

2020



*empower
include
achieve*



*Strategic
Plan*

Our **VISION**

All individuals in our community with a developmental disability will thrive educationally, vocationally and Socially

Our **MISSION**

To ensure individuals with developmental disabilities have access to quality supports providing them opportunities to live, learn, work and play in their community

- Use an individual-first approach to everything we do.
- Deliver a professional customer experience for all stakeholders and collaborative partners.
- Create long-term solutions while providing timely, knowledgeable and quality support services.
- Engage and empower others in making life-long personal connections.
- Cultivate a caring and compassionate culture with a focus on our mission and vision.
- Inform and educate all stakeholders as an advocate for individuals.
- Be a responsible steward of taxpayer dollars.

From the Superintendent



2019 was a year of tremendous growth and expansion for the Auglaize County Board of Developmental Disabilities (ACBDD).

Home since 1956, our building on the corner of First and Walnut Streets in New Bremen was under renovation most of the year. In addition to updating HVAC systems and improving efficiencies, we increased accessibility including the creation of an open and welcoming reception area. Overall, the renovations reflect the evolution of our Board and services over the years as we have transitioned from a school and provider to a community collaborator and administrator of a system of supports for children and adults of all ages.

While the physical transformation of our building has been wonderful, it is the impact of our outreach and program expansion we find most exciting. The number of children being served in Early Intervention increased from 58 since the beginning of 2019 to over 110 as we enter 2020. We are reaching more families and changing lives through strategies to help children and families achieve success as they prepare for the years ahead. We have expanded services and realigned staff to support these families as their children age through school and prepare to enter adulthood. The response has been overwhelming.

In planning for 2020, we look to expand our staff to meet the needs of those we serve. We seek to improve in our role as a collaborator with our community partners and increase communication and outreach as we continue to educate people about the services we provide. We believe the objectives outlined in this strategic plan provide flexibility in serving with excellence and fulfilling our mission to advocate for the inclusion of everyone as they live, learn, work and play in their Auglaize County communities.

Renee Place, Superintendent

Strategic Plan | Objectives

Increase education & outreach about resources, services and supports

Elevate person-centered planning and self-advocacy.

Support integration of people served into the community.

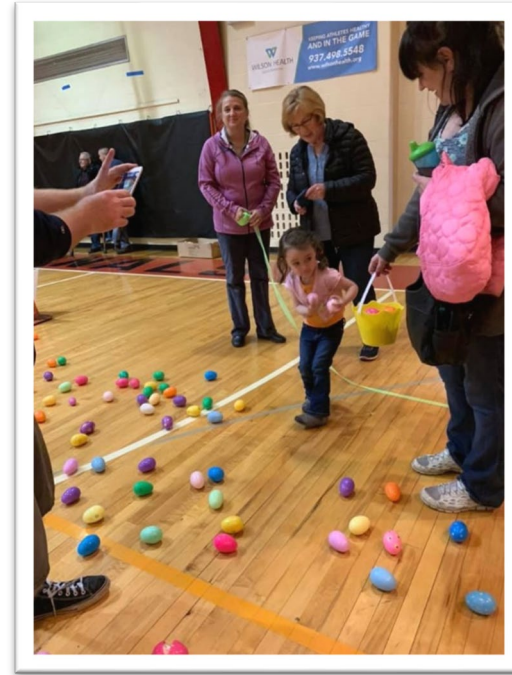
Promote community employment opportunities & awareness.

Bolster positive provider supports

Improve staff supports and administrative efficiencies

Create exceptional customer experience

COVID-19 Response



Objective #1: Increase education about resources, services and supports



- Ensure future success of the Board by providing outreach which increases interest in students entering fields related to serving those with developmental disabilities, including social work, special education, early childhood development, vocational rehabilitation and other related fields of study.



- Improve communication methods used by the Board.
- Create relevant tools to provide consistent messaging regarding Board services and changes to state and federal rules and regulations.



