

Three Year Strategic Plan: 2021-2024

Report Four: August 2023

Goal 1: SCBDD will remain receptive, proactive, and creative in our local responses to fulfill our vision, mission, and core values.

Goal 1a: SCBDD will remain a vital resource to all stakeholders and our community by remaining receptive to emerging needs, service gaps, opportunities, and a commitment to evolve.

Department Responsible: All with Administration and the Board taking lead roles

Core Values Supported: All

Objectives:

1. Foster constructive team and department meetings to identify emerging needs, service gaps, and new opportunities.
2. Foster open communication with community and partner stakeholders to identify emerging needs, service gaps, and new avenues for collaboration.
3. Embrace 'what if' ideology opportunities to develop new pilot projects based upon feedback.
4. Monitor pilot project development for success, inefficiencies, discontinuation, changes, or expansion to ensure accountability of new initiatives.
5. Further develop current pilot projects as listed in goals 1b and 1c and advance any new pilot initiatives identified in 1a.

August 2023 Objective Updates:

1. The Community Connection Coordinators (CCCs) continue to meet once a month to discuss unmet needs and service gaps for youth and families as well as new opportunities.
2.
 - Directors of SSA and CC meet with Firelands Counseling and Recovery administration team on 4/20/23 to discuss agency's services, mission, and goals and establish a framework for coordinating efforts with shared cases.
 - Feedback from providers showed the need for support with training opportunities, recruitment and advertisement. The Provider Support Program was approved for 2023 and included reimbursement for recruitment, onboarding and advertisement for DSPs. The program also included the ability for providers to utilize funds for trainings specific to the providers needs and concerns. One provider utilized the program for specific needs related to communication and morale.
 - The Family Engagement Coordinator (FEC) position was filled. The FEC has taken over the coordination and monitoring for the youth respite services and will begin to explore opportunities to develop new support services and bring new resources to our county.
 - The Sandusky County Jobs and Family Services reached out to SCBDD due to an after-hours emergency request/need. Sandusky County JFS was able to utilize our Youth Respite Home for an overnight placement of a young child who was accompanied by

<p>two JFS on-call staff. This partnership created a safe, calm, and home-like atmosphere for a child in crisis.</p> <ul style="list-style-type: none"> • The youth respite home has increased hours and the number of youth served each month. In the first 6 months of 2023, over 340 hours of respite were provided to 27 different eligible youth. Families continue to express positive feedback. <p>3. The HR Department initiated the following:</p> <ul style="list-style-type: none"> • Revised sick leave and vacation policies to allow employees to use these benefits in ¼ hour increments instead of ½ hour increments. • Adjusted the vacation policy to match the counties vacation tiers and met with all departments to discuss the changes. • Established a Logo Wear committee and inquired about employee volunteers to be part of the committee to obtain a new vendor and provide an update to the clothing options. This committee also opened up the logowear sales to individuals served and their families and other stakeholders. • Held “Stay” Interviews with the SSA department. <p>4. The HR Department initiated the following:</p> <ul style="list-style-type: none"> • Enhanced services to employees by partnering with Promedica EAP to offer counseling services. • HR assisted NPESC with interviewing for school employees <p>5. <i>No update.</i></p>

<p>Goal 1b: Develop PLAY Project Consultant services to assist preschool and school age students in a variety of settings.</p>
<p>Department: Educational Services and Community Connections</p>
<p>Core Values Supported: Person-Centered, Collaboration, and Relationship</p>
<p>Objectives:</p> <ol style="list-style-type: none"> 1. Outreach with school districts to determine their needs and the number of students who would benefit from the service. 2. Provide child specific interventions and support for school personnel to develop a basic understanding of PLAY strategies. 3. Continue to explore and expand services as needed to meet the needs of schools, students, and families.
<p>August 2023 Objective Update:</p> <ol style="list-style-type: none"> 1. Training has been modeled and provided in the classrooms at Fremont, Clyde, Bellevue, and New Story schools. 2. <i>No update</i> 3. SCBDD has made referrals to Vital Health Care for behavioral health services in the home. Three families with eligible youth/students are receiving intensive in-home supports.

