

Strategic Plan 2016-2018



Prepared by
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With assistance from
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Introduction

In late 2014, after completing the prior strategic plan, the HCBDD board and leadership determined the need to develop a new strategic plan to guide the organization into a changing future.

Phase one of the planning process was an assessment to provide a comprehensive evaluation of what HCBDD is doing and to provide insight into what HCBDD should focus on in the future. To gain this understanding as objectively and thoroughly as possible, I completed the following activities:

- Analysis of financial trends.
- Analysis of service delivery trends.
- Focus groups with persons served to understand satisfaction and wishes.
- Focus groups with parents to understand satisfaction, wishes for their family member, perceived agency strengths, concerns, and expectations.
- Focus groups with staff members in all departments to understand recent trends, strengths, opportunities for improvement, and needed accomplishments.
- Focus group with providers to understand their perception of the board's strengths, weaknesses, and needed accomplishments.
- Focus group with members of organizations and agencies that work with and support HCBDD to understand their perception of recent trends and of the Board's strengths, weaknesses, and needed accomplishments.
- Written surveys for persons served, providers, and family members.
- Meetings with current employers of people served by HCBDD.
- Opportunity for board members and management team members to envision an ideal future.
- Review of past three years of board minutes.
- Evaluation of recent changes at the state and federal level and identification of needed changes.

Future Vision

This vision of the future was developed from ideas expressed by board, staff, persons served, family members, providers, and partners. This narrative represents the long term vision that the organization is working toward. **Read this as though you are in the year 2025.**

The Huron County Board of Developmental Disabilities embraced the changes mandated in 2014. They fully achieved Conflict Free Case Management by the end of 2016, and developed strong, collaborative relationships with the providers that are serving individuals in Huron County. As a result, the providers and the service options today meet the unique needs of every individual.

HCBDD continues to embrace its role as the case manager for services to persons of all ages with DD. Person-centered planning focuses on helping each individual maximize his or her abilities which has resulted in increased independence for all receiving HCBDD supports. HCBDD now provides early childhood services to children through the age of five, ensuring the best foundation for the youngest children.

Christie Lane School is a valued part of the educational services within Huron County. HCBDD has collaborative relationships with the public schools in the county, and has worked with the schools (including Christie Lane) to improve the transition education. As a result, students today are graduating with a much better preparation for community employment.

The non-work recreational and social activities remain an important part of the lives of persons with DD in Huron County. HCBDD provides some recreation services and partners with its network of providers to ensure a comprehensive set of recreation and social activities. Artists' Open Studio continues to provide

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creative outlets for individuals supported by HCBDD. The studio gradually reduced its dependence on HCBDD and is now a private provider.

HCBDD and its providers have strengthened their ability to provide competitive work opportunities, and successfully transitioned from a workshop and activity services model to an integrated employment and service model early in the strategic plan cycle. Providers of services to adults have increased their employment services and share the goal with HCBDD to enable every person desiring employment to succeed in working competitively. Employment outcomes have increased over 2015 in every measure: the number employed competitively, the number of hours worked, the average wage earned, the number with employer provided benefits, and the number of employer partners.

In collaboration with schools, providers, and community partners, HCBDD strives to achieve:

Children ready to learn

Children succeed in school

Youth successfully transition to adulthood

Job seekers find meaningful work

Individuals contribute to their own support

Individuals thrive in the Huron County community

Individuals supported by Huron County Board of DD truly fulfill the mission: they contribute to the community and achieve the life they want. Huron County residents with DD are accepted for their unique gifts and are valued for their contribution to the overall quality of life for the entire community.

Self-advocacy is an essential skill that is taught in school and is supported by HCBDD in adults. Self advocates are active contributors to board meetings, participate in defining services, and assist in identifying future needs.

Staff members successfully navigated the operational changes caused by the 2014 defined system changes. They remain motivated and committed to helping persons with developmental disabilities achieve all they can. They strive to find teachable moments that help someone learn and develop a new capability or talent. HCBDD maintains its ability to have outstanding board members who bring diverse skills, passion for improving the lives of people with DD, and connections throughout Huron County.

HCBDD assesses and improves its operations on a continuous basis, involving staff members at all levels in making the assessments and suggesting needed improvements. Every department makes the time to bring staff together to identify strengths, concerns, and possible improvements. All staff in-service days include time for shared reflection and brainstorming across the agency.

Staff members, board members, and providers work collaboratively and passionately to achieve this vision of the future.

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Mission, Vision, and Values Statements

Mission

Inspire people with DD to contribute to the communities that are important to them and to achieve the life they want.

Vision

Strengthening and supporting the lives of people with DD.

Values

We value:

- Community membership
- Mutual respect
- Financial responsibility
- Personal accountability
- Self determination
- Collaboration
- Transparency
- Knowledge

Strategic Goals

1. Complete the transition of Christie Lane Industries, Inc. from the current relationship with HCBDD to become fully independent.

To achieve completion of this transition by the end of 2016, some activities must be accomplished in 2015:

- a) Communicate the plans for the transition and the continued responsibilities of HCBDD
 - To staff-
April 2016 - meeting dates as follows: 11/23/15, 1/21/16, 2/24/16, 4/28/16, 5/6/16, 5/26/16, and 6/16/16.
 - To PERS-
April 2016 - Position descriptions sent to OPERS; and scheduled staff meeting on 5/6 to discuss carry-over options.
September 2016 – Discussed carry-over options with staff on multiple occasions between January 1, 2016 and June 30, 2016. Gave staff PERS option forms in May 2016
 - To the public-
April 2016 - newspaper articles were placed in the Norwalk Reflector and added to the Quarterly newsletter. Family meetings on 12/14/15, 1/27/16, 2/29/16, 5/23/16, 6/23/16. Joint Open House with CLI on 5/23/16 to discuss upcoming changes and tour new CLI buildings.
- b) Determine what services will transition to CLI and what will remain with HCBDD.
 - Ex: non-waiver recreation and social services.
April 2016 - HCBDD will continue to offer non-wavier recreation, self-advocacy, job development, and Community Connections, and transitioning youth services. CLI will offer Supported Employment, ADS, NMT, and after hours recreation. CLI is still exploring other service options.
- c) Determine ownership of shared equipment (phones, servers, etc.).

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April 2016 - CLI will be removed from HCBDD servers effective 1/1/2017. All phones will be returned by 1/1/2017.

September 2016 – All phones have been returned to HCBDD on June 30, 2016.

- d) Develop contract between HCBDD and CLI boards spelling out all agreements and responsibilities.
April 2016 - Contract established and adopted by both the CLI board and the HCBDD board.

September 2016 – Contract between CLI and HCBDD was completed and agreed to in August 2016.

- e) Determine how to serve individuals who are not currently served or who will not be served by CLI in the future.

April 2016 - On-going discussions regarding recruiting additional providers.

September 2016 – On-going discussions regarding recruiting additional providers.

February 2017- On-going discussions regarding recruiting additional providers.

- Created Provider of Last Resort Contract

June 2017 – On-going discussions regarding recruiting additional providers.

September 2017 – On-going discussion regarding recruiting additional providers.

Objective 1A: Transition staff from HCBDD to CLI.

- CEO by January 1, 2016

April 2016 - Completed, John Schwartz transitioned on 1/1/2016.

- Management staff by June 30, 2016

April 2016 – Completed, Holly Binkley and Jennifer Swicker transitioned on 1/1/2016.

- All staff by December 31, 2016

April 2016 - Remaining County Board employees will be transitioned by 6/30/2016.

September 2016 – Completed, eligible county board employees were transitioned on 06/30/2016

Objective 1B: Develop financial transition plan.

- Transition responsibility for billing to CLI.

April 2016 - Effective 4/1/2016, CLI began billing all ADS and NMT services. ISP revisions and Free Choice of Provider forms were completed by the SSA Department.

- Ongoing support for limited period of time.

April 2016 - CLI will send financial documents (which includes balance sheets and income statements) per the contract monthly.

February 2017 – completed, County Board has stopped paying for management staff effective January 1, 2017. CLI is totally independent as of that date.

- CLI is a stand-alone not for profit and will no longer send financial documents.

Objective 1C: Determine disposition of all physical assets and take action required to ensure ongoing operations.

- County Commission owned building

April 2016 - Currently working on lease agreement between the County Commissioners, HCBDD and CLI.

September 2016 – Lease agreement between County Commissioners and HCBDD was agreed to in August 2016 (and is a two year contract).

March 2018 – Huron County Board of DD now owns properties 306 S. Norwalk Rd, West and 120 Shady Lane, Norwalk, Ohio.

- Vehicles

April 2016 - Will be sold on GovDeals on 6/1/2016.

September 2016 – Eligible vehicles were sold effective June 30, 2016.

- Ancillary equipment

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April 2016 - Will continue to address ownership of equipment.

September 2016 – Lease agreement between County Commissioners and HCBDD was agreed to in August 2016.

Objective 1D: CLI develop business plan and infrastructure supporting stand-alone operation.

April 2016 - CLI developed a business plan in 2015 and continues to update through their strategic planning process. Additional business plans will be established for all new community hubs. CLI will be exploring health insurance rates in May 2016.

September 2016 – Completed.

- Staff pay, retirement, and insurance
April 2016 - addressed in the business plan
- Buildings, vehicles, equipment
April 2016 - addressed in the business plan
- Services to provide and income from services
April 2016 - addressed in the business plan
- Policies & procedures
April 2016 - completed in 2015-with on-going reviews.

Objective 1D: Inform each person being served and family of changed and new service options as a result of CLI becoming independent.

April 2016 - SSA completed the ISP revisions and Free Choice of Provider prior to 4/1/2016.

September 2016 – SSA's completed revisions to ISP's and gave Free Choice of Provider options.

