

# Annual Plan 2010: Goals and Action Steps



## Experiencing respect and participating in community life

### **Connect people we serve to people and places in their community that match their interests and gifts**

- a. Expand to 2 new interns working with the ABCD team.
- b. Partner with local colleges and universities to create opportunities for 10 people with developmental disabilities to have post secondary school experiences.
- c. Connect 130 additional individuals to their communities with focus on those referred by intake.
- d. Connect with 100 new associations in the community (churches, community groups, etc).
- e. Invite 1 advocate, who expresses interest in the arts, to join the selection process for local art board membership. Support ongoing participation.

### **Build provider staff competencies that lead to community participation**

- a. Expand the North Star Advantage program to include at least 5 new providers so that more staff can be trained in the use of positive behavior supports. Develop specialized approaches to support the unique needs of residential providers.
- b. Implement comprehensive training approach, including multi-county collaboration, to support best practices in broader provider community.
- c. Conduct two trainings for Academy of Direct Support Professionals focused on affordable accessible activities and citizenship/volunteer opportunities.
- d. Lead independent provider forum to educate on best practices and quality improvement.
- e. Redefine adult center activity program so that individuals develop "real connections" to community life. Provide staff with ongoing training and effectively market program.

## **Experiencing respect and participating in community life**

### **Use innovative, positive approaches for supporting people with intensive behavior support needs**

- a. Review all Unapproved Behavior Support data at monthly Behavior Support Review Committee (BSRC) to identify trends. Respond with prevention plans and targeted training for identified providers.
- b. Build staff competencies in positive instructional strategies so that they demonstrate knowledge of new skills (i.e. incident reports, debriefing).
- c. Expand partnership with Human Relations Commission to support at least five additional mentors for young adults who have intensive behavior support needs. Mentees will decrease, by 50%, the number of MUIs and UIs.
- d. Maximize contract psychiatrist's expertise to effectively support people who have co-occurring mental health and developmental disabilities.
- e. Use Co-Occurring Resource Group (CRG) to recommend training and creative supports for people with co-occurring diagnoses. Develop positive solutions for at least 20 individuals who are considered "high risk" to reduce the number of UIs/MUIs.
- f. Expand "Try This" curriculum to incorporate at least 10 additional approaches. Share widely with Northstar participants and other provider agencies.

### **Provide individuals we serve with opportunities to strengthen their advocacy skills and to participate in agency work groups**

- a. Sponsor 2 "Learning for Life" sessions per month with new topic (grief support, substance abuse awareness, public speaking) and new community based locations.
- b. Invite and support at least 1 Advocacy Leadership Network (ALN)/Leaders in Action member to be involved in Toastmasters International or other public speaking group.
- c. Spearhead planning of regional advocacy conference through LIA leadership.

### **Expand the awareness of Hamilton County citizens of the gifts and capabilities of individuals with disabilities**

- a. Expand the number of speakers to include more and different individuals for each speaking engagement.
- b. Highlight stories about the gifts and capabilities of 50 individuals that reflect the 5 strategic plan themes.
- c. Maintain partnerships and promotion through events and information sponsored by members of Community Ambassadors Resource Alliance (CARA).
- d. Educate at least 4 classes of university level journalism students in person centered language with sessions led by Advocacy in Media members.
- e. Participate in a minimum of 25 community events and include advocates.
- f. Support individuals with disabilities to write letters to the editor, guest column, "My Voice" to expand and share their knowledge of issues.
- g. Develop and coach at least three ALN media spokespeople. Use current ALN spokespeople as mentors.
- h. Promote agency name change to Hamilton County citizens so that at least 50% awareness achieved. Partner with COG, Leaders in Action, and media

## **Making a House my Home**

### **Increase the number of people with disabilities using creative options to secure accessible, affordable, and safe places to live**

- a. Involve 5 new community and civic organizations in Home think tank sessions and action planning groups.
- b. Identify and include at least one expert to maximize creative funding options in collaboration with local community and civic groups.
- c. Direct all new supported living referrals to the regional housing expert to assure successful placement and support.

