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STRATEGIC PLAN

2017 - 2020

Progress Report



SCBDD

sandusky county board of developmental disabilities

Our Vision

WE offer individuals with developmental disabilities and their families, access to services and supports throughout the community that will enhance the quality of their everyday lives, *one person at a time.*

Our Mission

SCBDD is committed to listen, enrich, and optimize partnerships with Sandusky County citizens with developmental disabilities and their families, along with the community to build meaningful lives.

Core Values

- **Person-Centered:** We promote self-determination and honor the dignity and rights of the individuals we serve in helping to enhance their lives, empower their voices, and achieve their dreams through their choices.
- **Leadership:** We embrace a leadership model for all of our employees based on Integrity, Teamwork, and Passion in serving our Mission.
- **Collaboration:** We partner with individuals, families, service providers, stakeholders, and the community to ensure that our services promote responsive, efficient and innovative solutions to current and emergent challenges.
- **Accountability:** We are ethical stewards of the resources entrusted to us and are accountable for our actions and decisions.
- **Excellence:** We dedicate ourselves to employ continuous improvement and innovative approaches to the development of services and supports that expand horizons, facilitate independent and productive lives, and support integration in the community for individuals with developmental disabilities.



Person-Centered Planning

Goal 1: SCBDD will foster an environment that will create and support opportunities to empower individuals with disabilities living in Sandusky County to learn, live, work, and contribute in their community.

January 2018: Update

- Expectations of a Self-Advocate role model developed with the assistance from the People First officers and the Self-Advocacy Coordinator.
- Self-Advocates provided Community Safety training to community members and stakeholders in September 2017.
- Engaging youth participation in Project Stir and People First by sending information to summer youth program informing and educating them about People First meetings and Project Stir classes. Information about self-advocacy also sent to Sandusky County Autism Support Group.
- Expanding opportunities for self-advocates and families to engage our community through volunteering by way of presentations at People First meetings, website, Facebook, Provider meetings, and United Way's Volunteer office.
- Offer educational opportunities to families and staff regarding People First and Project Stir through the Ohio Self-Determination Association (OSDA) quarterly meetings at Tiffin University, People First meetings, Project Stir quarterly meetings and trainings, and Supported Decision-Making trainings. Information disseminated through Provider meetings, Facebook, and website.
- All SSA's have completed Person-Centered training offered by the Ohio Department of Developmental Disabilities.
- Board members approved forty new Level 1 Waivers.
- SCBDD SSA department explored, developed, and implemented a new Individual Service Plan (ISP) format in a Microsoft Word document. Input was obtained from the Providers regarding the content of the new ISP format. Training was provided by the SSA's to the Providers on the new ISP format, rolled out January 9, 2018, and was received with great success by individuals, families, guardians and providers.
- SCBDD developed a new position at the beginning of 2018, Community Connections Coordinator (CCC). This position is a networking opportunity for families, schools, and other local agencies to unite and share resources to best serve and support local individuals with disabilities. The CCC serves as the primary source of contact locally for information, support, and resources provided by area agencies and the Sandusky County Board of DD. The primary focus of the Community Connections Coordinator is to work with children ages three to graduation. Area school districts served by the Sandusky County Board of DD include Fremont, Woodmore, Gibsonburg, Old Fort, Margareta, Bellevue, Lakota, and Clyde-Green Springs Schools. Sometimes, individuals who receive services and supports locally are just a helping hand away from social independence.
- Project Stir and People First information was shared with graduating Job Seeking Skills Training students at Sandco Industries.

June 2018: Update

- March 2018: Five self-advocates and three SCBDD staff attended Columbus Statehouse for Legislative

Advocacy Day.

