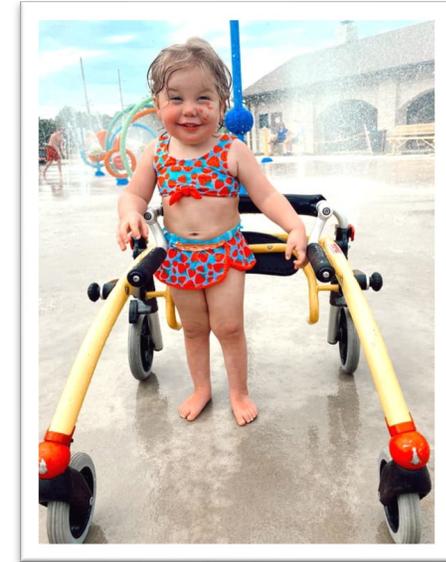


2021




Auglaize DD
County Board of Developmental Disabilities
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*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.

- **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



2020 was to be the year we settled into our newly-renovated building and hosted an open house to share the transformation with everyone during a ribbon cutting ceremony in June. We ended up spending the majority of the year working from home, focusing on the transformation of service and support delivery instead.

2020 was different to say the least. Yet, it wasn't all bad. We continued to see growth in the number of people we serve and were able to meet many of the original goals and objectives of our 2020 strategic plan. We developed new skills, strengthened partnerships and got creative in every possible way.

It is with that flexible, creative and positive mindset, that we turn the calendar and plan ahead for 2021 knowing full well plans and priorities need to change at times.

In many ways, we will pick up where we left off prior to the pandemic while bringing the best of 2020 forward into our 2021 strategic plan. Our guiding principles will continue to help us navigate through the unknown while never losing site of our mission of ensuring everyone has the opportunity to be a part of their community.

Recognizing we still need to work around COVID-19 restrictions, we will incorporate our ongoing response into our overarching goals and objectives as needed.

Finally, as we continue to grow and evolve as an agency, we recognize the continual importance of outreach and education, both internally and externally. Those we serve should expect a consistent level of excellence with a true sense that our agency operates as one team, supporting self-advocacy, person-centered planning and community integration through every stage of life.

Renee Place, Superintendent

Strategic Plan | Objectives

Increase education & outreach about resources, services and supports.

Elevate person-centered planning and self-advocacy.

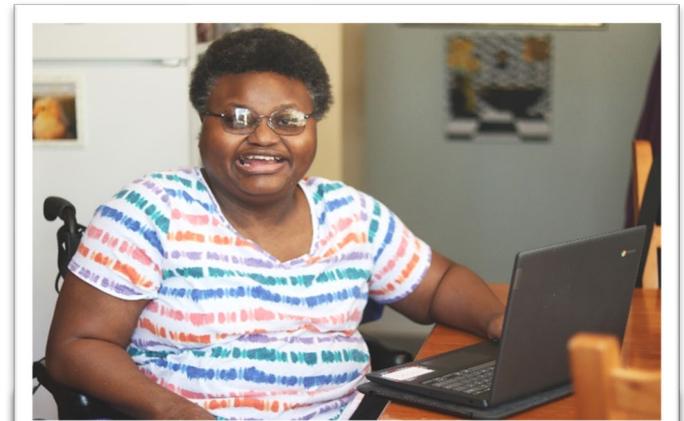
Promote integration and employment of individuals served through targeted community outreach and awareness efforts.

Bolster positive provider supports.

Improve staff supports and administrative efficiencies.

Create exceptional customer experience.

Improve methods of support for youth with complex physical, emotional, and behavioral needs who are served by multiple systems.



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



→ Enhance communication methods used by the Board for stakeholder, provider and community outreach.

→ Develop relevant community outreach tools to provide consistent messaging regarding Board, agency, and departmental services.



→ Redesign current AuglaizeDD website to improve flow of information, ease of navigation and viewer engagement.

→ Educate eligible individuals on all available options for services and residential supports including Home and Community Based Services, and Intermediate Care Facilities.

