

## Annual Action Steps

Goal A: Reinvent Developmental Disabilities of Clark County						
SP Reference	Responsible Party	Targeted Action	Outcomes	Semi Annual Update	Due Date	Team
A4 & A5	Cherie Lamborn	Improve the employee data base in HR	Ease of use for data entry, collection and retrieval.	<p><b>1 - Two HR staff attended a workshop on Access Data Bases. They are using these to their advantage in tracking issues.</b></p> <p><b>2 - A review of the system used by the County was held in February &amp; the county is researching our availability for access to this system.</b></p> <p><b>3 – WORKS!</b> which was installed last year is now fully hosting our Comp Fest annually and calendar-ized across the organization.</p> <p>The County is now working with us to transition our employee data entry into their system, BS&amp;A. Training for HR staff scheduled for June &amp; July. This is core to our success and moving into the 21<sup>st</sup> century.</p>	June 2018	HR Team

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A9 & A12	Cherie Lamborn	Adjust & reorganize the current management performance evaluation	Align management competencies with core values and provide a way to measure progress through aggregate data collection	<b>A task force has created a new form that is drafted. It reflects the foundational competencies that have been used in our Leadership Academy training. This draft went to Leadership June 13th. The task force is now refining the scoring and acceptable thresholds. Managers will be educated in late September for a roll-out on January 1, 2019.</b>	August 2018	Management Performance Task Force (developed in December 2017)
A1	Bender	Review all Maintenance contracts, consolidate supply orders	Reduce overhead cost to operate facilities and eliminate duplication of supplies ordered by departments.	<b>All contracts and agreements were reviewed and approved by the Board. The ordering of Mueller Ctr. supplies will be coordinated through warehouse manager J. Misocky.</b>	April 2018	Operations
A2	Bender	Replace deteriorated concrete and replace safety railings.	Eliminate tripping and fall hazards on the Kenton Campus	<b>Deteriorated concrete has been replaced at Kenton St. Some railings have been replaced. The remainder will be repaired or replaced by the end of the year</b>	July 2018	Facilities Maintenance
A10	Miller	Update bldg. appraisal, conduct real estate market analysis.	Prepare 110 W. Leffel for future sale		December 2018	Miller, Bender

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A1	Shankar	Educate Leadership team about the comparative costs of various services based on analysis of 2017 cost report	The leadership team is cognizant of variables driving our cost, since financial information is tied with statistical information	<b>Financial information tied with County Auditor's report. Gathering statistical information from various department to finalize the cost report.</b>	September 2018 when 2017 cost report is submitted	Shankar
A3	Shankar	Educate Business services staff on the vision, Mission and values of the organization.	The areas of the mission statement will be reinforced at monthly business staff meeting and will be tied with the agenda items. The staff evaluation will be based on outcomes relating to Mission vision statement	<b>Staff at the Business services department have been appraised of the Mission and Value statements at the staff meeting. Staff's annual evaluation includes action steps to further the Mission and Vision of the board.</b>	Monthly and on the anniversary dates of the business services staff	Shankar
A6	Shankar	Implement a self-review accreditation tool to prepare for 2019 DODD evaluation.	Work towards a three year accreditation that is due for renewal in 2019	<b>Have identified the rules that impact our Board Program's Accreditation. Will be attending the Early Intervention track at the County Board's Spring conference to better understand the current trends, practices and requirements. As a part of effort to achieve excellence for third year accreditation, the board has completed the Security Analysis in terms of HIPAA compliance and updated its relevant policies and procedures.</b>	July 2018	Bender, Miller, Chatfield, Lamborn

