



Riverside
Developmental
Disabilities

Miami County's Local Board of Developmental Disabilities

Strategic Plan 2016-2018 Progress Report 2017

Updated by
Riverside DD Executive Team
January 2017

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Introduction

In 2014, Riverside Developmental Disabilities formed a committee comprised of the agency's executive team, a Board member and an individual served, to work with DD industry consultant Mel Marsh of Acorn Consulting to create the agency's first ever strategic plan. The project resulted in a Strategic Plan 2015-2017 document to guide the organization into the future, which guided work on specific goals and objectives for 2015, and offered general direction on initiatives for 2016 & 2017.

Inherent in the Strategic Plan was the committee's decision to move forward with a new name that combined portions of the two names the organization used in the public: Riverside of Miami County, and the Miami County Board of Developmental Disabilities. The new name created was "Riverside Developmental Disabilities," which held to the highly-recognized name "Riverside" and "Developmental Disabilities" from the County Board name, defining whom we serve. Plans moving forward will include efforts to continue the rebranding initiative started in 2015, to clarify the organization's identity in the community.

While implementing the initial Strategic Plan in 2015, many external factors had impacts on the organization, which required alterations to original goals, objectives and timelines. These changes have necessitated an update to the original Strategic Plan. Original goals and objectives were also initially organized by age group for persons served, however, the Executive Team determined that it would be more appropriate to align goals and objectives with the specific initiatives defined in the organization's Mission Statement. Therefore, this Strategic Plan 2016-2018 accommodates these updates and changes, offering an even clearer path to the future.

The Strategic Plan and the yearly Progress Report are available to anyone on Riverside DD's website: www.riversidedd.org. There is a comments section where feedback on the Strategic Plan or Progress Report can be given.

Mission and Vision Statements

Mission:

To empower people with developmental disabilities to live, work and play as full members of our community.

Vision:

To build a community that supports and values people of all abilities.

Vision of the Long Term Future

This narrative represents the long term vision that the organization is working toward. Read this as though you are in the year 2024.

In 2024, Riverside remains a vital and essential asset in Miami County and continues to be a leader in the Ohio DD system. Riverside was at the forefront in the area of community integration within Ohio, and became a leader in Ohio on how to change from segregated services to inclusive services. Collaborative relationships between Riverside and private providers assisted the providers in transitioning their services as well.

Riverside embraced its role as the case manager for services to persons with DD. Person-centered planning focused on helping each individual maximize his or her abilities which has resulted in increased

independence for all receiving Riverside supports. The agency continues to provide early intervention services, ensuring the best foundation for the youngest children. In collaboration with schools, providers, and community partners, Riverside 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 Miami County community*

Miami 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.

RT Industries strengthened its ability to provide competitive work opportunities and by January 2018, it had successfully transitioned from a County Board workshop and activity services model to a private nonprofit entity with an integrated employment training model.

All providers of services to adults have increased their employment services and share the goal with Riverside to enable every person desiring employment to succeed in working competitively. Employment outcomes have steadily increased since 2014 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. Transportation services are available from multiple providers at all hours of the day.

Riverside supports the families of persons with DD so they can take care of their family members and contribute to developing the competencies and capabilities of their loved one.

Self-advocacy is an essential skill that is taught in school and is supported by Riverside in adults. People First members are active contributors to board meetings, defining services, and identifying future needs.

Staff members successfully navigated the operational changes caused by the 2014-15 defined system changes. The transition to a more engaged employee culture was successfully accomplished. Employees remain motivated and committed to helping persons with developmental disabilities achieve all they can. Riverside maintains its ability to have outstanding board members who bring diverse skills, passion for improving the lives of people with DD, and connections throughout Miami County.

Riverside assesses and improves its operations on a continuous basis, involving staff members at all levels in making the assessments and suggesting needed improvements. Technology enables efficiencies in operations and in providing supports to individuals with DD. Every department makes the time to bring staff together to identify strengths, concerns, and possible improvements. Staff are successfully living the organization's values, and the agency is a highly sought-after employer in the community.