February 2017- SES reviews completed by Clearwater COG as well as monthly file reviews completed internally where the people we support are asked about their providers/services.

Objective 1E: Evaluate ongoing services and quality of services to identify gaps in services and improvements needed.

April 2016 - The Administration team will continue to evaluate the needs for new services through monthly meetings and surveys prepared by the Board.

September 2016 –

- The Administration team will continue to evaluate the needs for new services through monthly meetings and surveys prepared by the Board.

- Will continue to monitor through satisfaction surveys_– looking at having focus groups in winter 2016.

February 2017 – SSA department continues to monitor services provided to people served allowing for identification of needs as they arise.

March 2018- A Satisfaction Survey has been developed and is administered to review satisfaction with services provided through HCBDD. Reviews are scheduled to take place annually for people who receive services through waivers, SSA only and FSS. HCBDD staff will contact people/families receiving services to gauge satisfaction with HCBDD services.

2. Continuously improve the Person-Centered Planning case management services.

Objective 2A: Continuously assess the quality of person centered plans and case management services; take corrective action as needed.

April 2016 - All families and enrollees have access to Benefits Analysis through the Clearwater COG or OOD.

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September 2016 - Integrate in plans.

- Ensure all plans revolve around person centered planning techniques. Each plan uses minimum 2 person-centered plans when developing ISP.
- All adults have access to IB Waiver on non-waiver.

February 2017 – At each Monitoring, Team developed Outcomes are reviewed and assessed to ensure movement towards Outcome completion.

- New Adult Assessment was developed and is being implemented. New Assessment is person centered and more efficient ensuring extensive and competent planning for Teams.

June 2017- Each plan is reviewed by an SSA Lead to ensure Person Centered Planning and wording is used throughout.

-SSA Department ensures continuous training in Person Centered Planning through SSA Meetings, one SSA is asked to explain a Person Centered Tool at each SSA Meeting and describe how the tool was used for plan creation.

September 2017- SSA Manager hired in July. SSA Manager is a trained Person Centered Coach and will review all ISPs to ensure consistency of Person-Centered planning of all plans. SSA Manager meets with each SSA to discuss caseload questions to include timely Technical Assistance for each SSA. SSA Manager reviews and tracks each Monitoring Tool completed for quality assurance and Outcome review.

March 2018- A Satisfaction Survey has been developed and is administered to review satisfaction with services provided through HCBDD. Reviews assess quality of services as well as planning, SSA services and person centered planning. Results of Satisfaction Surveys will be reviewed quarterly by Administrative staff to take corrective action as needed. SSA Manager reviews all ISPs to ensure consistency of plans.

- Assess whether individuals are meeting plan outcomes: life skills, independence, employment, part of the community.

April 2016 - Continual contact with providers to ensure action steps meet outcomes in the service plan.

September 2016 – Plan outcomes assessed through reflection process. Movement of outcomes and if action steps are viable assessed through process.

February 2017 - At each Monitoring, Team developed Outcomes are reviewed and assessed to ensure movement towards Outcome completion.

- At each planning meeting and Monitoring – Path to Employment, movement and potential barriers to movement is discussed.
- Commencement Tools are reviewed one month after start date of plan to ensure that Action Steps are created by provider to ensure movement towards Outcome completion.

June 2017- Reflection process has been revised to address specific items including Employment and Outcomes. This revision will ensure that consistency when Reflecting on services available for people served.

September 2017-. Continuation of reviews as reported in previous months. SSA Manager reviews and tracks each Monitoring Tool completed for quality assurance and Outcome review. Effective August, 2017- Employment Progress Reports have been requested from Employment Providers. Each report details movement towards Employment Outcomes as reported in ISP.

March 2018- Outcome Progress Report accompanies each plan at redetermination. Outcome progress form tracks ISP outcomes, Employment and Personal outcomes. Outcome progress status is reviewed as met, not met, continue, revise and discontinue.

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Team comments are tracked on forms to determine status of outcome. Employment Progress report training conducted for Employment Providers on February 20, 2018 to ensure that all employment providers understand rule requirement as well as understand how Employment Progress reports are used to enhance ISP and Employment Outcome development.

At each Monitoring, SSAs assess Individual's involvement in the community and conduct follow up as necessary.

- Assess quality of plan process.

April 2016 - Clearwater COG completes Service Excellence Reviews (SES), HCBDD completes monthly file reviews, and SSA use continuous monitoring.

February 2017- Continuous monitoring process of Outcomes to ensure that Outcome reflects Important to/Important for the Individual.

June 2017-County Board continues to look at ways to monitor for satisfaction and for quality.

September 2017-County Board will no longer in 2018 have SES reviews; a continuous monitoring process will be established.

March 2018- A Satisfaction Survey has been developed and is administered to review satisfaction with services provided through HCBDD. Reviews assess quality of services as well as planning, SSA services and person centered planning. Results of Satisfaction Surveys will be reviewed quarterly by Administrative staff to take corrective action as needed.

Objective 2B: Fully implement the Individual Budget system.

April 2016 - HCBDD currently has Individual Budgets; in the Fall 2016, SSAs will assist families and individuals on utilizing their budget.

February 2017 – SSA ensures that each ISP clearly explains available authorized services for each Individual. SSAs ensure that each Individual Budget reflects services authorized and services remain within budget limitations.

June 2017- New Individual Budget has been developed to reflect previous services authorized, current service authorization and explanation of discrepancies between the two. The new Individual Budget has been used effective all plans June, 2017. The Individual Budget is distributed to people and guardians with each plan.

-Effective July 1, 2017- all non-waiver people served are required to remain in their 40% local match authorization limits.

September 2017- Continued training with SSAs on Individual Budget at annual meeting. Discussion with local provider to discuss understanding of the new Individual Budget and ensure that tool is being used at planning meetings. SSA Manager reviews each Individual Budget when reviewing ISP packet to ensure the Individual Budget reflects services authorized.

March 2018- SSA Director monitors and tracks utilization and prior authorizations. Utilization Report is distributed and reviewed by Utilization Committee, monthly.

- Educate all staff.

April 2016 - (Fall 2016)

September 2016 –

- Review and education of staff through meetings – review of waiver and non-waiver clients IB discussed during ISP planning process.

- Open discussion with people regarding IB at each ISP planning meeting and for service revisions.

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February 2017 – Review and education of SSA Department of Waiver Match and local funding at SSA meetings.

- Educate SSAs to ensure that each Individual budget reflects services authorized and services remain within budget limitations.

June 2017- New Individual Budget template was distributed and reviewed with all SSA staff at April 12, 2017 staff meeting. Review and feedback of new Individual Budget was discussed during May 24, 2017 SSA Meeting.

- Continuous education regarding Individual Budgets and authorization limits discussed during each SSA meeting.

September 2017- SSA Meetings are held bi-monthly. Each meeting includes updates from DODD and State Directors meetings. Each meeting Team will discuss Technical Assistance topics discussed during individual SSA meetings and items highlighted during plan review. Stacy Collins, DODD Employment First, met with SSAs to discuss Paths to Employment to ensure that SSAs are current on DODD requirements and Employment First rule. Presentation given to SSAs regarding Remote Monitoring, Huron County Family Initiatives as well as Huron County Family Support Services.

March 2018- SSA Meetings are held bi-monthly. Each meeting includes updates from DODD and State Directors meetings. Each meeting Team will discuss Technical Assistance topics discussed during individual SSA meetings and items highlighted during plan review. Providers are invited to bi-monthly SSA meetings to educate SSAs on services that are available to Individuals served.

- Educate individuals served on service options and limits.

April 2016 - (Fall 2016)

February 2017- Educate all SSA on non-waiver local funding. All non-waiver Individuals have been educated on local funding range and services options within funding range.

- SSAs ensure that each Individual Budget reflects services authorized and services remain within budget limitations and service authorizations are explained to Individuals.

June 2017- New Individual Budget has been developed to reflect previous services authorized, current service authorization and explanation of discrepancies between the two. The new Individual Budget has been used effective all plans June, 2017. The new Individual Budget is used during the Team planning meeting to discuss service provision. The Individual Budget is distributed to people and guardians with each plan.

September 2017- SSAs continue to work towards educating Individuals on services available as well as Individual Budgets. One SSA attends monthly Self Advocate meetings to answer questions from Self Advocates and bring suggestions back to the group.

March 2018- An SSA attends monthly Self Advocate meetings to answer questions and educate Self-Advocates on changes taking place in the SSA department. SSAs continue educating Individuals and families on services available for people served.

- Educate families and partners on IB system and benefits.

April 2016 - (Fall 2016)

February 2017- Discussion with families regarding service limits at ISP planning meetings.

- SSAs ensure that each Individual Budget reflects services authorized and services remain within budget limitations and services authorized and services remain within budget limitations.

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June 2017- New Individual Budget has been developed to reflect previous services authorized, current service authorization and explanation of discrepancies between the two. The new Individual Budget has been used effective all plans June, 2017. The new Individual Budget is used during the Team planning meeting to discuss service provision. The Individual Budget is distributed to people and guardians with each plan.

September 2017- SSAs continue to work towards educating families and partners on services available as well as Individual Budgets.

March 2018- SSAs continue to work towards educating families and partners on services available as well as Individual Budgets.

- Educate providers on IB system, individual options, and limits.

April 2016 - (Fall 2016)

February 2017 – SSA ensures that each ISP clearly explains available authorized services for each Individual. SSAs ensure that each Individual Budget reflects services authorized and services remain within budget limitations.

June 2017- New Individual Budget has been developed to reflect previous services authorized, current service authorization and explanation of discrepancies between the two. The new Individual Budget has been used effective all plans June, 2017. The new Individual Budget is used during the Team planning meeting to discuss service provision. The Individual Budget is distributed to people and guardians with each plan.