Objective 1 Goals	Strategies Planned	Progress Achieved
<p>Enhance communication methods used by the Board for stakeholder, provider, and community outreach.</p>	<p>Create a one-page summary for the monthly Board report of all relevant director updates including enrollment and waiver numbers.</p>	<p>At-a-Glance summary which features relevant updates including enrollment and waiver numbers was created by the Community Connections Coordinator, in conjunction with the Leadership team, for the Board packet and was introduced to the Board in June 2021.</p>
<p>Develop Relevant community outreach tools to provide consistent messaging regarding Board agency, and departmental services.</p>	<p>Collaborate with Stakeholders to create and/or expand upon existing peer groups to increase support for individuals and families.</p> <p>Provide resources to local schools that includes inclusion and DD awareness specific tools for all students.</p> <p>The Director of Early Intervention will evaluate the feasibility of restarting Play With Purpose sessions once COVID restrictions are lifted.</p>	<p>Accepted invitation from Shelby County DD to join with them monthly for an Autism & Sensory Disorder support group.</p> <p>Play With Purpose sessions restarted July 23, 2021 and will be open to the public.</p> <p>Developed a “staff spotlight” feature on social media highlighting staff and educating stakeholders on various positions and services offered by Auglaize DD.</p>
<p>Redesign current AuglaizeDD website to improve flow of information, ease of navigation and viewer engagement.</p>	<p>Superintendent and Community Connections Coordinator met with John Silfies, Community Relations Coordinator at WestCON March 2021 to discuss an update to the AuglaizeDD website.</p> <p>Expand Website Resource page to include links to educational opportunities such as videos, webinars, and recorded live events, mental health resources, etc.</p> <p>Create process to ensure social and digital media content accuracy and increase community engagement.</p>	<p>Each department shall submit monthly to the Community Connections Coordinator at least 3 resources for consideration for our website resource page. The Community Connections Coordinator shall ensure information remains updated and valid</p> <p>The redesigned website was published July 2021.</p>
<p>Educate eligible individuals on all available options for services and residential supports including HCBS and Intermediate Care Facilities.</p>	<p>Provide medical community with new information twice a year regarding the benefits of local EI services.</p> <p>Develop “Did You Know” leaflet quarterly for school age and transition youth and families.</p> <p>Creating eligibility fliers for various age groups which include referral information.</p>	<p>Two campaigns completed in April and September 2021 included Allen, Auglaize, Mercer & Shelby County medical community.</p> <p>Developmental Screenings were held for children 0-3</p> <p>Assess eligible individuals to determine current and immediate needs, discussing available financial resources to meet the identified need. Individuals were educated on their choice of alternative options to HCB Waiver Services including ICF’s and locally funded supports. 12 I/O Waivers, 5 Level 1 Waivers per the county’s annual plan.</p>

Objective #2:

Elevate person-centered planning and self-advocacy.



- Create tools for individuals to increase self-advocacy skills. Including but not limited to offering a “Charting the Life Course” tool kit that is available online.
- Provide and promote training opportunities for individuals and families.
- Provide and encourage participation in networking opportunities for adults, transition age youth, and children.
- Promote, provide and encourage opportunities for inclusion.
- Establish service & Support process and planning protocols for 3-22 year-olds not served on waivers.

Objective 2 Goals	Strategies Planned	Progress Achieved
<p>Create tools for individuals to increase self-advocacy skills. Including but not limited to offering a "Charting the Life Course" tool kit that is available online</p>	<p>The Individual & Medicaid Services Manager and the Childhood & Transition Services Manager will participate in the "Charting the Life Course" (CRTLC) ambassador program to educate County Board Staff, families, guardians, and others on the implementation of the CTLC framework.</p> <p>ISS Department training scheduled on August 19, 2021 to educate SSA on the implementation of the CTLC framework regarding Supported Decision Making tools.</p> <p>The Director of Early Intervention will develop an introduction to Supported Decision Making to educate families on the importance of the future independence of their child.</p>	<p>The Individual & Medicaid Services Manager and the Childhood & Transition Services Manager graduated from the "Charting the Life Course" (CRTLC) ambassador program.</p>
<p>Provide and promote training opportunities for individuals and families.</p>	<p>The Director of EI will develop a plan for facilitating the inclusion of parents and/or families in their child's portion of the teaming meeting.</p>	<p>The EI department is piloting a trial of a revised EI Team meeting agenda and structure. This revised meeting structure supports the EI staff in educating parents about their role on the team and in the EI review meetings. It also allows the structure for parents to attend scheduled EI Team meeting reviews of their child's plan and overall progress toward goals.</p>
<p>Provide and encourage participation in networking opportunities for adults, transition age youth, and children.</p>	<p>Upcoming outreach includes SALT kickoff in October which includes Halloween Dance and Employment First resources.</p> <p>Project SEARCH, Career Pathways, & OOD will be Employment Speakers for SALT in November</p>	<p>The Transition Team hosted mid-summer SALT Putt Putt event to bring together transition age youth and their families promoting integration and engagement. The group completed surveys regarding future planning topics including Employment, Adult Education, Supported Decision Making, SSI and Independent Living.</p> <p>Auglaize DD hosted a virtual regional advocacy meeting August 2021 featuring individuals who are serving on DD Boards.</p>
<p>Promote, provide and encourage opportunities for inclusion.</p>	<p>Make funding available using the individual and provider grant program established by the Board.</p>	<p>Processed grant application for individuals to attend the 2021 Synergy Conference.</p> <p>CTS Stakeholders email group was created to provide opportunity for all organizations to share information on services offered, upcoming events, ect...</p>

