



2022 LCBDD STRATEGIC PLAN



LORAIN COUNTY BOARD OF DEVELOPMENTAL DISABILITIES (LCBDD)

STRATEGIC PLAN

2022

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VISION: Maximization of the well-being of Individuals served, within the constraints of what is permissible and affordable, as the basis for all decision making

MISSION: To ensure the availability of services and supports that assist eligible individuals in living the life they choose; to promote their health and safety; and to assist and support the families of these individuals in achieving these goals

Strategic Objective: Increase the number of LCBDD-eligible individuals of working age engaged in community employment:

Goals/Benchmarks	Expected Outcomes
A minimum of 24 LCBDD-eligible individuals will be placed in a job that meets the definition of community employment*	1. Steady increase, between 01/2022 and 12/2022, in the number of LCBDD-eligible individuals of working age engaged in community employment
90% of LCBDD-eligible individuals who are placed in a job that meets the definition of community employment will retain the job for at least 90 days	2. Increased earnings and job satisfaction of LCBDD-eligible individuals of working age

*OAC 5123:2-2-05 defines “community employment” as work that takes place in an integrated setting within the competitive labor market, for a rate of pay that is at or above minimum wage and no less than the customary wage and level of benefits paid by the employer for the same or similar work performed by persons who do not have disabilities.

Strategic Actions	Responsible Party	Timelines
<ul style="list-style-type: none"> • Continue to coordinate and take a leadership role on the Lorain County Employment First Transition Team, which has established the following goals: <ul style="list-style-type: none"> – Establish a baseline measurement of employment outcomes of Youth in Lorain County, including information about the services, education, support, etc. received while in school and immediately after. – Building upon the identified strengths and resources of Lorain County and the Ohio Employment First process, create a plan that outlines a process of awareness, training, and communication to support higher expectations for community employment for Youth with DD in Lorain County, with a focus on all stakeholders (families, students, schools, DD system employees, OOD representatives, service providers, etc.). – Identify a continuum of options for Youth with DD to prepare and support these youth to engage in community employment. 	Supported Employment Director	on-going
<ul style="list-style-type: none"> • Through on-going participation on the Lorain County Employment First Transition Team, take steps to ensure that LCBDD and local school districts use similar methods to support students with DD in order to obtain community employment and resolve any duplications of effort. 	Supported Employment Director Director of Service & Support Administration	on-going

Strategic Actions	Responsible Party	Timelines
<ul style="list-style-type: none"> Utilizing a team of Supported Employment staff, update and execute a strategic, targeted plan to create community-based integrated employment opportunities for adult consumers. Include strategies for evaluating the human resource needs of local employers, approaching specific employers, and making employers aware of the benefits of hiring people with developmental disabilities. 	Director of Vocational/Transportation Services Supported Employment Director Marketing/Job Placement Specialist	on-going
<ul style="list-style-type: none"> Include in the LCBDD budget a line item for community employment marketing, and identify specific strategic expenditures designed to highlight the competencies of people with DD in the workforce and the benefits of hiring people with DD (e.g. 'bus bench campaign,' radio spots, radio interviews with employers/consumers, etc.). 	Director of Vocational/Transportation Services Superintendent	in conjunction with the budget processes
<ul style="list-style-type: none"> Maintain ongoing contacts with a variety of business and industry representatives to promote community-based job placements. 	Marketing/Job Placement Specialist	on-going
<ul style="list-style-type: none"> Develop relationships with a variety of civic organizations/chambers of commerce/service clubs that could lead to employment opportunities for adult consumers. 	Marketing/Job Placement Specialist	on-going
<ul style="list-style-type: none"> Continue partnering with Opportunities for Ohioans with Disabilities (OOD) in order to assist identified individuals who want community employment by working with the OOD counselors to provide intensive placement services. 	Vocational Placement Specialists	on-going
<ul style="list-style-type: none"> Utilize lessons learned from community employment dismissals and voluntary terminations to increase the likelihood of successful future community employment placements/job retention. 	Director of Supported Employment Vocational Placement Specialists	on-going