September 2017- SSAs continue to work towards educating providers on services available as well as Individual Budgets. SSA Director and Manager have met with local Provider two times to answer questions regarding service provision. SSA Team answer questions from Providers regarding on an on-going basis to ensure clarity.

March 2018- SSAs continue to work towards educating providers on Individual budget and limits. SSA Director and Manager have met with local providers to discuss service limitations, authorizations and individual budget limits for people served.

Objective 2C: Increase the number of young children and school age children receiving person centered case management.

April 2016 - New Transition Specialist/SSA position will begin in July 2016. This position will work in conjunction with the Children's SSA. Both positions will work with local schools and families to educate on HCBDD's services. Fall 2016-SSA will utilize the child assessment to determine necessary services and supports.

September 2016 -

- All students/children – Assessment and Person Centered Tool.

- All children receive Assessment.

February 2017 – Transition SSA meet with children and family a minimum of one time a year. Transition SSAs attend IEP meetings to ensure transition within budget limitations.

- SSA work with all young and school age children to develop an assessment as well as a Person Centered Tool.

June 2017- Transition Youth SSA continue working with families, schools and community partners to ensure that information is circulated regarding Transition Youth Services. Eligibility inquiries are referred to HCBDD Community Outreach Specialist.

September 2017- Transition Youth SSAs continue working to meet the needs of this population.

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March 2018- Transition Youth SSAs continue working to meet the needs of this population.

- Educate schools and families that the service is available.

February 2017 – Transition SSA meet with children and family a minimum of one time a year. Transition SSAs attend IEP meetings to ensure transition planning is discussed at each meeting.

- Transition SSAs have met with two school districts to educate staff regarding services available to HCBDD eligible students.

- Development of material regarding Transition Services to be given to all school districts.

June 2017- Transition Youth SSA continue working with families, schools and community partners to ensure that information is circulated regarding Transition Youth Services. Transition Youth SSAs have partnered with Community groups, State Support Team and local school districts to ensure that information is available in the community regarding services. SSAs work closely with Bridges Coordinator to ensure that accurate information is available to families.

September 2017- Transition Youth SSAs continue working to meet the needs of this population.

March 2018- Transition Youth SSAs continue working to meet the needs of this population.

- Through these case management services, increase the number of high school graduates ready for adulthood.

September 2016 – Focus on transition planning services, Linkage and referral to families and school districts. Discussion of transition planning at every IEP meeting.

February 2017 – Transition SSA meet with children and family a minimum of one time a year. Transition SSAs attend IEP meetings to ensure transition planning is discussed at each meeting.

- SSAs work with Transition Youth to ensure linkage and referral to available services in the community.

June 2017- SSAs will continue working with OOD to ensure that all eligible students are referred to employment services in the community.

September 2017- Transition Youth SSAs have begun writing Individual Service Plans for youth that will Transition to adulthood to ensure smoother and quicker transition and procurement of services for this population following graduation.

March 2018- In 2018, all high school graduates will have an Individual Service Plan in place for youth that will Transition to adulthood to ensure smoother and quicker transition and procurement of services for this population following graduation. High School graduates will transition to Adult SSA three months prior to graduation to ensure continuity of services.

Objective 2D: Reduce the number of individuals on the waiting list.

April 2016 - Each year in November, HCBDD will determine the number of waivers to be added to the Preliminary Implementation Component Tool (PICT). Priority Categories will be established and reviewed annually. In 2016-the priority category is Aging Caregiver and Intensive Needs.

September 2016 -

- Waiting list organized and waivers reviewed weekly. Wait list reviewed and placed in Gatekeeper system. All initial request dates reviewed and verified. All state allocated waivers distributed.

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- Individual/Families asked if they would like waiver, if refused asked to be placed on inactive list to be returned to original request time when wanting to be placed back on list. Focus on needs rather than services available.

February 2017 – Completion of DODD wait list clean up pilot project to ensure that HCBDD Wait list matches DODD wait list.

- Completion of review of wait list documentation to denote priority categories for each person on wait list.

June 2017-Currently, Huron County wait list matches state waiting list.

-Continual gathering of information to ensure that needs are documented.

September 2017- Continual gathering of information to ensure that needs are documented. Wait List Workgroup has proposed changes to current wait list rule- SSA Department is working to understand information that has been disseminated at this point.

March 2018- New Wait List Rule is proposed to go into effect, July, 2018. SSA department disseminated 'Fix The List' flier with all Wait List letters, January, 2018. SSA department is gathering information to send a letter to all people on the Wait List to educate people and families on the New Wait List Rule as well as HCBDD wait list assessment procedure.

- Assess needs of individuals on the waiting list to identify best ways to meet the needs.

April 2016 - SSAs will continue to utilize these assessments.

September 2016 – Discussion revolving around needs and how to best meet those needs.

February 2017 – Discussion revolving around needs and how to meet needs.

- Development of Waiting List Procedures.

June 2017- Discussion at Statewide SSA Meeting regarding new Waiting List rule. Continual gathering of person specific needs and identifying what needs have not been met.

September 2017- Continual gathering of information to ensure that needs are documented.

March 2018- New Wait List Rule is proposed to go into effect, July, 2018. SSA department disseminated 'Fix The List' flier with all Wait List letters, January, 2018. SSA department is gathering information to send a letter to all people on the Wait List to educate people and families on the New Wait List Rule as well as HCBDD wait list assessment procedure.

- Establish budget to move individuals from waiting list to waivers.

September 2017-The Admin team continues to meet monthly to establish department budgets, contain costs, and explore new funding options.

March 2018-The Admin team continues to meet monthly to establish department budgets, contain costs, and explore new funding options. SSA Director working to develop Wait List procedure based on New Wait List Rule effective July, 2018.

Objective 2E: Continue to support self-advocates and develop their advocacy and self-determination skills.

April 2016 - HCBDD is looking at expanding and providing new services for self-advocacy in July 2016; with potential partnerships with providers. SSAs will continue to support self-advocates through monitoring and ISP development.

February 2017 – We have continued to support self-advocates to develop their advocacy and self-determination skills. The Community Recreation/Integration department began working with the Self-Ads in July 2016. We support individuals to attend/participate in the Huron County Board of DD Self-Ad meetings, OSDA (Fort

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Ball and Tiffin University), Project STIR (Regional and statewide), COOL Board and the Synergy Conference. From July 2016-January 2017 there have been 17 activities offered with 84 participants and 65 refusals or no shows for the activities.

June 2017- Self Advocate is a member of the Human Rights Committee. A COG wide Committee that reviews possible human rights violations and rights restrictions in plans as well as approves use of Behavior Support Strategies in plans. Meetings take place 6 times a year.

September 2017-From June 2016 – August 2016 the Self-Ads participated in 11 Kiwanis meetings, 3 Aktion Club meetings, 3 Self-Advocates meetings, 2 OSDA Tiffin U meetings, 1 OSDA Fort Ball meeting, 1 COOL Board meeting and 2 Project STIR meetings.

March 2018 – Individuals continue to be involved with Self-Ad meetings, COOL Board, Regional and State STIR meetings, OSDA, Synergy Conference, Kiwanis meetings, Aktion Club and Statehouse events. Two individuals attended the Project STIR 3-day training to teach others how to advocate for themselves. Seven people went to the Synergy Conference in Columbus.

- Identify staff responsible for self-advocate support.

April 2016 - Identified through Community Integration position descriptions.

February 2017 – Director of Community Integration/Manager of Community Integration and Integration Specialists

Posted in February 2017 Self-Advocacy & Community Integration Specialist shared with Erie County.

June 2017-Shared position with Erie CBDD hired and started providing services in June.

September 2017 – Pat Gates continues to work in Huron and Erie counties to provide support to the Self-Advocacy groups.

March 2018 – Pat Gates continues to work in Huron and Erie counties.

- Include self-advocates in agency and board operations and decisions.

April 2016 - HCBDD is looking for a self-advocate to sit on the Board in January 2017.

September 2016 – Colton Wilson is meeting with the Commissioners on 9/27/16 to become a potential board member.

February 2017 – Colton Wilson became a board member January 2017. Self-Advocates report to the Board annually.

September 2017 – Colton continues to be a Board member. The self-advocates make a presentation to the Board in April of each year.

March 2018 – Continue with Colton as a Board member and Self-Ads are presenting to the Board in April 2018.

3. Expand Early Childhood Services to include children 3-5 years old.

April 2016 - (No formal action or planning has occurred on this goal and objectives; will be discussed after July 2016).

February 2017 – Will continue to explore opportunities

June 2017-Board continues to explore opportunities and establish a budget

September 2017-Board continues to explore opportunities and establish a budget

March 2018 – Continue to explore available service options in other counties through attendance at meetings with other counties and through the Email List Serve.

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Objective 3A: Define service offerings.

- Identify gaps in existing services for children 3-5.
- Evaluate benefit of services integrated with pre-school.
- Define eligibility criteria.
- Develop curricula.
- Identify and secure staff and contract services needed.
 - September 2016 – Began process of exploration
 - February 2017 – Continue process of exploration
 - June 2017 – Continue process of exploration
 - September 2017 – Continue process of exploration
 - March 2018- Continue process of exploration – By speaking with Local School Districts, gathering information concerning existing programs.

Objective 3B: Develop financial plan to support expansion.

- Expected enrollment.
- Expected costs.
- Sources and amount of funding (i.e. Title XX, local agencies)
 - September 2016 – Began process of exploration
 - February 2017 – Continue process of exploration
 - June 2017 – Continue process of exploration
 - September 2017 – Continue process of exploration
 - March 2018- Continue process of exploration

Objective 3C: Develop referral sources.

