

# 2024 Strategic Plan Progress Report



Muskingum County Board of  
Developmental Disabilities

*dream believe achieve*

## **GOAL #1: THE BOARD WILL IMPROVE METHODS FOR SERVICE DELIVERY TO INFANTS, CHILDREN AND ADULTS WITH DEVELOPMENTAL DISABILITIES AND THEIR FAMILIES.**

- At least quarterly, individuals served had their services and outcomes monitored through face-to-face contacts.
- MCBDD continued its commitment to Person Centered Thinking by assuring that all current and new employees are trained in Person Centered Thinking.
- In 2021, we really started tracking, monitoring and training on the 15-day rule. We continue to not identify any trends or patterns for non-compliance. Ryan has developed a tracking tool which is closely monitored by his team.
- All SSA's have been trained on the process for placing restrictive measures into individual service plans. In the event that a restrictive measure is needed, provider training has been added to the process map. Additionally, the Specialized Services staff review all ISPs with restrictive measures to ensure consistent and clear language in the ISP. An error was noted in the process this past year for the Human Rights review. Ryan's team has addressed and corrected this error and has added a step in the process map.
- We had an objective in 2024 to have 10 additional individuals in community job sites. By December 2024, we are pleased to report that 23 people tried community jobs in Muskingum County.
- Twenty-six businesses were contacted for information interviews to describe the support MCBDD can offer when hiring a person with a developmental disability.
- We continued to meet with providers to monitor capacity and to recruit providers for gap service areas. Current gaps focus on transporting to work and recreation outside normal business hours.
- Starlight students had the opportunity to attend assemblies at Franklin Local, East Muskingum, Zanesville City, and West Muskingum and hosted a candy cane hunt for area preschools. Schools are receptive to opening their assemblies to their students at Starlight and we look forward to this growing.
- Starlight School developed community work sites at Dillon State Park, YMCA, Muskingum County Senior Citizens, Sunrise Bowling Center, Gabes, and Northpoint Masonic Lodge.
- Starlight School was able to expand preschool classrooms to four for the 2024-2025 school year and although we did hire enough teachers to cover each school-age classroom, we were unable to expand our classrooms at this time.
- Early Intervention is projected to have all their Developmental Specialists certified in PLAY by the end of 2025.
- We have made an intentional effort to meet with providers to enhance the capacity for transportation.
- We have been able to expand our capacity for psychological services with an agreement with the Nisonger Center.
- Community Services implemented a revised on-boarding timeline and training schedule for new SSA's. Currently, the feedback regarding the changes have been positive.
- Community Services developed new guidelines and resources regarding supporting SSA's to write and monitor the Ohio ISP.
- As new services were established in the Adult Day Service program, Community Services assured appropriate implementation through monitoring and training.

## **GOAL # 2: INCREASE COMMUNICATION AND EDUCATIONAL OPPORTUNITIES FOR INDIVIDUALS, THEIR FAMILIES, STAFF, SERVICE PROVIDERS AND THE COMMUNITY.**

