



# Strategic Plan Progress Update

Review Period: 07/01/19 to 06/30/20

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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 40 Community Employment Placements and a total of 186 Benefits Analysis Reports/Consultations completed between July 2019 and June 2020.
- Warren County Board of Developmental Disabilities has assessed everyone who was originally on the Waiting List and is now completing the Waiting List Assessment for those that: (1) Have been on the Current Needs List for 12 months; (2) Per Individual/Guardian request as having a change in condition and request to be reassessed; and/or (3) Have moved into Warren County and were on a different County Board's Transitional Waiting List or Current Needs List.
- Equipment and Assistive Technology requests are reviewed on an individual basis. The procedure for approving such request follows Medicaid and Waiver rule adherence. WCBDD Service and Support Administration Division Administrative Financial Review Committee Procedure was updated and approved June 2020.
- Early Childhood team members attended multiple trainings. The team continues to meet weekly with the service coordination agency as well as with each other in order to provide coaching or consultation on specific topics or cases.
- Families receive an Early Intervention (EI) information guide when enrolling in EI services. They also receive the Supports and Services for Children Booklet as needed and at exit when transitioning to other services.
- Teaching PLAY certification was completed.
- Since last July, WCBDD Provider Development Coordinators have assisted 26 new residential providers to become certified from start to finish.
- An informational packet about different types of waiver 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 county overview/orientation was added to the beginning of each initial and annual training to give people an overview of the WCBDD.
- The Voices Speaking Out Advocacy Group meet once each month. Members of the group recruit new potential members by reaching out to their peers and by recruiting on social media. During the COVID-19 pandemic, the WCBDD Advocacy Assistant also sent emails to individuals enrolled in services.
- 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 these offices are held annually.

- The Voices Speaking Out Self-Advocacy Group participated in several Community Service Projects over the past year such as: Donating quarters for the homeless, collecting items for members of the military, and painting rocks to place around the community.

**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 three units during this review period. CHAP had 90 units with 177 individuals living in their homes as of 06/30/20.
- WCBDD has met with a representative of the Special Education Department from each of the eight Warren County school districts each quarter.
- A monthly provider meeting is held the third Tuesday of each month to provide relevant information to providers regarding what is important for them to know. Due to COVID-19, the meetings are now held virtually. Once in person meetings are able to be held again, they will also be live streamed and posted to our YouTube channel.
- Initial and Annual trainings are offered monthly for providers. In addition, trainings on the topics of Trauma Informed Care, Provider Compliance, Remote Technology, First Aid/CPR, Suicide Prevention, Crisis Response, Competency-Based Training and Longevity Add-On Requirements, and Billing and Documentation have been offered, for free, to providers during this review period. All trainings have been able to be offered virtually as well.
- There has been 1 Provider Meet and Greet and 1 Provider Fair held since July 2019. There was also a DSP Appreciation event held in October 2019.
- The Warren County Board of DD Community Employment Program offered 2 job shadow opportunities between 07/01/19 – 06/30/20.
- WCBDD continues volunteer recruitment. Volunteers participated in the WCBDD Open House, Family Fun Day, Things that Go, and Trunk or Treat.
- WCBDD continues collaboration with the Southwestern Ohio Council of Governments (SWOCOG) Public Relations group to ensure consistent messages regarding board system changes via press releases and/or publications.
- WCBDD attends and participates in Ohio Association of County Boards of Developmental Disabilities (OACBD) State Communications meeting regarding different communication strategies when addressing on-going changes amid COVID-19.
- WCBDD contracted with 15 different agencies to provide Adult Day and Non-Medical Transportation Services for Individuals without waivers.
- 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.
- Due to COVID-19, WCBDD acquired Personal Protective Equipment in order to provide items to providers in need. To date, 28 providers have been in receipt of free Personal Protective Equipment provided by WCBDD.
- WCBDD introduced weekly at first and now bi-weekly COVID-19 conference calls for providers in order to give them updates regarding what is going on and to ensure providers have the ability to let WCBDD know what they need.