- Educate referral sources.
- Build partnerships with pre-schools.
 - September 2016 – HMG and Early Childhood
 - September 2017-an Early Intervention/ LEA meeting with Preschool Special Education Directors has been scheduled for 9/22/2017 at 9:00 am, to discuss program updates and serve as a bridge between the programs.
 - March 2018 – Early Intervention and the School Age Program continue to serve as a bridge with the LEA's. Partnerships have been established. Transition from Early Intervention to Preschool program meetings happen on a regular basis (sometimes several a week) with School District preschool personnel and HCBDD Staff.

Objective 3D: Continuously improve service offerings.

- Assess results – transition to school and to SSA services.
 - September 2016 – Transition planning at all IEP meetings. Focused communication with transition age students. Ensure Employment First process and Intake is discussed throughout the transition process.
 - February 2017 – Transition SSA meet with children and family a minimum of one time a year. Transition SSAs attend IEP meetings to ensure transition planning is discussed at each meeting.
 - September 2017- Transition Youth SSAs have begun writing Individual Service Plans for youth that will Transition to adulthood to ensure smoother and quicker transition and procurement of services for this population following graduation.
 - March 2018- In 2018, all high school graduates will have an Individual Service Plan in place for youth that will Transition to adulthood to ensure smoother and quicker transition and procurement of services for this population following graduation. High School graduates will transition to Adult SSA three months prior to graduation to ensure continuity of services.

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- Assess costs and funding.
- Assess referrals.
- Assess enrollment numbers.

Objective 3E: Establish and support network for family supports.

September 2016 – Community Connections for Kids.

September 2017-looking at starting a family support group with respite care options.

4. Recruit, develop, and support providers of integrated services to adults to ensure high quality providers are available to meet individual needs.

Objective 4A: Ensure there is a provider for every individual's needs.

September 2016 – Will track number of providers for each year.

June 2017- Will track number of providers for each year.

September 2017- Will track number of providers for each year.

March 2018 – Will track number of providers on ongoing basis.

- Identify gaps in service offerings (location, specific needs such as medically fragile, employment, off hours transportation).

Dec 2015 – spoke with Mary McLeod-Bethune Intervention & Enrichment Center about transportation. They are willing to provide transportation in Huron County. Notified SSAs of the new provider.

Jan 2016 - met with COG counties and providers to brainstorm ideas for serving those with intense behavioral/medical needs.

September 2016 –

- In January met with Echoing Hills village about providing services in Huron Co.
- In February met with Partners in Community about opening up day service site in the new London area that focuses on services for Level 1 Waivers.
- In May met with Lucy Idol Center about opening up site in Milan/Norwalk are specializing in serving those with intense needs. Met with Flat Rock about what our needs are and what they offer. They are now offering non-medical transportation(NMT). Been in contact with REM Ohio about opening up site in Huron Co.
- REM increasing SL services, slowly but surely increasing in Huron Co. but having trouble finding supervisors.

February 2017 –

- November 2016 emailed Partners in Community & Goodwill Industries, both currently accepting people at Sandusky sites but not starting to serve (Goodwill) or opening new site (PIC) in Huron County yet
- June – November 2016 in contact with REM Ohio multiple times about services in Huron County (NMT, ADS, HPC). June – SSA Director contacted REM for help with recruiting of Ohio Shared Living providers. August – they hired new Program Coordinator & Program Director. September – still planning on opening day service site in Huron County, hoping for 1st of the year. November – having a hard time with staffing, now hoping for Spring for opening of day service site.
- July 2016 COG sent a Request for Proposal for Programs or Services to providers in order to support community integration as well as a Positive Behavior Culture fund request for providers in need of support with positive behavior strategies for people they serve. Proposals also posted on HCBDD website.

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- August 2016 met with The Learning Farm about providing day services to people in Huron County.
- September/October 2016 dispersed independent provider recruitment brochures to various locations around Huron County. Provider recruitment article included in HCBDD newsletter.
- September 2016 - Ability Works emailed me expressing their willingness to provide Career Planning and other employment services. Met with Ellis-Michael Healthcare Services about providing NMT services and HPC for Level One waivers immediately in Huron County.
- October 2016 met with Creative Foundations about providing services in Huron County. Attended 1st annual Provider Forum hosted by Clearwater COG to bring county boards and providers together to collaborate and to recruit providers to counties they may not currently provide services in. Spoke with Book-a-Ride about providing transportation in Huron County – said she needs to wait until she can hire someone else. Contacted Church’s Cab Company about providing transportation.
- November 2016 emailed providers to see who would be interested in entering into a “Provider of Last Resort” contract with HCBDD – received responses from and met with Flat Rock Homes, REM Ohio, ECI, Easter Seals, Luxury Care Homes, & Alpha Care. Held Provider Fair in conjunction with Self-Ad spaghetti dinner fundraiser.
- December 2016 met with Personalized Care Provider about providing services in Huron County.
- January 2016 SSA Lead contacted Sandusky Transit System about providing transportation from Norwalk to Sandusky. Spoke with IP Robin McCracken about providing services to someone for a few hours in Huron County.

June 2017 –

- February 2017 spoke with Liberty Mobility about becoming a DODD certified provider and providing transportation services in Huron County
- March and May 2017 emailed REM Ohio to follow up on status of opening day service site in Huron County
- March 2017 attended 2nd Provider Forum hosted by the Clearwater COG in order to collaborate with providers as well as recruit providers. Met with Hand-N-Hand Provider Agency and The Hope Homes of Richland County about providing services in Huron County. Supplied information on how to become a certified provider to Artists’ Open Studio. Emailed Capabilities, Inc., Comfort Hands Home Health Care, and Columbus Mobility Specialist to see if they wanted to meet with us or send us brochures about their agencies. Also forwarded their contact information to SSA department.
- April 2017 met with Capabilities, Inc. about providing employment services in Huron County. Spoke with Easter Seals of Northern Ohio about them working on a plan to open a center that would help serve people in Huron County. Spoke with Active Day, Inc. about providing services in Huron County.
- May 2017 began contract with GT Cab Service for providing locally funded transportation. Emailed 1 Amazing Home Health Care, Jennifer Hartley, and Ronda Kotcher about providing services in Huron County. SSA Director met with ISS about providing services in Huron County.

September 2017 –

- June 2017 met with TWFD about providing day services in Huron County. On 8/21/17 they presented about their program to interested families and said they are willing to transport people to their site in Mansfield until there is enough interest for them to open a site in Huron County. Spoke with Majesty Hennings, a new independent provider interested in providing services in Huron County.

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- July 2017 emailed Johnson Health about providing services in Huron County. Wynn-Reeth presented on Remote Monitoring to the SSAs. Had a conference call with Wings of an Angel about providing transportation in Huron County. Emailed Susan Sees and William Davis, new independent providers, about providing services in Huron County.
- August 2017 met with Rest Assured about their remote monitoring services. Emailed Ellis Services about being added to Huron County's provider pool with the COG. Emailed multiple providers about HCBDD hosting a DSP recruitment fair on 9/13/17 during National DSP week and about setting up meetings with the SSA department to discuss their needs, our needs, etc. Emailed The Arc of Medina/The Link Day Program about setting up a meeting to discuss providing ADS in Huron County. Meeting set for 9/5/17.

March 2018 –

- September 2017 provider recruitment article placed in HCJFS Fall newsletter and gave HCJFS information about DODD provider certification to handout to their families. Emailed certification information to a person who picked up HCBDD independent provider recruitment brochure at The Job Store.
- October 2017 and ongoing various providers attended SSA meetings to discuss the services that they offer. Reached out to new agency about providing services in Huron County and to a person interested in providing Shared Living services.
- January 2018 and ongoing, reached out to current providers to set up meetings to discuss how things are going, current issues, and if they need anything from HCBDD.
- February 2018 met with North Central EMS about providing transportation in Huron County. Assisted two people in the certification process of becoming independent providers.
- March 2018 hosted joint provider recruitment event along with HCJFS. Supplied the Norwalk Rec Center with HCBDD independent provider recruitment brochures to be placed at their annual Easter Egg Hunt.

- o Joint objective with 5E.
- Evaluate provider offerings in other counties to identify potential providers to recruit to Huron County.

July 2015 - emailed providers from COG/DODD listings to see who would be interested in providing services in Huron County.

Sept 2015 – spoke with Jeff Davis and Jason Umstot about assistance with provider recruitment.

Nov 2015 - mailed letters and provider interest forms to providers in Ashland, Erie, & Sandusky counties to see who would be interested in providing services in Huron County.

Dec 2015 – spoke with Mary McLeod-Bethune Intervention & Enrichment Center about transportation. They are willing to provide transportation in Huron County. Notified SSAs of the new provider.

September 2016 – See first bullet above

September 2016 – In February followed up with Goodwill about providing services in Huron County. Not yet providing DD services at Bellevue location.

February 2017- See first bullet above

June 2017- See first bullet above

September 2017- See first bullet above

March 2018 – See first bullet above

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- Provide technical assistance (through COG) on provider certification. Ongoing/available through Clearwater COG.
 - Mar 2016 – they now have available initial provider certification training on their website.
 - September 2016 - July & Ongoing – Will help when able, if not, email Provider Coordinator Workgroup for guidance or refer provider to the COG.
 - February 2017- ongoing – will help when able, if not, email Provider Coordinator Workgroup for guidance or refer provider to the COG.
 - June 2017 – Ongoing, will help when able, if not, will email Provider Coordinator Workgroup for guidance or refer provider to the COG.
 - September 2017 – Ongoing, will help when able, if not, will email Provider Coordinator Workgroup for guidance or refer providers to the COG.
 - March 2018 – Ongoing, will help when able, if not, will email Provider Coordinator Workgroup for guidance or refer providers to the COG.
- Increase independent providers. See second bullet above.
 - September 2016 – See first and second bullets above.
 - In February received voicemail from person interested in becoming an independent provider. Called back that day and week later, left voicemails, never heard back.
 - In July independent provider recruitment brochure developed and to be handed out at various locations including HCJFS, chamber office, local churches, libraries, etc.
 - February 2017 – See first bullet above
 - June 2017 – See first bullet above. Also, Fall 2016 article placed in HCBDD newsletter recruiting independent providers.
 - September 2017 – See first bullet above
 - March 2018 – See first bullet above
- Meet free choice of provider benchmarks.
 - April 2016 - Met with numerous potential providers in the past several months.
 - September 2016 – In July CLI became private provider. HCBDD no longer provider of direct services. Ongoing contact/meetings with potential new providers.
 - February 2017 – See first bullet above, ongoing contact/meetings with potential new providers in order to increase number of providers providing services in Huron County.
 - June 2017 – See first bullet above. Ongoing contact/meetings with potential new providers in order to increase number of providers providing services in Huron County. From June 2016 to June 2017, ADS/NMT private providers increased from 10 to 12 and total number of providers increased from 11 to 15.
 - September 2017 – See first bullet above. Ongoing contact/meetings with potential new providers in order to increase number of providers providing services in Huron County.
 - March 2018 – See first bullet above. Ongoing contact/meetings with potential new providers in order to increase the number of providers providing services in Huron County. Number of current providers tracked on an ongoing basis.

