

2022 Progress Report for the 4th Quarter

Area of Focus: Individual Needs and Services

Goal # 1: Review internal processes to remove unnecessary barriers to accessing resources for individuals served.

Q1 Progress: A survey has been developed to establish a baseline on perceived barriers that staff encounter when accessing resources for those they support. The next step is to distribute the survey and analyze the data.

Q2 Progress: The survey questions are being revised and distributed to staff.

Q3 Progress: Surveys were sent to staff and baseline data was obtained with efforts geared toward removing the identified barriers.

Q4 Progress: Trainings were offered to staff on how to access funds from available funding sources, specifically Youth and Family Council/Care Management (via NECIC) and SSA Emergency Funds. In the 4th quarter SSA emergency funds were used to cover hotel expenses for an individual who was temporarily displaced due to a house fire. The funds were also used to cover moving expenses.

Goal # 2: Ensure that all individuals are engaged in the person-centered process to the best of their ability.

Q1 Progress: Training opportunities for Person Centered Thinking and Planning have been limited the past two years due to COVID and staffing shortages, this training is best received in person. The training was modified this year and as of 4/7/2022, 74 Residential staff members have received the training.

Q2 Progress: Baseline data suggests two areas to address: convenient availability of training for residential staff, and measurement of individuals' planning process satisfaction and goal achievement.

Q3 Progress: A new survey has been developed and is being administered in-person to those we support to ensure they are active participants in their planning process and goal selection.

Q4 Progress: The new survey was administered to 27 adults who receive services from SSA (24) and Residential (3). 91% of the people surveyed attended their pre-planning or planning meeting. 91% of those surveyed chose the outcome in their plan and 87% of those surveyed had services in their plan that supported their outcome. Survey results will be shared within the agency to establish next steps with plans to repeat this survey annually.

Goal # 3: Continue to increase self-advocacy efforts throughout the county.

Q1 & Q2 Progress: Candidates to become Project STIR trainers have been identified and are being trained. A video was produced highlighting self-advocacy efforts in Richland County.

Q3 Progress: The self-advocacy group, People First, is participating in educational opportunities to learn about technology that is used to increase independence and decrease a person's reliance on staff. Additionally, the Project STIR (Steps Toward Independence and Responsibility) curriculum is being taught at a local day program.

Q4 Progress: The People First Group participated in a training on Supported Decision Making (the right to ask for help to make important decisions in a person's life). Project STIR Curriculum was taught at a local day program, Choice Express, and at Pioneer Career and Technology Center with 24 people graduating. A young lady served by the board graduated from Project STIR training in Columbus and is now able to teach the curriculum locally.

Goal # 4: Ensure that all service coordinators are trained in the available opportunities for the individuals they work with in addition to any resources sources available to families. Make sure these are explicitly communicated to the individuals/families/guardians we serve based on the person-centered plan which was developed.

Q1 & Q2 Progress: Additional training on available resources has been suggested by the workgroup to augment the training already received by service coordinators.

Q4 Progress: The group is meeting to discuss some next steps.

Goal # 5: Identify barriers to community participation and work to eliminate these barriers.

Q1 Progress: We have been working to identify community partners to identify physical barriers (doorframes, bathrooms, etc.) that create obstacles for those with disabilities to access their services. We have met with the Friendly House and will be working with them to pursue grants to address issues at this facility.

Q2 Progress: Staff assisted Friendly House to improve support for people with developmental disabilities. ADA grants are being pursued. Local hospitals have been identified as having barriers and the team has met with representatives from OhioHealth to begin addressing them using one-page profiles for admissions and providing more concise discharge papers.

Q3 Progress: Staff have met with Avita Hospital's Director of Social Work to discuss identified barriers and to establish a working relationship to address these barriers.