The community at-large has a strong understanding of the role of Riverside in serving people with DD, remains supportive of the organization financially, and has grown in its involvement through a thriving and robust volunteer program.

Riverside successfully made their case for needed funding in the 2015 levy, and is now readying for another tax levy.

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

Strategic Goals

Goal 1: Empower individuals with DD to LIVE as full members of our community.

Objective 1A: Increase referral sources for EI and HMG.

- Education
- Miami County Cares for Kids
- Continuing pediatric outreach and education.
- Meeting with Dr. Weber and Dr. Boreman in 2015. Dialogue continues thru 2016. For 2017 Dr. Willimitis will be on our outreach list for education and collaboration.
- Conducted Play Presentation to Miami County ESC psychologists team.
- Miami County Cares for Kids continues to be on hold given the transition from Department of Health to Ohio Department of Developmental Disabilities. Working through logo changes for Early Intervention Services under the DODD umbrella.

Objective 1B: Continue to expand EI services for children ages 3 to 5.

- Stay current with best practices and protocol for eligibility for expanded early intervention services.
- Developed referral protocol for the role release and hand off to the 3-6 years of age SSA. This will assist with the transition to preschool process.
- Best Practices for seamless transition for the families going through the transition to preschool is currently being finalized.

Objective 1C: Increase service coordination for the student population between the ages of 3-22.

- Expanded EI services for ages 3-5. Currently serving 10 families in this capacity. Established baseline information for discussion regarding families for Tuesday Collaborative Team meeting.

Objective 1D: Strengthen school partnerships and community first exploration.

- Transition Collaborative
 - Community Navigator participating with Transition SSA to strengthen relationships with schools and offer support/resources when needed.
- Established School Age Resource Collaborative with Troy Schools. The focus is for K-2nd grade students.
- Ancillary Services presented to teachers and families at several elementary schools
- Teach Play has been implemented for 2 students in Kindergarten from 2 different school districts.
- Continue to meet with School Districts for education regarding Riverside resources for students in Miami County
- Superintendent meetings
- Special Education department meetings
- Bridges to Transition
- Discovery/Project Search
- Recreation
 - Community Awareness & Opportunities Department established relationships with schools for recruitment of FANS volunteers from students and partnerships for recreation activities.
- Housing

Objective 1E: Educate school personnel about DD and the DD system.

- Eligibility – Began conversation with school personnel and the county board staff changed. Will pick up those discussions again in 2017.
- Services available
- Present to Miami County Preschool Teach Play, to be facilitated by Troy City Schools Special Ed Director.
- Lifelong expectations – Life Map
- Consistent message – who we are/what we do/what we offer, internally and externally
 - Message developing as we transition to individualized services and away from facility based programming.

Objective 1F: Increase opportunities to support Self Advocacy.

- Increase availability of STIRS scholarships to support Self Advocacy.
 - Project STIR Training in Columbus- 2 self-advocates participated
 - OTHER Self-Advocacy accomplishments in 2016:
 - DD Awareness Day at the Statehouse (Jason M. was Keynote Speaker.) 9 self-advocates participated.
 - People First Conference 5 Self-advocates attended with Kathy Scott and Amy Kneisley.
 - Regional Advocacy Day- “A journey into Self-Advocacy” 7 Counties were present supporting 120 Self-Advocates (27 from Miami County).
 - Synergy Conference- 8 self-advocates participated
 - Monthly People First meetings rebranded to become “Adventures in Advocacy.” With new program and advisor, average monthly meeting attendance grew from 4 to 25.

Objective 1G: Strengthen relationships with community agencies to increase awareness of and access for all persons served.

