



*Strategic Plan
2019-2021*

Our Mission

The mission of the Ottawa County Board of Developmental Disabilities is to inspire, empower, and support people and families to plan for, and achieve, their desired future.

Administration

Melinda Slusser, Superintendent
Kimberly Strong-Todd, Director of Business and Operations
James Crist, Director of Service and Supports

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Major Program Areas

Early Intervention Department
Melinda Slusser, Superintendent

Early Intervention & FCFC Coordinator/HMG Contract Manager
Service Coordinators
Developmental Specialists

Service and Support Administration Department
James Crist, Director of Service and Supports
Service and Support Administrators
Service and Support Administrator Assistants
Medicaid Services Manager
REC Coordinator
REC Specialists

EARLY INTERVENTION/HELP ME GROW

Early Intervention (EI) provides coordinated services to parents of eligible children under the age of three with developmental delays or disabilities. EI is grounded in the philosophy that young children learn best from familiar people in familiar settings. The EI team includes a service coordinator, service providers, and the family. The team develops a coordinated plan, called an Individual Family Service Plan (IFSP), to use existing supports and resources - build upon them - to learn to enhance the child's learning and development.

Principles of Early Intervention

1. Infants and toddlers learn best through everyday experiences and interactions with familiar people in familiar contexts.
2. All families, with the necessary supports and resources, can enhance their children's learning and development.
3. The primary role of a service provider in early intervention is to work with and support family members and caregivers in children's lives.
4. The early intervention process, from initial contacts through transition, must be dynamic and individualized to reflect the child's and family members' preferences, learning styles and cultural beliefs.
5. IFSP outcomes must be functional and based on children's and families' needs and family-identified priorities.
6. The family's priorities, needs, and interests are addressed most appropriately by a primary provider who represents and receives team and community support.
7. Interventions with young children and family members must be based on explicit principles, validated practices, best available research, and relevant laws and regulations.

Services to eligible children include:

- Developmental screenings, assessments, and evaluations
- Service Coordination
- Coaching
- Transition to services beyond age three
- Family Support
- Development of a coordinated plan (IFSP) with functional outcomes based on child and family needs and priorities.

Number of children and families served: 50

SERVICE AND SUPPORT ADMINISTRATION

A Service and Support Administrator (SSA) provides oversight, advocacy, and service coordination for people with developmental disabilities. An SSA also serves as a resource for the person served, the family of the person served, and others who are significant in the person's life. The Service and Support Administrator Assistant (SSAA), assists the SSA in this process.

- Establish Eligibility
- Primary Point of Coordination
- Coordinate Assessments
- Individual Service Plan (ISP) Development- utilizing person centered planning (includes reviewing and revising as needed, but no less than every 12 months)
- Establish a recommendation for and obtain approval of the Individual Budget for services
- Assist with Provider Selection
- Facilitate effective communication and coordination among the person served and members of the team (providers, family, guardians, advocates)
- Provide ongoing individual service plan coordination to ensure services and supports are provided in accordance with the individual service plan
- Implement a continuous review process, tailored to the person, to ensure that the individual service plans are developed and implemented in accordance with the rule
- Major Unusual Incidents (MUI) Monitoring-The SSA Department works with the Clearwater Council of Governments (COG), to monitor all Unusual Incidents. MUI's are investigated by the Clearwater COG, and follow up is provided by the SSA Department
- Referral and Linkage, without regard to eligibility

Number of Individuals Being Served

Service and Support Administration: 298

REC: 378 Activities have been provided

Residential: I/O Waiver: 90
Level One Waiver: 37
SELF Waiver: 24

Waiting List: 101

Assessment Component

- Based upon recent Waiting List Rule changes (5123-9-04), people on the existing waiting list were moved to a “Transitional Waiting List” effective 09/01/2018. All people currently on the Transition Waiting List (in addition to anyone indicating a need for Home and Community Based Services (HCBS) services) will be assessed to determine whether they have an “Immediate Need” or a “Current Need” based upon the DODD Assessment Tool, no later than 12/31/2020.
- OCBDD anticipates spending \$2,400,000.00 for the non-federal share of HCBS services.
- OCBDD funds the non-federal share of Medicaid expenditures with local levy dollars.
- Number of available Ohio Department of Developmental Disabilities (DODD) certified providers willing to provide services/supports in Ottawa County for a Free Choice of Provider Pool
 - ❖ Based upon information contained within the Ohio Department of Disabilities Certification Wizard, there are 69 Provider agencies willing to provide services in Ottawa County
 - ❖ Based upon information contained within the Ohio Department of Disabilities Certification Wizard, there are 56 Independent Providers willing to provide services in Ottawa County
- OCBDD funds the following services with no Waiting List:
 - ❖ Early Intervention
 - ❖ Adult Day Services
 - ❖ Supported Employment
 - ❖ Non-Medial Transportation
 - ❖ Individual Budgets