Q4 Progress: Staff met with OhioHealth's ER Manager, Chief Nursing Officer, Director of Patient Experience, and Director of Nursing to work on eliminating barriers and increase the use of One Page Profiles for ER visits of those we support. Therapy and Residential collaborated to send positioning pictures with patient information to the hospital when those we serve are admitted. Connections have been made with Buckeye Imagination Museum for partnership opportunities.

Goal # 6: Allocate resources based upon those available to address the waiting list.

Q1 Progress: Waiver requests have been identified at a part of the annual budgeting process. As of the end of the first quarter. 10 individuals have been enrolled on the Level 1 waiver and one individual enrolled on the IO Waiver as an exit slot.

Q2 Progress: During the second quarter, three individuals were enrolled on IO waivers and seven on Level 1 waivers. Thirty-eight individuals are receiving some form of local funding for their services to keep them off the waiting list.

Q3 Progress: During the third quarter, four individuals were enrolled on the I/O waiver and four individuals were enrolled on the Level 1 waiver. Thirty-one individuals received individual budget funding, four received supported living funding, and four received funding

through the Youth and Family Council. The use of these local funds is a means to meet the needs of those we serve.

Q4 Progress: During the fourth quarter there were three individuals enrolled on the I/O Waiver, two on the Level 1 waiver, and one on the SELF waiver. There were 34 individuals who received local funding for individual budgets, 7 who received funding through Supported Living, and 16 who received funding through Care Management. 150 individuals utilized Family Support Services funding. As of the end of 2022 all individuals identified as having an immediate need via the waiting list assessment had their needs met.

Area of Focus: Provider Development and Support

Goal # 1: Evaluate and expand supports to providers to promote quality of care.

Q1 Progress: The team met to discuss current available supports and to develop a list of what is available for providers. This list is being sent to providers along with questions to determine what is missing or needed and to survey them on topics or field experts they would be interested in in the future.

Q3 Progress: Providers recommended two additional supports that they would like the board to offer: a support system for their staff to help them navigate and overcome barriers related to transportation and childcare, and local training on the new Ohio ISP (OISP). The board is looking at agencies that can provide support for childcare and transportation to see if there are feasible options. A training was offered in September 2022 at the monthly provider meeting on the new OISP.

Q4 Progress: The board continues to look at feasible options to provide support for childcare and transportation for providers. Independent Providers recently requested additional training for billing. It was determined that this will be done on a case by case basis to encourage independent providers to complete their billing independently. The board is partnering with the COG to increase the available training opportunities for providers.

Goal # 2: Continue to attract providers of desired services to Richland County.

Q1 Progress: As of the end of the first quarter, we have added one new agency provider, one employment provider, and four independent providers.

Q2 Progress: One new agency, six new independent, one new employment services, and one new non-medical transportation providers began providing services in Richland County.

Q3 Progress: We have added one new agency provider and three new independent providers in the third quarter of 2022.

Q4 Progress: In the fourth quarter of 2022 we have added 3 new independent providers.

Goal # 3: Continue to find methods to positively recognize DSPs and providers.

Q2 Progress: A Zoom poll for providers has been developed and will be shared with them at the August meeting to gather their input.

Q3 Progress: The poll was sent to providers in August of 2022 and a baseline was established. A meeting is scheduled for October to discuss the next steps.

Q4 Progress: Results of the 3rd quarter poll were received and providers requested

money/gift cards to be given to recognize and retain their employees. DODD launched the county board funded DSP retention payment initiative for independent providers and DSPs of agency waiver providers. The payment is 6.5% of the total claims paid during the applicable calendar quarter for eligible services. The total local annual commitment for the initiative is approximately \$530,000.

Area of Focus: Staff Recruitment, Retention and Development

Goal # 1: Determine and implement best practice approaches for staff retention and morale. Develop a purposeful method to show staff appreciation on a regular basis to infuse these methods into the everyday working environment and appreciation.

Q1 Progress: A sub-committee of staff from each area of the agency is being formed to promote employee engagement in each department. This is discussed as a regular agenda item at each Senior Leadership Team Meeting.