Strategic Actions	Responsible Party	Timelines
<ul style="list-style-type: none"> Continue to actively participate in the development and promotion of Lorain County's Coordinated Transportation Plan to identify community resources for transportation and mobility, understand the gaps and unmet needs within those resources, and determine the approach to addressing those gaps and unmet needs, particularly with regard to people with disabilities. 	Director of Vocational/ Transportation Services	on-going
<ul style="list-style-type: none"> Systematically track and document occasions in which lack of transportation precluded a community employment opportunity or resulted in job loss for an LCBDD-eligible individual. 	Director of Supported Employment Vocational Placement Specialists Service & Support Administrators (SSAs)	on-going
<ul style="list-style-type: none"> Consider additional investment in the provision of work-related transportation when natural supports are unavailable. 	Director of Supported Employment Director of Vocational/ Transportation Services Superintendent, Board	in conjunction with the development of the 2023 Budget
<ul style="list-style-type: none"> Continue to implement and enhance an assessment and service planning protocol for assisting eligible individuals to move forward on their paths to community employment. 	Director of Service & Support Administration SSA Managers SSAs	on-going
<ul style="list-style-type: none"> Refer individuals, as appropriate, to OOD and the Workforce Development Agency of Lorain County. Track the submission and outcome of these referrals by SSA. 	Director of Service & Support Administration SSA Managers SSAs	on-going

Strategic Actions	Responsible Party	Timelines
<ul style="list-style-type: none"> Provide education to the SSA staff on the Workforce Development Agency of Lorain County, vocational rehabilitation agencies, and mental health agencies in the county that provide support to individuals in obtaining community employment. Invite these agencies to SSA staff meetings to share information about their agencies and services. 	Director of Service & Support Administration SSA Managers SSAs	by June 30, 2022
<ul style="list-style-type: none"> Host a meeting for individuals, families, and guardians with the Workforce Development Agency of Lorain County, vocational rehabilitation agencies, and mental health agencies in the county that provide support to individuals in obtaining community employment, in order to learn about the services and supports provided by each agency. 	Director of Service & Support Administration SSA Managers SSAs	by June 30, 2022

Strategic Objective: Within resource constraints, ensure/assist eligible individuals to receive services in the most integrated settings appropriate to their needs

Goal	Expected Outcomes
Address CMS requirements related to community-based, integrated service delivery.	1. Provision of Murray Ridge Adult Services in integrated community settings, as desired/feasible and in consideration of COVID-related safeguards.
Support/enhance community activities and membership of people with developmental disabilities in the county.	2. Continued engagement of LCBDD-eligible individuals in volunteering and other valued activities in their community

Strategic Actions	Responsible Party	Timelines
<ul style="list-style-type: none"> • Continue to have a management employee meet, on at least a monthly basis, with each Murray Ridge Adult Services (MRAS) participant who has a desired outcome involving day support away from the OVCs to identify and arrange for the delivery of indicated/desired services in community places. 	Adult Program Managers Director of Adult Programs	on-going
<ul style="list-style-type: none"> • For MRAS, assign a management employee to work with the staff and program participants in each OVC area to plan services away from the OVC for individuals assigned to the area. 	Director of Adult Programs Adult Program Managers	on-going
<ul style="list-style-type: none"> • For planning of services to occur outside the OVCs, continue to use Proposals for Community-Based Services Forms to identify proposed destination(s); interests, individualized support strategies, and desired outcomes to be addressed for each person to receive services at/en route to the destination(s); how those to receive the community-based services were/will be involved in planning the proposed community-based activities; how these activities may enable Adult Program participants to interact meaningfully with people (other than paid staff) who do not have DD; and how the proposed activities may foster relationship building and engagement within the broader community. Subsequent to delivery of community-based day services, support staff will document occurrences/outcomes relative to what was addressed on the Proposal Forms. 	Adult Program Managers and staff Director of Adult Programs Quality Assurance Manager, PT	on-going