Objective 4B: Ensure individuals/families understand options and unique service offerings to be able to make appropriate choices.

- Put primary emphasis on services needed before identifying a specific provider.
 - April 2016 - SSAs doing as part of initial & redetermination process.
 - September 2016 – Ongoing

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February 2017 – Ongoing

- New Adult Assessment was developed and is being implemented. New Assessment is person centered and more efficient ensuring extensive and competent planning for Teams. Needs are addressed in Assessments rather than services available.
- All families provided with Guide to Alternative Services at redetermination and initial meeting to acquaint families with resources in the community.
- June 2017-Ongoing
- September 2017-ongoing
- March 2018 - ongoing

- Improve provider selection book.

Nov 2015 – mailed and emailed current and potential providers a “Provider Information & Interest Form” in the hope of using those in the provider selection book.

September 2016 – Did not receive a very good response to this mailing, not even from some of our larger, current providers.

February 2017 – Due to not receiving a very good response from providers, this will not be addressed.

- Include provider options and information in user friendly format on web site.

February 2017 – Not yet confirmed

June 2017-Families are also directed to the Clearwater Council of Government’s website.

March 2018 – Families and individuals directed to the Clearwater COG’s website as well as the Ohio Department of Developmental Disabilities’ website if request help searching for a new provider.

- Continue provider meetings with SSAs to ensure SSAs understand service offerings.

April 2016 - New providers have met with the SSA department on an ongoing basis.

September 2016 – Ongoing as providers are available.

February 2017 – Ongoing as providers are available.

June 2017-Ongoing as providers are available.

September 2017 – Ongoing as providers are available. August 2017 emailed all providers to see if anyone would like to schedule a time to meet with SSAs to discuss their needs, our needs, etc.

September 2017- Providers have been invited to speak at SSA meetings to explain to SSAs services available.

March 2018- Providers are invited to bi-monthly SSA meetings to educate SSAs on services that are available to Individuals served.

March 2018 – Ongoing as providers are available and interested.

- Implement provider appreciation and recognition.

Nov 2015 – held provider recognition breakfast.

September 2016 – Will continue annually

February 2017 – held 2nd annual provider recognition breakfast in October 2016

June 2017-Will continue annually

September 2017 – Will continue annually. Next breakfast scheduled for October 17, 2017

March 2018 – Will continue annually each Fall

Objective 4C: Support providers in continuously improving service options and service quality.

- Meet with each newly certified independent provider within 60 days of the provider being selected to serve an individual in order to confirm provider understanding of the individual service plan,

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understanding of the provider's responsibility in fulfilling the plan, and provider's ability to contact the county board.

April 2016 – Ongoing

September 2016 –

- Ongoing through the Commencement Tool.
- Exploring a Gold Standard Option with the COG

February 2017 –

- Ongoing through the Commencement Tool
- Exploring a Gold Standard Option with the COG

June 2017 -

- Ongoing through the Commencement Tool
- Continue to work on Gold Standard Option with Workgroup

September 2017 –

- Ongoing through the Commencement Tool
- Continue to work on Gold Standard Option with Workgroup

March 2018 –

- Ongoing through the Commencement Tool
- Continue to work on Gold Standard Option with Workgroup

- Develop a shared partnership between HCBDD and providers in successfully supporting individuals.

April 2016 - Ongoing building of relationships with providers through constant communication (email, phone, in-person).

September 2016 – Continue Ongoing

February 2017 – Continue ongoing

June 2017 – Continue ongoing

September 2017 – Continue ongoing

March 2018 – Continue ongoing

- Continue brown bag meetings with providers.

April 2016 - Ongoing, bimonthly

September 2016 – Continue ongoing

February 2017 – Continue ongoing

June 2017 – Continue ongoing

September 2017 – Continue ongoing

March 2018 – Continue ongoing

- Increase self-advocate participation provider meetings.

April 2016 - Not yet completed.

June 2017 – Hoping to have self-advocate present at Provider Brown Bag meeting about her success with Healthy Living

September 2017 – Self-advocate presented at June Provider Brown Bag meeting. Going to look at having representatives from the Self-Advocacy group present at an upcoming Provider Brown Bag meeting about their group.

March 2018 – Self-Advocacy Group presented at the December 2017 Provider Brown Bag meeting about what it means to be a self-advocate and what their self-advocacy group does.

- Provide technical assistance (through COG) on provider compliance.

April 2016 - Providers and families have access to the COG as necessary for questions/concerns.

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September 2016 – Continue ongoing.

February 2017 – Continue ongoing.

June 2017 – Continue ongoing

September 2017 – Continue ongoing

March 2018 – Continue ongoing. Kathleen O'Donnell-Horton, DODD Office of Provider Standards and Review, will be presenting at an upcoming Provider Brown Bag meeting about provider compliance and community integration.

- Provide education to providers to improve overall quality of integrated services.

June 2016 – plan to have OACB representative come to speak at provider brown bag regarding community integration.

September 2016 –

- In June Scott Marks, Community Opportunities Director with OACB, presented at our provider brown bag meeting.

- In July offered a request for proposal to providers for community integration activities.

September 2017-continue to offer brown bag trainings monthly; encourage providers to attend COG trainings and provider meetings.

March 2018 – continue to offer brown bag trainings bimonthly; encourage providers to attend COG trainings and provider meetings. Kathleen O'Donnell-Horton, DODD Office of Provider Standards and Review, will be presenting at an upcoming Provider Brown Bag meeting about provider compliance and community integration.

5. Increase community employment and success.

Objective 5A: Sustain and expand the Local Leaders group

- Representatives from all school districts.

April 2016 - For the October 2015 meeting, emailed a new explanation of the purpose of the meeting and invitation to join our group to all of the local schools. 2 more months of meetings before summer break. Another letter and invitation will be sent to the school districts when we reconvene our meetings in September.

September 2016 – The Huron County Local Leaders group does not meet during the summer months (June, July, August). When we return to our meeting schedule, I will again extend invitations to all of the county school districts – the email will be sent out at the end of August.

February 2017 – Invitations and explanation of our group's functions were extended to all of the local school districts in August 2016 to join our Employment First Local Leaders group. All school representatives continue to receive email invites each month to the meetings. We do not have any new members to the group, however, we do have a core group of members with consistent attendance – Huron County Bd. of DD; OOD/EF; Bridges to Transition; Huron County Department of Job and Family Services; CLI, Inc.; Abilities in Action; Goodwill; Lorain County of Bd. of DD; North Point ESC.

June 2017 - Our Local Leaders group does not meet in the summer (June, July, Aug.). I will send out new invitations to the local school districts in August for the Sept. meeting.

September 2017 – Our Local Leaders meeting is scheduled to resume on Sept. 14th. I sent an email to all the local school districts explaining the meetings and asking for their involvement. I received positive responses from 3 school districts – New London, South Central and Bellevue. Meeting scheduled for 9/14/17.

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March 2018 – We've had 6 Local Leaders meetings since Sept. 2017. A representative from South Central Local Schools has attended some of the meetings. The core group has continued to consistently attend the meetings.

- Increase engagement with employers.
 - April 2016 - HCBDD will continue to work with local employers to attend the Local Leaders group.
 - September 2016 – This has been a challenge. We have great relationships with local employees, however, it has been difficult to find employers willing to commit to our meeting schedule. The employers/managers are working managers who are working during the times of our meetings.
 - February 2017 – Continues to be a challenge.
 - June 2017 – I will work with Mike Rey to try to get 1-2 employers to join the group.
 - September 2017 – On-going
 - March 2018 – On-going

Objective 5B: Support schools in improving transition programs to prepare for community employment.

- Use Bridges program as a tool.
 - April 2016 - HCBDD continues to participate in the Bridges to Transition program. HCBDD Bridges Coordinator continues to work with local school programs to provide services to students.
 - September 2016 – we continue to participate in the bridges to Transition program, a joint venture between DODD and ODD. Our Bridges to Transition program continues to work with our local school programs to provide services to students.
 - February 2017 – We continue to participate in the Bridges to Transition program. Our Bridges to Transition Coordinator continues to work with our local school programs to provide services to students. The Coordinator is spending 10 hours per week in direct services to the students eligible for the program. The board has also hired two SSA's that specifically work with transition age students.
 - June 2017 – The Bridges program continues to work with 42 students from our local school districts. Summer employment programs are currently taking place. Tiffany has completed actual/direct services in the schools/classrooms.
 - September 2017 – The Bridges to Transition program is ending, effective 10/1/17. Students will be transitioned to other OOD counselors for the continuation of services.
- Identify and help schools implement best practices in life and employment skills.
 - April 2016 - Not yet addressed.
 - September 2016 – SSA assigned to each school. Goal to attend each IEP for linkage and referral.
 - February 2017 – Mike Rey, job developer, created a transition/employment skills curriculum program to be used by Christie Lane School. Bridges to Transition Coordinator spends 10 hours per week providing direct services to the students on her caseload.
 - June 2017 – The Bridges Coordinator is steadily increasing her Actual/Direct Services times with the students on her caseload – this includes working with the students in a variety of settings, including the school/classrooms
 - September 2017 – Tiffany Garris will remain on staff, working with Huron and Ottawa, to maintain contact with the schools. She will be the liaison for the county boards between the schools and OOD.
 - March 2018 – Tiffany Garris continues to be the liaison for the County Boards, schools and OOD.