- March 2018: Five self-advocates and the SSA Director presented Medicaid Waiver information to local leaders and families on Leadership Day during March DD Awareness.
- April 2018: Self-Advocates participating on the Sandusky County Healthy Living Communities Coalition.
- Director of Community Relations to meet with the Psychological students from Bowling Green State University in July to re-implement the Employment Support Group for individuals.
- Community Connections Coordinator (CCC) has contacted three hundred six (306) families regarding service support and needs.
- Project Stir and People First information was emailed to a variety of individuals to see if anyone is interested in joining in an effort to increase membership.
- Multiple Disabilities classroom in Fremont City School implementing the work abilities curriculum for pre-employment transition services. Capabilities (Provider) will be going to Ross High School twice monthly to work with students in the Multiple Disabilities classrooms.
- Service and Support Administrator's (SSA) participated in the following trainings: Person-Centered training, and Supported Decision Making. SSA's and Providers received training from DODD on Community Settings Rule & the Employment First Rule along with Person-Centered outcomes from Scott Marks from Ohio Association of County Boards.
- Community Connections Coordinator attended Wrap Around Training.
- May 2018: Board member training on Medicaid Waivers.
- Fremont City School students have been visiting the County Board and participating in activities with the School of Hope students.
- Information is shared on an ongoing basis at staff meetings regarding the new Waiting List rule, Family Support Services, and waivers so that they can assist families. Referrals are routed to the Community Connections Coordinator for additional assistance to families in accessing community resources.
- April 2018: The County Board hosted Barry Jamieson again for individuals, families and providers regarding Special Needs Trusts.
- Satisfaction Survey developed through Survey Monkey to obtain input from individuals, families, guardians, providers and other stakeholders. The survey will be posted on SCBDD's website, e-news and Facebook.

Quality Services

Goal 2: Provide access to high quality and innovative services, resources, and opportunities in a collaborative and cooperative manner that promotes the economic and social well-being of individuals, children, and families living in Sandusky County.

January 2018: Update

- A newly developed department was established at the SCBDD. The Community Relations Department. The focus behind this new department was that the SCBDD will serve as a single point of entry and referral source to those inquiring, needing, or desiring services.
- To assist families with networking and to build awareness of community resources, events, and activities, a Sandusky County Community Calendar is updated monthly and available on the SCBDD's website.
- SCBDD is participating in the "I Am Responding" program with Lindsay Fire Department and the Sandusky County Emergency Management Agency. This program will provide emergency responders with critical information for those with special needs, communication disorders, and physical and/or mental disabilities prior to responding to an emergency.
- School of Hope teachers teach and share applications and curriculum utilized with the students and discuss outcomes with one another.
- The Superintendent is attending department staff meetings on an ongoing basis and keeping staff abreast of SCBDD changes and accomplishments.
- Dr. Kitty Brandal has provided positive communications trainings with various departments at the SCBDD.

June 2018: Update

- Self-advocates will be participating in a community resource day at the Farmer's Market – "All Together Fremont". They are attempting to attract volunteers for Special Olympics in addition to increasing community awareness of the County Board.
- Collaboration with Senior Fair in April with Adult Protective Services.
- DODD Waiting List Rule will go into effect 9/1/18. Everyone that will be on the waiting list will have a mandatory assessment completed.
- Some teachers have shared resources with others. This will become a regular agenda item beginning the 2018-2019 school year.
- Fremont City Schools would like to do IEP training with SCBDD at the beginning of 2018-2019 school year. School of Hope staff, SSA's, Pathways 2 Employment and the Community Connections Coordinator will also be participating in the training.
- Pathways 2 Employment met their goals.
- Community Connections Coordinator attended all of the SCBDD Department meetings to give insight as to what her role is.

Individualized Support

Goal 3: SCBDD will strive to ensure exceptional services are provided to the individuals served while creating opportunities to enhance social acceptance and increase community interaction.

