Network Coordinator: Completed in January 2020</b>		
<b>B.</b>	Increase our FANS Network in the CCM by 50 people. <b>(By December 2020)</b>	The FANS Network will promote the program by meeting with businesses, clubs, and other organizations.

**Community Network Coordinator:** January – 7, February – 7, March – 1, April – 2, May – 2, June – 4, July – 4, August – 3, September – 2

C.	Continue to develop and improve upon relationships with partnering agencies and organizations by encouraging a team approach and supporting multiagency strategies. (At least two times per year)	Attend area provider or community partner staff training event to train employees on Good Life Principals.
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**Community Network Coordinator:** We are working with the Program Coordinator for the Summer Learning Academy and with DSACO Learning and Outreach Services. It is planned for June 15 to July 15 2020. (Planning began 12/19, and 1/23/20.)

We are also working closely with the Program Coordinator with transition of new Specialized Service Staff (SS) and how the SS staff will work with Haugland staff at the school. We are identifying training for new SS staff to attend and how best he can support staff at the school. He will attend monthly meetings with Haugland staff and the Program Coordinator. He reviews all UIs and poses questions to the SSAs and school staff as needed. He is learning what the school staff do and how he can best support them.

We are supporting the SSA at the school to write more robust plans. Keep one page profiles up to date and attend all IEP meetings. The School SSA also sent out a letter and is doing follow up contact either in IEP meetings or by phone to offer help completing the CENSUS documents and/or giving info where the family can go for information.  
Offered Good Life virtual training to agency providers on 7-2-20

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.
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**Community Network Coordinator:**

E.	Meet with public school personnel and clearly communicate our Community First Philosophy. (At least two times per year)	Request to attend school district wide professional development training to train on Good Life Principals.
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**Community Network Coordinator:**



F.	Increase People First membership by recruiting two times per year. (By August 2020)	The People First Officers will schedule and make arrangements to visit local programs to promote self-advocacy and encourage membership.
<b>Community Network Coordinator: Recruiting was supposed to happen in March 2020 but didn't b/c of Covid19. Recruiting in August 2020.</b>		
G.	Attend a conference with advocates that we've not attended before. Attend two conferences with advocates (By December 2020)	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.
<b>Community Network Coordinator: The Morgan County Retreat was cancelled in March &amp; April. Gathering at the Grove is cancelled for 2020</b>		
H.	Develop a plan to assist agency providers with onboarding of direct care staff. (By September 2020)	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.
<b>Director of Administrative Services: A Provider Collaboration Plan has been created and was in preparation to go to the Board for approval. Since COVID-19 this has been on hold. We continue to provide our media outlets to help them promote direct support professionals.</b>		
I.	Collect public feedback regarding the supports we provide as well as the strategic plan and our progress reports. (Annually)	Develop a Community and Stakeholder Survey to hear the voice from other people and organizations for future planning in addition to the Public Hearing on the Strategic Plan.
<b>Director of Administrative Services: We have created a survey that the Community Services Department is beginning to use with individuals and their families following their annual ISP planning process. Our Strategic Plan and Progress Reports are located on our website under the Administration tab. There is also access to a survey for anyone to take and give us their feedback in regards to our Strategic Plan. The Stakeholder/Community Survey will go out in September/October. We are also planning an Employee Engagement Survey in September.</b>		
J.	Provide recruitment activities for independent and agency providers for all services including Shared Living. (By October 2020)	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.
<b>Director of Administrative Services: We publicize through a variety of media outlets regarding Direct Support Professionals (DSP's) and the services people need/want to the community. We highlight and promote DSP's who are doing</b>		

great things for people with disabilities. We direct people who contact us who are looking for employment opportunities in the field to the provider agencies. We provide one-on-assistance with all new providers to ensure they are in compliance with the rule. We also assist new providers with completing the online application and uploading all of the necessary documents for the department. We link new providers to the required trainings that are in the rule for certification. This is also part of the Provider Collaboration Plan that is currently on hold for going to the Board for approval.