Strategic Actions	Responsible Party	Timelines
<ul style="list-style-type: none"> • Prior to taking MRAS participants to community places, continue to meet with them to discuss hazards/challenges that they might encounter at their destinations, and how the challenges can/will be addressed. 	Adult Program Managers and staff	on-going
<ul style="list-style-type: none"> • Systematically, using the searchable database of individual interest areas of Murray Ridge Adult Program participants, assist Individuals served to plan community-based activities of interest with other Adult Program participants who have common interests; in so doing, plan for adjustments to staffing within/arrangement of the OVCs such that it will meet the needs of those receiving center-based services while others receive community-based services. 	Adult Program Managers and staff	on-going
<ul style="list-style-type: none"> • Continue to research and disseminate information about community places where LCBDD-eligible individuals may enjoy spending time without incurring (significant) expense. 	Quality Assurance Manager, PT Adult Program Managers and staff	on-going
<ul style="list-style-type: none"> • Continue to update, refine and implement a system for identifying and communicating to Program Specialists when Murray Ridge Adult Services has reached its capacity for assisting those served to experience/work toward desired outcomes that require receipt of day services away from the OVCs. When Murray Ridge Adult Services has reached its capacity for assisting eligible individuals to experience/work toward desired outcomes that require receipt of day services away from the OVCs, during the person-centered planning process, notify the teams of individuals who have such desired outcomes that Murray Ridge Adult Services is unable to facilitate the desired outcomes. In such cases, assist with the identification of alternative providers/facilitators of the impacted desired outcomes. 	Superintendent Director of Adult Programs Quality Assurance Manager, PT MRAS Program Specialists Adult Program Managers SSAs	on-going

Strategic Actions	Responsible Party	Timelines
<ul style="list-style-type: none"> Continue strategically to locate and approach organizations and/or businesses in the local community that desire/are willing to take on multiple volunteers with DD. 	Quality Assurance Manager, PT Superintendent Vocational Placement Specialists	on-going
<ul style="list-style-type: none"> Continue to facilitate service clubs at each OVC, and sustain/expand the Acts of Giving Back Program through Murray Ridge Adult Services. 	Quality Assurance Manager, PT Adult Program Managers and staff	on-going
<ul style="list-style-type: none"> Identify and offer through Murray Ridge Adult Services a variety of activities that promote community access and social skills development. These activities will be designed for and made available to Adult Program participants with all types and levels of abilities and disabilities. 	Quality Assurance Manager, PT Adult Services Managers SLP and other MRAS staff	on-going
<ul style="list-style-type: none"> Identify and promote community-based activities that enable people with DD to interact meaningfully with people who don't have DD. 	Quality Assurance Manager, PT MRAS management and staff	on-going
<ul style="list-style-type: none"> Communicate in a variety of ways to the local public about the value of people with DD as co-workers, volunteers, citizens, neighbors, and friends 	Community Education/Volunteer Director, PT SSA Managers Superintendent	on-going
<ul style="list-style-type: none"> As person-centered plans are developed, facilitate the identification of community activities and places that will help individuals achieve/work toward desired outcomes, and participate actively in community life. 	SSAs	on-going
<ul style="list-style-type: none"> Encourage and assist waiver enrollees to identify the providers that are best equipped to support them in accessing desired experiences within the community. 	SSAs	on-going

Strategic Actions	Responsible Party	Timelines
<ul style="list-style-type: none"> • Provide Information and Referral that assists LCBDD-eligible individuals to participate in desired, community-based activities; explore and encourage the use of natural supports and community resources for this purpose. • Identify and participate in training on the facilitation of support in integrated settings and community membership and the promotion of relationships and natural supports that reduce the reliance of people with DD on formal/paid services. 	<p>SSAs SSA Managers</p> <p>Director of Service & Support Administration SSAs Quality Assurance Manager, PT MRAS managers/staff</p>	<p>on-going</p> <p>throughout 2022, as opportunities arise</p>

