Murray Ridge Center

Lorain County Board of Developmental Disabilities (LCBDD)

2027 Strategic Plan



LORAIN COUNTY BOARD OF DEVELOPMENTAL DISABILITES (LCBDD)

STRATEGIC PLAN

2027

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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.

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<u>Strategic Objective</u> – Promoting advocacy for and by individuals served by LCBDD through the person-centered planning process, activities, and community connections:

Goals	Expected Outcomes
Encourage advocacy for eligible individuals by formal and informal support people, community members, and friends Increase provider awareness/competencies relevant to the provision of self-advocacy support Enhance identification of beneficial self-advocacy supports and activities for LCBDD-eligible individuals Sustain and expand opportunities for eligible individuals in Lorain County to receive training in and exercise self-advocacy	1. The amount and quality of advocacy for individuals served by LCBDD will increase. 2. Self-advocacy skills of individuals with developmental disabilities in Lorain County will increase. 3. Individuals who wish to increase their participation in advocacy activities will be identified, and meaningfully assisted to do so. 4. Participation of LCBDD-eligible individuals in advocacy activities will increase.

Strategic Actions	Responsible Party	Timelines
• Actively encourage Individuals served to consider carefully who to include in their person-centered planning processes	Director of Service & Support Administration (SSA), SSA Managers, Service and Support Administrators (SSAs)	On-going
• Assist Individuals Served with community connections that have the potential to increase advocacy on their behalf, either collectively or as individuals	SSA Managers, Provider Compliance and Resource Specialists (PCRSs), SSAs, Murray Ridge Adult Services (MRAS) managers and staff	On-going
• Ensure that service plans developed within the SSA Department include individualized supports to assist with improvement of self-advocacy skills	Director of SSA, SSA Managers, SSAs	On-going
• Assist interested individuals to develop and include in their service plans desired outcomes related to self-advocacy	SSAs	On-going

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• Identify eligible individuals who are interested in participating in advocacy activities; ensure that supports necessary to achieve the participation of these individuals in advocacy activities are included in the person-centered plan of each of these individuals	SSAs, PCRSs	On-going
• Identify and participate in training opportunities for developing/encouraging self-advocacy by people with developmental disabilities (DD), and identify/arrange for related supports	Director of SSA, SSA Managers, PCRSs, SSAs	On-going
• Provide self-advocacy support information to providers of Residential and Adult Day/ Employment Services in Lorain County	SSA Managers, SSAs, PCRSs	On-going
• Offer periodic group training/information sessions/events on self-advocacy (with external consultants, as available) for LCBDD-eligible adults and their advocates/family members	SSA Managers, PCRSs	On-going
• Disseminate information on the Ohio Self-Determination Association regional meetings and local self-advocacy groups to LCBDD-eligible adults and Ohio Department of Developmental Disabilities (DODD)-certified providers that serve individuals in Lorain County	SSA Managers, PCRSs	On-going, as available
• Continue to support Murray Ridge Speaks Up; facilitate monthly self-advocacy training and meetings for interested MRAS Program participants; conduct quarterly Consumer/ Employee Committee meetings at each MRAS Opportunity and Vocational Center (OVC); invite, encourage, and assist OVC attendees to make suggestions about the program; and carefully review all MRAS Program participant suggestions, and act upon them to the extent practicable	MRAS managers, Program Specialists, and direct support workers	On-going

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<u>Strategic Objective</u> – Ensuring that individuals receive services in the most integrated settings appropriate to their needs:

Goals

Address the Centers for Medicare and Medicaid Services (CMS) requirements, and the requirements of Ohio Administrative Code (OAC) 5123-9-02 related to community-based, integrated service delivery

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

Expected Outcomes

1. Services will be provided to Medicaid waiver recipients and others in integrated community settings, as desired/feasible.
2. LCBDD-eligible individuals will continue to be engaged in community-based volunteering/ valued activities, and other activities of interest.

