

Murray Ridge Center

Lorain County Board of Developmental Disabilities

2023 Strategic Plan



LORAIN COUNTY BOARD OF DEVELOPMENTAL DISABILITIES (LCBDD)

STRATEGIC PLAN

2023

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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

A minimum of 26 LCBDD-eligible individuals will be placed in a job that meets the definition of 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

Expected Outcomes

1. Steady increase, between 01/2023 and 12/2023, in the number of LCBDD-eligible individuals of working age engaged in community employment
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 actively participate in quarterly meetings of the Regional Transition Network, which has established the following objectives: <ul style="list-style-type: none"> – Identify key components of successful transition planning for students with disabilities – Collaborate to determine strategies and methods for transition that can be brought back to participating organization for use – Provide updates from Ohio Department of Education (ODE) 	Supported Employment Director	On-going

Strategic Actions	Responsible Party	Timelines
<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 to obtain community employment and to resolve any duplications of effort. 	<p>Supported Employment Director</p> <p>Director of Service & Support Administration</p>	<p>On-going</p>
<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. 	<p>Director of Vocational/ Transportation Services, Supported Employment Director, Marketing/Job Placement Specialist</p>	<p>On-going</p>
<ul style="list-style-type: none"> Include in the LCBDD budget a line item for 'community employment marketing,' and make 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.) 	<p>Director of Vocational/ Transportation Services, Superintendent, Board</p>	<p>In conjunction with the budget process</p>
<ul style="list-style-type: none"> Maintain ongoing contacts with a variety of business and industry representatives to promote community-based placements. 	<p>Marketing/Job Placement Specialist</p>	<p>On-going</p>
<ul style="list-style-type: none"> Maintain relationships with a variety of civic organizations/chambers of commerce/service clubs that could lead to employment opportunities for adult consumers. 	<p>Vocational Placement Specialists</p>	<p>On-going</p>
<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. 	<p>Director of Supported Employment, Vocational Placement Specialists</p>	<p>On-going</p>

Strategic Actions	Responsible Party	Timelines
<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, Service & Support Administrators (SSAs)	On-going
<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, to understand the gaps and unmet needs within those resources, and to 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 circumstances in which lack of transportation precluded a community employment opportunity for an LCBDD-eligible individual, or resulted in job loss for an LCBDD-eligible individual. 	Director of Supported Employment, Vocational Placement Specialists, SSAs	On-going
<ul style="list-style-type: none"> Facilitate utilization of the new waiver service Participant Directed Transportation as a way for eligible individuals to access community work sites and opportunities. 	SSAs, Vocational Placement Specialists	On-going
<ul style="list-style-type: none"> Continue to implement and enhance 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 OOD and workforce development agency referrals initiated 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 mental health agencies in the county that provide support to individuals to obtain community employment. Invite these agencies to SSA staff meetings to share information about their agencies and services. In order to facilitate awareness of local employment resources, host a meeting for eligible individuals, and their families and guardians with the Workforce Development Agency, vocational rehabilitation agencies, and mental health agencies in the county that provide support to individuals to obtain community employment. <p>*See also section on Provider Recruitment (p. 16)</p>	<p>Director of Service & Support Administration, SSA Managers, Provider Compliance/Resource Specialists</p> <p>Director of Service & Support Administration, SSA Managers, Provider Compliance/Resource Specialists</p>	<p>By June 30, 2023</p> <p>By June 30, 2023</p>

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

Goals/Benchmarks

Expected Outcomes

Address the Centers for Medicare and Medicaid Services (CMS) requirements related to community-based, integrated service delivery

1. Provision of Murray Ridge Adult Services in integrated community settings, as desired/ feasible

Support/enhance community activities and membership of people with developmental disabilities in the county

2. Continued engagement of LCBDD-eligible individuals in community-based volunteering/valued activities, and other activities of interest

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. 	<p>Adult Program Managers, Director of Adult Programs</p>	<p>On-going</p>

