

2021 Strategic Plan Progress Report

Muskingum County Board of Developmental Disabilities

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

- MCBDD deployed a Stakeholder and Employee Engagement survey in the fall of 2021. We used the results in planning for the 2022 Strategic Plan. Although our scores did not improve from the 2020 survey, they also did not decline. Last year was still extremely taxing on our employees as we continued to navigate our home and work balance with the stresses brought on by COVID19. So as to be expected, benefits were the highest scores for 2021. Employees are pleased with their time off and their health care benefits. Work Engagement was still high with employees commenting, “when the going gets tough the employees keep going” and “they can depend on each other for assistance”. All information is good information and we will continue to use this tool to help us improve employee satisfaction.
- Outcome tracking for individuals served has been maintained monthly. Input was given to SSA’s monthly and reviewed in their 1:1 meetings with their supervisor. Based on the conversations a tracking form was updated and all outcome tracking is up to date. SSA’s received additional training on outcomes on 11/29/21. During the MEORC review, it was noted that experiences and action steps should be listed to ensure progress and also noted that progress is the key to outcome monitoring. These reviews will assist us as we head into this accreditation year.
- MCBDD continued its commitment to Person Centered Thinking by assuring that all current and new employees are trained in Person Centered Thinking. SSA’s received training in Active Listening, Empathy, and Work Paralysis.
- We will be working in 2022 with the Community Relations/Special Projects Coordinator to brand MCBDD and update all promotional materials.
- In 2020, we discovered that we were falling short on the 15-day rule (give providers individual service plans 15 days prior to the start of services). In 2021, we really started tracking, monitoring and training on the 15-day rule. By the end of 2021 we have not identified any trends or patterns for non-compliance. Supervisors are now trained on the rule and will address non-compliance in employee performance evaluations.
- 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.

- We have made an intentional effort to train staff on Ohio Revised Code and Ohio Administrative Code that pertains to their jobs. Major Unusual Incident (MUI) and Unusual Incidents (UI) was an area that the Board took a deeper dive into in 2021.

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

- The MCBDD Early Intervention team continues to meet weekly with the Help Me Grow (HMG) service coordinators.
- Transition meetings for children entering preschool have most local school districts attending.
- Families and children are completing a one-page profile which is then given to providers. EI is meeting monthly with the youth SSA's to make for an easy hand-off for those children exiting Part C services and entering Part B services.
- Now that we are fully staffed in EI we will look at expansion of EI services through age 5 in 2022.
- EI outreach events included summer sack lunches, contacts with child care providers and letters to all primary care, family physicians, and pediatrics in the county. To which, our referrals have been steadily increasing and our county was recognized by the state for our increased referrals.

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

- We are currently supporting 96 jobs in the community. (Five of those are 2nd jobs) This exceeds our Pre-COVID19 employment numbers.
- A larger event was not completed this year due to COVID19. However, Employment Navigation (EN) and Community Services (CS) were actively involved in the success of MSI's virtual employment banquet by ensuring that everyone was acknowledged and received their award. EN also delivered all certificates to current employers.
- We facilitated a group employment opportunity for 6 people with a supervisor at the South Zanesville Reisbecks. Individuals are currently being identified to work on this crew which is slated to begin in January 2022.
- Volunteer sites were developed at Genesis and Heartbeats
- We met with Tom Hess & Stacey Collins from DODD to discuss ideas/opportunities to advance our goal of technology jobs in Muskingum County. Also, we met virtually with MSI and the DD Council to discuss the possibility of pursuing a DD Council grant to further this idea. Currently, we are scheduling to meet with DD Council's IT person to get a better idea of where to start (Tech Club, pilot a certification program, etc.) prior to requesting grant funding. We are still working to identify a community partner-potentially a medical billing company.