Goal 1c: Develop an educational staff training model to help meet the School of Hope students' social, emotional, and physical needs and development.

Department Responsible: Educational Services

Core Values Supported: Person-Centered, Leadership, and Collaboration

Objectives:

1. Explore new and emerging resources and techniques and determine applicability to current and emerging School of Hope students' needs. Incorporate these into staff training opportunities to enhance student development.
2. Develop and implement a training model for educational staff that:
 - a. enhances staff's knowledge and skills to better serve students.
 - b. enhances staff's awareness and skills for emerging social emotional trends, resources, and practices.
 - c. incentivizes staff to pursue advanced training independently.

August 2023 Objective Update:

1. *no update*
2. *no update*

Goal 1d: Enhance and enrich opportunities, services, and resources for youth and families.

Department Responsible: Community Connections

Core Values Supported: Person-Centered, Collaboration, and Relationships

Objectives:

1. Develop a youth respite home with services and activities.
2. Collaborate with various stakeholders to enhance and expand training opportunities and resources.
3. Collaborate with multiple statewide and local stakeholders to develop advanced and unique skills for staff to work with children effectively and therapeutically in newly created activities such as daily living skill development and youth respite services.

August 2023 Objective Update:

1. Completed
2. Training was coordinated and provided to Hand-N-Hand respite staff by the Academy for Direct Support Professionals. The "Connect" training was provided and included strategies and tools to use for youth needing support with behavioral needs.
3. *No update*

Goal 2: Engage Self-Advocates, Special Olympians, and their support allies to return to participation and foster growth as experienced pre-pandemic.

Goal 2a: Increase self-advocate, athlete, ally, and volunteer participation in Self-Advocacy and Special Olympics services and programs.
Departments Responsible: Self-Advocacy and Sandusky County Special Olympics Coordinator and Local Leaders
Core Values Supported: Person Centered, Accountability, and Relationships
Objectives: <ul style="list-style-type: none"> 1. Educate all stakeholders about Special Olympic and Self-Advocacy program availability, participation, and volunteer opportunities through community, social, program/service engagements, or public speaking opportunities. 2. Develop leaders and leadership skills by: <ul style="list-style-type: none"> a. Listening to Self-Advocates and Special Olympians and supporting their efforts to lead and grow programs in ways they desire. b. Participating in local, regional, and state trainings, organizations, and events. c. Increasing participation through self-advocates' recruitment efforts to people and support allies in: <ul style="list-style-type: none"> i. sport trainings and competitions. ii. advocacy services, trainings, and events.
July 2023 Objective Update: <ul style="list-style-type: none"> 1. Two Self-Advocate / Special Olympians are serving on the State Special Olympics Advisory Input Council and Unified Leadership Training Forum. One athlete is currently working on NWOSDA training presentation to be delivered regionally in August 2023. 2. Began Sandusky County People First Socials (advocate event focused on networking and fellowship) to increase the advocacy chapter numbers. Two events have occurred: one at a local restaurant and the second at Fremont Farmers Market. New officers to Sandusky County People First Chapter were elected in April 2023. 3. 2023 sport programs included youth participating in Cheerleading, Basketball, Volleyball, Softball and Bocce events during this 6-month period. Special Olympian youth participating in the community basketball game which is a community inclusion event in March 2023. 4. Local self-advocates traveled and participated in Statewide Advocacy Day in Columbus. Local self-advocates led and participated in board training and community leadership day. Local self-advocates participate in DODD Innovation Video series. Local self-advocates became regional trainees of Project STIR in April 2023 and are supported by local trainers and support allies. 5. Two local self-advocates are selected to People First Board of Ohio as regional representatives in June of 2023.