Strategic Objective: Promote self-advocacy by individuals served by LCBDD through the person-centered planning process, activities, and community connections

Goal	Expected Outcomes
Enhance identification of beneficial self-advocacy supports for LCBDD-eligible individuals	1. Increase in self-advocacy skills of individuals with developmental disabilities in Lorain County
Increase provider awareness/competencies relevant to the provision of self-advocacy support	2. Identification of those individuals who are interested in (increased) participation in advocacy activities
Sustain and expand opportunities for eligible individuals in Lorain County to receive training in and exercise self-advocacy	3. Increased participation of individuals with developmental disabilities in Lorain County in advocacy activities

Strategic Actions	Responsible Party	Timelines
<ul style="list-style-type: none"> Ensure that service plans developed within the SSA Department include individualized supports to assist with improvement of self-advocacy skills. 	SSAs SSA Managers	on-going
<ul style="list-style-type: none"> Assist interested individuals to develop and include in their service plans desired outcomes related to self-advocacy. 	SSAs	on-going
<ul style="list-style-type: none"> Identify consumers interested in participating in advocacy activities; ensure that supports necessary to achieve this are included in the person-centered plan of each of these individuals. 	SSAs	on-going
<ul style="list-style-type: none"> Identify and participate in training opportunities for developing/encouraging self-advocacy in people with DD, and identify/arrange for related supports. 	Director of Service & Support Administration SSAs	throughout 2022, as opportunities arise
<ul style="list-style-type: none"> Provide self-advocacy support information to providers of Residential and Adult Day/Employment Services in Lorain County. 	SSA Managers SSAs	on-going
<ul style="list-style-type: none"> Offer periodic group training/information sessions on self-advocacy (with external consultants, as available) for LCBDD-eligible adults and their advocates/family members. 	SSA Department	on-going

Strategic Actions	Responsible Party	Timelines
<ul style="list-style-type: none"> • Disseminate information on the Ohio Self-Determination Association regional meetings and local self-advocacy groups to LCBDD-eligible adults and DODD-certified providers that serve individuals in Lorain County. • Continue to support Murray Ridge Speaks Up; to facilitate monthly self-advocacy training and meetings for interested MRAS recipients; to conduct quarterly Consumer/Employee Committee meetings at each OVC; to invite, encourage, and assist OVC attendees to make suggestions about the program; and to carefully review all Adult Program participant suggestions, and act upon them to the extent practicable. • Facilitate a self-advocacy group for any and all LCBDD-eligible individuals and, in so doing, learn about how this works in counties where the county board of DD facilitates such groups. 	<p>SSA Managers SSAs MRAS managers</p> <p>MRAS managers MRAS Program Specialists MRAS staff</p> <p>Provider Compliance/ Resource Specialist SSA Managers</p>	<p>on-going, as available</p> <p>on-going</p> <p>to be initiated in 2022</p>

Strategic Objective: Reduce the number of eligible individuals in the county waiting for services

Goal	Expected Outcomes
Reduction of waiting list for HCBS Medicaid waivers	1. More individual/family needs will be met through community-based alternative services
Reduction of waiting list for supports in semi-independent living arrangements	2. A minimum of 30 people will be enrolled on HCBS waivers
Expansion of the provision of support and information to assist families to meet caregiver challenges	3. Family caregivers will be assisted to handle caregiving challenges 4. Growth in services will be fiscally sustainable