- Community Awareness & Opportunities Department established maintained current relationships and established new relationships to increase awareness. Examples include Troy Kiwanis, Piqua Kiwanis, Piqua Optimists, Laura Lions Club, Troy Chamber Ambassadors, Leadership Piqua, March of Dimes, Troy Fire Department, Miami County Sherriff’s Office, Hospice of Miami County, Covington Care Center, Miami Valley Centre Mall, Upper Valley Career Center, Piqua Key Club, Fletcher United Methodist Church, Pleasant Hill Church of God, West Milton VFW, Franklin Lodge F&AM, local media outlets, and many more.

Objective 1H: Increase availability of housing for persons with DD.

- Emergency housing for homeless individuals and children moving back to county. Discussion occurring. More realistic for 2017 with current proposed home purchases.
- Supportive housing for individuals needing special care such as mental health supports. Some agency collaboration for one individual but few options otherwise. Consistently examining alternatives to what is currently available.
- Housing in all parts of the county. Always a consideration when the option to purchase is available.
- Buy more homes when funding available – ongoing.
- Explore possibility of rent subsidies (in conjunction with DJFS Metro Housing Authority?) Ongoing discussion. Contacting out of county resources to educate ourselves and community partners as to rule/law intent, opportunities and way to best support housing options for those eligible individuals.
- Explore possibility of partnering with outside agencies in buying a multi-unit dwelling. Discussion only.

Objective 1I: Identify opportunities to remove transportation as a barrier

- Community Navigator exploring ideas for transportation options and/or Travel Training program.

Objective 1J: Provide information about benefits (social security, Medicaid, Housing, Estate Planning, etc.) to individuals and families. Information sessions continue to be offered with the intent to increase topics and sessions.

- Community Navigator provides Benefits Analysis for individuals when requested by SSAs.

Goal 2: Empower individuals with DD to WORK as full members of our community.

Objective 2A: Identify and implement path to employment for all adults and transition age youth. SSA lead team in discussion to identify path to employment and services and support needed to progress along the path to employment. Life skills, soft skills and healthy living classes ongoing through the County Board Recreation Department.

- Work with providers to grow services and supports that build employment skills and independent living skills.
- Create employment navigation function per rule (effective October 2016).
- Partner with ODE, OOD, and DD at the state level
- Partner with ESC, Career Center and public schools at the local level

Objective 2B: Riverside DD will inform and interview qualified persons with DD when job openings occur.

- Two positions currently filled.
- Future openings will be reviewed and shared.

Objective 2C: Educate families and individuals about the benefits of working in the community as part of the Person Centered Planning (PCP) process.

- SSA refers to benefits analysis service, to show individuals and families the impact of working on public assistance and other benefits.
- County Board will support pre-vocational programs and/or SYWE (Summer Youth Work Experience) program.

Objective 2D: Access funding to support employment readiness programs.

Objective 2E: Increase the number of community integrated job placements for persons served each year.

- Employment First Outcomes Tracking System data is reviewed on a quarterly basis.
- Planning process has been revised to focus on integrated employment upon graduation.

Objective 2F: Develop an internship program to assist students to further develop vocational skills and better prepare them for employment.

- Internship program in development with Recreation Manager and Community Employment Team Leader to further develop vocational skills of Discovery students to better prepare them for employment.

Goal 3: Empower individuals with DD to PLAY as full members of our community.

Objective 3A: Connect caregivers to enhance their knowledge of play options.

- Established One Call Now system to target messages about recreational/educational opportunities to providers, parents and guardians
- Emails to Provider Partnership Network has helped us share opportunities for play with providers

- Added Community Activity Resource List (CARL) list to website

Objective 3B: Pursue Miracle League opportunity.

- On hold until City of Troy Parks Levy is passed

Objective 3C: Explore Best Buddies program or create similar program.

- Ohio established new Best Buddies office in Columbus in summer '16. We have connected with them, and they indicated they had started their maximum number of chapters in their first year, but are interested in meeting with us in early '17.
- Other mentoring activities:
 - Aktion Club activities with Kiwanis Clubs and Key Club in Piqua has created new friendships

Objective 3D: Create opportunities for different groups to integrate through play activities.