Q2 Progress: Welcome Aboard! Kits were developed and will be distributed to new hires starting their employment. The agency orientation was updated with a new video.

Q3 Progress: Efforts continue to welcome new staff and ensure they feel like part of the team they are joining (lunches, welcome phone calls). Staff retention surveys are being developed to target current staff and improve retention. All new employees now receive a welcome box.

Q4 Progress: Employee engagement activities have been prioritized in departments with those activities being directed by the employees of those departments along with leadership team members. The focus of these activities is to promote team building and improve staff morale. Welcome boxes continue to be sent to new employees and have garnered positive feedback. Staff retention surveys continue to be sent and returned and are guiding efforts to increase professional development opportunities.

Goal # 2: Establish a clear path for advancement within the organization regarding professional opportunities and compensation. Provide training for management level employees. Provide staff with professional development opportunities to provide critical knowledge and to provide a sense of professional accomplishment.

Q1 Progress: Salary schedules were posted on the intranet so staff can see future compensation opportunities on their path to advancement.

Q2 Progress: One staff member was approved for a succession plan to a Director position.

Q3 and Q4 Progress: Training was provided to SSA regarding Succession Planning opportunities and processes and three employees indicated interest after this training. Agency 'Stay' surveys led to 15 employees reaching out to HR for information on succession planning in 2022.

Goal # 3: Provide training for agency leadership.

Q1 Progress: A 10 week, weekly training opportunity was offered to all Directors, managers, Supervisors, and any employee interested in further developing themselves.

Q2 Progress: Further supervisor training sessions are planned and are being scheduled for September through November.

Q3 Progress: Supervisor trainings have been scheduled for 2023 to provide ongoing training to agency leadership.

Q4 Progress: In 2022, 12 supervisor trainings were offered and total attendance between the 12 sessions for the year was 3,762 hours. 2023 Supervisor trainings have

been scheduled and include Emotional and Social Intelligence, review of the Clifton Strengths Personal Insights tool, Appreciology with Tom Speaks, and a Customer Service training.

Goal # 4: Professional development opportunities/professional accomplishment.

Q1 Progress: Employee development plans are being developed for the DSP position and Individual Consultant position. Several meetings have been held to develop the criteria and parameters for the programs.

Q2 Progress: The peer mentor program for Individual Consultants was finalized and reviewed with the SSA team. The staff mentor program for DSPs has also been finalized with implementation beginning in July.

Q3 Progress: The SSA staff development program has been reviewed with staff, finalized, and was implemented in August 2022. There are currently two SSA staff at the SSA II status. Four staff in SSA department have become mentors and four staff in residential have become mentors.

Q4 Progress: The Agency Leadership Development Program has been developed to provide continued leadership training for staff who have completed the Executive Development Program through OACBDD and/or who are interested in pursuing a succession plan for an upper level leadership position. The group will meet regularly with the Superintendent to ask questions and gain insight into agency operations

Goal # 5: Study the efficacy regarding potential remote work for employees and the accountability measures required in order to put this practice in place.

Q1 Progress: The workgroup has gathered information regarding the impacts of remote work and will use this info as a starting point for our internal conversations.

Q2 Progress: The workgroup was enlarged by five members and baseline data is being compiled.

Q4 Progress: The workgroup put together recommendations for the leadership team to review.

Goal # 6: Provide customer service training and reinforcement for all Richland County Board of DD employees.

Q2 Progress: This goal is being broadened to include additional training topics.

Q3 Progress: The 2022 Agency In-Service included training on appreciation, how to treat others, and how each staff contributes to the agency's brand.

Q4 Progress: Customer service training is scheduled for April 25, 2023 and a 3-part session on Appreciology will be offered at supervisor's training in April, May, and June.

Goal # 7: Explore options and create mechanisms to implement a direct pathway for others to enter the workplace at Newhope. Review hiring procedures and practices to ensure a timely process.