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A2	Fagans	Restructure FF Mueller (FFM) management team	Provide increased direct supervision to FFM staff during evening and weekend hours	<b>3 of 4 positions have been filled. Some difficulty filling the Q position efforts continuing. 2 of 3 supervisors have begun the new schedule.</b>	May 2018	Fagans, Miller, Lamborn
A3	Fagans	Develop live training opportunities for participation of all FFM staff	Assure FFM staff understand the Board's Mission, Vision and Values (MVV), increase staff retention	<b>Training staff for 2 day CPI course has begun and all staff should be completed by 9/31/18</b>	July 2018	Fagans/FFM & HR teams
A1, A9	Fagans	Negotiate favorable terms with the UAW	Attract and retain good employees through equitable compensation and benefits	<b>Current contract was extended through 2018. Dialogue with the UAW continues through Labor Management committee</b>	December 2018	Fagans/Lamborn
A8	Jones	Reach out to community, schools, business partners who could be interested in opportunities with the shred mill and assuming the business.	The shred mill will be located and operated by an outside business with possible opportunities for individuals to receive hands on training /employment opportunities.	<b>Met with the following schools in May and June. The following are interested in participating at the ShredMill during the 2018/2019 school year: Springfield High Greenon Southeastern Education Service Center Northeastern</b>	December 2018	Jones/Rousculp/Bender

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A6	Chatfield	Develop quarterly reports that provide the leadership team with accurate/useful information.	Track budgets and services for waiver recipients; Review trends in waiver dollars, allocations, and prior authorizations.	<b>Reports are produced quarterly for review by Jenny and Ravi. Bethany has been tracking services and dollars.</b>	June 2018	Chatfield
A11	Chatfield	A current wait list will be developed for Waiver services based on new OAC rules.	To ensure services are offered and provided based on needs.	<b>New wait list assessment will be in place September 1. Training will be given to complete the assessment prior to delivery.</b>	TBD	Chatfield/Janie
A7	Chatfield	A training curriculum will be developed to ensure consistency with SSAs.	SSA's will be consistent in their writing of plans, implementation of waiver administration and increase positive customer service.	<b>CLS staff and HR staff have been meeting to develop the training curriculum. Progress is being made and will be implemented by the end of the year.</b>	September 2018	Chatfield, CLS Supervisors, HR-Bonnie
A7	Hovda	Review the State Yearly MUI Report and compare to Clark County's Yearly MUI Report.	Determine if Clark County is in line with the other counties in the state. Evaluate areas that the county can improve to decrease the number of MUI's in any areas that are above the state's average. Develop FYI/trainings to address the findings.	<b>Received report on July 16, 2018. In the process of reviewing the report and determining FYI/trainings.</b>	June 1st	Hovda, Miller

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A7	Hovda	Work with the Human Trafficking Coordinator from the Child Advocacy Center to provide training to SSA's and IA's.	Increase knowledge of the signs of Human Trafficking and identify resources available for victims.	Completed	February, 2018	Hovda

## Annual Action Steps

Goal B. Increase Public Understanding, Support, and Engagement						
SP Reference	Responsible Party	Targeted Action	Outcomes		Due Date	Team
B6	Dabe	Develop a county-wide Inclusion campaign	Our community will be more welcoming to people who are different.	<b>Task force has been formed. Billboards and website have been produced. Next step is to work on marketing plan for reaching the business community.</b>	Dec 2018	Inclusion Task Force Members
B1	Dabe	Visit at least 10 providers within the year and do a feature story on social media about them	Get to know providers better, encourage partnerships and best practices, educate the public about how we all work together		Dec 2018	Dabe, Babb
B6	Dabe, Jones	Coordinate a recognition event	Recognize partnerships, leaders, innovators, and best practices	<b>Golden Leaf luncheon scheduled for 10/17/18. Nomination forms for awards are in community. 6/18</b>	Fall 2018	Community Support, Community Employment
B3	Bender	Distribute survey to riders and receive feedback. Implement suggestions as appropriate.	Obtain a 90% satisfaction rate from riders/families who complete the survey.	<b>Sent rider surveys to 25 random riders. 19 were returned, all with favorable scores.</b>	March 2018	Bender, Lyons
B1, B2	Miller	Make 3 phone calls per month randomly to parents or primary caregivers to obtain feedback from services and answer any questions they may have.	Increase understanding of services, supports, and the system.	<b>Completed for Jan, Feb, Mar, April, May, June,</b>	1x per month	Dowling, Miller