Goal 2b: Increase participation for transition aged youth in Self-Advocacy and Special Olympics.
Departments Responsible: Self-Advocacy and Special Olympics with assistance from Community Connections
Core Values Supported: Person-Centered, Collaboration, Accountability, and Relationships
Objectives:

1. Develop educational resources and a marketing and communication plan for effective outreach to youth and families.
2. Identify and develop outreach opportunities to educate and promote services and involvement to school personnel and teams.

January 2023 Objective Update:

1. 2023 sport programs include youth participating in Cheerleading, Basketball, Volleyball, Softball and Bocce events during this 6-month period. Special Olympian youth participating in the community basketball game which is a community inclusion event in March 2023.
2. Transition aged students attending Sandusky County People First monthly meetings and People First socials.
3. Community connection referrals for Special Olympics have resulted in youth aged and transitioning students placement in Bowling, basketball, Volleyball, and softball.

Goal 3: Strengthen relationships with all stakeholders to enhance quality services.

Goal 3a: Improve relationships and collaboration efforts with Medicaid waiver providers which will enhance services to eligible individuals.

Department Responsible: Service and Support Administration and Community Connections

Core Values Supported: Person Centered, Collaboration, and Relationships

- Objectives:
1. Collaborate with providers and Community Connections Department to gather ideas and information on ways we can work together to better serve people and families.
 2. Collaborate with providers and Community Connections Department to distribute individuals' needs and provider capacities in the most efficient manner.
 3. Implement strategies to build a positive relationship between providers and the SSA Department.
 4. Explore opportunities to assist providers to work with other providers to best support those served.
 5. Work with providers to implement a more hands-on, organic, and on-going monitoring process for each individual.
 6. Be proactive in monitoring provider's and stakeholder's social media channels and share their news, accomplishments, and content with the SCBDD audience on SCBDD social media channels in the spirit of collaboration.

August 2023 Objective Update:

1. *No change*
2. *No change*
3. SCBDD hosted a training called "What the Tec" for SSAs and providers together. This was provided by DODD and OISP Regional Support Facilitator. The training focused on building and strengthening one's knowledge and assessment of assistive technology and remote support.
4. *No change*
5. *No change*

6. *Ongoing.*

Goal 3b: Expand collaboration opportunities with adult services providers, school districts and educational partners, and community/service stakeholders through outreach, guidance, and training.

Department Responsible: Community Connections

Core Values Supported: Accountability, Collaboration, Relationships, and Excellence

Objectives:

1. Expand web-based options.
2. Explore opportunities to recruit and retain Direct Support Professionals and Independent Providers.
3. Explore, identify, and create opportunities for enhanced collaboration with a wide variety of new and existing DD and community stakeholders for the purpose of developing and optimizing service availability.

August 2023 Objective Update:

1. *No change*
2.
 - QA/RN created an orientation training for Independent Providers once they are certified. The QA/RN spends time one on one with the IP to ensure they have the tools they need and understand the next steps of providing services as an IP. The QA/RN has provided 5 new IP's with this orientation training.
 - The provider support program has supported agency specific training needs for one provider. This support continues to be vital to supporting the retainment of current DSPs. The Academy for Direct Support Professionals has provided this ongoing support.
3. Superintendent and leadership continue to work with NPESC on backfilling vacant positions with the school and to work towards a smooth transition to new leadership for the start of the 2023-2024 academic year. Discussions are ongoing with both boards to consider a permanent management change to NPESC.

Goal 3c: Improve awareness of agency services and initiatives.

Department Responsible: Administration

Core Values Supported: Person-Centered, Leadership, Collaboration, Accountability, Excellence, and Relationships

Objectives:

1. Create a service-based spreadsheet to enhance employee awareness of services provided by departments from SCBDD.
2. Develop an annual communications campaign schedule:
 - a. Develop a new communication campaign to provide more detailed education for specific services available.