### **Identify welcoming and accessible neighborhoods in Hamilton County and share this information widely to facilitate informed choice about the neighborhoods that match people's interests and lifestyles**

- a. Expand "welcome to the neighborhood" efforts in two new neighborhoods.
- b. Implement Neighborhood Connections project to develop substantial connections in 7 new neighborhoods.
- c. Launch Neighborhood Connections grant program to facilitate community connections and support grassroots community building and inclusion. Share progress widely

### **Offer complete and timely information to people we serve and their families so that they can make informed choices about where and with whom they live, and who provides services**

Assure service facilitation teams have creative, updated, and timely information on roommate matches, funding supports, MUI updates, and behavior support by regionalizing experts in each area.

### **Develop creative and affordable approaches for individuals we serve to make their homes comfortable, welcoming, and personal.**

- a. Partner with artists with developmental disabilities, who express interest in developing presentation skills, to offer at least 2 "Design on a Dime" trainings to residential and day staff.
- b. Collaborate with Xavier University students to provide home modifications that enable individuals to remain home longer.

### **Expand in home supports and services for families who want to stay together.**

- a. Develop family support group for networking and creative problem solving. Invite Peggy Martin, family network expert, to launch effort.
- b. Expand individual budget project to 20 families, who have aging caregivers or transition age students, and who are able to stay together with innovative in home supports.

## **Getting Where I Want to Go**

### **Develop creative, responsive, and flexible transportation (e.g. transportation pools, taxi vouchers, ride share, etc.)**

Launch pilot program, in collaboration with Jewish Vocational Service, using van service with flexible schedule.

### **Strengthen the partnership between HCBMR/DD and SORTA to increase the satisfaction of people with disabilities who use Metro and Access services**

- a. Highlight accessibility issues during budget cutbacks with continued ALN representation on Metro Customer Advisory Committees.
- b. Nominate Access drivers with outstanding customer service to support driver recognition program.

### **Strengthen the role of the Advocacy Leadership as an effective advocate for improved transportation services**

Train Metro ambassador drivers on respectful treatment of riders, an effort spearheaded by members of the Advocacy Leadership Network.

## **Planning for the Future**

### **Support people with disabilities, their families, and staff to engage in early, ongoing, and comprehensive planning for the future.**

- a. Educate families and staff on current person centered planning approaches. Explore co-sponsoring a session with the authors of PATH planning method.
- b. Facilitate at least 12 person centered planning sessions.
- c. Support the development of Good Life Networks, a family-led organization, in the creation of social networks and development of curriculum for local community connectors.

### **Increase efforts with individuals and their families at key points of transition, including transition from early intervention to school, from school to adulthood, and as individuals and/or their family members reach retirement or move from the family home.**

- a. Complete appropriate transition assessments for students age 14-21 in agency operated schools resulting in goals that will lead to successful transitions.
- b. Provide 6 trainings in local school districts on best practice

### **Expand the ePlan, a secure Internet website with My Plan information, to enable individuals and their families to direct funding and other resources to access desired supports and services.**

Investigate options for providing a secure area on the website where individuals and families can access My Plan data.

## Planning for the Future

**Develop creative approaches to assist people with communication and other challenges to become active contributors in the development and delivery of their services and supports.** Analyze and redevelop support roles (OT/PT/SLP/Behavior support/Nursing/Technology) to maximize support network for people with communication and other challenges to experience full community life.

**Provide a variety of supports, in our partnership with public schools, to educate children with special needs.**

- a. Strengthen local educators' understanding of transitions by facilitating quarterly Hamilton County Transition Task Force meetings.
- b. Offer STAR (Support Training and Resources) initiative to local school districts to meet the unique needs of staff and students. Invite one district to help develop a para-educator handbook. Provide training to para-educators in agency operated schools.
- c. Expand, by 1, a satellite classroom for Junior High School students.
- d. Design a plan of action to increase and sustain implementation of two evidence-based practices in agency operated schools.