Q1 Progress: A practicum program for DSP careers with Pioneer has been developed to allow students to enter into our workforce once their practicum is complete. This will promote DSP work as a career path for high school students and students in adult education.

Q2 Progress: The Board approved a contract with NC State College to allow their students to complete practicums within our Residential and Therapy departments.

Q3 Progress: The agency is seeking opportunities to speak at colleges about vacant positions within the agency and to expand the available opportunities for practicums (Nursing, Psychology, and Human Services).

Q4 Progress: The board reached out to local colleges (North Central State College, Ohio State University, and Ashland University) to speak about the history of the board and the positions and internships that are available with the board. As a result, we had 3 students from Ohio State begin employment as DSPs during the month of November, 2022.

Goal # 8: Review hiring procedures/practice.

Q4 Progress: Recommendations were provided to HR for review. As a result of the recommendations, changes were made to certain position advertisements and first day orientation for new staff.

Area of Focus: Communication (Internal and External)

Goal # 1: Make every attempt to increase transparency through consistent delivery of internal messaging.

Q1 & Q2 Progress: A survey was developed regarding internal transparency in messaging to staff by the CE Director and Superintendent.

Q4 Progress: The survey was not pursued. Internal messaging changes were made in 2022 to send out short emails to all staff of updates, internal job opportunities, stories, agency accomplishments, and highlights.

Goal # 2: Develop a comprehensive external communication program that includes brand enhancement and messaging to drive the mission, vision and identity of the Richland County Board of DD.

Q1 & Q2 Progress: The Community Education departmental staff held the annual Community Awareness Day in March with twenty-five guest participants from Leadership Unlimited. They also hosted or participated in a wide range of events and distributed education material about our available services during the second quarter.

Q 3 Progress: An information and employment booth was set up at the Richland Chamber's job fair and the Pioneer Career and Technology Center's job fair to increase the agency's reach to potential employees and provide information to various community members. Staff also represented the agency at the Tyger Digital Academy Open House and the Richland County Fair.

Q4 Progress: The Director of Education and Therapy services met with in home childcare providers to educate them on Early Intervention. The agency participated in Halloween events at the Shelby and Mansfield YMCA. Early Intervention attended the annual Help Me Grow Community Baby Shower. Richland County Special Olympics was showcased by WMFD by videotaping a game and interviewing an athlete and the coordinator. Our Facebook page increased by 4 followers to 2,390 in the 4th quarter and we posted 35 times.

Goal # 3: Foster, cultivate and grow community relationships and collaborative community partnerships with civic/service organizations, local businesses and other stakeholder groups.

Q1 Progress: Community partners have been identified as a baseline.

Q2 Progress: The CE department participated in events with the Chamber Expo, hosted the Spring Fun Walk, distributed books to all Richland County 1st-graders, and hosted the Spring Fling Dance for individuals and their families. A baseline list of community partners was updated and posted on the common drive.

Q3 Progress: EI has started working with an identified community partner to enhance team collaboration for improved referrals from the community to Early Intervention.

Q4 Progress: We continue to gather names of community partners and have asked each department to add the names of the businesses they have partnered with. Discussions continue on how to make more connections with these agencies and businesses.

Area of Focus: Operations and Fiscal Accountability

Goal # 1: Continue to utilize financial resources in the most efficient manner possible.

Q1 Progress: The workgroup identified resources and categorized those we have control over and those we do not. Specific ways to better use financial resources efficiently have been identified as well how we can access additional grants as a financial resource.

Q2 Progress: Six different areas have been identified as having potential for further investigation and recommendations are being finalized.

Q3 Progress: Three vehicles were purchased as a result of employees' concerns with increased fuel costs and transporting those we support in employees' private vehicles. These vehicles are primarily used by SSA staff.

Q4 Progress: We ended the year at 107.7% of budgeted revenue and 82.13% of budgeted expenditures. Our 2020 cost report has been audited with very minimal findings and a zero repayment outcome.

Goal # 2: Seek alternative funding sources and potential collaborative funding partnerships.