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- Develop and implement transition agreement to use with schools.
 - April 2016 - HCBDD's Director of Compliance and Provider Relations created and implemented a transition agreement with the local school districts.
 - September 2016 – Julie Tyler has developed and implemented a transition agreement with the local school districts.
 - February 2017 – Completed
 - June 2017 – Completed.
 - September 2017 – The new agreement for this year has been sent to our local school districts in August.
 - March 2018 – All local schools, except one, have signed the transition agreement for this year.
- Use SSAs for school age children to make case with schools for needed skills.
 - April 2016 - Not yet addressed.
 - September 2016 – Not yet addressed.
 - February 2017 – Transition SSA meet with children and family a minimum of one time a year. Transition SSAs attend IEP meetings to ensure transition planning is discussed at each meeting.
 - Transition SSAs have met with two school districts to educate staff regarding services available to HCBDD eligible students.
 - Development of material regarding Transition Services to be given to all school districts.
 - September 2017 – Two SSA's continue to be assigned to transition age students. Tiffany will transfer from being the Bridges to Transition Coordinator to being a Transition Coordinator for the county boards.
 - September 2017- Transition SSAs continue to meet with schools, children and families to discuss services and options available.
 - March 2018- Transition SSAs continue to meet with schools, children and families to discuss services and options available.

Objective 5C: Continue to support effective non-school transition programs.

- Bridges to Transition
 - April 2016 - continues to support students in the transition from school to work. The program provides some summer work experiences for students, however, must follow OOD rules.
 - September 2016 – The Bridges to Transition program continues to support students in the transition from school to work. The program provides some summer work experiences for students, but they must follow the ODD rules in doing so.
 - February 2017 – We continue to participate in the Bridges to Transition program. Our Bridges to Transition Coordinator continue to work with our local school programs to provide services to students. The Coordinator is spending 10 hours per week in direct services to the students eligible for the program. The board has also hired two SSA's that specifically work with transition age students.
 - June 2017 - Continue to work with the Bridges program.
 - September 2017 – The Bridges to Transition program is ending, effective 10/1/17. Students will be transitioned to other OOD counselors for the continuation of services. Tiffany will coordinate and monitor OOD services provided to eligible students.
- Summer programs
 - April 2016 - HCBDD is exploring additional opportunities.

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February 2017 – Bridges to Transition students may participate in summer work experiences if stated in their work plan.

June 2017 – summer work programs are currently taking place through the Bridges program.

September 2017 – summer programs have been concluded for this year. Programs will continue to be provided next year through OOD.

March 2018 – Summer programs will be provided per each individuals OOD work plan.

- Others as identified
- Explore possibility of Individual Budget for transition youth.

April 2016 - Not yet addressed.

September 2016 – Not yet address.

June 2017 – Not yet addressed.

September 2017 – Not yet addressed

March 2018 – As of 1/1/18, enrollees receiving SSA services may be eligible for up to \$600 per year to be authorized for mileage and/or parking fee reimbursement for transportation to employment, work readiness/vocational training, adult day service/vocational habilitation site, and/or medical appointments with specialists outside of Huron County.

Objective 5D: Increase number of employers hiring individuals with DD.

April 2016 - HCBDD is keeping a job developer on staff after the transition period with the workshop. The job developer will continue to increase awareness with employers of the possibilities and benefits of hiring individuals with DD. The job developer will continue to assist individuals with completing applications.

September 2016 – HCBDD is keeping a job developer on staff after the transition period with the workshop. The job developer will continue to increase awareness with employers of the possibilities and benefits of hiring individuals with DD. The job developer will continue to assist individuals with completing applications. We have found that most businesses have gone to on-line applications for employment.

February 2017 – HCBDD has a job developer on staff.

July 2016 – 30 individuals with 35 jobs

February 2017 – 33 individuals with 38 jobs

June 2017 – 35 people with 39 jobs

September 2017 – 34 people with 39 jobs

March 2018 - 41 people with 47 jobs (including people with no follow-along services)

- Increase awareness with employers of the possibilities and benefits of hiring individuals with DD.

February 2017 – HCBDD has a job developer on staff. Job developer continues to increase awareness with employers of the possibilities and benefits of hiring individuals

with DD. HCBDD has become a provider of service for OOD/Employment First, effective February 2017.

June 2017 – Ongoing

September 2017 – Ongoing

March 2018 - Ongoing. Mike continues to utilize the tax credit as a benefit to hire individuals. He assists the businesses as needed to access this benefit.

- Foster understanding of critical success factors such as non-traditional job applications (i.e. video).
February 2017 - Will be addressed as needed by the individuals that we serve.

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June 2017 – Addressed as needed

September 2017 – Addressed as needed per individual

March 2018 – Addressed as needed per individual (OOD requires a traditional resume and a generic application).

- Develop case studies.

September 2016 – Will be addressed in 2017 – After the transition is complete.

February 2017 – To be completed this year based on the newspaper articles completed in October 2016.

June 2017 – To be addressed this year with our PR person.

September 2017 – To be addressed this year with our PR person.

March 2018 – To be addressed this year with our PR person.

- Secure employer testimonials.

September 2016 – Will be addressed in 2017 – After the transition is complete.

February 2017 – To be completed this year based on the newspaper articles completed in October 2016.

June 2017 – To be addressed this year with our PR person

September 2017 – To be addressed this year with our PR person.

March 2018 – To be addressed this year with our PR person.

- Host free reverse job fair to introduce employers to individuals wanting employment.

September 2016 – Will be addressed in 2017 – After the transition is complete.

February 2017 – To be discussed this year.

September 2017 – Discontinue. To be addressed on an individual basis.

Objective 5E: Increase transportation options that will support community employment. (Joint objective with 4A).

April 2016 - HCBDD currently has a contract with Huron County Transit to provide transportation services. HCBDD currently provides a majority of the transportation services for community employment which ended 3/31/2016. Free Choice of Provider will be offered to everyone. MBIE has recently agreed to provide transportation services in our county, although they have not been chosen by our individuals to provide this service.

September 2016 –

- We continue to have a contract with Huron county Transit to provide transportation services. Flat Rock has recently agreed to provide non-medical transportation for individuals. With HCBDD no longer being a provider of services, CLI, Inc. is now a provider of transportation services.

- Met with Huron County Transit to become a medicaid provider for non-medical transportation. They are exploring the option.

February 2017-

- Current transportation providers for community employment include:

CLI, Inc.

Huron County Transit

Ellis Michael

HCBDD provides gas cards to individuals/families that transport to and from work

- Willing providers, but have not been selected to provide services:

Flat Rock

Mary McLeod

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Sandusky Transit System

June 2017 – Added GT Cab Services as a provider of transportation

September 2017 – On-going. Developing new Locally Funded transportation policy.

March 2018 – Locally funded transportation policy has been completed. Ongoing attempts to recruit new providers.

Objective 5F: Provide benefits analysis through the COG to individuals interested in community employment.

April 2016 - HCBDD has a contract with the COG for benefits analysis services. The HCBDD has 2 options for providing benefits analysis – through the contract with the COG or through OOD.

September 2016 – The Board has a contract with the COG for benefits analysis services. The board has 2 options for providing benefits analysis – through our contract with the COG or through OOD, for those individuals who have an open case for services through them.

February 2017 – Completed through the COG benefits analysis staff person or through OOD for individuals receiving services through OOD.

June 2017 – Added GT Cab Services as a provider of transportation

September 2017 – We are no longer utilizing benefits analysis services through the

COG.

The Board signed a new contract with CS Coaching to provide benefits analysis to individuals. The contract is effective 9/1/17.

March 2018 – The Board has a contract with CS Coaching to provide benefit analysis service and consultation. In addition, we utilize OOD to pay for benefits analysis for individuals interested in community employment. Having the two options has been beneficial and is meeting the needs of individuals.

Objective 5G: Determine appropriate home for Employment Navigator function; establish staff in best organization.

April 2016 - Discussions continue on this topic.

September 2016 – Discussions continue on this topic.

February 2017 – Discussions continue on this topic.

June 2017 – Discussions continue on this topic.

September 2017 – Discussions continue. May consider Tiffany Garris to fulfill this function.

March 2018 – SSA's provide this function with Director of Community Integration available for assistance as needed.

Objective 5H: Hire a job coach for Christie Lane School.

April 2016 - A job description is being developed for a Transition Specialist/SSA. This position will be responsible to work with Christie Lane School students to develop more of a transition to work program. This position will also work with the SSA with the student caseload, to assist as needed.

September 2016 – We did not hire a job coach for the school. We hired another SSA for school age and transitioning students. It has been determined that a job coach will not be hired for Christie Lane School.

February 2017 – It has been determined that a job coach will not be hired for Christie Lane School. A transition/employment skills curriculum has been developed by Mike Rey, job developer, which the senior teacher and aide implements.

June 2017 – School staff worked with the students at a job site to develop work skills.

September 2017 – Job coach will not be hired for the school. Discontinue.

March 2018 – An aide at the school has been providing transportation and coaching

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type services to transition students at various businesses – Sirna and Sons, East of Chicago Pizza, Lyme Village and the Food Bank.

