

2020 Strategic Plan

Midyear Progress Report

Due to the COVID-19 pandemic, things have looked a bit different over the last 5 months. Our staff have done a lot with virtual meetings and meetings/events over the Zoom platform. We have been regularly checking in with those we serve to be certain they have what they need, and taking things to them that are needed. Our recreation staff have hosted a variety of recreation events over Zoom which have been very successful. We continue to look for new ways to reach out to those we serve.

Goal One: Increase Communication both externally and internally

Communication with external groups has increased with membership in Kiwanis and the Rotary Club, among others. Communication internally has become primarily written and via teleconference since the onset of the COVID-19 pandemic. We are hopeful to get back to typical communication soon with group meetings. In the meantime, meetings are handled via the Zoom platform, which is being used agency wide.

Goal Two: Provide Quality Services

Regarding self-advocacy, there have been three new graduates of Project STIR during 2020 thus far. Additionally, we have STIR graduates that want to be trainers for Project STIR. The last class of STIR graduates participated in the training via Zoom. Since this platform will be used for the foreseeable future, this may open the training up to those who would have had transportation issues with participating. County board staff have also been doing activities via teleconference to help maintain the connection that persons served have with peers and the community.

Person Centered Planning continues, through the COVID-19 pandemic. Many individuals have returned to some form of day service now. Others are receiving supports virtually or in home supports. Planning meetings are being held via Zoom or in outdoor areas (porch meetings).

During this pandemic time period county board staff have been reaching out and maintaining contact with persons served and families to help support them. Staff have been running supplies, groceries, cleaning items, personal protective equipment, and other essential items at no cost to the person or family.

Our Waiting List is currently at **2** people. This has been minimized a lot by the new waiting list assessment. One of the two people indicated above will be offered a Level One Waiver before the end of 2020.

Regarding Early Intervention, we have been participating in additional training to improve quality of our supports in conjunction with DODD personnel.

Goal Three: Maintain Fiscal Stability

Our Board reviewed the five year financial projection and have decided to address a levy in May of 2021 so we will be planning for that.

Goal Four: Enhance Technology

More individuals are taking advantage of using remote supports to assist them with both off the shelf technology and use of typical remote supports. We will continue to encourage this where appropriate as it leads to more independence and decreases the need for staffing at times. Agency staff have also been working with persons served in learning use of teleconference platforms such as Zoom.

Goal Five: Provide Supports to all Providers of Service

We continue to provide quarterly provider meetings to keep all our providers updated. We have not had one since the pandemic but will pursue this in the upcoming months (most likely via teleconference). We have been supporting providers during the pandemic by supplying personal protective equipment when needed and assisting with supplies they might need. Service and Support Administrators have been keeping in close touch to ensure that providers have what they need to provide quality services.