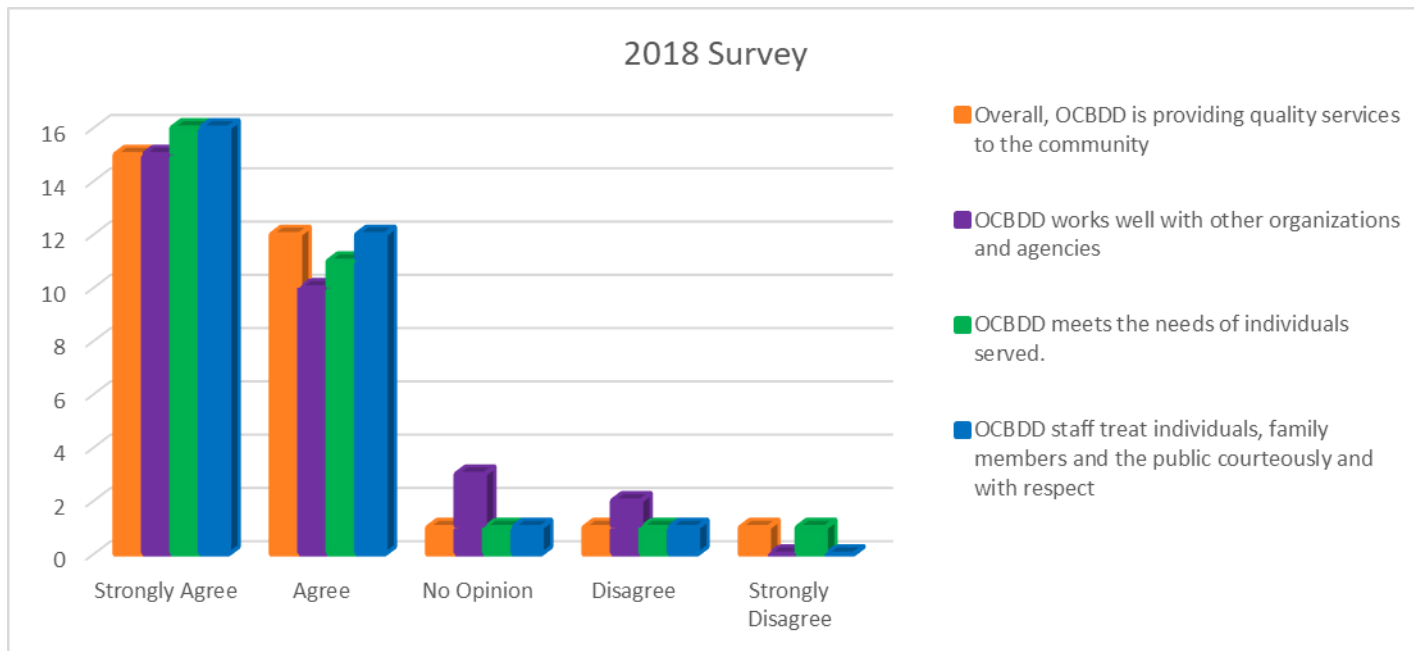
➤ **Medicaid Case Management and Home and Community-Based Services Implementation**

- ❖ By Resolution, the OCBDD agrees to pay the nonfederal share of Medicaid expenditures for Service and Support Administration (Case Management) and Home and Community-Based Services.
- ❖ OCBDD anticipates phasing in the enrollment of HCBS services, per year:
 - 1 County Board funded Individual Options Waiver
 - 2 County Board funded SELF Waivers
 - 5 County Board funded Level One waivers
- Waivers are funded by a combination of dollars from DODD, the Centers for Medicaid and Medicare Services and local funding generated by the use of levy dollars.
- OCBDD assures the Department of Developmental Disabilities that they maintain compliance standards by:
 - ❖ Providing Service and Support Administration/oversight of Homemaker Personal Care Services
 - ❖ OCBDD uses local levy dollars to improve the OCBDD's resource capabilities for supporting services at the time of the strategic plan approval and to expand the services to accommodate the unmet need for those services in the county
 - ❖ OCBDD employs a Director of Business and Operations to fulfill the Business Manager requirement
 - ❖ OCBDD employs a Medicaid Services Manager who is supervised by the Director of Services and Supports
- OCBDD uses the following Mechanism for Collecting Public Feedback
 - ❖ OCBDD Newsletter
 - ❖ OCBDD Website
 - ❖ OCBDD Open Forums and/or Public Viewing of the Annual Action Plan
 - ❖ Annual Survey mailed to all individuals served, families/guardians, families of children receiving Early Intervention services, provider agencies, and other community stakeholders

2018 Survey Results

In September 2018, the Ottawa County Board of Developmental Disabilities sent an annual survey out to individuals served and their families, local public service agencies, county board staff, developmental centers, residential providers, and other providers of services to people with developmental disabilities, as well as various county and community agencies. This project was designed to inform the OCBDD's 2019-2021 Strategic Plan and the 2019 Annual Action Plan by providing feedback regarding the various programs.

The Annual Planning Committee, along with the Leadership Team that includes the Superintendent, Director of Business and Operations and the Director of Service and Supports, and staff have created the Action Plan from surveys of persons served, parents, guardians, staff, board members, and county agencies.