Christie Lane school has begun job exploration in the community. Several students are in the community weekly, working on job skills and exploring available opportunities for jobs.

Students are wearing Board of DD shirts while out in the community, for public awareness and emphasizing the importance of appearance on the job.

6. Ensure all operations and systems are effective, efficient, and innovative to support long term sustainability.

Objective 6A: Continue ongoing public awareness campaign to help the community understand individuals with DD and the responsibilities of HCBDD.

April 2016 - HCBDD continues to contract with the Krabill Marketing Group, LLC. for quarterly newsletters. Internally, the Community Outreach Specialist will continue to write newspaper articles, design brochures, and utilize social media for public awareness. Annually the DD Awareness Breakfast will be held in March.

September 2016 – A wall calendar will be produced annually. Efforts to increase public awareness will continue. The HCBDD website will be updated on a regular basis.

February 2017 – The newsletter will be reduced from quarterly to semiannual production, with distribution via email in as many cases as possible, in the interest of cost savings. A charity basketball game between the Huron County Bards and the Huron County celebrities will take place in March 2017; if successful, this is projected to become an annual event to both raise awareness and emphasize the value of community connections.

June 2017-promoting the County Boards' 50th Anniversary throughout the year.

September 2017 – A wall calendar will be produced annually. Bulk mailing of these calendars will be utilized, depending upon the quantity to be mailed, in order to reduce postage expenses. Efforts to increase public awareness will continue. The HCBDD website will be updated on a regular basis.

September 2017 - The newsletter was reduced from quarterly to semiannual production, with distribution via email in as many cases as possible, in the interest of cost savings. All composition, design and editing is done completely in-house. HCBDD will have a table at the Huron County Soil & Water District's annual Fall Fun Fest at the Huron County fairgrounds in October 2017, an event that is always well-attended, and will consider making this participation part of the annual public awareness efforts. A charity basketball game between the Huron County Bears and Huron County celebrities will take place in March 2018, an annual event to both raise awareness and emphasize the value of community connections. Discussions continue regarding the possibility of organizing a 5k/Fun Run in the fall of 2018, which would also be proposed as an annual event if successful.

March 2018 – The wall calendar was produced and bulk mailed at a substantial savings in November 2017 by taking advantage of HCBDD's membership in the Norwalk Chamber of Commerce and using that group's bulk mail benefit. Consistent social

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media posts and newspaper articles were utilized to increase public awareness and foster positive regard for both HCBDD and the individuals receiving services.

The newsletter will continue to be composed, designed and edited in-house, with distribution twice yearly; the majority of the issues will be sent via email. Community Outreach Specialist contacted the PR group through OACBDD for input on frequency, type and format of newsletters and other informational publications in other counties; will make use of such input for future projects. Community Outreach Specialist will take part in regularly-scheduled regional PR group meetings, effective March 2018, and will relay pertinent information from those meetings to members of the administrative team, as appropriate.

Participation in the Huron County Soil & Water District's Fall Fun Fest in October 2017 was well-received, and will likely become an annual opportunity for public awareness and visibility for the Board and the self-advocates who take part in the event. The annual DD Awareness Breakfast took place in March 2018; the video that was created in-house was subsequently posted on Facebook and the HCBDD website. Discussions regarding possible expansion of the list of invitations extended for that event occurred, and potentially changes re: time of day and agenda.

The 2nd charity basketball game between the Huron County Bears and Celebrity All-Stars will take place in March 2018, and will remain an annual event with high visibility and positive community connections. Planning and further exploration for a 5k/Fun Run and family-oriented fall festival for October 2018 will begin in April.

- Establish PR budget.
 - April 2016 - Not yet completed.
 - September 2016 – Not yet completed.
 - February 2017 – Completed.
- Utilize multiple media to get message out.
 - September 2016 – This will be a continuous process.
 - February 2017 – This will be a continuous process, primarily through the use of HCBDD's Facebook page and website, the Norwalk Reflector, WLKR/WKFM radio and Discover Norwalk magazine.
 - June 2017 – This will be a continuous process, primarily through the use of HCBDD's Facebook page and website, the Norwalk Reflector, WLKR/WKFM radio and Discover Norwalk magazine.
 - March 2018 – This will be a continuous process, primarily through the use of HCBDD's Facebook page and website, the Norwalk Reflector, WLKR/WKFM radio, Discover Norwalk magazine and the Town Money Saver, which is distributed to approximately 18,000 households throughout the county, and which provides advertising and promotional opportunities at a much-reduced rate to the Board.
- Address misconceptions about individuals with DD.
 - April 2016 - Not yet completed.
 - September 2016 – This will be a continuous process.
 - February 2017 – This will be a continuous process, using various approaches, such as a series of four feature stories about individuals employed in the community that appeared in the Norwalk Reflector in October 2016.

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March 2018 – This will be a continuous process, with a focus on positive feature stories in the local media that show the strengths, abilities and community connections of people with disabilities.

- Create clear message about transition to independent CLI.
April 2016 - Newspaper articles, letters sent to families, and newsletters have been mailed to families, staff, and community members.
September 2016 – Continue to work on PR campaign and address the transition.
February 2017 – Completed
- Develop community friendly annual report.
April 2016 - Not yet completed.
September 2016 – Not yet completed.
February 2017 – Currently appears on the HCBDD website; this will be developed as an integral and easy to understand part of the annual wall calendar for 2018.
March 2018 – The annual report information was incorporated in the 2018 wall calendar, and will continue as part of that publication.

Objective 6B: Continuously improve communications within agency.

- Continue staff focus groups to understand concerns.
April 2016 - Implemented in 2015; will continue in Fall 2016.
September 2017-Didn't hold another focus group in 2017; however, did survey monkey for staff satisfaction and concerns.
March 2018- Completed all staff survey in February 2018
- Continue post board follow up.
April 2016 - Morning meetings are held on Fridays after the Board meeting to go over the agenda.
June 2017 - Morning meetings continue to be held on Fridays after the Board meeting to go over the agenda.
September 2017-Morning meeting are now held on Wednesdays after the Board meeting to go over the agenda and answer questions.
March 2018- Morning meeting continue to be held on Wednesdays after the Board meeting to go over the agenda and answer questions.
- Deliver clear message about transition to independent CLI.
April 2016 - On-going discussions at staff meetings, in-services, memos to families, and newsletters.
September 2017-On-going discussions at staff meetings; articles written in the Norwalk and Willard papers addressing the separation. Article also featured in Imagine Norwalk magazine.
March 2018-Continued discussions on how to educate the community on the transition.
- Implement different ways to speak with and hear from staff such as message boards and post it walls.
April 2016 - Message boards are posted in all buildings for staff to ask questions, these are addressed at the Friday meetings.
September 2016 – Will continue to seek new ways to gather information
February 2017 – Completed Staff Satisfaction Survey in Early 2017
June 2017-Will annually gather information regarding staff satisfaction
September 2017-Used survey monkey for staff satisfaction and areas of improvement.
March 2018- Used survey monkey for staff satisfaction and areas of improvement.

Objective 6C: Improve processes and outcomes in all departments.

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- Develop benchmarks that identify department efficiency and effectiveness.
 - April 2016 - Not yet established, will by Fall 2016.
 - September 2016 – Continuously improve Policies and Procedures. Also, Continue to improve procedures to ensure efficiency in service delivery.
 - June 2017-Policies are reviewed annually at Administration meetings
 - September 2017-Admin team has monthly meetings to discuss the budget and monitor efficiency.
 - March 2018-Admin team continues to have monthly meetings to discuss the budget and monitor efficiency.
- Engage all staff in identifying possible improvements.
 - April 2016 -Will be determined on how to complete in Fall 2016.
 - June 2017-Created a merit committee to redesign tool comprised of staff who volunteered
 - September 2017-Will be discussed at in-services with staff; staff surveys will also be used.
 - March 2018-survey monkey was sent to all staff requesting suggestions on improvements
- Apply for grant to support Six Sigma training for staff.
 - April 2016 - Completed boot camp for Lean Ohio. Will be working on applying for grant in early Summer 2016.
 - September 2016 – Working on submitting grant proposal.
 - February 2017 – Grant proposal on hold.
 - June 2017 – Grant proposal on hold.
- Measure improvements in benchmarks over time.
 - April 2016 - HCBDD currently provides updates to DODD on benchmarks; will work on establishing internal benchmarks for each department in Fall 2016.
 - September 2016 – Benchmarks were submitted to DODD in June.
 - February 2017 – Benchmarks were submitted to DODD in 12/2016.

Objective 6D: Ensure all staff understand future and focus of agency.

- Share strategic plan widely.
 - April 2016 - Current 2016-2018 Strategic Plan posted on HCBDD website. Updates will also be posted on website with option for public feedback. Both the Strategic Plan and Updates will also be made available to all families, employees, Huron County citizens, and any other interested party.
 - September 2017-Strategic Plan is shared on website and made available to families, employees, and Huron County citizens and any other interested party.
 - March 2018-Strategic Plan is shared on website and made available to families, employees, and Huron County citizens and any other interested party.
- Implement new Annual Action Plan format.
 - April 2016 - Also posted on HCBDD website. The Annual Action Plan and Strategic Plan will be combined for efficiency.
 - February 2017 – Looking at putting financial and waiver information on back of calendars
 - September 2017 – Financial and waiver information will be listed on the back of 2018 calendars.

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March 2018- Financial and waiver information was listed on the back of 2018 calendars.

Objective 6E: Ensure appropriate infrastructure and supports for services (such as non-waiver Recreation) that will remain with HCBDD.

April 2016 - Will be on-going after transition occurs July 2016; and continuous monitoring of financial solvency will occur.

September 2016 – Recreation remained with Board, will continue to monitor financial impact.