Strategic Actions	Responsible Party	Timelines
<ul style="list-style-type: none"> Hire an additional Full-Time Provider Compliance/Resource Specialist who will have, as one of two primary roles, responsibility for identification of and effective communication about community-based services and targeted provider recruitment. <u>See also Provider Recruitment Section.</u> 	Director of Human Resources Director of Service and Support Administration	as early as possible in 2022
<ul style="list-style-type: none"> Based upon research and a comprehensive review of related resources, update the LCBDD Alternative Services List that includes resources needed/desired by county residents with DD and families caring for members, including children, with DD. 	Provider Compliance/Resource Specialists SSA Managers Assigned SSAs Alternative Services Committee members	on-going
<ul style="list-style-type: none"> Enroll 25 additional individuals on locally (county board)-funded Level I Waivers, and 5 additional individuals on locally (county board)-funded Individual Options Waivers. 	SSAs	during 2022
<ul style="list-style-type: none"> Initiate Supported Living (SL) services for individuals on the waiting list for SL in semi-independent living arrangements, as budgeted dollars for Supported Living become available. 	Director of Service and Support Administration SSA Managers Assigned SSAs	during 2022
<ul style="list-style-type: none"> Develop/implement a standardized assessment of individuals on the county’s waiting list for SL in semi-independent living arrangements, and update the list based on the results. 	Director of Service and Support Administration Assigned SSA Manager Assigned SSAs	by June 30, 2022 and on-going

Strategic Actions	Responsible Party	Timelines
<ul style="list-style-type: none"> Hire an additional Full-Time SSA/Behavior Analyst to provide in-home behavior support analysis and support to individuals and families by completing in-depth analysis of maladaptive behavior causation and correlation. This will increase the resource capacity to three dedicated FTEs. 	Director of Human Resources Director of Service and Support Administration	as early as possible in 2022
<ul style="list-style-type: none"> Within the resource capacity of three dedicated FTEs, implement in-home behavior analysis and support through SSA positions dedicated (in whole or in part) to in-depth analysis of maladaptive behavior causation and correlation. This is designed for application within the homes of families caring for eligible individuals, and related consultation may also be made with day care centers/school personnel. Note: similar assistance may be provided within the context of the Early Intervention Program. 	SSA/Behavior Analysts SSA/Assistant Behavior Analysts	on-going, as needed & within capacity
<ul style="list-style-type: none"> LCBDD staff, to include Behavior Analysts, SSAs, Developmental Specialists (who serve the 0-3 population), and other professionals will continue, as applicable, to offer and expand periodic training/information sessions for families and other caregivers on topics of expressed interest. 	LCBDD Children Services Department LCBDD SSA Department *The Provider Compliance/Resource Specialists will assist with overall coordination of caregiver trainings/information sessions.	on-going

Strategic Objective: Recruit sufficient providers of services to meet the needs of eligible individuals receiving services in Lorain County

Goal

Ensure that there are willing and able service providers for each HCBS waiver recipient served by LCBDD, including individuals with intensive needs

On-going awareness of unmet needs/ desires for providers, or information on providers to support LCBDD-eligible individuals

Provision of user-friendly, readily accessible information about providers/resources desired by LCBDD-eligible individuals and known to LCBDD

Recruitment/identification of more providers to meet unmet needs/desires of LCBDD-eligible individuals and their families

Secure providers willing to commit to implementation of most provisions of person-centered plans

Targeted recruitment of Adult Day Support and Supported Employment providers capable of effectively addressing the desired outcomes of LCBDD-eligible adults

Expected Outcomes

1. Increased availability of service providers, including providers of Participant-Directed Services, to meet the needs of waiver recipients served by LCBDD
2. Improved access to desired resource information by LCBDD-eligible individuals and their families; improved ability to compare resource/ provider options
3. Increased access to desired providers/resources by LCBDD-eligible individuals and their families
4. Increased ability for waiver recipients to find providers of preferred person-centered plan provisions
5. Increase in the number of residential and day service providers in Lorain County that are willing/able to service individuals with intensive medical/health-related and behavior support needs