**Partner with Help Me Grow agencies, day care centers, and other community organizations to ensure quality services for young children from birth to age three.**

- a. Participate in three sessions per year with HMG partners to identify and address issues of importance.
- b. Investigate Special Quest with other County Developmental Disabilities to launch similar program in Hamilton County.

## Enjoying Positive Relationships with Friends, Family, and Staff

**Create innovative approaches to move people from isolation into positive relationships with friends, family, and staff.**

- a. Involve Advocacy Leadership Network (ALN) members in community based efforts that promote vision of solid social networks.
- b. Facilitate at least 12 person centered planning sessions.
- c. Investigate and determine technical training opportunities for individuals we serve to help them connect with others online.
- d. Connect 20 families with a primary support specialist who uses the natural learning environment and daily routine to create successful intervention for babies and toddlers.
- e. Continue connecting families who receive early intervention services to each other and resources in 2 communities.
- f. Link community members with at least 20 individuals to foster meaningful friendships.
- g. *Create meaningful connections and activities for individuals during holidays/breaks through partnership of ALN and community agencies.*

## **Enjoying Positive Relationships with Friends, Family, and Staff**

### **Develop model approaches to assist individuals we serve to anticipate and plan for changes related to the aging process, loss, and grief.**

- a. Market and provide timely crisis support intervention for people experiencing unexpected losses.
- b. Continue joint effort with seniors served by Council on Aging and individuals served in a music program. Invite family members to participate in "drum circles".
- c. Build on this collaboration with the Council on Aging to train each others' employees on best practices when supporting aging individuals (including dementia).

### **Partner with provider and community agencies to deliver training to increase positive relationships between staff and people served.**

- a. Continue monthly training opportunities for growing number of Northstar Advantage members. Support two agencies in delivering own Northstar curriculum.
- b. Continue training efforts for providers from the QI department regarding Individual Rights, MUI, and Medication Administration.

## **Building and Supporting our Infrastructure**

### **Financial Responsibility**

### **Develop, implement, and update plans to meet the stipulations of the Tax Levy Review Committee and the Hamilton County Commissioners as part of the 2009 – 2014 tax levy process**

- a. Develop, implement, and update budget to meet the projected Revenue/Expenditures as outlined in the Levy Plan that resulted from the 2009 Tax Levy process. Submit reports as requested on a timely basis.
- b. Work with county budget analyst to assure that the plan meets the requirements of the Levy Plan.
- c. Develop the budget request using the criteria of "What matters most" as identified by individuals we support.

### **Maximize use of Medicaid and other types of non-levy funding to reduce waiting lists and provide more options to individuals and families**

- a. Pursue and be awarded at least 5 new grants to fund additional supports for individuals and families.
- b. Maximize use of Medicaid by continuing participation in the Medicaid Administrative Claiming program and exploring the job functions of other employees and contractors to determine if they might qualify to bill under this program.

## **Financial Responsibility**

### **Provide services and supports through Individual Budgets, natural supports, and individual/family resources**

- a. Increase the number of Early Intervention individual budgets from 50 in 2009 to 62 in 2010.
- b. Monitor and review monthly financial reports to assure that we are within the budgeted parameters established.

### **Continue to improve the cost-effectiveness of agency operations.**

- a. Work with other county departments to utilize their services when economically feasible.
- b. Continue working with the county purchasing department in using the demandstar system in seeking bids which are under \$25,000 and in any public bids that must be sought.
- c. Explore the feasibility of an Early Retirement Incentive Program during 2010 to be implemented over parts of 2 budget years.
- d. Continue working with the Southwest Council of Government (SWCOG) to explore new ways to enhance the working relationships among the member counties.
- e. Evaluate work flow and streamline organizational structure to continue to assure smooth and cost efficient agency operations.
- f. Research and present a new health insurance plan to staff members for 2011.