Actions Planned

- Research feasibility of establishing a scholarship fund for Auglaize County graduating seniors interested in working in the DD field.
- Support staff will collaborate to establish updated contacts and methods of outreach.
- Monthly survey of each department to determine what tools need created or updated to aid in consistent messaging.
- Program Support Specialist & SSA's will review contact information to ensure accurate information is in the system of record.
- Director of ISS will identify agency and independent provider emails and create a distribution list.
- Partner with the Southwestern Auglaize County Chamber for a Ribbon Cutting and Rededication followed by an Open House for the public to see the renovations made to the Board office.
- Create Facebook groups for Early Intervention and S.A.L.T to increase communication and share information related to specific child and family needs. This will provide a needed platform to share information with each other.

Actions Underway

- The Program Support Specialist is currently collaborating with the Individual Support Services and Early Intervention, Childhood & Transition Services departments to update contact information of individuals and families served.
- Early Intervention Facebook page is under development.
- The Director of Business & Finance has reached out to the OACB for legal guidance to establish a scholarship fund.
- Updating all individual/family/guardian mailing and email addresses in the system of record.
- Collecting & updating all agency and independent provider email addresses.
- Collaborating with WestCON, Community Relations Coordinator, John Silfies to create staff videos.
- Community Connections Specialist continues to attend Regional Public Relations meetings.
- Planning is underway of the Grassroots Gazette, the Summer/Fall newsletter.
- Auglaize DD YouTube channel has been created. Will continue to add videos as they are created for ease of sharing.
- Community Connections Specialist meets weekly with John Silfies to collaborate on outreach projects.
- Collaborating with John Silfies to create videos. John will interview individuals and families served to share each story with the community for education and awareness.

Achievements

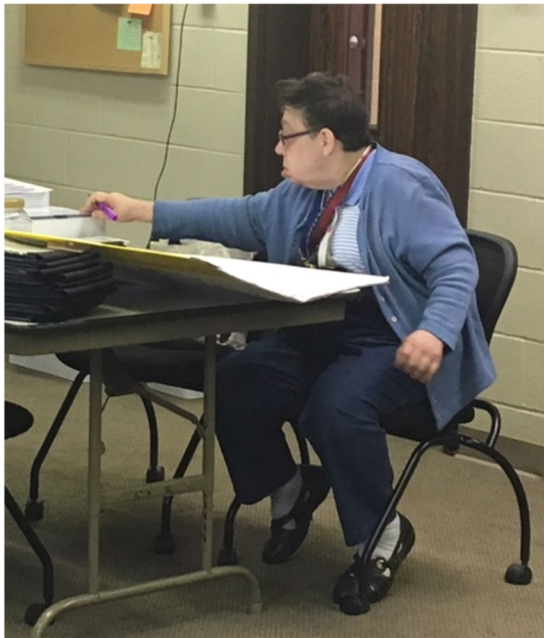
- 04/08/2020 – 100% of all contact information has been updated for individuals and providers. The agency and independent provider distribution list has been created.
- EI Staff met with high school juniors & seniors at the Talent Connection Forum to share information about careers in the DD field and helping children with disabilities.
- Submitted an article for the Village of New Bremen newsletter educating the community on the Board's past and current functions.
- Hosted NB/NK Rotary to tour building renovations and discuss evolution of CB services over the years.
- 04/06/2020 Created Auglaize County Early Intervention Facebook page dedicated to sharing information with families, with children with disabilities and delays.
- Community Connections Specialist created a "What does a Board Member do?" info sheet in preparation of two board member vacancies by the end of the year.
- Collaborated with John Silfies to create a "Share your Stories" form for staff to complete when submitting a story to be used for County Board outreach.
- The Grassroots Gazette, the Summer/Fall newsletter is complete and available on the website. It has also been distributed to staff, Board Members and County officials via email.
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Objective #2:

Elevate person-centered planning and self-advocacy.



- Provide and promote training opportunities for individuals and families.
- Provide networking opportunities.
- Promote, provide and encourage opportunities for inclusion.