- MCBDD restarted its bi-monthly meetings with Tom Hess and the supported employment providers (Goodwill, Fuse, and RHDD).
- In an effort to increase engagement with transitional aged youth, MCBDD connected and had training with our local State Support Team and Opportunities for Ohioans with Disabilities.
- After a slow start in 2021, school outreach is booming. We are meeting twice a month in the following schools: Mid-East, ZHS, Franklin Local, and Foxfire. Franklin Community School-weekly, and Zanesville Middle School & MVESC-1X/month. Topics have included strengths & skills, stress, allies, and why people work. We are potentially adding Starlight School in January '22. We have taken referral forms to review with teachers to help them understand the process for DD eligibility, and connect with students who may be eligible for CB services.
- One student from Starlight School is now working at Krogers with OOD support.
- We restarted monthly employment training for CESP (Certified Employment Support Professional) in February 2021. Attendance was held virtually by an average of 20 employment staff from 4 providers. Each session gives them 2 hours of continuing education credit toward their recertification.
- We hosted a training presented by Capabilities on Discovery and Customized Employment that was attended by 40+. We found that going virtual with these meetings has been a plus because it has allowed more job developers and coaches in the field to attend.

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

- The waiting list/needs assessments are maintained and reviewed monthly. All needs are addressed monthly. Currently, we have no unaddressed needs. All needs are tracked and taken to the Resource Management group monthly.
- In an effort to help individuals and families understand the waiting list/needs assessment, Network Night topics included training on the waiting list/needs assessment and long term planning.
- During 2021, waiver enrollment included; 7 Individual Options, 3 Level One, and 3 SELF. For 2022, we are requesting 7 Individual Options, 10 Level One and 5 SELF waivers.

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

- Although COVID19 hit this goal the hardest this year, we were able to increase our FANS Network by 59.
- We held recruitment efforts for People First in July and November.

- We sent one self-advocate and one advisor to the Synergy Conference in October and 2 self-advocates and one advisor to a State Level People First meeting in November.
- We met and acknowledged several DSPs during DSP Recognition week in September. We updated the annual training opportunities for Independent Providers for 2022 based on rule changes. We are offering pizza during New Years Eve to support staff who are working on New Years' eve.
- In 2022, we plan to hold at least quarterly training and meetings with our agency and independent providers (IP). Our new Fiscal Staff is offering routine support for people interested in becoming certified to do IP supports. Since September 2021, there have been at least 5 people certified as independent providers and we expect 3 more by the end of 2021.
- We have provided SSAs training on their role to support IPs and agencies. We will continue to use the provider catalog of services to support both agencies and IPs in 2022. MCBDD authorized funds for providers to access from the MEORC catalog for both 2021 and 2022.
- We had an outcome to increase outreach to ensure the community is aware of our services. We had billboards highlighting those we support. We sent diversity books to each preschool through grade 2 classrooms in our county. Lastly, we updated our Early Intervention outreach materials..

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

- All new hires received Person-Centered Thinking training. Additionally, throughout 2021 all staff received refresher training on Person-Center Thinking.
- Although we did not evaluate individual and family satisfaction in regards to their support while working with the county board, we did use this time to weekly check in with individuals, families, and providers to see if they needed anything in relation to COVID. This regular contact helped us ensure that needs were being met and if food or PPE was needed.
- We helped individuals receive services in an integrated setting (as appropriate for their needs) by making sure those who wanted and needed vaccines got them, we began virtual activities to help those feeling isolated stay connected, and helped individuals establish a plan to identify places they could go and still maintain social distance.
- We held two open forum student/family meetings for the school relating to their child's education and to discuss issues/concerns they may have with the hybrid learning environment. Additionally, during Network Night, we provided information to families and caregivers while giving everyone an opportunity to connect.

Goal #7 - To expand collaborative classroom efforts for preschools and school-age children.

- In an effort to maintain the student's involvement with their home school district, families were made aware of their child's opportunity to participate in home-school extra-curricular activities during their IEP meetings.
- The community volunteering activities for the student's at Starlight was cancelled due to COVID restrictions. Currently, school staff are speaking with community partners for volunteer sites for the end of this school year and for next school year.

I am pleased to report that in spite of COVID and the restrictions that it put on our strategic plan, 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 2022.

~Kellie Brown
MCBDD Superintendent