Q1 Progress: There were three funding streams pursued:

- *Keeping Families Together Grant through DODD—\$81,985 (FY22 and FY23)*
- *The Intensive Behavior Support Rate Add-On in partnership with I Am Boundless through DODD.*
- *Shared funding agreement between Youth and Family Council for Merakey services for multi-system youth.*

Q2 Progress:

- *In order to reduce electric costs we have recommended that the Board approves a contract that will be entered into with the County Commissioners under a partnership with the County Commissioners Loss Control Association.*
- *A revenue contract was entered into between the Board and Richland County JFS for ARPA funds not to exceed \$56,570.*
- *A revenue contract was entered into by the Board with Richland County Children's Services to support a youth in one of our multi-system youth homes.*

Q3 Progress:

- A list of grants to fund specialized medical equipment, supplies, assistive technology, and home modifications has been obtained.
- Early Intervention used ARPA dollars from DODD to purchase Surface Pros as replacement devices for their staff.

Area of Focus: Technology

Goal # 1: Maximize the use of assistive technology for the individuals we serve where possible.

Q1 Progress: *The Technology First DODD rule that became effective on 4/11/2022 is providing the framework for policy development. The workgroup for this goal are gathering initial data on those we currently serve who are accessing assistive technology and remote supports as a baseline.*

Q2 Progress: *The Leadership Team completed the final review and approval of the new Technology First policy.*

Q3 Progress: *The group has determined that anyone receiving On-Site On-Call services will be assessed for remote supports and/or assistive technology over the next year to ensure we are offering this as a safe and person-centered approach to delivering supports when appropriate. EI used ARPA dollars to purchase new Surface Pros to improve flexibility when supporting families in their homes and when staff are working remotely.*

Q4 Progress: At the end of 2022 there were 9 individuals using remote supports through their waiver and an additional 41 individuals utilizing assistive technology through their waivers. The Therapy department attended a conference to enhance their supports of people who use power mobility.

Goal # 2: Ensure the use of technology to make employees more efficient in their day-to-day work.

Q1 Progress: *From the users' perspective, the transition to GO Concepts has stabilized with improved security and productivity tools.*

Q2 Progress: *The workgroup has identified about ten areas where technology is not efficiently and consistently serving the users.*

Q4 Progress: The board moved from using physical fax machines to using an eFax solution where faxes are sent and received from email. We purchased 25 new laptops and 9 desktops along with monitors and docking stations to update employee computers to prioritize security and efficiency. We are finalizing an electronic signature solution with a HIPAA compliant vendor. We are having discussions about one of our major operating systems and pursuing information about other options. We continue to work with GO Concepts to transition fully to their services and to date have about 80% transitioned. The process has been more involved than initially anticipated which has delayed the transition process.

Area of Focus: Facilities

Goal # 1: Evaluate current facilities and determine present and future needs.

Q1 Progress: *The Raintree renovation project is moving forward as scheduled.*

We are still pursuing opportunities to replace the agency administration offices to a single location.

Q2 Progress: The Raintree renovation project continues to progress as scheduled.

Q3 Progress: The Raintree renovation project continues making progress and we continue to pursue opportunities to centralize the agency administration, SSA, and EI offices.

Q4 Progress: At the end of 2022 we completed needed updates at the 4th Street and Longview buildings. At 4th Street we repaired a concrete ramp, purchased new HVAC units that are set to be installed in early summer, replaced the roof/overhang at the front entrance (4th Street side), and replaced a large portion of flooring throughout the building. At Longview we replaced the stairs and ramp at the entrance, replaced a roof in a section of the building with Duralast roofing, and replaced outdated electrical boxes. We completed security updates at the group homes, SSA, and Admin by adding cameras and updating receivers. We made repairs on the gated parking lot at Admin to increase security (removed trees and debris, repaired fencing, added security beams and a monitored security camera to the lot). The renovation project at Raintree has moved to phase 2 and the project is on track for end of year completion.