

LAKE COUNTY BOARD OF MR/DD 2009 ANNUAL PLAN



LCBMR/DD MISSION STATEMENT

To advance public awareness and to assist individuals with developmental disabilities to become valued and contributing members of their chosen communities



Guiding Principle I

- A community that is inclusive, respectful, and supportive of citizens with MR/DD



Goal 1 (under GP 1)

- To ensure knowledgeable employees and service providers to educate the community about MR/DD



Objectives For Goal 1

- Broadmoor School will involve four specific community entities in school activities/events
- Each Investigative Agent will participate in a Ride-A-Long with a Lake County police officer
- Willoughby managers will conduct staff in-service opportunities at least two times in 2009 to educate and train staff relevant to job responsibilities and the changing individual needs



Objectives For Goal 1- con't

- CES will schedule opportunities three times a year for LCBMRDD staff to tour 3-4 CES enclave sites to increase knowledge of the CES program
- Assistant ICFMR Director will serve as liaison with ODMRDD's Behavioral Specialist and attend at least four regional behavior support forums
- Residential management team will hold four Parent Information Forums



Objectives For Goal 1 – con't

- Assistant ICF Director will hold at least one training to educate agency staff and community providers on Positive Intervention Culture and actively participate on providers' in-house committees related to behavior support
- The Assistant ICF Director, collaborating with the Compliance Director, will provide management training on behavior support plans and at least one agency-wide training for all staff on behavior support plans with the focus being three-fold; when a plan is needed, what determines positive vs. adverse plan, and the internal process for plans



Goal 2 (under GP I)

- To develop strategic relationships for the purpose of helping community members better understand and accept the population of persons with MRDD



Objectives For Goal 2

- Broadmoor School will connect with one public school and one senior citizen program to develop a relationship and to gain a better understanding of our students with special needs
- The Investigative Services Director will attend at least six Lake County Police Chief's Association meetings
- The Vocational Guidance Center (VGC) and Willoughby Workshop Directors or designee will join and participate in two additional civic/business organizations to advance community education and promote the services of LCBMRDD and Deepwood industries



Objectives For Goal 2 – con't

- Public Relations Department will establish a youth volunteer program that encompasses schools, churches and community organizations
- Broadmoor School will offer new opportunities for public officials to visit and/or participate in programming as a part of a public awareness activity
- CES will create and conduct 3-4 presentations using a business portfolio and an informational DVD to educate the public on supported employment enclave and competitive partnerships



Objectives For Goal 2 – con't

- Director of Nursing and the ICF Habilitation team will collaborate with Ohio Coordinating Center of Excellence and the Lake County Mental Health Board by attending 50% of joint committee meetings
- Operations Director will develop a comprehensive, CARF compliant Accessibility Plan by October 31, 2009.



Goal 3 (under GP I)

- To develop communication strategies through which community members will better understand and accept populations of persons with MR/DD



Objectives For Goal 3

- Broadmoor School will provide information to the community in regards to various issues involving students with disabilities via the intranet and/or internet three times
- VGC and Willoughby Workshop will conduct a mailing campaign to new or prospective businesses by May 1st, 2009
- VGC and Willoughby Workshop HAB Managers will generate and distribute, at least quarterly, an informational multifaceted media production to families, providers and individuals served



Objectives For Goal 3 – con't

- The Respite Director will develop and distribute a new respite brochure to the various Lake County Special Education Directors
- The Respite Director will create and develop a web page on the LCBMR/DD's intranet to provide information for families/guardians of respite options
- The Volunteer Director will activate the Speakers Bureau by training staff and volunteers; providing key discussion points, updated PowerPoint and written materials



Objectives For Goal 3 – con't

- The Nursing Department will provide a minimum of two opportunities for local Schools of Nursing to learn more about the population of persons with MR/DD
- Director of Habilitation Development will work with publishing company to develop an annual report, MRDD awareness insert in March, three newsletters for the year and an updated Agency brochure



Guiding Principal II

- An Agency that provides quality services in an efficient and effective manner



Goal 4 (under GP II)

- To provide an adequate knowledge base regarding overall Agency operations and services, for all employees



Objectives For Goal 4

- Broadmoor School will invite three Agency departments to present their department's operations and services
- The Investigative Unit will participate in six “shadowing” experiences with Agency direct care staff
- The Investigative Unit will offer twenty opportunities for Agency staff to receive annual MUI training



Objectives For Goal 4 – con't

- The Service and Support Administration (SSA) Department will utilize Gatekeeper software package to populate demographic information for waiver forms to ensure an accurate process of completing initial and ongoing waiver documents
- The Vocational Guidance Center and Willoughby Workshop Directors will implement prevailing wage surveys Feb. 1, 2009 and work with the DI office to change rates, as necessary, to ensure compliance with changes to the Ohio minimum wage rate
- The Workshop Directors will ensure implementation of new wage and hourly rating forms and obtain training for those completing the forms by June, 2009