- Recreation Department seeks opportunities to integrate through activities such as basketball, volleyball, flag football and softball with local schools and rec leagues

Goal 4: Administrative Goal – Executive Team

Objective 4A: Engage employees in finding efficiencies and in providing input to decisions. (Continue to develop management and leadership team)

- Staff Council meetings monthly.
- Survey taken at Staff Inservice.
- Survey of SSA Dept. taken before reorganization.

Objective 4B: Research best practices in other county boards; identify good practices to bring to Miami County.

- Merit Award
- FANS (Friends, Allies and Neighbors Supporting)
- Employment Navigation
- Provider Partnership Network (PPN)

Objective 4C: Develop and implement a sensible and understandable performance management/rating system for staff.

- Implemented new performance evaluation tool using new organization values.

Objective 4D: Develop and implement meaningful staff appreciation programs and opportunities.

- Hot chocolate bar
- Ice cream social
- Halloween door contest and prizes
- Halloween party
- Tailgating party
- Secret Santa
- Holiday carry-in
- Free beauty consultation
- Free massage
- Discounted acupuncture
- Discounted yoga
- Discount Dayton Dragons tickets
- Clothing Vouchers for RDD brand clothing
- Extra Mile Award program

Objective 4E: Continue efforts to strengthen the organizational culture throughout the agency.

- Housing Training

- Behavior Support Overview
- Corporate Compliance (RTI)
- Incident Reporting Training
- Yoga Inservice
- Time Management
- Food Strategies That Work
- Trauma 101
- Riverside FANS
- Public Speak Training - The Impact Group
- Customer Service - The Impact Group
- Human Trafficking Training
- [Customer service training.](#)
- [Brian's Blog](#)
- [Slide shows on screens throughout agency \(lobby, breakroom, etc.\)](#)

Objective 4G: Implement Person Centered Planning throughout the agency and use the person centered plans as the basis for agency performance measurement.

- [Received training through DoDD.](#)
- Individual goals and outcomes achieved
- Growth in independence
- Increased community inclusion

Objective 4H: Eliminate waiting lists for individuals needing services currently.

- [Cleaned up the list in 2016. This will be a focus for 2017.](#)

Objective 4I: Develop and implement an activity and outcomes tracking system.

- [Updated Environmental Assessment twice during 2016.](#)
- Use results in program evaluation to identify where improvements needed

Objective 4J: Use technology to mobilize staff.

- [EI Staff and two SSA's are currently testing different technologies.](#)

Objective 4K: Manage all finances for long term sustainability

- [Currently attending all CCI \(Current Consumer Issues\) meetings.](#)

Objective 4L: Educate the community to improve overall understanding of Riverside's role in supporting people with DD, as well as the benefits to the community when people with DD are included. To do this we will implement ongoing a comprehensive, multi-media communications campaign that addresses:

- [Training for Board with new communication cards. Plans to rollout this training to staff and providers in 2017.](#)

Objective 4M: Establish a Friends, Allies & Neighbors Supporting (FANS) volunteer program modeled after Butler DD, which will utilize skills and volunteer interests of community members who wish to support people with developmental disabilities.

- [Established in mid 2016.](#)

Objective 4N: In accordance with the Transition Plan approved by the Board at the September 21, 2015 meeting, Riverside will discontinue direct provision of adult day services and non-medical transportation by December 31, 2017.

- July 31, 2015, RT Industries began billing Medicaid for all individuals served at 110 Foss Way, Troy, Ohio.
- January 1, 2016, RT Industries will take over Medicaid billing for all individuals served in adult day services at 1625 Troy Sidney Road, Troy, Ohio.
- Between July 1, 2016 and December 31, 2016, the Board will divest itself of providing non-medical transportation services.
 - [RT Industries took over the provision of non-medical transportation services on July 1, 2016. Buses were rebranded in December 2016.](#)

- Between January 1, 2017 and December 31, 2017, the Board will finalize all separation of property, employees and any other functions of business with RT Industries, with a full privatization date of January 1, 2018.