- We conducted Employee and Community Satisfaction Surveys and integrated the results into the 2025 Strategic Plan. We have worked to address employee concerns in hope that the surveys will be more positive in 2025.
- Self-Advocates attended DD Awareness Day at the Statehouse, attended the BurOak Retreat and went to the Synergy Conference.
- We made a quarterly effort to monitor the website to make sure that information was current.
- Early Intervention participated in quarterly outreach events in order to increase referrals and help Infant Massage and Baby Sign classes.
- We held a resource fair in May for high school students, new graduates, and their families.
- The FANS Network was able to increase their participation by 55 additional community members.
- We filmed a commercial highlighting inclusion this year and are currently working on an employment commercial with Zanesville Steel.
- The employee engagement committee met and planned activities over the year to foster camaraderie among all departments. It was decided that each building will have their own potlucks.
- We assisted employment providers by providing six training opportunities.
- We regularly visited adult day centers to provide advocacy training on the following topics; Living on Your Own, How to Pay Bills, All Means All, Roots and Wings, Summer Safety, Nutrition, Travel Safety, This or That, Anger, A-Z Gratitude, and Changing Seasons Reflect/Prompt.
- Community Connections participated in monthly events in the community to help people connect and support our community.
- The Board hosted the summer picnic at Dillon State Park and Christmas party at the Zanesville Legion for the self advocates and People First.
- We scaled down our Annual Report to a post card size with a QR code to direct you to the full Annual Report.
- We held two events to help inform individuals and families about Supported Decision Making.
- HR completed the new 90-day new hire orientation which is now stored electronically.
- All staff completed their required annual training.
- We set a goal to reach out to the unserved/underserved in our community. We provided information about our services to Christ's Table and sent an insert to the Metro Housing Authority for their newsletter..
- EI provided quarterly family connection events to give them the opportunity to learn, grow, and play together.
- We had 78% of our staff complete the Employee Engagement Survey. We had improvement in Relationship Management but had no change in Work Engagement.
- HR attended departmental staff meetings at least monthly in various programs throughout the Board and held office hours in the building to address individual staff concerns.
- We were able to recruit two interns that both ended up being hired either at the Muskingum or Guernsey County Boards. This has proven to be a successful practice and we plan on continuing during the next plan year.
- Our Family Support Group went live on Facebook in December. The chats and membership is monitored by the Community Relations/Special Projects.

## **GOAL #2: CONTINUED**

- Quarterly the Board provided training to Providers for new services and rule changes to help keep them up to date and in compliance.
- Fiscal and Provider staff met with independent providers prior to providing services to review provider responsibilities, OhioISP, what's important to and for the person receiving services, service documentation and billing.
- Again in 2024 we purchased a training platform for providers offered through MEORC, including allowing the agencies to receive training with Strategic Planning.

## **GOAL #3: ASSURE QUALITY SERVICES TO INDIVIDUALS ELIGIBLE FOR SERVICES.**

- With the assistance of MEORC, we completed an internal accreditation review using the State Accreditation format.
- We looked at data for Early Intervention and preschool readiness following our services. Our stats indicated that 14.9% of children who aged out of EI did not qualify for Part B services and 20% of children exited early because they no longer showed a need for EI services.
- In 2023, we made sure that all individuals served by the Board had a One-Page Profile.
- We sent two youth self-advocates to DD Awareness Day at the Statehouse and the Morgan County Retreat at Burr Oak.
- We were successful in identifying immediate and current needs for those requesting services using the waiting list assessment.
- In September, we hosted a DSP lunch celebration.
- We were able to certify our local commitment to HCBS services without the reduction of current programs and services.
- We contacted community employers, at least quarterly, to monitor services and to make sure that additional job coaching was not needed.
- We successfully put in action our records retention process.
- We assisted ten independent providers in the provider certification process.
- We assisted fifteen independent providers in a mock compliance review with MEORC prior to their scheduled compliance review with DODD.

## **GOAL #4: DEVELOP AND IMPLEMENT PLANS AND STRATEGIES FOR ADDITIONAL, ALTERNATIVE FUNDING AND RESOURCE ACQUISITION TO SUPPORT ITS MISSION.**

- We are not expanding Special Olympic Club Sports in the public schools due to the uncertainty of local levy dollars..
- We did not apply for the Fellers grants to finish the nature trail as we received funds from the Straker Foundation for completion.
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## **GOAL #5: FURNISH AND MAINTAIN ADEQUATE PHYSICAL FACILITIES AND EQUIPMENT TO MEET THE NEEDS FOR SERVICES AND PROGRAMMING FOR INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES.**

- We were able to update the IT infrastructure at the school. We saved money by having our IT and maintenance complete most of the labor. This project included the installation of 34 cameras inside and outside the school, network cabling, and integration of fiber links.
- We were able to set up a system of receiving all employment applications and resumes electronically.

## **GOAL #6 - ALL COMPONENTS OF THE THREE YEAR PLAN ARE COMPLETED.**

- Quarterly, the management team reviewed every objective to make sure that the strategic plan goals were being implemented.

In spite of our continued levy roll back and large employee turnover which put additional stress on our managers to implement our strategic plan, I am pleased to report that we were able to continue to move forward in assuring quality services to those we support and their families. We look forward to continued progress in 2025.

~Kellie Brown  
MCBDD Superintendent