Strategic Action	Responsible Party	Timelines
<ul style="list-style-type: none"> • Hire an additional Full Time Provider Compliance/ Resource Specialist who will have, as one of two primary roles, responsibility for identification of and effective communication about community-based services and targeted provider recruitment. <u>See also Waiting List Reduction Section.</u> • Add a link to the LCBDD website about the need for providers. Connect potential providers with SSA contact, who will explain services and the DODD certification process. • Engage in targeted provider recruitment using strategies including, but not limited to: 	<p>Director of Human Resources Director of Service & Support Administration</p> <p>Community Education Director, PT Provider Compliance/ Resource Specialist</p> <p>LCBDD SSA Department</p>	<p>as early as possible in 2022</p> <p>2022, on-going</p> <p>2022, until adequate capacity exists</p>
<p><u>SELF Waiver/Providers of Participant Directed Services (HPC)</u></p>		
<p>Host a meeting for all HPC providers currently working in Lorain County (Agency and Independent) to discuss need for SELF Waiver providers and provide education on the SELF Waiver.</p>		
<p>Host a meeting for all individuals interested in becoming a certified waiver provider to discuss the need for SELF Waiver providers and provide education on the SELF Waiver.</p>		
<p>Contact IO and Level One certified providers directly to discuss need for SELF Waiver providers and provide education on the SELF Waiver. Connect SELF Waiver enrollees/their families with interested providers through the assigned SSA.</p>		
<p>Work with SELF Waiver enrollees/their families to identify friends and family members who may want to become certified Independent Providers under the SELF Waiver, and assist these potential providers with the certification process and the DODD financial management agent process through Morning Sun.</p>		

Strategic Action	Responsible Party	Timelines
<p>Host a meeting for all interested providers with Morning Sun, the DODD financial management agent, to discuss the hiring and billing process, provider documentation requirements, and provider payment.</p> <p><u>Residential and Adult Day Support Providers That Are Willing to Serve Individuals with Intensive Medical/Health-Related Needs</u></p> <p>Contact surrounding county boards to inquire about providers serving individuals with intense medical/health-related needs, specifically g/j- tube assistance and suctioning. Contact these providers to develop a listing of those willing to provide services in Lorain County and any willing to serve Lorain County residents, but only in their contiguous/base county (Erie, Medina, and Cuyahoga).</p> <p>Connect Individuals with unmet intensive medical needs/their families with interested providers.</p> <p>Work with Individuals with intensive medical needs/their families to identify friends and family members who may want to become DODD-certified providers and assist these potential providers with understanding the waiver, the benefits of the job, and the certification process.</p> <p><u>Residential and Adult Day Support Providers That Are Willing to Serve Individuals with Intensive Behavior Support Needs</u></p> <p>Contact surrounding county boards to inquire about providers serving individuals with intensive behavior support needs, specifically with physical aggression and a history of elopement. Contact these providers to develop a listing of those willing to provide services in Lorain County and any willing to serve Lorain County residents, but only in their contiguous/base county (Erie, Medina, and Cuyahoga). Additionally, inquire with these providers about their experience with/interest in working with individuals with autism.</p>		

Strategic Action	Responsible Party	Timelines
<p>Connect Individuals with unmet behavior support needs/their families with interested providers.</p> <p>Work with Individuals with intensive behavior support needs/their families to identify friends and family members who may want to become DODD-certified providers, and assist these potential providers with understanding the waiver, the benefits of the job and the certification process.</p> <p><u>Providers of Employment Support</u></p> <p>Contact OOD providers currently providing services in Lorain, Cuyahoga and Erie Counties to discuss the need in Lorain County for HCBS waiver providers of employment services, and the waiver provider certification and billing processes.</p> <p>Invite employment providers with current HCBS waiver certification and listed on the DODD website as interested in serving individuals in Lorain, Erie and/or Medina Counties or the West side of Cuyahoga County, to meet and discuss need the need in Lorain County for providers of employment services.</p> <p>Host a provider fair specific to providers that are willing to provide employment services to individuals with DD in Lorain County through HCBS waiver programs.</p> <p><u>Providers of Remote Technology and Support</u></p> <p>Ask SSA staff to identify individuals who may benefit from remote supports and invite those specific Individuals/their families to a meeting with remote support providers.</p> <p>As requested, connect providers directly to individuals/families through the assigned SSA to evaluate needs and provide recommendations.</p> <p>Invite remote support providers to be present at provider fairs specific to providers who meet various needs that may be addressed through remote support.</p>		