January 2018: Update

- Informational checklist, resources, and links are sent to those new independent providers requesting the information along with a follow-up phone call as needed. When new independent providers are interested in serving individuals in Sandusky county, a welcoming email is sent, the SCBDD brochure is attached and they are invited to come to the County Board for a tour at their convenience.
- Prior to providing services, newly certified independent providers are meeting with the SSA confirming the provider understands the individual service plan and the provider's responsibilities within sixty days of the provider being selected to provide services to an individual. The provider is also given SCBDD contact and crisis information.
- Provider meeting schedule developed for 2018. In addition, trainings requested per Providers have been scheduled through August 2018. Provider meetings along with trainings are on the website with an electronic RSVP invitation.
- The Request For Proposal for a network manager to coordinate transportation services for individuals seeking or currently competitively employed was sent out and a bidder's conference was held in December 2017. The plan is to have a projected March contract approval.
- October 2017 was Employer Recognition month. Employers were visited by SCBDD staff and presented with cookies and a certificate along with Facebook recognition.
- SCBDD remains a part of the Ohio Department of Developmental Disabilities trouble shooting team for the Imagine System per request of Director Martin.
- In January 2018, SCBDD staff along with Providers attended a Bridges Out of Poverty training.
- Quality Assurance Coordinator provides resources for trainings and technical assistance to Independent Providers.

June 2018: Update

- Ongoing monthly meetings with providers which provide opportunities for trainings and asking what they need from the County Board. All trainings requested from providers have been scheduled.
- SSA's continue to meet with any newly certified provider before the provider begins providing services with an individual, for purposes of confirming the provider understands the individual service plan and the provider's responsibilities.
- Quality Assurance Coordinator meets with new Independent Providers to provide training and information, in addition to filtering phone calls on those interested in becoming a provider. There has been six new Independent Providers in Sandusky County since January 2017.
- New marketing materials developed which includes: new Independent Provider brochure, Direct Service Professional flyer, driving flyer and Supported Decision Making flyer.
- Exploring different options for recruitment of Independent Providers and Direct Service Professionals.
- MUI training video completed and posted on SCBDD website for Providers to utilize. Provider meeting packets posted on SCBDD website as a resource for Providers.
- Transportation Network – pilot project up and running. Manager is actively recruiting drivers.

Communication

Goal 4: Achieve, open, ongoing, clear communications among individuals, families, providers, staff, stakeholders, and community.

January 2018: Update

- New monthly eNewsletter provides consistent communications of mission, vision, and goals.
- FANs Network updated monthly in eNews and Facebook, clearly demonstrates SCBDD mission to community-based supports, encourages community support of individuals in need.
- Aktion Club with individuals and staff working in cooperation in support of Kiwanis members and their service to community programs. Staff and the individuals we serve demonstrate mission, goals in the community via volunteering, attending Kiwanis meetings, and volunteering at Kiwanis sponsored events:
 - 10/6 and 10/7/2017. Aktion Club integrated with Kiwanis members for 'Peanut Day' all around Sandusky County.
 - Aktion volunteering at Goodwill (community engagement) in February 2018.
 - Aktion volunteering to serve 'Pancake Day' (community engagement) in April 2018.
- Met with 18 local businesses in October, recognized their efforts in support of disability employment awareness month (community engagement).
- Mission and Vision statements have been revised. Philosophy statements have been eliminated and replaced with Core Values of the agency. Website has been updated to reflect changes. Monkey survey was completed with staff by Superintendent to obtain staff input on suggested changes. At November 2017 Board meeting, the Board approved the changes to the Mission and Vision statements and adopted the Core Values to replace the Philosophy statement.
- Cross-collaboration with local nonprofits and community organization to advance 2nd and 3rd party messaging based on shared values via e-News, Facebook, etc.
- Public Relations represented at Sandusky County Chamber of Commerce Speed Networking session; meet and greet various local nonprofit leaders and emerging businesses.
- The Superintendent presented to community business leaders at Leadership Sandusky County on nonprofit day, educating class on the SCBDD.
- SCBDD Special Olympics collaborated with Fremont Rec Center, Fremont city employees, and Sandusky County first responders for Mike Piero Foundation Tournament.
- Monthly updates to include Sandusky County social/events calendar, monthly school menus, updated providers listings, and Special Olympics scheduling and communications.
- Board minutes are posted on the website monthly after minutes are approved by the Board.
- Updated online application forms; electronic forms now available with form fields.
- Reviewed entire website; compiled list of edits and updates implemented.
- Daily Facebook posting with messaging, imagery to showcase mission in action.
- Header/hero image on Facebook page frequently updated to communicate current goals, events, and/or initiatives including DSP day, Always There 2017 OACB campaign, and more (ongoing).
- Grew Facebook community 34%: 862 followers on 11/2016, 1,151 followers 1/2018. March 2018, 1,253 followers
- Annual review of all marketing related brochures and web page content by department.