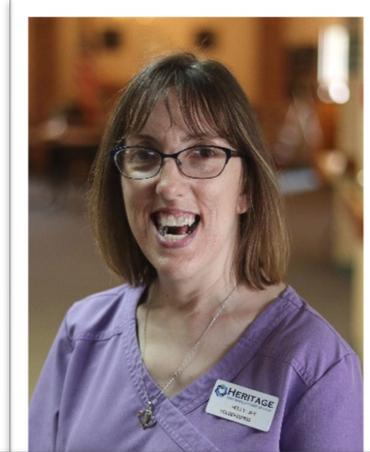
Establish Service & Support process and planning protocols for 3-22 year-olds not served on waivers.

The Director of Individual Support Services will develop a method of ensuring Supported Decision Making is a key component of ongoing discussions with families of childhood and transition youth.

Childhood & Transition Services Manager conducted a 1.5 hour training on Life Trajectory/Exploring and the Integrated Supports Star tools.

Objective #3:

Promote integration and employment of individuals served through targeted community outreach and awareness efforts.



- Expand & create new partnerships to increase community outreach efforts.
- Focus on employment exploration opportunities for transition aged youth.
- Increase the number of individuals of working age in community employment to pre-COVID employment statistics.

Increasing Access and Opportunity

Celebrating 30 years of the
Americans with Disabilities Act

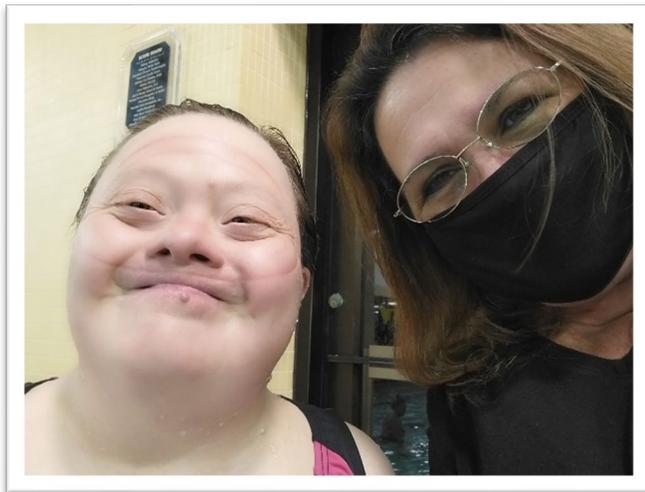
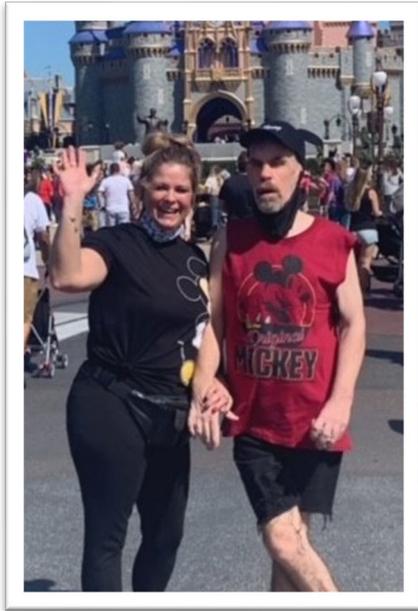
National Disability Employment Awareness Month

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Objective 3 Goals	Strategies Planned	Progress Achieved
Expand and create new partnerships to increase community outreach efforts	<p>The Director of Individual support services will collaborate with Opportunities for Ohioans with Disabilities to conduct a virtual Windmills training for local employers</p> <p>Provide resources to local schools that include inclusion and DD awareness specific tools for all students</p>	<p>The Individual Support Services Director, in collaboration with Opportunities for Ohioans with Disabilities and Ohio Job and Family Services have identified the audience, planned training, and developed registration and marketing materials for the Windmills event to be held October 13, 2021</p> <p>Distributed 115 copies of the book “Our Friend Makayla” to preschool-second (2nd) grade classrooms and the six library branches throughout the county to promote Developmental Disability Awareness month.</p>
Focus on employment exploration opportunities for transition aged youth.		
Increase the number of individuals of working age in community employment to pre-COVID employment statistics.	Create a “Ready to Work” feature on the Employer page of our website where potential employers can see ready to work candidates.	