<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. 	<p>Director of Adult Programs, Adult Program Managers</p>	<p>On-going</p>
<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. 	<p>MRAS Program Specialists and direct support workers</p> <p>Adult Program Managers and staff</p> <p>Director of Adult Programs</p> <p>Quality Assurance Manager, PT</p>	<p>On-going</p>
<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. 	<p>Adult Program Managers and staff</p>	<p>On-going</p>
<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 they will meet the needs of those receiving center-based services while others receive community-based services. 	<p>Adult Program Managers and staff</p>	<p>On-going</p>

<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. 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. <p>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.</p> <p>In such cases, assist with the identification of alternative providers/facilitators of the impacted desired outcomes.</p> <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. Continue to facilitate service clubs at each OVC, and sustain/expand the Acts of Giving Back Program through Murray Ridge Adult Services. 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. 	<p>Quality Assurance Manager PT, Adult Program Managers, MRAS staff</p> <p>Superintendent, Director of Adult Programs</p> <p>Quality Assurance Manager PT</p> <p>MRAS Program Specialists Adult Program Managers</p> <p>SSAs</p> <p>Quality Assurance Manager PT, Vocational Placement Specialists</p> <p>Quality Assurance Manager PT, Adult Program Managers, MRAS staff</p> <p>Quality Assurance Manager PT, Adult Services Managers, Speech & Language Pathologist, other MRAS staff</p>	<p>On-going</p> <p>On-going</p> <p>On-going</p> <p>On-going</p> <p>On-going</p> <p>On-going</p>
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<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. 	<p>Quality Assurance Manager PT, MRAS management and staff</p>	<p>On-going</p>
<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. 	<p>Director of Communications, SSA Managers, SSAs, MRAS staff, Superintendent</p>	<p>On-going</p>
<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. 	<p>Director of Service & Support Administration, SSA Managers, SSAs</p>	<p>On-going</p>
<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. 	<p>Director of Service & Support Administration, SSA Managers, SSAs</p>	<p>On-going</p>
<ul style="list-style-type: none"> Facilitate utilization of the new waiver service Participant Directed Transportation as a way for eligible individuals to access community places and opportunities. 	<p>SSA Managers, SSAs</p>	<p>On-going</p>
<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. Develop a database of community-based activities, locations, and contacts for SSA referral and linkage. 	<p>Director of Service & Support Administration, SSA Managers, SSAs, Provider Compliance/ Resource Specialists</p>	<p>On-going</p>
<ul style="list-style-type: none"> 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>Director of Service & Support Administration, SSA Managers, SSAs, Provider Compliance/ Resource Specialists</p>	<p>On-going</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. 	Director of Service & Support Administration, SSA Managers, SSAs	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, Provider Compliance/Resource Specialists	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, SSA Managers, SSAs, Provider Compliance/Resource Specialists	On-going
<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, Provider Compliance/Resource Specialists	On-going

Strategic Actions	Responsible Party	Timelines
<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 Managers, Provider Compliance/Resource Specialists	On-going
<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. 	SSA Managers, Provider Compliance/Resource Specialists	On-going, as available
<ul style="list-style-type: none"> Develop a video series demonstrating LCBDD eligible adults' growth and interest in self-advocacy, including self-advocacy through the use of technology. 	Director of Service and Support Administration, SSA Managers, Provider Compliance/Resource Specialists	By end of 2023
<ul style="list-style-type: none"> 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. 	MRAS managers, Program Specialists, and direct support workers	On-going

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 v. HCBS waivers
Reduction of waiting list for supports in semi-independent living arrangements	2. A minimum of 50 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 care giving challenges 4. Growth in services will be fiscally sustainable, and will not jeopardize the continuation of the Early Intervention Program or Murray Ridge School