**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 Director and Training and Development Coordinator set up trainings as requested and as necessary. A survey was sent out to all employees 07/15/19 and 01/30/20 asking for input on what types of trainings they are looking for to better them.

- Superintendent continued listening sessions to meet with staff prior to COVID-19, and the sessions were well attended.
- Directors continue to meet monthly (weekly during COVID-19 pandemic) and the entire management team continues to meet regularly to plan for future changes. Pending changes are shared with board members at each of the 10 meetings held per year.
- The Shining Star Employee newsletter features different staff each month, highlighting interesting facts about them, as well as their job responsibilities in effort for others to better understand the services they provide.
- A positivity newsletter called, Today's "Dollop of Happiness", was created and distributed to agency staff amid COVID-19.
- The WCBDD succession plan was reviewed and approved in January 2020.
- 86% 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.**

- Toileting 101 parent information sessions were held in the fall of 2019. In spring of 2020, WCBDD launched a virtual toileting 101 session that had the highest number of parents and caregiver attendance at one session ever.
- Two sessions on Communication in Early Childhood were offered virtually in June of 2020 and were well attended by families.
- WCBDD hosted a "Things that Go" event open to the community in August 2019 and a Breakfast with Santa for enrolled children and families up to age six in December 2019.
- Playgroups for Early Intervention families were offered through 2019 into early 2020 and due to COVID-19, virtual playgroups were launched in April 2020 that have been attended by families of enrolled children up to age five.
- Social Saturdays for families of enrolled children birth to age eight was very well attended through the end of 2019 and start of 2020.
- Youth on The Go Events, for families of enrolled children age 6 to 13 were well attended through the end of 2019 and start of 2020, however, had to be cancelled for spring and summer due to COVID-19.
- WCBDD offered It Takes Two to Talk series for children 18 months -5 years two times in 2019. Licensure for this program has been purchased in order to offer virtually via Zoom starting in the fall 2020.
- The Voices Speaking Out Self-Advocacy Group volunteered at the "Christmas in July" event sponsored by Interfaith Hospitality and "Let's Lebanon", a community event sponsored by the Lebanon Chamber of Commerce.
- Facebook was live for the SALTs information sessions when appropriate and available during the 2019 – 2020 school year. The Warren County Board of DD Transition Program has also participated in several public events at local schools and with community partners to provide information to individuals, their families and the general public.
- All agency and local/area events were shared on agency Facebook page and website throughout this year.
- Updates regarding delays, postponements, and/or cancellations of agency and local/area events as well as Stakeholder updates and Board Meeting notices were shared on agency Facebook page and website, amid COVID-19.

- WCBDD, in partnership with the Lebanon Public Library, accepted up to 8 enrolled individuals to participate weekly in the Next Chapter Book Club hosted at the library. This group moved to Zoom amid COVID-19.
- Agency quarterly newsletters are distributed electronically via Constant Contact to over 3,000 people.
- WCBDD continues to use Constant Contact to reach more people and allow people to sign up to receive information through our website.
- 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.
- All agency brochures are up to date and changes are made as needed.

**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.
- A team messaging tool was created for Early Intervention and Community Resources to use for quick communication due to remote working. This is being utilized well by both teams.
- New Hire Documentation Packet for new employees to complete is now automated in Kronos.
- Automated vehicle inspection/documentation distribution and storage has been developed and is soon to be deployed.
- IT reached out to Operations to develop an automated inspection form workflow process.
- A Brittco pilot project is scheduled to begin fall 2020.
- WCBDD utilizes technology for training for employees. This is ongoing.
- Due to COVID-19 ZOOM licenses were purchased for all necessary personnel in order to ensure virtual meetings were able to be held when necessary.

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

- Superintendent and Business Director communicate 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 multiple times throughout this review period. The final budget was submitted with the Board approving a 1.5 mill rollback for 2021 collection year.
- 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 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 meets at least monthly (weekly during COVID-19 pandemic). 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.
- WCBDD is working with the county for possible reimbursement for some of the COVID-19 expenses incurred via the CARES act funding that the county received.