<b>K.</b>	Develop a plan to best support independent providers. (By April 2020)	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.
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**Director of Administrative Services & SSA Director:** We provide technical assistance for all providers. We offer the required 8-hour initial training as well as the required annual trainings for existing providers. These are offered monthly. We assist providers with creating a one-page profile. Provide follow-up with new providers monthly for six months. We coordinate pre-meetings with independent providers prior to their upcoming compliance reviews. We provide First Aid & CPR training on a monthly basis.

Second Quarter: We provided weekly updates on the COVID 19 virus. PPE and discussion of needs related to the COVID 19 virus were discussed at the weekly meetings starting in April 2020.

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

### Objectives

### Action Steps

<b>A.</b>	Incorporate Person Centered Thinking training in the schedule for the Professional Day. (Annually)	Part of the training on February 22 <sup>nd</sup> will focus on Person Centered Thinking.
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**Director of Administrative Services:**

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><b>SSA Director:</b> We have a post card as well as a link for individuals, family members and other members of the team to access and give us their feedback. We are also hosting this link on our website.</p> <p>Update Third Quarter 9/30/20. Post Card is complete. We will collect data in 4th Quarter. We will put satisfaction survey on our website.</p>		
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.
<p><b>SSA Director:</b> Small groups are taking place each month on the 4th Thursday of the month (all but the last Thursday of March due to COVID 19. We met on 4/2/20 instead.) There is a discussion with staff how to support individuals. Staff bring scenarios that are discussed by the small groups. Ideas are shared.</p> <p>Second Quarter update: We held daily Google Hangouts starting 3/18/20. We established weekly MUI/Person-centered/Good Life activities in April to share MUI issues and concerns, trends and tracking, “what is behavior saying?”, good report writing and other person-centered topics to make good plans and address the needs people were experiencing both with the virus and with everyday life. The weekly activities continue now that we started doing SSA meetings 2 times a week. Staff are learning and enjoying the information shared. The MUI Lead and the Community Outreach Coordinator are leading these discussions.</p> <p>Updates: Third Quarter 9/30/20. Meetings monthly. Each of the rules were covered including SSA rule and behavior rule this quarter. The SS staff presented the new power point. The MUI rule was reviewed and will be completed at the next session. On call training was provided to two of the new staff. The balance of the staff will participate closer to their time taking oncall. During each session we do working and not working for the SSA role. We were able to fix an issue with the surfaces and time sheets. We clarified Case Note procedures.</p>		
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:** We had our monthly Network Nights as scheduled in January, February & March. We had our annual luncheon scheduled in March but it was postponed due to Covid-19. We had a Sweetheart Dance in February. We invited the community to the annual Muskingum Tigers vs. Zanesville Fire Department.

**Update Third Quarter:** SSA staff attended Sign Language and Network Nights.

<b>E.</b>	Person Centered Thinking Training (Quarterly)	Provide a variety of events such as paint parties, appreciation events, holiday parties, awareness events, etc...
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**SSA Director:** Completed in Small Group and also in Trauma Informed Care training in January for SSA.

**Second quarter:** Family and Individual meeting was held. The community meeting was canceled due to the COVID 19 virus.

**Update Third Quarter 9/30/20:** We have established a list of “snow day” training topics for bus drivers/aide and school staff. The topics include PCT, writing PC UIs, PC Behavior Supports and FAP, Intake and how to become eligible. Supported Decision Making Vs. Guardianship.

In CS we have had several virtual activities for Good Life activities, videos and presentations on Must Haves, Being a Duck, Gratitude and Staff Appreciation. CS is planning fun activities each month Sept. Team Spirit and Fall Decorating, October ~ Booed, November ~ Gobble and December Holiday activities. A Holiday Committee was established. The unit will also participate in agency activities.

We have a birthday committee and an activity is scheduled and takes place each month from ice cream treats, cupcakes (prewrapped) and cube decorating.

We have a question of the day at each staff meeting. In staff meeting, we do the “3 things” activity to help new staff get to know other staff in the unit.

The FANs group and SO coordinator have virtual bingo and exercise. The FANs group has offered activities to the day programs. The Employment Specialist is doing two classes a week with MSI and offered the classes to other providers as they resume their schedules. Book clubs have been virtual.