Strategic Actions	Responsible Party	Timelines
<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 developmental disabilities (DD) and by families caring for members, including children, with DD. 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 developmental disabilities (DD) and by families caring for members, including children, with DD. 	Provider Compliance/Resource Specialists, Service & Support Administration Managers, Assigned Service & Support Administrators, Alternative Services Committee members	On-going
<ul style="list-style-type: none"> Enroll a minimum of 40 additional individuals on locally-funded Level I Waivers, and 10 additional individuals on locally-funded Individual Options Waivers. 	Director of Service & Support Administration, SSA Managers, SSAs, Provider Compliance/Resource Specialists	During 2023

Strategic Actions	Responsible Party	Timelines
<ul style="list-style-type: none"> Continue implementation of the DODD standardized waiting list assessment for each individual on the county’s waiver waiting list and each individual requesting waiver services, and update the list based on the results of the assessment. 	<p>Director of Service & Support Administration, SSA Managers, SSAs</p>	<p>On-going</p>
<ul style="list-style-type: none"> Initiate Supported Living services for individuals on the waiting list for supported living services in semi-independent living arrangements, as budgeted dollars for Supported Living become available. 	<p>Director of Service & Support Administration, SSA Managers, SSAs</p>	<p>On-going</p>
<ul style="list-style-type: none"> Reduce Family Support Services co-pays for families whose LCBDD-eligible member is not enrolled on a Medicaid waiver. 	<p>Superintendent, Board</p>	<p>Effective 01/01/2023</p>
<ul style="list-style-type: none"> Recruit and hire a 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. 	<p>Director of Service & Support Administration, Director of Human Resources</p>	<p>During 2023</p>
<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. 	<p>SSA/Behavior Analysts, SSA/Assistant Behavior Analysts</p>	<p>On-going</p>

Strategic Actions	Responsible Party	Timelines
<ul style="list-style-type: none"> LCBDD staff, to include Behavior Analysts, SSAs, Developmental Specialists (who serve the 0-3 population) and other professionals, as applicable, will continue to offer and expand periodic trainings/information sessions for families and other caregivers on topics of expressed interest. 	LCBDD SSA Department *The Provider Compliance/Resource Specialist, 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

Expected Outcomes

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

1. Increased availability of service providers, including providers of Participant-Directed Services, to meet the needs of waiver recipients served by LCBDD

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

2. Improved access to desired resource information by LCBDD-eligible individuals and their families; improved ability to compare resource/ provider options

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

3. Increased access to desired providers/resources by LCBDD-eligible individuals and their families

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

4. Increased ability for waiver recipients to find providers of preferred person-centered plan provisions

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

5. Enhanced satisfaction of some LCBDD-eligible individuals with Adult Day Support and Supported Employment services

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

6. 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 Actions	Responsible Party	Timelines
<ul style="list-style-type: none"> • Advertise the need for providers. Connect potential providers with SSA management contact to explain services and the DODD certification process. • Engage in targeted provider recruitment using strategies including, but not limited to: <p><u>Residential and Adult Day Support Providers That Are Willing to Serve Individuals with Intensive Medical/Health-Related Needs</u></p> <p>Make available to providers of Medicaid waiver-funded Adult Day Array Services and/or locally-funded Adult Day Services up to 30% reimbursement of their costs (salaries, benefits, contracts, etc.) for the provision of nursing services/nursing availability in day services sites.</p> <p>Contact surrounding county boards to inquire about providers serving individuals with intense medical/health-related needs, specifically g/j-tube assistance, insulin 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>SSA Managers, SSAs, Provider Compliance/Resource Specialists</p> <p>LCBDD SSA Department,</p>	<p>On-going</p> <p>On-going, as</p>

Strategic Actions	Responsible Party	Timelines
<p>Host a provider fair specific to providers that are willing to provide HPC or Day Services to Lorain County residents with DD who have intense medical/health-related needs, specifically needs for g/j- tube assistance, insulin and suctioning, through HCBS waiver programs.</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, and 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). Inquire also with these providers about their experience with/interest in working with individuals with autism.</p> <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>Host a provider fair specific to providers that are willing to provide HPC or Day services to Lorain County residents with DD who have intensive behavior support needs, specifically those with physical aggression and a history of elopement, through HCBS waiver programs.</p>		

