



Strategic Plan Progress Update

Review Period: 07/01/16 to 06/30/17

Quality of Service Provision: The WCBDD will provide quality services, seek out private providers to provide quality services, and ensure compliance with requirements.

- There were 39 Community Employment Placements from July 2016 to June 2017.
- There were a total of 14 individuals attending the sheltered workshop who were placed in community employment positions between July 2016 and June 2017. This exceeded the original goal of 7 additional placements by June 2017.
- The Advocacy Group, Voices Speaking Out, continued to promote membership through email, Facebook, community outreach and attending agency events. The group of 14 active members meet monthly and there were 18 potential new members who attended meetings between July 2016 and June 2017.
- Rachel Rice, Voices Speaking Out member, was featured in the Cincinnati Enquirer on December 22, 2016 for her ESDY award received in October from the Ohio Self Determination Association.
- Voices Speaking Out members attended DD Awareness Day 2017.
- We added 98 Individual Options waivers, 71 Level One waivers, and 63 SELF waivers for a total of 232 additional waivers between July 2016 and June 2017.
- A total of 12 Benefits Analysis Reports and 40 Benefits Consultations were completed between July 2016 and June 2017.
- An assessment process was developed to assess the needs of people on the waiver waiting list. The County Board contracted with Southwestern Ohio Council of Governments to complete these assessments. They began 4th quarter 2016 and as of June 2017, 177 assessments had been completed and reviewed by the County Board resulting in referrals for appropriate services and/or a waiver when necessary.
- Service Coordinators meet with all newly selected providers within 30 days after the commencement of services.
- County Board staff continue to meet on a quarterly basis for Good Life refresher courses.

System Changes: The WCBDD will evolve based on system changes required by the state and federal governments and what is best for individuals served.

- Administration meets regularly to address all changes that occur within our system.
- The County Board continues to contract with chosen day program providers to provide services to people who do not have a waiver.
- The Provider Development Coordinator assisted 7 providers for adult day and employment services, 5 providers for non-medical transportation services, and 72 providers for homemaker/personal care services with rule requirements and certification information and assistance.

- County Board staff participated in the Southwestern Ohio Council of Governments Provider Support workgroup in order to produce recruitment materials and work together to obtain more Direct Support Professionals both working for Agencies and as Independent Providers.
- Privatization of PSU, Inc. is scheduled to be in effect as of 1.1.18.
- Person-Centered Planning process has been in full effect since June 2016.

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

- Between July 2016 and June 2017, Community Housing Assistance Program purchased 5 single family homes, 3 duplexes, and contracted for a single family home new build.
- Warren County Board of DD continues to refer individuals to the Employment First Counselor via DODD/OOD partnership on a regular basis.
- The Transition Department has regularly participated in school events that include but are not limited to team meetings, individualized education plan meetings, Opportunities for Ohioans with Disabilities meetings, school district open houses, parent information sessions, area transition events and ongoing meetings with district staff.
- The Superintendent and Assistant Superintendent evaluate each open position for the possibility of sharing services with Southwestern Ohio Council of Governments before filling.
- We continue to contract with Solutions Mental Health agency to provide residential services at their Morrison Home to adult individuals requiring intensive mental health assistance.
- We maintain contracts with multiple agencies for the following services: intensive in home supports for children, counselling, toileting skill development and support, guardianship for individuals in need, respite, camp, and driver evaluation and training.
- We contract with Sinclair Community College, jointly with Warren County Mental Health, to fund a Disability Services Counselor.

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.

- Training and Development Coordinator has received requests for and has coordinated several different trainings.
- Communication to staff has continued to ensure staff are informed on the direction of the agency.
- Superintendent has continued listening sessions to meet with staff, and the sessions are well attended.
- Different staff and their positions are highlighted in each newsletter.
- WCBDD updated succession plan in January 2017.
- New evaluation system for employees in order to award merit-based raises were completed in 2016 and 2017 for all full-time and part-time staff.
- In 2016, we had a total of 195 employees and spouses complete their wellness exam for the Wellness Program.