Objective #4:

Bolster positive provider supports.



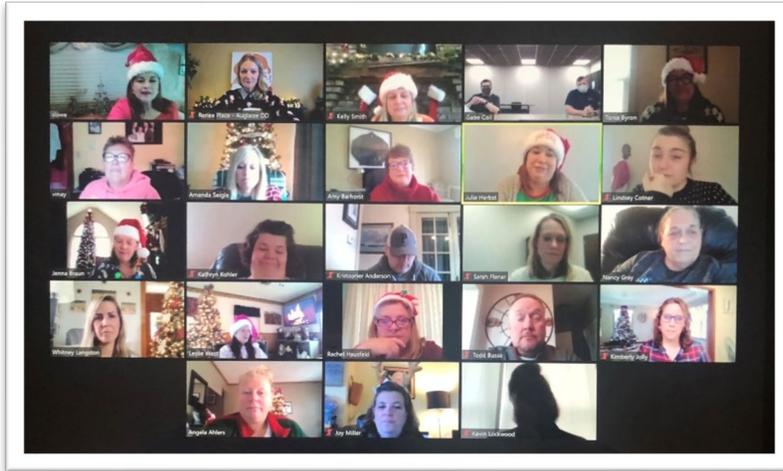
- Support providers by offering COVID-19 relief funds when possible.
- Ensure newly certified independent providers receive training on individual service plans to confirm understanding of responsibilities within 60 days of selection.
- Encourage provider participation in integration and advocacy opportunities.
- Apply and support best practice recommendations from DODD provider communication workgroup at local level.
- Support DSP recruitment in Auglaize County and throughout Northwest Ohio.
- Explore opportunities for meaningful recognition of DSP staff.
- Build positively upon increased communication experienced during the current COVID-19 pandemic

Objective 4 Goals	Strategies Planned	Progress Achieved
Support Providers by offering COVID-19 relief funds when possible.	<p>Coordinate with the local health department to ensure easy access for DSP's that qualify for phase A1 of the vaccine roll out.</p> <p>Provide PPE supplies to providers on an as needed basis</p>	<p>Successfully coordinated with the local health department ensuring DSP's received available vaccines at no out of pocket cost.</p> <p>The total number of PPE supplies distributed to providers throughout the pandemic 5,144.</p>
Ensure newly certified independent providers receive training on individual service plans to confirm understand of responsibilities within 60 days of selection.	Develop a welcome packet for newly certified independent providers which includes County Board information and a get to know me page for the individual who has chosen them to provided services.	
Encourage provider participation in integration and advocacy opportunities.		
Apply and support best practice recommendations from DODD provider communication workgroup at local level.		
Support DSP recruitment in Auglaize County and throughout Northwest Ohio.	<p>Create DSP recruitment flier by December aimed at graduating seniors who are workforce ready or will be attending college locally to be distributed HS guidance offices.</p> <p>In partnership with WestCON COG, continue monthly DSP recruitment marketing campaign to increase recruitment efforts in our region.</p>	The Director of Individual Support Services partnered with Benchmark Human Services to present an overview of Direct Support Professional career opportunities/WestCON COG resources for the Sumer Career Pathways Program, sponsored by Prevention Awareness Support Services and Coleman Professional Services.
Explore opportunities for meaningful recognition of DSP staff.	By June 2021, the Director of Individual Support services will submit to the Superintendent a comprehensive plan to recognize DSP Appreciation Week.	DSP appreciation event scheduled for September 10, 2021. Auglaize DD will host DSP providers, for lunch, raffle drawing, and appreciation gifts.
Build positively upon increased communication experienced during the current COVID-19 pandemic.	<p>The Director of Individual Support Services will host an annual provider meeting by no later than March of each year to discuss shared objectives and priorities.</p> <p>Include resources that highlight self-care and wellness tips for DSP's on the Auglaize DD website provider page.</p> <p>The Director of Individual Support Services in collaboration with the Community Connections Coordinator will develop by November 2021 a template for a quarterly provider outreach publication.</p>	

Research the cost and feasibility of purchasing access to EAP resources for DSP's

Objective #5:

Improve staff supports and administrative efficiencies.



- Offer staff supports and guidance for office protocols focused on current COVID-19 restrictions in compliance with Responsible Restart Ohio.
- Educate internal and external stakeholders on organizational structure, guidelines, and protocols.
- Enhance and increase technology capacity.



