



# Strategic Plan Progress Update

**Review Period: 07/01/18 to 06/30/19**

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**Quality Services and System Changes: The WCBDD will provide quality services, seek out private providers to provide quality services, and ensure compliance with requirements. The WCBDD will evolve based on system changes required by the state and federal governments and what is best for individuals served.**

- There have been 30 Community Employment Placements and a total of 116 Benefits Analysis Reports/Consultations completed between July 2018 and June 2019.
- A total of 442 Waiting List Assessments were completed between September 2018 and June 2019. There were 3 people assessed to have an Immediate Need, 17 assessed to have a Current Need that was met with Local Funds, 44 assessed to have a Current Need and referred for a waiver, and 378 assessed not to have an Immediate or Current Need.
- There were 4 Individual Options waivers, 15 Level One waivers, and 5 SELF waivers for a total of 24 waivers added between July 2018 and June 2019. 21 HCBS Waivers are left to be assigned for the remainder of 2019.
- Service Coordinators are required, per SSA Rule and WCBDD SSA Division Procedure, to visit individuals at locations in which new services are provided thirty (30) days after services commence. Service Coordinators have been successful in accomplishing this duty and documenting efforts via Targeted Case Management Notes and the Routine Monitoring of Services form.
- Early Childhood Manager or designee participated in regional/state Early Intervention information meetings.
- Early Childhood Manager and many staff participated in the "Rocking the Rules" rule release webinars.
- Primary Service Providers and Secondary Service Providers continue to be assigned based on child and family needs through Early Intervention Services. Surveys have noted positive experiences from families.
- Since last July, WCBDD Provider Development Coordinators have assisted 18 new residential providers and 4 new transportation providers to become certified from start to finish.
- A packet of information about wavier services and WCBDD is sent to providers who are new to Warren County upon notification they are willing to provide services.
- WCBDD continues to contract with chosen day program and transportation providers to provide services to people who do not have a waiver.
- A new provider orientation meeting was offered for providers new to Warren County bi-monthly in 2018 and monthly in 2019.

- The Voices Speaking Out Advocacy Group meets the third Tuesday of each month. They email individuals enrolled in WCBDD services in order to recruit for the group as well as post and pass out flyers.
- Over the last year speakers have attended the advocacy meetings to teach advocates about such topics as: suicide prevention, effective communication, and living with diabetes.
- The Voices Speaking Out Advocacy Group completes and publishes a quarterly newsletter called the “Voices Speaking Out Star”.
- Currently, the Voices Speaking Out Self-Advocacy Group has the following officers: President, Vice President, Secretary and Sergeant at Arms. Elections for 2020 officers will be held August 13, 2019.
- The Voices Speaking Out group completes various service projects throughout the year.
- WCBDD supports and accommodates quarterly sessions for all staff to continue quarterly Good Life Events.

**Shared Services/Partnerships: The WCBDD will seek out efficiencies through sharing services with other entities and/or developing and continuing services with outside agencies.**

- Community Housing Assistance Program (CHAP) added a total of twelve units between July 2018 and June 2019. As of June 30, 2019, CHAP had 87 units and 1 lot to build a new home. Of the 12 acquired units, 10 were duplexes, 1 was a single family home, and 1 was a condo.
- The WCBDD provided grant funds of just over \$825,000 to CHAP between July 2018 and June 2019.
- WCBDD staff met and established relationships with Opportunities for Ohioans with Disabilities (OOD) staff, gained contact information, and passed their information on to providers. Providers are being encouraged at meetings to become a provider for OOD, and Provider Development Coordinator staff are meeting with providers about becoming OOD certified if they are interested in doing so.
- WCBDD has met with a representative of the Special Education Department from each of the eight Warren County school districts a number of times each quarter.
- A monthly provider meeting is held the 3rd Tuesday of each month to provide relevant information to providers regarding what is important for them to know.
- Initial and Annual trainings are offered monthly for providers. In addition, trainings on the topics of Trauma Informed Care, Provider Compliance, Outcomes, Remote Technology, and Billing and Documentation have been offered, for free, to providers during this review year.
- There have been 3 meet and greets held since July 2018:
  - September 4, 2018 – Remote Supports and Day Services with 9 providers in attendance
  - January 22, 2019 - HPC Services and Remote Supports with 10 providers in attendance
  - April 23, 2019 – Day Services and Transportation with 13 providers in attendance
- Some people served by WCBDD may require services not funded by a waiver, and WCBDD contracted with 35 different people/agencies to provide needed services for adults and 19 people/agencies to provide needed services for children to provide these services.
- HR Director and Superintendent continue to evaluate each opening to see if there is a better way to complete the duties of the position prior to filling.