Strategic Actions	Responsible Party	Timelines
• 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	Director of SSA, SSA Managers, SSAs	On-going
• Encourage and assist Home and Community-Based Services (HCBS) waiver enrollees and other LCBDD-eligible individuals to identify the providers that are best equipped to support them in accessing desired experiences within the community	Director of SSA, SSA Managers, SSAs	On-going
• 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; keep updated a database of community-based activities, locations, and contacts for SSA referral and linkage	Director of SSA, SSA Managers, SSAs, PCRSs	On-going
• 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	Director of SSA, SSA Managers, SSAs, PCRSs	On-going
• Continue to have a management employee meet, on at least a monthly basis, with each MRAS Program 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

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• 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
• 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 MRAS Program participant to receive services at/enroute to the proposed 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 MRAS 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, document occurrences/outcomes relative to what was addressed on the associated Proposal for Community-Based Services Forms	MRAS Program Specialists, MRAS direct support workers, Adult Program Managers, Director of Adult Programs	On-going
• Prior to taking MRAS Program 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 MRAS staff	On-going
• Systematically, using the searchable database of individual interest areas of MRAS Program participants, assist Individuals Served to plan community-based activities of interest with other MRAS 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	Adult Program Managers and MRAS staff	On-going
• Continue to update and implement a system for identifying and communicating to MRAS Program Specialists when MRAS has reached its capacity for assisting those served to experience/work toward	Director of Adult Programs	On-going

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desired outcomes that require receipt of day services away from the OVCs		
When/if MRAS 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 MRAS is unable to facilitate the desired outcomes	MRAS Program Specialists, Adult Program Managers	
• Identify and promote community-based activities that enable people with DD to interact meaningfully with people who don't have DD	SSAs, MRAS Managers and staff	On-going
• Expand agency and SSA resource awareness by identifying local community-based activities, hosting community partners at department-wide meetings, and publishing updated materials in the LCBDD website's Resource Padlet	Director of SSA, SSA Managers, SSAs, PCRSs	On-going
• Based upon availability of funding, authorize payment for community-based services that address assessed needs, do not supplant natural supports, support eligible individuals in a cost-effective manner, and are not otherwise available through other resources	SSAs, SSA Managers, Director of SSA	On-going
• 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	SSA Managers, SSAs, MRAS staff, LCBDD staff responsible for the preparation of newsletters and other media releases, Superintendent	On-going
• Continue to facilitate service clubs at each OVC, and sustain/expand the Acts of Giving Back Program through MRAS	Adult Program Managers, MRAS staff	On-going
• Identify and offer through MRAS a variety of activities that promote community access and social skills development; these activities will be designed for and made available to MRAS Program participants with all types and levels of abilities and disabilities	Adult Program Managers, Speech & Language Pathologist, other MRAS staff	On-going

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<u>Strategic Objective</u> – Reducing the number of individuals in the county waiting for services:

Goals

Expand/update information on third-party resources that may address the needs/ desires of eligible individuals and their families, and increase use of such resources

Reduce the cost of existing HCBS waiver services, while maintaining the health, safety and welfare of Medicaid waiver enrollees

Provide support and information to assist families to meet caregiver challenges

Expected Outcomes

1. More needs of LCBDD-eligible individuals will be met through community-based alternative services v. HCBS waivers.
2. Some individuals will be removed from waiting lists, as funds are freed up/made available for this purpose.
3. Family caregivers will be effectively assisted to handle caregiving challenges.

Strategic Actions	Responsible Party	Timelines
• Based upon research and a comprehensive review of related resources, update the LCBDD Resources Padlet that includes resources needed/desired by county residents with DD and by families caring for members, including children, with DD	PCRSs, Assigned SSAs	On-going
• 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 by families caring for members, including children, with DD	PCRSs, SSA Managers, Assigned SSAs, Alternative Services Committee members	On-going
• With regard to those enrolled/to be enrolled on an HCBS waiver, carefully assess the group size needed for effective service delivery, and ensure whenever feasible that services are authorized/ delivered at a cost-effective staff to support recipient ratio	Director of SSA, SSA Managers, SSAs	During 2027
• As person-centered plans are developed, facilitate the identification and use of community and natural supports in order to control/ minimize the use of formal/paid support when informal support is available	Director of SSA, SSA Managers, SSAs	On-going
• Ensure supports authorized in Individual Service Plans are not covered by third-party resources	Director of SSA, SSA Managers, SSAs	On-going