June 2017 – Recreation remains with the Board, will continue to monitor financial impact.

September 2017-The Admin team continues to review the budget and determine what services are financially feasible.

Objective 6F: Develop a long term budget supporting this strategic plan.

April 2016 - 3 year budget in place; additional line items will be determined by Fall 2016 to commence in 2017.

February 2017 – Three-year budget completed.

June 2017-In process of developing a ten-year budget/cash flow statement that will assist with upcoming levy conversations.

September 2017-Rick Black met with the Admin team to review 10 year budget/cash flow statement and provide suggestions. Monthly meetings will continue to monitor revenue and expenses.

March 2018- Have developed a ten-year cash flow forecast spreadsheet to use for future levy analysis. Have also developed a Departmental Spreadsheet to analyze areas of improvement.

Objective 6G: Assist AOS in becoming a private provider.

April 2016 - Has not been completed.

February 2017 – Continue to meet with AOS board to look at alternative funding sources. The AOS Director will be retiring in 1 ½ years.

September 2017-AOS will need to become provider due to DODD standards in order to continue to receive County Board funding.

March 2018-AOS is hired a new executive director and is in the process of applying to become a DODD provider.

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Goal 1: Complete the transition of Christie Lane Industries, Inc. from the current relationship with HCBDD to become fully independent.		
2016	2017	2018
<p>1A: Transition staff from HCBDD to CLI.</p> <p>1B: Develop financial transition plan.</p> <p>1C: Determine disposition of all physical assets and take action required to ensure ongoing operations.</p> <p>1D: CLI develop business plan and infrastructure supporting stand-alone operation.</p> <p>1D: Inform each person being served and family of changed and new service options as a result of CLI becoming independent.</p> <p>1E: Evaluate ongoing services and quality of services to identify gaps in services and improvements needed.</p>	<p>1E: Evaluate ongoing services and quality of services to identify gaps in services and improvements needed.</p> <p><i>Note:</i> Once the transition is completed, responsibility for the ongoing success of CLI belongs to the CLI Board and leadership team.</p>	<p>1E: Evaluate ongoing services and quality of services to identify gaps in services and improvements needed.</p>
<p>Possible metrics</p> <p><u>Board metrics</u></p> <ul style="list-style-type: none"> • Staff transitions to CLI • Contract in place • Overall plan in place and milestones being met • #s served over time <p><u>Management/leadership team metrics</u></p> <ul style="list-style-type: none"> • Satisfaction of individuals served • Financial stability of CLI and HCBDD • Staff satisfaction • Family feedback and satisfaction 		

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Goal 2: Continuously improve the Person-Centered Planning case management services.		
2016	2017	2018
<p>2A: Continuously assess the quality of person centered plans and case management services; take corrective action as needed.</p> <p>2B: Fully implement the Individual Budget system.</p> <p>2C: Increase the number of young children and school age children receiving person centered case management.</p> <p>2D: Reduce the number of individuals on the waiting list.</p> <p>2E: Continue to support self advocates and develop their advocacy and self-determination skills.</p>	<p>2A: Continuously assess the quality of person centered plans and case management services; take corrective action as needed.</p> <p>2B: Continuously improve the Individual Budget system.</p> <p>2C: Increase the number of young children and school age children receiving person centered case management.</p> <p>2D: Reduce the number of individuals on the waiting list.</p> <p>2E: Continue to support self advocates and develop their advocacy and self-determination skills.</p>	<p>2A: Continuously assess the quality of person centered plans and case management services; take corrective action as needed.</p> <p>2B: Continuously improve the Individual Budget system.</p> <p>2C: Increase the number of young children and school age children receiving person centered case management.</p> <p>2D: Reduce the number of individuals on the waiting list.</p> <p>2E: Continue to support self advocates and develop their advocacy and self-determination skills.</p>
<p>Possible metrics</p> <p><u>Board metrics</u></p> <ul style="list-style-type: none"> • % of individuals achieving defined outcomes <ul style="list-style-type: none"> ○ Narratives supporting this • Self advocacy participation <ul style="list-style-type: none"> ○ Projects ○ Board and agency participation • Waiting list numbers <p><u>Management/leadership team metrics</u></p> <ul style="list-style-type: none"> • IB progress and accomplishments • Self-determination meetings 		

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Goal 3: Expand Early Childhood Services to include children 3-5 years old.		
2016	2017	2018
<p>3A: Define service offerings.</p> <p>3B: Develop financial plan to support expansion.</p> <p>3C: Develop referral sources.</p>	<p>3D: Continuously improve service offerings.</p> <p>3E: Establish and support network for family supports.</p>	<p>3D: Continuously improve service offerings.</p>
<p>Possible metrics</p> <p><u>Board metrics</u></p> <ul style="list-style-type: none"> • Financial analysis – income and expenses • Numbers served • Numbers served who enter regular school <p><u>Management/leadership team metrics</u></p> <ul style="list-style-type: none"> • Community partners • Referral source numbers • Individual Budget • Staff changes and training needs • Evaluation of what is working and what is not 		

Goal 4: Recruit, develop, and support providers of integrated services to adults to ensure high quality providers are available to meet individual needs.		
2016	2017	2018
<p>4A: Ensure there is a provider for every individual's needs.</p> <p>4B: Ensure individuals/families understand options and unique service offerings to be able to make appropriate choices.</p> <p>4C: Support providers in continuously improving service options and service quality.</p>	<p>4A: Ensure there is a provider for every individual's needs.</p> <p>4B: Ensure individuals/families understand options and unique service offerings to be able to make appropriate choices.</p> <p>4C: Support providers in continuously improving service options and service quality.</p>	<p>4A: Ensure there is a provider for every individual's needs.</p> <p>4B: Ensure individuals/families understand options and unique service offerings to be able to make appropriate choices.</p> <p>4C: Support providers in continuously improving service options and service quality.</p>
<p>Possible metrics</p> <p><u>Board metrics</u></p> <ul style="list-style-type: none"> • Number of providers • Number of individuals receiving services from each provider • Funding allocated to provider services <ul style="list-style-type: none"> ○ Day ○ Employment ○ Transportation <p><u>Management/leadership team metrics</u></p> <ul style="list-style-type: none"> • Number of potential providers in the funnel • List of service gaps needing providers 		

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Goal 5: Increase community employment and success.		
2016	2017	2018
<p>5A: Sustain and expand the Local Leaders group</p> <p>5B: Support schools in improving transition programs to prepare for community employment.</p> <p>5C: Continue to support effective non-school transition programs.</p> <p>5D: Increase number of employers hiring individuals with DD.</p> <p>5E: Increase transportation options that will support community employment. (Joint objective with 4A)</p> <p>5F: Provide benefits analysis through the COG to individuals interested in community employment.</p> <p>5G: Determine appropriate home for Employment Navigator function; establish staff in best organization.</p> <p>5H: Hire a job coach for Christie Lane School.</p>	<p>5A: Sustain and expand the Local Leaders group</p> <p>5B: Support schools in improving transition programs to prepare for community employment.</p> <p>5C: Continue to support effective non-school transition programs.</p> <p>5D: Increase number of employers hiring individuals with DD.</p> <p>5E: Increase transportation options that will support community employment. (Joint objective with 4A)</p> <p>5F: Provide benefits analysis through the COG to individuals interested in community employment.</p>	<p>5A: Sustain and expand the Local Leaders group</p> <p>5B: Support schools in improving transition programs to prepare for community employment.</p> <p>5C: Continue to support effective non-school transition programs.</p> <p>5D: Increase number of employers hiring individuals with DD.</p> <p>5E: Increase transportation options that will support community employment. (Joint objective with 4A)</p> <p>5F: Provide benefits analysis through the COG to individuals interested in community employment.</p>
<p>Possible metrics</p> <p><u>Board metrics</u></p> <ul style="list-style-type: none"> • Total individuals employed • Total hours worked with comparison to desired hours worked • Number of employers • Age of individuals employed <p><u>Management/leadership team metrics</u></p> <ul style="list-style-type: none"> • Sufficient transportation and employment providers (barriers to success) • ROI on employment services • Participation in local leaders • What day services available and used when not working 		

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Goal 6: Ensure all operations and systems are effective, efficient, and innovative to support long term sustainability.		
2016	2017	2018
<p>6A: Continue ongoing public awareness campaign to help the community understand individuals with DD and the responsibilities of HCBDD.</p> <p>6B: Continuously improve communications within agency.</p> <p>6C: Improve processes and outcomes in all departments.</p> <p>6D: Ensure all staff understand future and focus of agency.</p> <p>6E: Ensure appropriate infrastructure and supports for services (such as non-waiver Recreation) that will remain with HCBDD.</p> <p>6F: Develop long term budget to support this strategic plan.</p>	<p>6A: Continue ongoing public awareness campaign to help the community understand individuals with DD and the responsibilities of HCBDD.</p> <p>6B: Continuously improve communications within agency.</p> <p>6C: Improve processes and outcomes in all departments.</p> <p>6D: Ensure all staff understand future and focus of agency.</p> <p>6G: Assist AOS in becoming a private provider.</p>	<p>6A: Continue ongoing public awareness campaign to help the community understand individuals with DD and the responsibilities of HCBDD.</p> <p>6B: Continuously improve communications within agency.</p> <p>6C: Improve processes and outcomes in all departments.</p> <p>6D: Ensure all staff understand future and focus of agency.</p>
<p>Possible metrics</p> <p><u>Board metrics</u></p> <ul style="list-style-type: none"> • Average cost per person served • Public interest <ul style="list-style-type: none"> ○ Web visits ○ Facebook contacts <p><u>Management/leadership team metrics</u></p> <ul style="list-style-type: none"> • Communication progress <ul style="list-style-type: none"> ○ Number of focus groups ○ Attendance at informational meetings • Progress toward improved department benchmarks • Staff satisfaction 		