Objective 5 Goals	Strategies Planned	Progress Achieved
Offer staff supports and guidance for office protocols focused on current COVID-19 restrictions in compliance with Responsible Restart Ohio	Monthly staff meetings scheduled from January-June	Held monthly staff meetings until full return to office to keep staff informed. Once all staff returned to normal schedule full staff meetings resumed at a bi-monthly schedule.
Educate internal and external stakeholders on organizational structure, guidelines, and protocols.	<p>The Administrative Support Team will develop agency wide electronic filing stands to ensure efficiency, organization, and ease of use for Share Point sites. The first step will include the receptionist mapping out current folders and their contents over course of September and October.</p> <p>Develop “Who to Ask” guidance for staff to establish guidelines as to which Leadership Team member or level of management should be consulted for various aspects of employment or work procedures.</p>	
Enhance and increase technology capacity.	<p>Explore the feasibility of upgrading wireless network, including access points.</p> <p>Determine and implement additional functions of Brittco Software.</p>	The Human Resource & Administrative Support Coordinator oversaw the upgrade of the firewall, wireless network, and access points throughout the building, setting up a secure wireless network for staff and improving internet efficiency.

Objective #6:

Create exceptional customer experience.



- Develop departmental-specific surveys encompassing all areas of service to use throughout the year; analyze on a quarterly basis.
- Develop customer expectation guidelines for support staff.
- Create interactive table of organization for the Auglaize DD website that explains the different roles within the agency.



Objective 6 Goals	Strategies Planned	Progress Achieved
Support individuals served to the best of our ability throughout the COVID-19 pandemic	Work with the local health department to ensure individuals that qualify for each phase of the vaccine rollout, and that wish to receive the vaccine are able to do so.	Successfully coordinated with the local health department to schedule vaccine clinics specifically for individuals served by Auglaize DD.
Develop departmental-specific surveys encompassing all areas of service to use throughout the year; analyze on quarterly basis.	<p>Develop strategy to apply to both Early Intervention and Individual Support Services for collecting and analyzing data obtained from departmental surveys.</p> <p>The Director of Individual Support Services will provide the Community Connections Coordinator with 10-*15 questions to create a departmental survey.</p> <p>The Leadership Team will develop 3-5 customer experience questions to be included in both the EI and ISS department surveys.</p>	
Develop customer expectation guidelines for support staff.	<p>Empower all staff to bring attention to unintentional use of outdated language and terms.</p> <p>Introduce key words and elements that should be used when communicating with the public such as a more uniform greeting that should be adhered to when answering the phone.</p>	<p>Spoke to staff at _____staff meeting about the importance of discontinuing use of words and phrases such as client and non-verbal</p> <p>Receptionist position filled in March 2021 has been trained to answer the phone using a variation of this phrase “Auglaize County Board of Developmental Disabilities & Early Intervention Services, this is (name) how may I help you?”</p>
Create interactive table of organization for the Auglaize DD website that explains the different roles with the agency.	Develop a short description of all positions within the Board for the interactive table of organization.	

Objective #7:

Improve methods of support for youth with complex physical, emotional, and behavioral needs who are served by multiple systems.

- Establish multi-factored, proactive approach to identifying youth at risk of being removed from their homes, entering juvenile justice or child welfare, and being retraumatized.
- Strengthen collaborative relationships with key stakeholders to support at risk youth and their families.
- Identify and highlight Multi System Youth (MSY)-specific resources for families and providers.



Objective 7 Goals	Strategies Planned	Progress Achieved
Establish multi-factored, proactive approach to identifying youth at risk of being removed from their homes, entering juvenile justice or child welfare, and being retraumatized.	Create an Auglaize DD position statement on MSY for consistent messaging to community partners	The Childhood & Transition Services team met on August 4 th and developed the following statement “The Auglaize County Board of Developmental Disabilities is committed to promoting growth, resiliency, and the ability to thrive in children with complex physical, emotional, and behavioral needs through expertly integrated supports and resources.”
Strengthen collaborative relationships with key stakeholders to support at risk youth and their families.	Support local FCFC efforts to engage executive committee members in an attempt to effectively modernize the council.	
Identify and highlight Multi-System Youth (MSY)-specific resources for families and providers	<p>Collaborate with WestCON COG to establish an available resource for Auglaize County</p> <p>Update the website to feature trainings and resources related to supporting youth with intensive and complex needs.</p>	Incorporated in-home strategic interventions in partnership with WestCON COG and Merakey.



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