Goal 5: Provider Development

Objective 5A: Build, strengthen and maintain relationships with current providers to help them deliver the highest quality services.

- Provide a newsletter to keep all providers informed about changes at the local, state, and federal level.
- Update website to include information of importance and interest to local providers.
- Between 11/15 and 2/16 met with each of the 11 provider businesses in Miami County with Brian Green and myself to establish new business to business collaborative relationships. Conversations with all 11 providers continue on a weekly basis.
- The County Board facilitated 3 Provider Partnership Network quarterly meetings with an agreed upon agenda and time for discussion regarding service provision needs, demands and future challenges.
- Between PPN meetings providers received state and local provider updates regarding the service delivery changes to rule and basic business operations.
- Between PPN meetings small work groups were developed to discuss the highest concerns for the providers to date. The 3 areas of concern for needed discussion were provider to provider communication, navigating change and communication. SSA manages participated in the small work group discussion. Meeting notes and updates were provided for the full PPN group.
- The County Board website has added provider agency websites as well as job openings available for our provider business partners.
- Began a mentorship with Hamilton County Board to develop a road map for the development of the SSA department and Provider relationships and Gold Standard Development.

Objective 5B: Assist providers with offering meaningful employment options.

- Conducted two meetings with interested service providers coming to Miami County in 2017.
- Discussions with three Community Employment service providers regarding collaborative efforts for summer work activities for students.
- Recruitment efforts for Direct Support Professional staff began with participation at Hobart Arena Chamber Career Day event in 11/16. 4/17 Career day participation for local high school graduates on the calendar.

Objective 5C: Strengthen relationships with local employers to improve employment opportunities for persons served.

- WestCON has been awarded a Training Grant for providers through OACB. Efforts for standardized training and processes for our region is being requested by providers.
- Participated in Region 2 training committee. Intention of the committee was to establish required training, development of standardized web based training and consider recruitment efforts for Direct Support Professionals. This committee continues to discuss opportunities for County Boards to demonstrate to providers that we have a vested interest in their challenges for staffing their businesses as well as providing quality training.

Objective 5D: Establish benchmarks for Recruitment of Providers.

- Schedule meetings with providers in neighboring counties to discuss the need for additional community integrated supports for the individuals we serve.
- Share Employment First initiatives with current providers who are interested in branching out into community employment services.

- Explore strategies to encourage the development of additional employment services providers who are interested in CARF accreditation and Employment First certification during OOD and DD agency quarterly meetings.

Objective 5E: Create Training Program for providers to define, standardize and maximize the quality of services.

- Develop curriculum and materials.
- Develop incentive program to encourage providers to participate in training.

Objective 5F: Increase the number of providers of non-medical transportation to get people to work.

Timing of Our Work

| Goal 1: Empower individuals with DD to LIVE as full members of our community. | | |
|---|---|---|
| 2016 | 2017 | 2018 |
| <p>1A: Increase referral sources for EI and HMG</p> <p>1E: Increase service coordination for the student population between the ages of 3-22</p> <p>1F: Increase opportunities to support Self Advocacy.</p> <p>1J: Provide information about benefits (social security, Medicaid, Housing, Estate Planning, etc.) to individuals and families</p> | <p>1B: Expand EI through the age of 5 as feasible.</p> <p>1C: Increase service coordination for the student population between the ages of 3-22.</p> <p>1D: Strengthen school partnerships and community first exploration.</p> <p>1F: Increase opportunities to support Self Advocacy.</p> <p>1G: Strengthen relationships with community agencies to increase awareness of and access for all persons served</p> <p>1H: Increase availability of housing for persons with DD</p> <p>1I: Identify opportunities to remove transportation as a barrier</p> | <p>1F: Increase opportunities to support Self Advocacy.</p> <p>1G: Strengthen relationships with community agencies to increase awareness of and access for all persons served.</p> |
| <p>Metrics</p> <ul style="list-style-type: none"> • # of students on IEPs in Miami County participating in service coordination with the County Board. • Develop a team of stakeholders who are interested in exploring a “Project Life” program for Miami County. • Number wanting housing who are able to move into appropriate housing • Quality and number of interactions with social service agencies; willingness of other agencies stepping up | | |