**Employee Relations: The WCBDD will work with our employees to ensure they are receiving the proper information and expectations in order to continue providing quality services.**

- Human Resources and Training and Development Coordinator set up trainings as requested and as necessary.
- Superintendent has continued listening sessions to meet with staff, and the sessions are well attended.
- Directors continue to meet monthly and the entire management team continues to meet quarterly to plan for future changes. Pending changes will be shared with board members at each of the 10 meetings held per year.
- The Shining Star Newsletter highlights different staff throughout the agency each month, highlighting not only them but the work they do so that others have a better understanding of the services they provide.
- SSA, Business Services, and Community Connections have participated in joint trainings at least two times per year.
- The WCBDD succession plan was reviewed and approved in January 2019.
- 89% of WCBDD staff participated in wellness initiative and 87% received incentive.

**Community Outreach: The WCBDD will share information about our agency and our services and seek to get individuals with developmental disabilities more involved in their communities.**

- 29 children/families benefited from toileting assistance programs offered.
- 11 Youth on the Go Events were offered for children ages 6-13.
- 11 Social Saturdays were offered and were well attended by children and families.
- Facebook was live for most of the SALTS information sessions during the 2018 – 2019 school year.
- All agency and local/area events were shared on agency Facebook page and website.
- Agency newsletters go out electronically to over 2,500 people.
- Two Direct Support Professional (DSP) Hiring Events were held; one on September 25, 2018 and the other on May 9, 2019.
- Managers and Directors continue to attend necessary conferences to perform their job duties, and our Management employees are very involved in state and local committees.
- WCBDD continues to seek out individuals for volunteers – we had volunteers at the WCBDD Open House, Family Fun Day, and Things That GO.
- WCBDD continues to use Constant Contact to reach more people and allow people to sign up to receive information through our website.
- All agency brochures are up to date and changes are made as needed.
- WCBDD had four (4) new volunteers this year.

**Technology: The WCBDD will continue to leverage and expand technology capabilities in order to provide better services to individuals with disabilities.**

- Division intranet pages are updated by Division Directors as changes occur to ensure internal communication with staff.
- New online training initiatives such as the employee security training have been launched.
- WCBDD has implemented a fully automated mileage tracking and reimbursement system to track and approve employee mileage.
- WCBDD has fully integrated all Human Resource tracking needs into the Kronos system.
- WCBDD is working to utilize technology for training for employees. This is an ongoing project. The agency has, however, launched a specialized security and PII training platform required for all staff.

**Funding: The WCBDD will be fiscally responsible with public funds and seek out all opportunities for funding.**

- Superintendent and Business Director meet with County officials to provide budget updates and ensure responsible oversight at a minimum of twice per year.
- The Finance Committee reviewed the WCBDD long term budget plan in February and June of 2019.
- Expenses are monitored via the purchase order system by a minimum of three levels of review. Reports are analyzed monthly to compare costs to the budget.
- The final budget was submitted with the Board approved 1.5 mill rollback for 2019 collection year.
- The monthly waiver report continues to be generated with costs being analyzed in concert with the waiver assessment report provided monthly from the SSA Director.
- Medicaid Administrative Claiming Random Moment Time Study participants are monitored quarterly. Targeted Case Management funding standards are monitored monthly with communication going to applicable Directors.
- The Administrative team has met monthly. Contact is made from the Business Services Director and other agency Division Directors regarding budgetary issues, and the financial report is shared and reviewed monthly with the Board.