Actions Planned

- Conduct a meeting for individuals served on how to effectively conduct and participate in their ISP meeting.
- Human Rights Committee Ceremony to thank outgoing committee members and welcome new members. (Postponed)
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Actions Underway

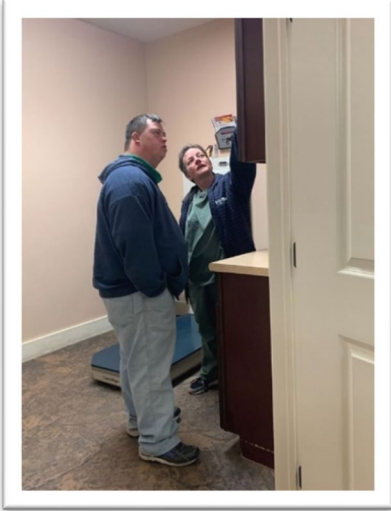
- Hosting a monthly play group- Play with a Purpose for children 0-3, which also serves as a networking opportunity for families.
- Hosting monthly S.A.L.T. (School to Adult Life Transition) informational sessions for caregivers with a transition age student and S.A.L.T. Shakers sessions for the students.
- S.A.L.T. survey has been created to shared with participants at end of the year to assist in planning for next year.
- Collaborating with John Silfies in preparation of hosting the August Regional Advocacy meeting via Zoom for self-advocates from seven area counties. We are creating a "Welcome to Auglaize County" video to start the meeting. John will be the speaker.
- Community Connections Specialist is creating a "What is the Human Rights Committee?" info sheet to help recruit new committee members.
- Hosting monthly S.A.L.T. (School to Adult Life Transition) informational sessions for caregivers with a transition age student and S.A.L.T. Shakers sessions for the students have resume in a virtual format.
- Regional monthly Self-Advocacy meetings have resumed in a virtual format.

Achievements

- Hosted the February Regional Advocacy meeting for self-advocates from seven area counties and the monthly meeting invite will continue to be shared with self-advocates and providers.
- Facilitated meeting between Aktion Club and the Auglaize Health Department for information gathering as part of a grant to determine best way for people with disabilities to receive important health information.
- Presented locally-funded personal development grant information to People First members.
- Hosting monthly S.A.L.T. (School to Adult Life Transition) informational sessions for caregivers with a transition age student and S.A.L.T. Shakers sessions for the students have resume in a virtual format.
- Regional monthly Self-Advocacy meetings have resumed in a virtual format.

Objective #3:

Support integration of people served into the community, promote community employment opportunities & awareness



- Increase website updates and blogs.
- Increased outreach with staff attending no less than 6 chamber events each year
- Partner with local job development provider for large-scale awareness campaign
- Build upon & create new partnerships to increase community outreach efforts.



Actions Planned

- Partner with the New Bremen, New Knoxville Rotary Club for the annual Easter Egg Hunt with a sensory course available to make it inclusive for all children. (Cancelled)
- Collaborate with WestCON, Community Relations Coordinator, John Silfies to update the Early Intervention, Childhood & Transition Services webpage.
- Collaborate with John Silfies to coordinate an anti-bullying video.
- Prepare content for the Auglaize DD fair booth. Waiting on information to ensure that we are complying with current restrictions due to COVID-19.

Actions Underway

- Collaborating with John Silfies to learn how to use Divi-Builder, which is a user friendly option to update the AuglaizeDD webpage.
- Planning recognition of National Disability Employment Awareness Month (NDEAM) in October. Four billboards have been reserved. Collaborating with John Silfies, partnering agencies (CA Group, Capabilities and OOD), local employers and employees to create videos in celebration of NDEAM