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Goal B. Increase Public Understanding, Support, and Engagement						
SP Reference	Responsible Party	Targeted Action	Outcomes		Due Date	Team
B5	Miller	Meet with County Auditor to provide up to date information on our Financial forecast.	The auditor to have a better understanding of our finances and 10-year needs.		September 2018	Shankar, Miller
B5	Miller	Have a DD representative attend 6 township or village governance meetings to provide updates on our services and supports.	Educate township trustees, and local government officials about the importance of what we do.	<b>Completed March 2018.</b>	March 31, 2018	Leadership Team
B2	Shankar	Work with Community Support Supervisor on generating the annual report by providing financial and non – financial information for 2017.	An informative Annual report will provide the stakeholder an accountability of inflows and outflows of resources in 2017 and our continued funding of Agency and providers in serving the individuals in residential and day programs.	<b>Will provide the necessary financial information to the Community living supervisor, once the cost report is finalized.</b>	September 2018	Shankar, Dabe
B2	Fagans	Develop relationships with two community groups for volunteer opportunities at the FFM Center	Educate the public about the services provided at FFM	<b>Hatch studio exhibit by Tom R. in February. Initial contact with church group was unsuccessful, continuing outreach.</b>	September 2018	Fagans/FFM team



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Goal B. Increase Public Understanding, Support, and Engagement						
SP Reference	Responsible Party	Targeted Action	Outcomes		Due Date	Team
B7	Fagans	Develop an interactive volunteer opportunity for a Clark County school program for the Adult Services Program at Town and Country Center	Collaboration with a county school to increase understanding and acceptance of individuals with disabilities	<b>Targeting a project for fall 2018 with Ridgewood School.</b>	November 2018	Fagans Leonard
B8	Fagans	Work with two community groups to host or participate in a special Mixer event	Providing an opportunity for community members to understand that all people belong	<b>Spring Prom with Rotary Club successfully completed May 16. Developing a fall project with possible Wittenberg involvement.</b>	November 2018	Fagans Leonard
B7, B3	Jones	Engage 3 entities to develop a Student to Adult Life Transition (S.A.L.T) model	Increase education, support, for families and Transition youth	<b>Mid July-August review model with interested entities/possible counties to partner with for Clark County.</b>	October 2018	Scott/Employment Department/Jenny
B1	Chatfield	Visit 8 local medical professionals (doctor offices) at least quarterly to build awareness of the referral process for Early Intervention Services.	Referrals for children 0-3 will be made to ensure children's needs are being met.	<b>Staff have been out to at least 10 offices and are checking in monthly for any concerns or referral assistance.</b>	Begin: January 2018	EI team

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Goal B. Increase Public Understanding, Support, and Engagement						
SP Reference	Responsible Party	Targeted Action	Outcomes		Due Date	Team
B7	Hovda/Jones	Continue involvement with the Crisis Intervention Team training with Mental Health Board. Developed a training program that will educate first responders from law enforcement on how to interact with individuals in our county board.	Better outcomes for individuals when they have to interact with first responders from law enforcement.	<b>Discussed with Scott Jones on July 20, 2018. Waiting on confirmation for this year's training. Ongoing process.</b>	December 2018	Jones/Hovda
B7	Hovda	Met with Lt. Shultz and explained our role/responsibility of investigating incidents involving individuals served by our county board, which involves law enforcement.	Improved relationship with law enforcement and investigations that are more efficient.	<b>Meet with Lt. Shultz on a quarterly basis. Will meet more often if a need arises that needs to be addressed.</b>	Quarterly	Hovda
B7	Hovda	Participate in the Child Advocacy Center meetings to bring awareness of the number of DD individuals that are involved in investigations and provide assistance with the investigation.	Improved services for individuals and increased awareness for other entities related to the DD population.	<b>Ongoing 2x's monthly.</b>	As scheduled	Hovda, Brooks, Coffey