- Complete rebrand of all collateral print pieces to communicate function, goals, and vision of each department within the SCBDD to include departmental brochures, print newsletters, and supporting communications.
- Complete rebrand of quarterly print and monthly eNewsletter.
- Recorded 10/27/17 Provider meeting on ISP to create training video for remote, online use.
- Added 'Provider Resources' page to website; online training resource for providers is under development.
- Currently, the Superintendent sends out an email within a couple of days following the Board meeting and gives staff a detailed review of the results of the meeting. In addition, the Superintendent also attaches the Superintendent's report along with the Program reports for staff to review. The Board meeting minutes are also available for review on the SCBDD's website.

June 2018: Update

- Press releases regarding CARF and Accreditation featured in News Messenger in first quarter 2018.
- Partnered with Fremont Ross Link students and local Walgreens for Red Nose Day 1st quarter 2018.
- 1/2018 – updated 'Request Form for Eligibility Determination' to an electronic version with active form fields, facilitate electronic submission.
- Mailings to individuals and families/guardians regarding "Fix the List" and Provider Guide Plus.
- Communication regarding suspension of SCBDD transportation for School of Hope for upcoming school year (2018/2019) via letter to students, Facebook, e-News, print news. School districts to provide transportation for School of Hope students.
- 2018 Torch Run with local police, fire, and open to community on June 21, 2018.
- Suspended Community Resource Fairs going forward into 2018 due to lack of interest and support from community, re-evaluating.
- Continue to build Facebook followers: 1292, as of 6/13/18.
- 3/2018 – added a "provider resources" page, will feature educational/informational content exclusively for providers.
- Added a 'happening now' page to feature current and upcoming events.
- March 2018: Facebook post(s) on Lady Rebel basketball team heading to state tournament go viral locally, posts reach 4,000 people, 2,500 people, 1,700 people and another 6,600 people. Is featured on Fremont City News Facebook page.
- 3/6/18 Facebook post regarding individual served on CASA Dancing with the Stars sets milestone in people reached: 23,000 + people reached, 600 likes, 255 shares.

Organizational Success

Goal 5: Assure stable funding and effective administrative leadership to support the Mission of the Board to meet the long-term needs of individuals and families in a cost-effective manner and to keep the Sandusky County community well informed about developmental disabilities.

January 2018: Update

- The Sandusky County Board of DD has been accredited by the Ohio Department of Developmental Disabilities (DODD) for the quality of services and supports it provides to people with disabilities. The comprehensive state review was conducted in July. A team of surveyors from the DODD reviewed all areas and services of the county board operations. The results of the review found that the Sandusky County Board of DD achieved substantial compliance with state standards and subsequently obtained a three-year period of accreditation by DODD, the maximum possible term.
- Provider Pilot group is ongoing. Transportation grant currently being evaluated for SCBDD recommendation by February with rollout date in April 2018.
- Carryover funds training for elected officials and Board members was completed in September 2017.
- Board Members had Governance training by the Ohio Association of County Board's Randy Beach on June 26, 2017.

June 2018: Update

- April 2018: CARF International granted the Sandusky County Board of Developmental Disabilities (SCBDD) its third consecutive Three-Year Accreditation following an onsite survey and evaluation of its programs and services. The programs and services surveyed included the areas of Service Coordination, Child and Adolescent Services, Early Intervention Services, and Transition Services.
- The Transportation Network Manager Contract (pilot project) was reviewed and approved. The selection committee for this project had reviewed and interviewed the applicants and provided their recommendation for Wynn-Reeth to be the network manager. OACB provided us with legal assistance through our Provider Partnership Pilot workgroup. The one-year project will begin on April 1 and will focus on developing a network of drivers and providers to support people working in the community.