- b. Sponsor marketing campaigns targeting awareness events such as DD Awareness, National Disability Employment Awareness Month (NDEAM), Early Intervention, and DSP Week to increase awareness of SCBDD services.
- c. Sponsor routine social media campaigns to educate and promote SCBDD services.
- d. Educate staff on available services.

August 2023 Objective Update:

- 1. *No update.*
- 2. Our theme for Developmental Disabilities Awareness Month this year was ‘Celebrating Inclusion.’ This inclusive messaging was featured on billboards in and around Sandusky County during the month of March. A different individual was also spotlighted on our social media page every day in March.

Goal 4: Adopt improved program processes and quality employee recruitment and engagement practices to improve overall work efficiencies and satisfaction.

Goal 4a: Explore system simplification and innovation for increased efficiency and effectiveness.

Department Responsible: Administration

Core Values Supported: Person-Centered, Leadership, Collaboration, Accountability, Excellence, and Relationships

Objectives:

- 1. Create more effective communication amongst staff for departmental needs.
- 2. Increase internal audience awareness and utilization of Google Drive to easily communicate, collect information, and store information electronically to reduce redundancy and reduce email overload.
- 3. Explore technological advancements, upgrade opportunities, and implement changes to improve efficiencies while reducing paper processes.
- 4. Evaluate current departmental process, procedures, forms, and documentation methods to ensure they reflect SCBDD’s mission and vision.

August 2023 Objective Update:

- 1. The Family Engagement Coordinator position has been filled. This position has provided opportunities for more effective communication between the CCC’s and the respite provider.
- 2. The FEC has taken over the coordination and monitoring for the youth respite services and will begin to explore opportunities to develop new support services and bring new resources to our county.
- 3. The administration department completed the following:
 - Eliminated point to point internet and replaced it with fiber optic internet in hopes to decrease outages and increase speed.
 - Replaced all of the internet access points and added additional access points throughout the building to increase the wifi connections.

4. *No update*

Goal 4b: Recruit and retain a quality and engaged workforce who are mission driven.

Department Responsible: All

Core Values Supported: Accountability and Excellence

- Objectives:
1. Implement strategies to build a positive culture among employees.
 2. Design and implement a peer mentoring program for newly hired SSA's.
 3. Update and improve the current training program for newly hired SSA's.

- August 2023 Objective Update:
1. The administration department continued to monitor and implement the strategies previously deployed.
 2. The SSA Mentor role continues to be utilized with new SSAs being onboarded. The process will continue to be developed and adjusted based on experiences learned.
 3. Due to staff turnover, the QA capacity and process was placed temporarily on hold until onboarding and workload adjustments could continue. This remains a priority and will continue to be pursued once staffing and accreditation is stable.

Goal 5: SCBDD shall plan and set priorities based on available resources for the provision of facilities, programs, and other services to meet the needs of individuals with developmental disabilities. SCBDD will accomplish this by:

Goal 5a: SCBDD will accomplish the general strategic plan requirements per ORC 5126.04, ORC 5126.05, ORC 5126.054, and OAC 5123-4-01

Department Responsible: All including Administration and Board

1. Establishing an annual budget which may consider the number of individuals served and their needs, the potential number of people on a waiting list and methods to reduce this if applicable, the projected number of persons on a HCBS waiver, and the board's five-year cost projection which is submitted to DODD annually.
2. Ensuring services are provided in the most integrated setting appropriate for each individual's needs.
3. Supporting and developing community employment opportunities and the number of persons served who are successfully and independently working.
4. Ensuring sufficient provider recruitment, capacity, training, and communications to meet the needs of Sandusky County.

- August 2023 Objective Update:
1. The Business Manager submitted the cost projection and cost report to DODD. The School of Hope had a waiting list of four students. These requests were unable to be met due to a lack of school staff, which was not budget related.

2. *Ongoing.*
3. *Ongoing.*
4. Ongoing efforts. A new relationship with Vital Health, a mental and behavioral health provider, has been fostered. Vital is accepting new patients in Sandusky County and has been committed to growing resources and service availability for those we serve.