## Annual Action Steps

Goal C: Enhance Quality Service Options						
SP Reference	Responsible Party	Targeted Action	Outcomes	Semi Annual Update	Due Date	Team
C3 & C8	Cherie Lamborn	Partner with <u>Choices in Community Living</u> to provide leadership development	Decreased turnover and increased employee engagement	<b><i>Choices proved to be more of a challenge than anticipated. However, we offered leadership classes to providers in general. Two such were scheduled in May and August around Hiring and Performance Assessments. Only 1 person signed up for Hiring, so the in-service was cancelled. We attempted to try again for a September class but had no one sign up.</i></b>	December 2018	Lamborn & Bazill-Davis
C10	Bender	Participate with the Clark County Human Services Transportation Council to develop a countywide mobility management system.	A Countywide mobility management system will assist individuals with transportation for community employment, and after hour and weekend activities.	<b>4/16/18 Human Services Council submitted a Letter of intent to ODOT to apply for Mobility Management grant.</b>	December 2018	Bender
C5	Miller	Determine actions for empty FF Mueller bed	Either sell license, offer to DODD in exchange for a waiver slot, or determine feasible respite option.	<b>Bed converted in March to waiver as no feasible respite option exists.</b>	March 31, 2018	Fagans, Miller

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Goal C: Enhance Quality Service Options						
SP Reference	Responsible Party	Targeted Action	Outcomes	Semi Annual Update	Due Date	Team
C10	Shankar	By being a member of the statewide non-medical rate transportation committee, develop better Non-Medical Transportation rates statewide to attract more providers	Improve transportation options for individuals we serve.	<b>Working closely with the various rate model on a statewide transportation rate methodology work group. The latest version of the rate proposal from the work group is with the Ohio Department of Developmental Disabilities for their review and comments.</b>	September 2018	
C5	Shankar	Provide cost benefit analysis of Empty Mueller bed and options to the Superintendent	Make decisions based on data and financial impact.	<b>Provided information on the timing for surrendering empty bed before May to avoid bed tax liability. Awaiting on the new rate based on the statewide rate committee in FFY 2018.</b>	As needed.	Miller, Shankar, Fagans
C1	Miller	Continue to be involved in ICF/IID rate methodology decisions on behalf of CBDD operated facilities.	Ensure financial stability for FF Mueller operations and continue quality care.	<b>02-22-18 Rate Methodology agreed to by all parties. Communication sent to Supts. Across Ohio that operate ICF/IID's.</b>  <b>07-08-2018 ICF/IID Rules in effect reflecting new rate methodology. OAC 5123:2-7</b>	June 30, 2018	Shankar, Fagans

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Goal C: Enhance Quality Service Options						
SP Reference	Responsible Party	Targeted Action	Outcomes	Semi Annual Update	Due Date	Team
C1	Chatfield	Increasing knowledge on remote monitoring – and develop an assessment tool to identify individuals who may benefit from this option	Increase support options for families and individuals that promotes independence.	<b>CLS has had 4 presentations on Remote supports. We have a team of SSAs going to a home in another county that is utilizing Remote services to see how we can move forward. This meeting is set for August.</b>	Dec 2018	CLS
C7	Jones	Provide structured opportunities for at least 4 nondisabled jr. high students to develop friendships with individuals we support. Explore Best Buddies as a vehicle to accomplish this action.	Increase awareness of individuals with disabilities, and increase an inclusive community.	<b>Has begun at new community sites: Ohio Performing Arts and Stick and Stones. Jenny and I met at the Superintendent's Meeting towards the end of the school year and received names of possible interested schools. 5-2018 Discussed Best Buddies option with Daryl (London City Schools). They have been working on best buddies for 2 years and still challenged to find required teachers for program.</b>	<b>Dec 2018</b>	Jones/Miller/Community Connections Team
C2	Fagans	Develop training opportunities that assures participation of all FFM staff	Better trained and more empowered workforce.	<b>Working with HR to train staff individually in gaining computer skills. Enforcing stricter email requirements for DSP and nurses. New online training for Dietary protocol activated by June 30.</b>	Sept. 2018	Fagans/FFM & HR teams