Achievements

- Two staff members attended Southwestern Auglaize County Chamber Annual State of the Villages breakfast.
- Five staff members attended the Southwestern Auglaize County Chamber Annual Meeting and Awards Luncheon.
- Collaborated with John Silfies to update the Family Support Services page on the website.
- Partnered with American Red Cross to host the 1st Annual Auglaize DD/Red Cross Blood Drive to close out our monthlong celebration of DD Awareness Month.
- Completed a monthlong celebration of Community for DD Awareness which included four billboards & posters of the billboards placed throughout the county, recognition of the four people featured in the billboard campaign and a full-page ad in the Wapakoneta Daily News and Evening Leader newspapers.
- Completed a monthlong celebration of National Disability Employment Awareness Month (NDEAM) which included a collaboration with John Silfies to create videos of four people employed and their employers, four billboards throughout the county, recognition of the four people featured in the campaign and a quarter-page ad in the Wapakoneta Daily News and Evening Leader newspapers.
- Collaborated with John Silfies and partnering agencies (VentureLinux -previously CA Group, OOD and Capabilities) to create an informational video for employers. Video has been added to the website.

Objective #4:

Bolster positive provider supports



- Apply and support best practice recommendations from DODD provider communication workgroup at local level.
- Continue to create and share opportunities for integration and advocacy.
- Support DSP recruitment in Auglaize County and throughout Northwest Ohio.
- Explore opportunities for meaningful recognition of DSP staff.



Actions Planned

- Create survey for providers to submit feedback & ideas on how to best support DSPs and provide meaningful recognition.
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Achievements

- Community Connections Specialist collaborated with John Silfies to create a resource page for providers on website.
- Coordinated with WestCON to promote Ohio Shared Living Services and create awareness of this provider opportunity .
- SSA participated in the development and video production in partnership with OACB and WestCON statewide training promoting the Ohio Shared Living provider option to support recruitment for this type of service provider.

Actions Underway

- Provider Support/Recognition Survey created and distributed.
- Provider Relations Meeting scheduled (postponed) to discuss survey results.
- Working with WestCON COG on DSP recruitment outreach efforts.
- Developing a provider recruitment campaign in collaboration with John Silfies targeting families of teens and young adults.

Objective #5:

Improve staff supports and administrative efficiencies



- Establish documentation protocol for expanded service group of 3-16 year-olds
- Ensure professional development of staff in identified areas of preference.
- Modernize and streamline business and administrative offices and functions.
- Increase efforts to educate Board, staff and stakeholders on waiver and non-waiver services, including the use of local dollars to support unfunded mandates and increase flexibility in supporting children and families.



Actions Planned

- Areas identified by staff as part of 2020 Strategic Plan survey have been reviewed by the leadership team and will be incorporated into an all staff in-service on April 16, 2020. (Postponed)
- Complete comprehensive time study to identify overlapping responsibilities, improve efficiencies and evaluate the overall capacity of positions within the agency.
- Participate in the DODD/Vendor County Board Data Exchange Pilot Program and the DODD On-Site On-Call (OSOC) online assessment.
- Participate in DODD/Vendor County Board Data Exchange Pilot Program.

Actions Underway

- Updating filing procedure and processes.
- Time studies have been completed as of April 1, 2020. The Administrative Support Specialist will now evaluate each time study for overlap.
- Submission of Security Affidavits and Data Agreements to DODD Business Process Analyst.
- Meeting forthcoming with DODD Deputy CIO for review and testing of OSOC Assessment.
- Informational profile page has been created and is being used by the Service Coordinators with all children 3-16 years of age.
- Complete User Acceptance Testing.
- Complete Validation Session.
- Initiated 2020 reorganization with approval from the Board on 07/13/2020, created timeline to identify tasks and benchmarks and document progress.

Achievements h

- Expanded availability of access to Skill Path e-Learning, Star 12 professional development modules to all staff.
- Implemented HelloSign, a digital/electronic signature platform.
- Data Exchange System went live July 6, 2020

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Objective #6:

Create exceptional customer experience



- Develop a survey encompassing all areas of service to use throughout the year; analyze on a quarterly basis
- Develop customer expectation guidelines for support staff
- Outline team members and their roles and responsibilities.