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• Regarding those who, per the definition included in OAC 5123-9-04, have an immediate need, proceed with HCBS waiver enrollment when there is an imminent threat to health and welfare that cannot be resolved through the use of other resources	Director of SSA, SSA Managers, SSAs	On-going
• Initiate Supported Living services for individuals on the waiting list for Supported Living services in semi-independent living arrangements, as budgeted funds designated for Supported Living are disencumbered	Director of SSA, SSA Managers, SSAs	On-going
• Within the resource capacity of three and a half-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; as needed, consultation may also be made with paid service providers	SSA/Behavior Analysts, SSA/Assistant Behavior Analysts	On-going
• Behavior Intervention Team Services (BITS)* training will be provided to families of multi-system youth with challenging/destructive behaviors, and the cost of the training will be covered through a Keeping Families Together (KFT) Grant that was applied for and secured by LCBDD through the SSA Department	Director of SSA, SSA Manager	2027, on-going
BITS training will also be offered by LCBDD to families of eligible children that are not multi-system youth, but who have very challenging/ destructive behaviors, and to the families of adults who live in the family home and who have very challenging/destructive behaviors *The focus of BITS is on teaching caregivers about the behavior spectrum, the signs of caregiver stress, appropriate physical responses to challenging behaviors, keys for successful behavior support, and tips for staying calm. This specialized training has been vital to helping families address complex, challenging behaviors in the home.	Director of SSA, SSA Manager, within the parameters of LCBDD's 2027 Budget	2027, on-going

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• Within the limitations of the KFT grant, LCBDD will offer the Nurtured Hearts Program to families with multi-system youth. The Nurtured Hearts Program provides life and parenting coaching services designed to strengthen parental leadership and stability for families raising neurodivergent children. This program offers proactive, preventative family support that complements existing educational and community-based services by equipping parents with effective leadership strategies to reduce family stress; increase consistency at home; and support children's ability to engage successfully across home, school, and community environments.	Director of SSA, SSA Manager	2027, on-going
• Within the limitations of the KFT grant, LCBDD will continue to cover the cost of implementing safety measures in family homes of multi-system youth with challenging/destructive behaviors and the surrounding environments, with the goal of providing barriers/supports to prevent damage to the home environment and physical harm to household members.	Director of SSA, SSA Manager	2027, on-going
• Within the limitations of the KFT grant, LCBDD will continue to cover the cost of equipment/ safety devices for family caregivers to use to address challenging behaviors of multi-system youth with challenging/destructive behaviors, so that they can remain in the home without significantly harming other household members.	Director of SSA, SSA Manager	2027, on-going
• LCBDD will cover the cost of equipment/safety devices for caregivers to use to address challenging/destructive behaviors of eligible adults so that they can remain in the family home without significantly harming other household members, or remain in their own apartment in the community while retaining and not harming their service providers.	Director of SSA and SSA Manager, within the parameters of LCBDD's 2027 Budget	2027, on-going
• LCBDD staff, to include Behavior Analysts, SSAs, Community/Provider Education Coordinator, Developmental Specialists (who serve the 0-3	LCBDD SSA & Early Intervention (EI) Departments	On-going

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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.	*The PCRSs will assist with overall coordination of caregiver trainings/ information sessions.	

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<u>Strategic Objective:</u> Planning and setting priorities based on available resources to meet the needs of children and adults residing in the county who are individuals with developmental disabilities:

Goals

Sustain programs that are highly valued by and effective for eligible individuals, including services for infants, toddlers and school-age children with developmental delays/ disabilities

Recognize unmet needs/desires of LCBDD-eligible individuals and their families, and address these, as resources allow, including through use of third-party/community resources and natural supports

Expected Outcomes

1. The Murray Ridge EI and School Programs will be preserved.
2. The cost of Medicaid waivers will be contained, as required and in accordance with principles of cost-effectiveness.
3. The needs of LCBDD-eligible individuals and their families/informal caregivers will be addressed.

Strategic Actions	Responsible Party	Timelines
• The LCBDD EI Program will be operated in 2027 with one FT Speech & Language Pathologist (who devotes work time, as needed, to serving children in the Murray Ridge Preschool Program), one PT Developmental Specialist (DS), 12 FT DSs, and contracted OT and PT consultation for the EI teaming process.	Early Intervention Supervisor, Director of Educational Services, Superintendent	2027
• LCBDD will continue to operate Murray Ridge School in the School Year beginning in 2027.	LCBDD, Superintendent, School Management	SY 27/28
• Diligently promote cost effectiveness in authorization of publicly funded services to be included in Individual Service Plans (ISPs); adhere to related requirements in the OAC, and DODD Cost Containment Guidance of September 2026	Director of SSA, SSA Managers, SSAs	On-going
• During 2027, LCBDD department heads and personnel will continuously monitor needs, and prepare for Board consideration Significant Financial Considerations addressing budgeted/planned and (as applicable) emergent needs requiring use of Agency resources	LCBDD administrators, department heads, applicable personnel	On-going
• LCBDD department heads will be actively involved with the budget process, and development of the 2028 Budget proposal.	LCBDD administrators, department heads	Fall of 2027