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Goal C: Enhance Quality Service Options						
SP Reference	Responsible Party	Targeted Action	Outcomes	Semi Annual Update	Due Date	Team
C2	Hovda	Provide MUI/UI training for current independent providers at an already scheduled provider meeting in the areas of incident tracking and compiling their log sheets. Training will also include reporting timelines for MUI and UI's.	For the independent providers to have a better understanding of their responsibilities for following the rule, especially understanding the tracking of incidents and the purpose of the incident log.	<b>Training completed on April 18, 2018.</b>	April 2018	Hovda, Babb
C3	Dabe	Host one provider meeting with Best Practices as a topic.	Increase awareness and share best practices for service with providers	<b>Completed April 2018</b>	July 2018	Community Support

## Annual Action Steps

Goal D: Increase Individual Success in Employment and Community Integration						
SP Reference	Responsible Party	Targeted Action	Outcomes	Semi Annual Update	Due Date	Team
D5	Bender	Identify non-Medicaid certified transportation providers and assist them in becoming certified.	To ensure there are sufficient transportation options for individuals to access community employment		December 2018	Transportation
D4	Bender	Provide Board transportation services for community employment when other options or service providers are not available.	Work to reduce transportation as a barrier to community employment.	<b>Changing transportation routes and rosters to make room for non-funded riders that work in the community.</b>	December 2018	Transportation
D3	Shankar	Work with Community Connection Director to set up budget limits for various programs identified by Community Connections Department.	The ability to expand services and flexibility based on individual's needs.	<b>Provided financial information to Community Connection Director to explore options for future of Shred mill operations.</b>	June 2018	Shankar

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Goal D: Increase Individual Success in Employment and Community Integration						
SP Reference	Responsible Party	Targeted Action	Outcomes	Semi Annual Update	Due Date	Team
D1,4, and 8	Jones	Utilize local funding and alternative resources to provide internships, and discovery activities for up to 20 transition youth. Evaluate success of model in November; adjust in 2019 if needed.	Afford transition youth exploration options that further their path to employment.	<b>Excellent results in the 1<sup>st</sup> summer community exploration and discovery program at the Shred Mill July 9-23. Downsize Farms provided services. OOD also agreed to pay for services for some in plan. Individual's certainly understood the purpose being more than just fun with a work emphasis. Several expressed wanting to work in the community based on the program. Also working with OOD, Adecco (Temp) agency on a new training program for 10<sup>th</sup>/11<sup>th</sup> grade students. This will potentially expand our current internship at Yamada and other businesses.</b>	May, 2018 Evaluation November 2018	Jones, Community Connections Team
D6 & 9	Fagans	FFM QIDP will ensure each individual's annual plan addresses their desired level participation in the community	Resources and supports will be provided on a personalized basis to help achieve integration	<b>As individual plans are updated annually, the QIDP will specifically address the person's desired levels of community participation.</b>	August 2018	Fagans FFM team



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Goal D: Increase Individual Success in Employment and Community Integration						
SP Reference	Responsible Party	Targeted Action	Outcomes	Semi Annual Update	Due Date	Team
D9	Fagans	At least 1 time per month each individual served at the Town and Country Center will have an opportunity to participate in community activities or events	Increasing individual's integration and access to their community.	<b>Although weather has been a factor, in May and June all full time participants have had opportunities to be out in the community. Four individuals were able to participate in the Spring Prom with Adult Service staff assistance.</b>	Monthly starting in March, 2018	Fagans, Leonard
D7	Chatfield	SSA's will spend 20% of their workweek in the field with the individuals they serve and the providers to ensure proper implementation of person centered planning.	Increased positive relationships with providers and individuals served. Better understanding of day-to-day experiences for individuals so plans can more accurately reflect the needs, interests and desires.	<b>SSAs have been out in the field to insure person centered planning. Will continue to work towards 20% as a goal monthly over weekly. 4.30.2018 July 2, 2018</b>	Reviewed quarterly	CLS
B4	Dabe	Host one Provider Meeting with employment as the topic.	Increase awareness and share best practices for community employment with providers	<b>Completed January 2018.</b>	January 2018	Community Support