Strategic Actions	Responsible Party	Timelines
<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 the need in Lorain County for providers of employment services.</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 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 Foster Care</u></p> <p>At each informational and training session for independent providers, discuss the need for certified Adult Foster Care providers, and later 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>Formally advertise for Adult Foster Care providers without children or pets, if deemed necessary.</p>		

Strategic Actions	Responsible Party	Timelines
<ul style="list-style-type: none"> Actively discuss with providers the unmet desire for and cost-effectiveness of providing group social/recreational opportunities for children and adults with DD, and of providing community-based group activities for people with DD. Support providers interested in providing these group services by helping to communicate the (potential) availability of the services to eligible individuals/their families, and providing other assistance, as needed. 	Director of Service & Support Administration, SSA Managers, Provider Compliance/Resource Specialists	On-going

Strategic Objective: Improve the understanding of technology solutions for LCBDD-eligible individuals and caregivers. Increase the number of LCBDD-eligible individuals utilizing technology solutions.

Goal

Increase and promote, as appropriate, the use of technology by eligible individuals to increase independence and enhance quality of life

Expected Outcomes

1. Increased awareness by eligible individuals and their support teams of potential ‘technology solutions’
2. Increased use of technology solutions to support the achievement of desired outcomes by eligible individuals

Strategic Actions	Responsible Party	Timelines
<ul style="list-style-type: none"> Throughout the initial and ongoing-person-centered assessment and planning process, technology solutions will be explored and documented, and, to the greatest extent possible, used to support the outcomes in an individual service plan. 	Director of Service & Support Administration, SSA Managers, SSAs, Meister Rd. ICF-IID Administrator/QIDP	On-going

Strategic Actions	Responsible Party	Timelines
<ul style="list-style-type: none"> Provide information and training opportunities to LCBDD staff to increase their level of knowledge, skill, and comfort related to the use of technology solutions and assessing how technology may help meet needs or achieve outcomes. 	Director of Service & Support Administration, SSA Managers, Provider Compliance/Resource Specialists	On-going
<ul style="list-style-type: none"> Provide information and training opportunities to individuals served and their families, providers of services, and community partners (e.g., local schools, mental health agencies, area agencies on aging, county departments of job and family services, public transit authorities, local vocational rehabilitation centers, and employers) to expand awareness and use of technology solutions by individuals served. 	SSA Managers, Provider Compliance/Resource Specialists	On-going
<ul style="list-style-type: none"> Through the person-centered planning process, assist eligible individuals with identifying and accessing technology options to reduce reliance on caregivers, and increase independence; increase technology utilization by at least 65 eligible-individuals. 	Director of Service & Support Administration, SSA Managers, SSAs	On-going By 12/31/23
<ul style="list-style-type: none"> Provide information and opportunities for eligible individuals, families, and providers to experience the technology suite, a fully functioning apartment where various assistive technologies can be tested and experienced. 	Director of Service & Support Administration, SSA Managers, SSAs	On-going

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
<p>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.</p>	<ol style="list-style-type: none"> 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 Actions	Responsible Party	Timelines
<p>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 that the provider understands the individual service plan and the provider's responsibilities and ensuring the provider has contact information for the county board.</p>	<p>SSAs, SSA Managers</p>	<p>On-going</p>

*This 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 notes.

Other: Early Intervention

In 2023, in order to address increasing referrals for Early Intervention (EI) Services, LCBDD will hire two additional Developmental Specialists. Once these additional employees are hired, the LCBDD EI Department will serve eligible infants and toddlers and their families with a maximum of eleven (11) Full-Time Developmental Specialists, one (1) Part-Time Developmental Specialist, and one (1) Speech & Language Pathologist.