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<u>Strategic Objective</u> – Increasing the number of individuals of working age engaged in competitive integrated employment:

Goals/Benchmarks

A minimum of 20 LCBDD-eligible individuals will be placed in a job that meets the definition of competitive integrated employment, as defined in OAC 5123-2-05*

90% of LCBDD-eligible individuals who are placed in a job that meets the definition of competitive integrated employment will retain the job for at least 90 days

Expected Outcomes

1. Steady increase, between 01/2027 and 12/2027, in the number of LCBDD-eligible individuals of working age engaged in competitive integrated employment
2. Increased earnings and job retention of LCBDD-eligible individuals of working age

*OAC 5123-2-05 defines competitive integrated employment, in part, as work (including self-employment, as applicable) for which the individual is compensated at a rate that is not less than minimum wage, and not less than the customary rate paid by the employer for the same or similar work performed by other employees who do not have disabilities and who are in similar occupations and have similar training, experience and skills; for which the individual is eligible for the level of benefits provided by the employer to other employees; performed at a location where the individual interacts with persons without disabilities to the same extent as employees of the employer who are not receiving HCBS services; and which presents opportunities for advancement that are similar to those for persons without disabilities who have similar positions.

Strategic Actions	Responsible Party	Timelines
• Actively participate in meetings of the Transition Collaboration Network, which has established the following objectives: – 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 organizations for use – Provide updates from the Ohio Department of Education (ODE)	Director of SSA SSAs and SSA Managers assigned to coordination of Transition Services Supported Employment (SE) Director	On-going
• Through on-going participation in the Transition Collaboration Network, take steps to ensure that LCBDD and local school districts use similar methods to support students with DD to obtain competitive integrated employment, and attempt to resolve any duplication of efforts	Director of SSA SSAs and SSA Managers assigned to coordination of Transition Services	On-going

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• Implement and enhance service planning protocol for assisting eligible individuals to move forward on their paths to competitive integrated employment	Director of SSA, SSA Managers, SSAs	On-going
• Utilize lessons learned from community employment dismissals and voluntary terminations to increase the likelihood of successful future community employment placements/job retention	SE Director	On-going
• Refer individuals, as appropriate, to Opportunities for Ohioans with Disabilities (OOD) and the Workforce Development Agency of Lorain County. Track the submission and outcome of OOD and Workforce Development Agency referrals	Director of SSA, SSA Managers, SSAs, VPSs, Marketing/Job Placement Specialist	On-going
• Continue partnering with OOD in order to assist identified individuals who want community employment by working with OOD counselors to provide intensive placement services	SE Director, VPSs, Marketing/Job Placement Specialist	On-going
• 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.)	Director of Vocational & Transportation Services, Superintendent, Board	In conjunction with the budget process
• Facilitate utilization of the waiver service Participant Directed Transportation as a way for eligible individuals to access community work sites and opportunities	SSA Managers, SSAs	On-going

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<u>Strategic Objective</u> – Taking measures to recruit sufficient providers of services to meet the needs of individuals receiving services in the county:

Goals

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, and 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 providers, including providers of Participant-Directed Services, to meet needs of individuals receiving services in the county
2. Improved access to information about resources desired 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 eligible individuals to find/utilize providers of preferred person-centered plan provisions
5. Sustained satisfaction of HCBS waiver recipients with Adult Day Support and Supported Employment services
6. Increase in the number of residential and day service providers in Lorain County that are willing/able to serve LCBDD-eligible individuals with intensive medical/health-related and behavior support needs

Strategic Actions	Responsible Party	Timelines
• Advertise the need for providers; connect potential providers with SSA management for information about services and the DODD certification process	SSA Managers, SSAs, PCRSs	On-going
• Engage in targeted provider recruitment using strategies including, but not limited to: <u>Residential and Adult Day Support Providers That Are Willing to Serve Individuals with Intensive Medical/Health-Related Needs</u>	LCBDD SSA Department	On-going

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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. Connect Individuals with unmet Intensive medical needs/their families with interested providers. 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. <u>Residential and Adult Day Support Providers That Are Willing to Serve Individuals with Intensive Behavior Support Needs</u> Connect Individuals with unmet behavior support needs/their families with interested providers. 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. <u>Providers of Employment Support</u> 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. 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.		