Projected outcomes expected from this strategic plan

- ❖ *Increase Communication both externally and internally*
- ❖ *Provide Quality Services based on continuous improvement*
- ❖ *Maintain Fiscal Stability*
- ❖ *Enhance Technology*
- ❖ *Provide Supports to all Providers of Service*

STRATEGIC PLAN GOALS AND OBJECTIVES 2019-2021

GOAL ONE: *Increase Communication both externally and internally.*

- Objective 1: Increase external communication with community stakeholders, as well as the community at large
 - ❖ Working with Speakers Bureau
 - ❖ Increasing public relations
 - ❖ Outreach/Volunteering/Community Service Group
 - ❖ Media Messaging
 - ❖ Levy Committee

- Objective 2: Increase internal communication with OCBDD staff
 - ❖ Communicating with staff/staff training (mental health awareness/ALICE, etc.)
 - ❖ Work Stabilization (Retirements/Cross Training)
 - ❖ Abuse Awareness/Prevention (Good Life)
 - ❖ Development of staff presenters for community outreach
 - ❖ Board Involvement
 - ❖ Knowledge for Staff - Fact sheet with levy details and top talking points

GOAL TWO: *Provide Quality Services*

- Objective 1: Promoting self-advocacy for persons served by OCBDD using the following methods:
 - ❖ Further development of the person centered planning process for all ages (3 & above)
 - ❖ Activities provided by self-advocacy groups such as S.A.S.S.Y and Project STIR, as well as increased self-advocacy training (Project Stir) for people of Ottawa County
 - ❖ Increase in number of community connections through community activities.

- Objective 2: Ensuring that persons receive services in the most integrated setting appropriate to their needs

- Objective 3: Reducing the number of persons served in Ottawa County waiting for services
 - ❖ Completion of DODD waiting list assessment for all people on transitional waiting list and annual waiver planning to help address persons with either an identified “Current Need” or an identified “Immediate Need”

- Objective 4: Increasing the number of persons served of working age engaged in community employment; by completing an annual assessment identifying what step on the PATH to community employment a person served is on and identifying obstacles to community employment
 - ❖ Complete tracking annually for all persons of working age to compare to previous year
 - ❖ Transition Planning with all local schools in Ottawa County, as well as Opportunities for Ohioans with Disabilities (OOD)

- Objective 5: Increase focus on OCBDD Quality Assurance Process
 - ❖ Successfully complete annual Self-Review for Accreditation
 - ❖ Successfully complete file reviews on an annual basis

- Objective 6: Utilize external (Regional) expertise to improve outcomes for the Early Intervention population

GOAL THREE: *Maintain Fiscal Stability*

- Objective 1: OCBDD will maintain 3, and 5 year financial projections to ensure quality services are maintained
 - ❖ OCBDD Leadership will review financial projections every quarter (minimally) so that long-term sustainability is clear
 - ❖ Financial projections will be reviewed by the Board annually (minimally) so that the Board can adjust and shift/change programs and services to ensure long-term sustainability
 - ❖ Ensure funds are available to OCBDD to pay the nonfederal share of Medicaid expenditures
 - ❖ Annual review of funding and the waiting list to determine number of waivers available to help meet the needs of persons served on county board waiting list
 - ❖ By Resolution, OCBDD will annually agree to pay the Ohio Department of Developmental Disabilities the nonfederal share of Medicaid expenditures that the county board is required to, by ORC 5126.059 and ORC 5126.0510

- Objective 2: Educate community stakeholders, as well as the community at large regarding needs and levies

- Objective 3: Develop a Levy Plan - millage & timing
 - ❖ Increase frequency of meetings with Commissioners

GOAL FOUR: *Enhance Technology*

- Objective 1: Increase use of Remote Supports
 - ❖ Waiver
 - ❖ Off the Shelf Technology
 - ❖ Increased education on remote supports
- Objective 2: Evaluation of Internal IT Infrastructure to ensure technology needs are being met in an efficient manner
 - ❖ Develop a committee to be involved in evaluation of current technology and to make recommendations for potential changes to hardware/software to the Leadership Team.
- Objective 3: Maintain HIPAA Standards
 - ❖ Explore options for secure text messaging

GOAL FIVE: *Provide Supports to all Providers of Service.*

- Objective 1: Quarterly Provider Meetings
 - ❖ Informational
 - ❖ Collaboration

- Objective 2: Assist with linkage to DSP Ohio

- Objective 3: Provide information on Social Services to DSPs

- Objective 4: Provider Sustainability

- Objective 5: Taking measures to recruit sufficient providers of services to meet the needs of persons receiving services in Ottawa County

- Objective 6: Meeting with each newly certified independent provider within sixty calendar days of the provider being selected to provide services to an individual, for purposes of confirming the provider understands the individual service plan and the provider's responsibility and ensuring the provider has contact information for OCBDD. The "Ottawa County Board of DD Commencement Tool" will be used to document this strategy

- Objective 7: Develop further supports, based on identified needs, to enhance Clearwater COG offerings of support to providers

OCBDD intends for this Strategic Plan to be a living document, that changes as program needs evolve and change. Furthermore, OCBDD shall develop an Annual Action Plan Designed to meet the above Strategic Initiatives, which too may change over time as action steps are met and new action steps are added.