Actions Planned

- Staff directory on website to be updated with professional quality headshots.
- Collaborating with John Silfies to interview Auglaize DD staff for “Meet the Staff” videos.

Actions Underway

- Worked with John Silfies from WestCON COG to update all staff photo and information for new staff directory page.

Achievements

- Completed redesign of the Family Support Services page on the auglaizedd.org website. This includes updates to all forms associated with the process. The site now features more information about the program and access to the forms needed.
- Updated Auglaize DD phone system to delay answering by the auto attendant until after four rings to personalize the customer experience.
- Updated the outgoing message to be more user friendly by offering less options along with a staff wide user directory.
- Staff directory page with new head shots is complete. Community Connections Specialist collaborate with John Silfies to take photos of new employees and add to page.

Objective #7: COVID-19 Response



- Individuals & Families:
 - Ensure continued support through video and teleconferencing.
 - Increase monitoring to focus on wellbeing, health & safety.
 - Provide regular DD updates and information from reliable state and local sources.
- Providers:
 - Efficiently coordinate communication.
 - Support DSPs.
 - Procure and distribute supplies to homes.
- County Board
 - Stay atop state and federal orders related to all aspects of CB administration.
 - Keep staff safe and informed.
 - Ensure coordinated effort to support people in Auglaize County.



Actions Planned

- Support DSP's by purchasing personal hygiene supplies & Personal Protective Equipment (PPE) to protect individuals and their provider.
- Evaluate need for rental assistance for those affected by loss of employment or vocational training pay.
- Evaluate response and reaction afterward to identify any gaps during crisis situation.

Actions Underway

- Established supplier contacts to purchase personal hygiene and PPE supplies.
- Established routine for distribution of supplies.
- Continuous contact with OACB in all areas of CB support and service delivery.
- Developing COVID19 tab on website.
- AWE Committee working on phase 2 to get care packages out to homes with no providers.
- A return to work phase in is being developed by the leadership team to address the needs of staff and people served.

Achievements

- EICT Staff have all been trained in the use of Zoom and Microsoft Teams. All service delivery and teaming has been switched to remote/online platforms.
- Early Intervention procedures including review of all forms and the performance of evaluations and assessments have been adapted to an online format.
- Ensured access to tools and equipment as well as training for all staff to work remotely and ensure continuation of services through teleconferencing and virtual visits.
- Created multiple easy-to-read guidance for individuals and families on local implementation of state orders and directives.
- Use of direct contact and social media to relay local information as well as guidance, tools and information from reliable sources.
- Identified Director of ISS as primary contact person for providers.
- Ensure routine updates to providers via email.
- Communicated need for essential employees to local law enforcement and provided all providers with notices of their status as an essential employee on CB letterhead.
- Identified staff roles and implemented a system of procuring, tracking and delivering PPE supplies to homes throughout county
- Created DSP recruitment video
- AWE Committee created care package of pizza kits and games for delivery to homes with DSP support staff to say thank you and assist with activities. Shared a video to social media thanking community partners Speedway Lanes and Topsy Turvy Toys for their help with the care packages.
- Ongoing communications with staff regarding each phase of Ohio's COVID19 pandemic response, including staff protocols, employee insurance benefits, EFMLA and emergency leave information.
- Ongoing communication with other county entities stressing importance of staying ahead of surge for people with developmental disabilities.
- Partnered with Auglaize Housing Board to waive April and May rent in all Housing Board homes.
- Superintendent hosted *Super Saturdays*, a weekly Saturday morning zoom meeting for individuals served by the board to provide people the opportunity to see and talk to each other and to ask the CB questions and talk about how they were handling things.
- Created a social media video of pictures of staff and individuals served by the CB holding signs thanking front line workers and first responders.



Auglaize DD

County Board of Developmental Disabilities

empower • include • achieve

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www.auglaizedd.org

Live. Learn. Work. Play