Strategic Action	Responsible Party	Timelines
<p><u>Providers of Foster Care</u></p> <p>At each informational and training session for independent providers, discuss the need for certified Adult Foster Care providers and follow-up with those who express interest.</p> <p>Utilize currently accessible methods that incur no additional cost to inform the community of the need for Adult Foster Care providers without children or pets.</p> <p>If deemed necessary, formally advertise for Adult Foster Care providers without children or pets.</p> <p>Arrange for medication delegation classes in the evenings or on weekends if it is determined that this will increase the number of foster providers in the county that are delegated to administer medication.</p> <ul style="list-style-type: none"> • For each Medicaid waiver recipient for whom there is no willing and able provider with a previously expressed interest in operating in Lorain County that is acceptable to the waiver recipient, given required consent, promptly conduct a statewide search for a willing, able, and acceptable provider. • Keep a running record of provisions that providers with a current expressed interest in operating in Lorain County are unwilling to implement. Evaluate this running record and identify: (1) the types of services that providers currently operating in the county have been unwilling to provide, and (2) the circumstances under which and number of instances in which no provider that is on record as being interested in operating in Lorain County is willing/able to provide HCBS waiver services. Use this information in the design and execution of provider recruitment strategies. 	<p>LCBDD SSA Department</p> <p>SSAs Provider Compliance/Resource Specialist Director of Service & Support Administration</p> <p>Director of Service & Support Administration SSA Managers</p>	<p>on-going</p> <p>on-going</p> <p>on-going</p>

Activity/outcome to be included in the county board strategic plan, per Ohio Administrative Code: Meet with each newly certified independent provider within sixty days of the provider being selected to provide services to an individual, for the purposes of (1) confirming that the provider understands the individual service plan and the provider's responsibilities and (2) ensuring that the provider has contact information for the county board

Goal

Expected Outcomes

Meet with each newly certified independent provider within sixty days of the provider being selected to provide services to an individual, for the purposes of confirming that the provider understands the individual service plan and the provider's responsibilities and ensuring that the provider has contact information for the county board.

1. Each newly certified independent provider will be promptly aware of and understand his/her responsibilities as outlined in individual service plans
2. All certified independent providers will have needed contact information for the county board

Strategic Action	Responsible Party	Timelines
Follow SSA procedure provisions* requiring that SSAs meet with each newly certified provider within sixty days of the provider being selected to provide services to an individual, for the purposes of confirming the provider understands the individual service plan and the provider's responsibilities and ensuring the provider has contact information for the county board.	SSAs SSA Managers	On-going

*This strategic objective is addressed in the following SSA procedures: Free Choice of Provider, Apartment Supports, Foster Care, Initial Waiver Enrollment, and Waiver Redetermination. Each referenced procedure states that the SSA will document the communication/meeting related to this strategic objective in his/her Targeted Case Management (TCM) notes.

Other: Early Intervention Resources

In 2022, in order to address increasing referrals for Early Intervention (EI) Services, LCBDD will hire an additional Developmental Specialist. Once this additional employee is hired, the LCBDD Early Intervention Department will provide EI to eligible infants and toddlers and their families with a maximum of eight (8) Full-Time Developmental Specialists, two (2) Part-Time Developmental Specialists, and one Speech Therapist.

In 2021 the LCBDD EI Department assisted with the preparation of an American Rescue Plan Act grant that, if approved, will provide additional resources to address staff training and technological capabilities, and to expand the EI Lending Library. If this grant is approved, the EI Supervisor will work promptly and diligently to utilize the awarded funds to enhance the EI Program.