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• 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.	LCBDD SSA Department	On-going
• 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.	Director of SSA, SSA Managers, SSAs, PCRSs	On-going
• In discussion with/recruitment of providers of Day Array Services, provide information about the expressed unmet needs/desires relative to Adult Day Supports and Supported Employment, respectively.	Director of SSA, SSA Managers, PCRSs	On-going
• 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 SSA, SSA Managers, PCRSs	On-going

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<u>Strategic Objective:</u> Identifying and addressing gaps noted in services:

Goals	Expected Outcome
Identify and address gaps in service that are creating hardship for LCBDD-eligible individuals and their families*	Unmet and emerging needs will be identified and addressed

*See also sections on Reduction of the Number of Eligible Individuals in the County Waiting for Services and Recruitment of Sufficient Providers of Service

Strategic Actions	Responsible Party	Timelines
• During 2027, LCBDD department heads and personnel will continuously monitor resource needs, and explore the use of third-party resources to (help) address needs, as applicable.	LCBDD administrators, department heads, applicable personnel	On-going
• Authorization of use of LCBDD resources, in addition to budgeted expenditures, to meet newly identified/emergent needs will be considered, as indicated.	LCBDD, Superintendent	On-going
• LCBDD department heads will be actively involved with the preparation of the 2026 Strategic Plan Progress Report.	LCBDD administrators, department heads	first half of 2027
• LCBDD department heads will be actively involved with the development of the 2028 Strategic Plan.	LCBDD administrators, department heads	Fall of 2027
• LCBDD department heads will be actively involved with the annual budget process, and development of the 2028 Budget proposal.	LCBDD administrators, department heads	Fall of 2027

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• The Community/Provider Education Coordinator will expand and refine her work to address the identified need to increase the knowledge of local child serving and other providers that are not part of the DD system about developmental disabilities/delays, including autism spectrum disorders, and their pertinent support implications.	Community/Provider Education Coordinator, Early Intervention Supervisor	On-going
• Facilitate utilization of the waiver service Participant Directed Transportation as a way for eligible individuals to access community places/resources and work opportunities	SSA Managers, SSAs	On-going

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<u>Strategic Objective</u> – Expand the understanding of technology solutions for LCBDD-eligible individuals and their caregivers; increase the number of LCBDD-eligible individuals utilizing technology solutions:

Goals/Benchmarks

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

A minimum of 16 LCBDD-eligible individuals will initiate utilization of technology solutions that they did not utilize prior to 2027

Expected Outcomes

1. Awareness by eligible individuals and their support teams of potential 'technology solutions' will increase
2. Use of technology solutions to support the achievement of desired outcomes by eligible individuals will increase.

Strategic Actions	Responsible Party	Timelines
• 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 identified needs and desired outcomes included in the ISP	Director of SSA, SSA Managers, SSAs, Meister ICF-IID Administrator/QIDP	On-going
• 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 of Individuals served or help them achieve desired outcomes; this to include the provision of monthly 'office hours' by the SSA Tech Team in a technology space at Murray Ridge Center of Elyria	Director of SSA, SSA Managers, PCRSs, SSA Tech Team members	On-going
• 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 Agency on Aging, Lorain County Department of Jobs and Family Services, public transit authority, local vocational rehabilitation centers, and employers) to expand awareness and use of technology solutions by LCBDD-eligible individuals	SSA Managers, PCRSs	On-going
• Provide information and training opportunities to Individuals served, their families, and providers of service through 'technology events' to be held at	Director of SSA, SSA Managers, SSAs	On-going

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day service sites of various providers in Lorain County, in order to expand awareness and use of technology solutions by LCBDD-eligible individuals		
• Provide information and opportunities for eligible individuals, families, and providers to experience the technology "suite", a fully functioning technology space at Murray Ridge Center of Elyria where various assistive technologies can be tested and experienced	Director of SSA, SSA Managers, SSAs	On-going
• Within the constraints of the 2027 Budget, expand and update the technology space at Murray Ridge Center of Elyria	Director of SSA, SSA Managers, SSA Tech Team members	On-going, during 2027
• Through the person-centered planning process, assist eligible individuals with identifying and accessing technology options to reduce reliance on caregivers, and increase independence	Director of SSA, SSA Managers, SSAs	On-going

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