| Goal 2: Empower individuals with DD to WORK as full members of our community. | | |
|---|---|--|
| 2016 | 2017 | 2018 |
| <p>2A: Identify & implement path to employment for all adults and transition age youth.</p> <p>2B: Riverside DD will inform and</p> | <p>2A: Identify & implement path to employment for all adults and transition age youth.</p> <p>2B: Riverside DD will inform and</p> | <p>2A: Identify & employment path to employment for all adults and transition age youth.</p> <p>2B: Riverside DD will inform and</p> |

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| <p>interview qualified persons with DD when job openings occur. 2C: Educate families and individuals about the benefits of working in the community as part of the PCP process. 2D: Access funding to support employment readiness programs. 2E: Increase the number of community integrated job placements for persons served each year. 2F: Develop internship program to assist students to further develop vocational skills and better prepare them for employment.</p> | <p>interview qualified persons with DD when job openings occur. 2C: Educate families and individuals about the benefits of working in the community as part of the PCP process. 2D: Access funding to support employment readiness programs. 2E: Increase the number of community integrated job placements for persons served each year. 2F: Develop internship program to assist students to further develop vocational skills and better prepare them for employment.</p> | <p>interview qualified persons with DD when job openings occur. 2C: Educate families and individuals about the benefits of working in the community as part of the PCP process. 2D: Access funding to support employment readiness programs. 2E: Increase the number of community integrated job placements for persons served each year. 2F: Develop internship program to assist students to further develop vocational skills and better prepare them for employment.</p> |
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Metrics

Board metrics – As of 12/31/2016:

| | Supported Employment | | Sheltered Employment | Non Employment |
|-------------|----------------------|---------|----------------------|----------------|
| | Integrated | Enclave | Non-Integrated | Day Services |
| Jobs | 104 | 31 | 209 | X |
| Individuals | 97 | 29 | 204 | 109 |
| | | | | |

Management/leadership team metrics

| Service | 2015 | 2016 |
|------------------------------------|------|------|
| Graduated | 14 | 20 |
| UVCC – regular | 4 | 2 |
| Discovery | 9 | 5 |
| Project Search | 4 | 7 |
| - Dropped out | 0 | 1 |
| Bridges to Transition | 21 | 9 |
| Regular OOD | 9 | 4 |
| Working in community | 3 | 5 |
| RTI | 4 | 2 |
| RTI – Summer Youth Work Experience | 0 | 2 |
| Goodwill – Day Hab | 0 | 1 |
| Other – Day Hab | 3 | 1 |
| CSB Custody | 0 | 0 |
| Path 1 | | 5 |
| Path 2 | | 5 |
| Path 3 | | 9 |
| Path 4 | | 1 |

| Goal 3: Empower individuals with DD to PLAY as full members of our community. | | |
|--|--|---|
| 2016 | 2017 | 2018 |
| <p>3B: Pursue Miracle League opportunity.</p> <p>3D: Create opportunities for different groups to integrate through play activities.</p> | <p>3A: Connect caregivers to enhance their knowledge of play options.</p> <p>3C: Explore Best Buddies program or create similar program.</p> | <p>Continuation of Objectives 3A-3D</p> |
| <p>Metrics</p> <p><u>Board metrics</u></p> <ul style="list-style-type: none"> # of persons participating in integrated community activities <p><u>Management/leadership team metrics</u></p> <ul style="list-style-type: none"> # of persons participating in integrated community activities # of new volunteers (FANS) serving as natural supports Availability of transportation to support individuals in participating in community activities | | |