## **Quality Improvement**

### **Maintain/build relationships with legislators to educate them about what we do and need.**

- a. Invite legislators to annual banquet, Wheels for Wishes, open houses, election forums via printed invitation, email and follow up call a few days before
- b. Arrange tours of programs for new legislators and other elected officials.

### **Assure "What Matters Most" drives agency planning and action**

Continue Vision 2014 to assure ongoing input from Hamilton County citizens on the implementation of "What Matters Most". Evaluate current strategies and trends and create new approaches that lead to positive outcomes for people with disabilities and their families.

## **Human Resource Management**

### **Enhance recruiting methods to better select employees who model desirable traits and characteristics of our best employees.**

- a. Consult management team from Adult Services to develop list of traits of best employees.
- b. Develop interview questions and/or test to use to evaluate potential employees.
- c. Hire employees scoring high in desirable traits. Hire employees scoring high in desirable traits.

**Explore new and innovative ways to train employees and contract providers. Use staff in training development**

- a. Pilot "technical support lines" in each adult center to build team competencies to support individuals with intense needs. Use staff to train and expand the project so that, overall, individual's paychecks increase.
- b. Develop and deliver joint training in collaboration with agencies supporting women experiencing domestic violence through Project Care grant.
- c. Enhance working relationships between mental health and developmental disabilities professionals by hosting at least 4 sessions/facilitated discussions on co-occurring diagnoses.
- d. Create effective 30 minute trainings for direct support professionals to develop skills and understand positive culture initiative.

**Develop a diverse group of staff that reflects the workforce of Hamilton County**

- a. Develop a mechanism to track demographic data for applicants.
- b. Meet expectation that our workforce will match the cultural diversity of the Hamilton County workforce within each job classification.

**Implement new leadership development program. Establish peer mentoring for direct support, "professional" employees, and contract partners**

- a. Encourage participation to ensure that all cultures are represented in all positions throughout the agency.
- b. Assure 30% of selected participants are not from majority culture.
- c. Provide curriculum resources to "guides".
- d. Monitor progress of participants throughout the year so that at least 10 employees participated and report satisfaction with outcome.
- e. Provide training and guidance to peer mentors in Adult Centers.
- f. As new employees are hired, assign a peer mentor so that there is a 50% increase in retention among direct service specialists.

**Information Technology**

**Enhance system components to support staff in their work.**

- a. Build on infrastructure improvements done in 2009. Maximize benefits of VMWare and toolset. Move Exchange server to Data Center.
- b. Assist HR in achieving more benefit from PeopleTrak application (e.g. use of applicant tracking).

**Advance the features and efficiency of the agency's primary software applications to improve productivity and facilitate staff in their work.**

- a. Address Gatekeeper post-transition tasks and outstanding issues.
- b. Upgrade Gatekeeper to version 12
- c. Ensure IT staff has tools and training needed to produce custom reports from Gatekeeper

- d. Work closely with Primary Solutions to impact the evolution of the Gatekeeper software to better meet our needs
- e. Work with staff to fine tune usage and procedures related to Gatekeeper.

**Enhance the agency website's capability to be a repository for desired information for individuals we serve, their families, providers, staff and the community.**

- a. Determine scope, prioritize, plan, design, create and deliver on Phase II of Provider website.
- b. Define, prioritize, plan and complete enhancements to agency internet site.
- c. Enhance agency intranet site. Determine enhancements desired; plan, design, complete enhancements.

**Provide a stable and reliable computing infrastructure to support the agency in its goals.**

- a. Evaluate contracts with network/voice/data vendor and compare to others to ensure competitive pricing.
- b. Perform regular monitoring of network components and servers to ensure performance and security.