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.

- Agency newsletters go out to over 2,500 people.
- In April 2017, the Dreams newsletter was converted to an electronic newsletter, and it is now sent out by email through Constant Contact.
- The Community Outreach and Events Coordinator met with 8 employers monthly and passed contact information for businesses on to Community Employment.
- The public has been informed of services Warren County Board of DD provides to individuals with disabilities of all ages via attendance at Warren County area Chamber of Commerce meetings, mass emails, speaking engagements, schools, and parent groups on a monthly basis.
- The “Supports and Services for Children” booklet is currently being revised to add up to date information.
- The County Board had 12 community volunteers in 2016 and as of June 2017, has had 6 community volunteers in 2017.
- Individuals served have volunteered at least once per quarter at community events or locations.
- In addition to Facebook, Warren County Board of DD has added the following social media outlets for updates: Twitter, Instagram, and LinkedIn.
- Student to Adult Life Transition (SALT) series meetings are recorded monthly and added to our Social Media.
- Management continue to attend training conferences.
- Our management employees are very involved in different committees outside of the agency.

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

- Intellivue has been fully implemented into WCBDD document retention processes. Ongoing scanning is in place to index newly generated documents.
- The new www.warrencountydd.org website was launched in 2016. Ongoing updates are performed as needed.
- The WCBDD Intranet was launched in 2016. Ongoing maintenance and content updates are performed as needed.
- WCBDD IT works in conjunction with the WCBDD Training Coordinator to offer training to staff. We recently completed in depth MS Office training for all staff and are looking to implement ongoing IT training. Personalized training is available to all staff by contacting the IT department.
- The IT Manager regularly meets with individual staff along with the management team to identify new projects to streamline agency processes along with developing new applications.
- WCBDD has launched the following changes between 2016 and 2017: electronic signature, internal Intranet which hosts multiple internal agency forms with built in workflow management, updated asset tracking management application, Provider Toolkit which is found at <https://www.warrencountydd.org/provider-toolkit>, a Provider Search portal which is found at <https://www.warrencountydd.org/provider-search>, electronic fax service, enhanced usage of Gatekeeper and Intellivue.
- The IT Manager works with division directors to establish processes and procedures for employee onboarding and exit management in relation to IT equipment provisioning, management of all employee network and file share access based on employee’s role within the

agency, agency policy regarding lost or stolen IT equipment, purchase order approval and workflow for all IT related expenses, employee training records and implementation of new IT training platforms.

- WCBDD utilizes a 3 to 5 year life cycle for all computers, tablets, and cell phones.
- All IT equipment is purchased with manufacturer warranties to ensure a quick turnaround for any damaged or malfunctioning devices.
- WCBDD has brought on a Data Specialist to act as the subject matter expert for core agency applications such as Infallible, Gatekeeper, and Intellivue.
- We have installed the One Call Now System for mass communication when needed.

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

- The Superintendent and Business Services Director have met with county officials, and the Board has determined that a voluntary 1.5 mill tax levy rollback is appropriate for the 2018 year.
- Expenses are monitored via the purchase order system by a minimum of three levels of review.
- Monthly financials are reviewed and monitored for areas where streamlining could occur.
- Monthly financials and long term budgetary processes are used to evaluate service efficiency, with costs being analyzed at the expense request.
- Financial processes and budgeting are reviewed with the agency's Finance Committee at least quarterly.
- Waiver planning is being initiated based upon the waiting list assessment information. Individuals with high needs are evaluated at each waiver distribution with emergencies being given waiver funding immediately.
- The waiting list assessment is assisting with serving those with immediate needs with local funds versus a Medicaid waiver.
- The Medicaid Administrative Claiming plan was revised to capture revenue due to staff changes.
- We are pursuing Targeted Case Management funding for Employment Coordinator and Transition Coordinator positions.