| Goal 4: Administrative Goal | | |
|---|---|--|
| 2016 | 2017 | 2018 |
| <p>4A: Engage employees in finding efficiencies and in providing input to decisions. (Continue to develop management and leadership team)</p> <p>4B: Research best practices in other county boards; identify good practices to bring to Miami County.</p> <p>4C: Develop and implement a sensible and understandable performance management/rating system for staff.</p> <p>4D: Develop and implement meaningful staff appreciation programs and opportunities.</p> <p>4E: Continue efforts to strengthen the organizational culture throughout the agency.</p> <p>4G: Implement Person Centered Planning throughout the agency and use the person centered plans as the basis for agency performance measurement.</p> | <p>4A: Engage employees in finding efficiencies and in providing input to decisions. (Continue to develop management and leadership team)</p> <p>4B: Research best practices in other county boards; identify good practices to bring to Miami County.</p> <p>4D: Develop and implement meaningful staff appreciation programs and opportunities.</p> <p>4E: Continue efforts to strengthen the organizational culture throughout the agency.</p> <p>4G: Implement Person Centered Planning throughout the agency and use the person centered plans as the basis for agency performance measurement.</p> <p>4H: Continuous review of current needs to see they are being met.</p> <p>4J: Use technology to mobilize staff.</p> | <p>4A: Engage employees in finding efficiencies and in providing input to decisions. (Continue to develop management and leadership team)</p> <p>4B: Research best practices in other county boards; identify good practices to bring to Miami County.</p> <p>4D: Develop and implement meaningful staff appreciation programs and opportunities.</p> <p>4E: Continue efforts to strengthen the organizational culture throughout the agency.</p> <p>4F: Achieve outstanding workplace recognition award.</p> <p>4G: Implement Person Centered Planning throughout the agency and use the person centered plans as the basis for agency performance measurement.</p> <p>4H: Continuous review of current needs to see they are being met.</p> |

| | | |
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| <p>4H: Continuous review of current needs to see they are being met. 4I: Develop and implement an activity and outcomes tracking system. 4J: Use technology to mobilize staff. 4K: Manage all finances for long term sustainability 4L: Educate the community to improve overall understanding of Riverside’s role in supporting people with DD, as well as the benefits to the community when people with DD are included. 4M: Establish a Friends, Allies & Neighbors Supporting (FANS) volunteer program modeled after Butler DD, which will utilize skills and volunteer interests of community members who wish to support people with developmental disabilities.</p> | <p>4K Manage all finances for long term sustainability 4L: Educate the community to improve overall understanding of Riverside’s role in supporting people with DD, as well as the benefits to the community when people with DD are included. 4M: Grow the Friends, Allies & Neighbors Supporting (FANS) volunteer program modeled after Butler DD, which will utilize skills and volunteer interests of community members who wish to support people with developmental disabilities.</p> | <p>4J: Use technology to mobilize staff. 4K Manage all finances for long term sustainability 4L Educate the community to improve overall understanding of Riverside’s role in supporting people with DD, as well as the benefits to the community when people with DD are included. 4M: Grow the Friends, Allies & Neighbors Supporting (FANS) volunteer program modeled after Butler DD, which will utilize skills and volunteer interests of community members who wish to support people with developmental disabilities. 4N: The Board will no longer provide adult day services or non-medical transportation by December 31, 2017.</p> |
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| <p>Possible metrics <u>Board metrics</u></p> <ul style="list-style-type: none"> • Financial results • Outcome metrics once we are able to gather and aggregate them • Person served satisfaction results <p><u>Management/leadership team metrics</u></p> <ul style="list-style-type: none"> • Activity metrics • Identify throughput measures for different parts of life (efficiency of our work) • Availability of performance management system, staff appreciation, • Employee satisfaction survey (culture) • Best practices adopted |
|--|

| Goal 5: Provider Development | | |
|---|--|--|
| 2016 | 2017 | 2018 |
| <p>5A: Build, strengthen and maintain relationships with current providers to help them deliver the highest quality services. 5E: Create Training Program for providers to define, standardize</p> | <p>5A: Schedule HCBDD to meet with process owners from SSA department and Provider businesses for Gold Standard and Community Integration opportunities. Populate County Board website</p> | <p>5A: Gold Standard established. Data Collection systems for MUI/UI and Behavior Support shared with providers for the development of Provider Compliance Continuum. Apply Gold Standard practice for</p> |

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| <p>and maximize the quality of services.</p> | <p>with PPN information and provider information for family usage. Develop two-way communication process between the County Board and providers between PPN meetings. Continue to counsel and support struggling Day-Hab businesses. 5B: Assist providers with offering meaningful employment options. 5C: Strengthen relationships with local employers to improve employment opportunities for persons served. 5D: Reach out to provider businesses in neighboring counties to establish dialogue for potential expansion to Miami County. Begin conversations and relationship building with Independent Providers. 5E: Develop questions and meeting process for families to determine if PPN efforts are improving the quality of services they are receiving.</p> | <p>County Board and Provider business on behalf of the individuals we serve. Formalize recruitment efforts throughout Miami County for all aspects of service provision. (i.e. college presentations, work with Chambers and staffing agencies). 5C: Westcon participation with provider development and training. 5D: Establish benchmarks for Recruitment of Providers.</p> |
| <p>Possible metrics</p> <p><u>Board metrics</u></p> <ul style="list-style-type: none"> • Participation of Providers in County Board training program • Number of Provider staff members certified through training • Person served satisfaction results <p><u>Management/leadership team metrics</u></p> <ul style="list-style-type: none"> • Activity metrics • Provider satisfaction survey (culture) • Best practices adopted | | |

A Look Back

To ensure no initiatives from the original plan were lost in the update, the original goals and objectives from 2015 that have already been accomplished or that have changed, are outlined below:

Objective 1B: Expand EI through the age of 5.

- ✓ Evaluated the needed infrastructure
 - Filled existing Developmental Specialist position in EI.
- ✓ Increased age range as feasible
 - Currently serving 4 children and families between the ages of 3 and 5.
 - Developing best practices and protocol for determining eligibility for expanded early intervention services.

Objective 1C: Transition the management of the pre-school to the ESC for the 2016-2017 school year.

- ✓ Accomplished 2014/15.

Objective 1D: Transition the pre-school to the ESC for the 2018-2019 school year.

- ✓ Accomplished 2014/15.

Objective 1H: Partner with local schools to hold transition fairs.

- ✓ This objective has been eliminated, as schools and the County Board have experienced a greater value in face-to-face conversation with families regarding transition.

Objective 1I: Develop a program similar to Project Life (Butler County) to develop work and life skills starting at the age of 14.

- ✓ This objective has shifted to a provider support focus and moved to the revised Goal 2.

Objective 1J: Strengthen relationships with community agencies to increase awareness of and access for all persons served.

- ✓ Regular participant in the Continuum of Care.

Objective 1K: Increase opportunities to support Self Advocacy.

- ✓ Individuals now participating in Board meeting on regular basis.
- ✓ Assisted in promoting People First and other self-advocacy group activities.
- ✓ Participation in annual DD Awareness Month Self-Advocacy day.

Objective 1K: Increase availability of housing for persons with DD.

- ✓ Have hired and trained a Housing Coordinator.
- ✓ Have been given permission to purchase new homes through available resources.
- ✓ Have implemented new referral process for MMHA linkage and have assisted four individuals in receiving housing subsidies.
- ✓ Have assisted outside agency through the purchase and start-up of a multi-unit dwelling.
- ✓ Have seven new individuals utilizing remote monitoring services.

Objective 2A: Working with providers, ensure all adults continue to develop employment skills and independent living skills.

- ✓ Completed Summer Youth Experience programs.
- ✓ Soft skills employment instruction now offered at RT.
- ✓ Healthy Living class through one provider agency.
- ✓ Life Skills classes completed and ongoing through the County Board Recreation Department.

Objective 4D: Engage staff in defining Organizational Values and in understanding strategic plan.

- ✓ Created Organizational Values (May 2015)

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