Objectives For Goal 4 – con't

- The Food Service Department will complete Health, Exposure Control, Safety and Evacuation Manual for inclusion into the general orientation packet for all new employees
- The Food Service Department will conduct eight in-services (2 per quarter) for departmental staff that focus on Safety and Sanitation
- The Accounting Department will complete implementation of the Fund Accounting Package including accounts payable, accounts receivable, general ledger and fixed assets modules and “go live” in 2009



Objectives For Goal 4 – con't

- The Adult Service Finance Department will investigate the feasibility of providing two critical gatekeeper reports for Adult Services to manage acuity ratios and transportation tracking in their respective areas
- The Human Resources Department will conduct at least four comprehensive management trainings to help efficiently and effectively work within the constraints of the collective bargaining agreement
- The Intermediate Care Facility will increase the training opportunities for ongoing professional development by 5%



Objectives for Goal 4 – con't

- Director of Habilitation Development will coordinate with staff development in the development and training of at least two programs to meet the changing needs of Adult Services, ARC and JCDC
- Director of Habilitation Development will coordinate with the Behavior Support Chair and Staff Development specific training to revise Behavior Support Plans containing prone restraints by February 2009



Goal 5 (under GP II)

- To ensure facilities and technologies remain updated for maximal achievement of operational and service needs



Objective For Goal 5

- Broadmoor School will provide training to enable one Early Intervention, Preschool and School Age staff to gain knowledge and ability to utilize videoconferencing in their educational planning for students
- The Investigative Unit, Compliance, and Habilitation Director will explore the feasibility of electronic submission of Incident Reports and make a recommendation to the Superintendent
- The Food Service Operations manager will develop and implement a procedure for weekly inventories to improve cost containment efforts



Objectives For Goal 5 – con't

- The Purchasing Department will increase participation in the “greening” of Lake County Board of MR/DD by increasing recycling by one more product and researching/testing three environmentally friendly cleaning products to replace current products
- The Accounting Department will increase voucher turnaround time by 10% from the time the voucher arrives in Purchasing until the date of the check



Objectives For Goal 5 – con't

- The IT Department will gather baseline data on Help Desk calls to reduce the calls classified as “training” by 10% the following year
- Community Employment Services (CES) will increase training opportunities in order to increase independence at the CES Extension and in the community by having eight individuals cross-train at various sites and implement actual community work tasks at the Extension such as housekeeping, restaurant skills, and laundry services



Objectives For Goal 5 – con't

- CES will implement Job Seeking Skills Training to the CES unemployed, underemployed, and individuals seeking competitive employment in order to increase from 38 independents to 42 independents
- The Nursing Department will improve family/guardian satisfaction of notifications of outside appointments by 90% based on the usage of newly developed interoffice tracking system



Objectives For Goal 5 – con't

- The Maintenance Department will increase work order completion by 10% for 2009
- The Maintenance Department will successfully complete work on the property's drainage issues



Goal 6 (under GP II)

- To develop institutional research capacity that increases understanding of future demands



Objectives For Goal 6

- Broadmoor School will begin a weekly tracking system to analyze the number of Early intervention (EI) infants and toddlers on each EI Specialist's caseload in order to project and understand future needs
- The Investigative Unit Director will share an annual MUI analysis with county board internal and external providers
- The VGC Director will analyze current work programs at the workshop and recommend program changes that will increase work for individuals and profitability of DI



Objectives For Goal 6 – con't

- The SSA Department will utilize wait list data to identify future service trends and possible service delivery changes
- Food Service Department will develop and implement a new satisfaction survey to capture more meaningful information
- In an effort to better analyze the department's strengths and needs, the Nursing Director will identify new Performance Indicators for 2009



Objectives For Goal 6 – con't

- The CES Eligibility Review Committee will analyze work criteria for underemployed and unemployed individuals and determine programs, goals, and/or community jobs appropriate to meet the needs of those individuals thereby decreasing overall duration of unemployment for CES in 2009
- The Transportation Department will develop and implement procedures that enhance fuel conservation, school bus idling, warranty work, and vehicle servicing
- Nursing management will conduct a minimum of one time study to analyze the efficiency of services delivered by the nursing department



Guiding Principle III

- An Agency that extends its impacts through strategic partnerships and collaborations



Goal 7 (under GP III)

- To create a positive change culture that encourages collaborations



Objectives For Goal 7

- Broadmoor School will provide appreciation events for three of the school's current collaborative relationships
- Community Relations, Habilitation and/or the Investigative Unit will represent LCBMR/DD at each meeting of Community Alliance of Law Enforcement and mental Health Services (CALM) and participate as a presenter at Crisis Intervention Team training
- The IA Department will collaborate with Lake County Department of Job and Family Services to increase the sharing of abuse/neglect investigation information



Objectives For Goal 7 – con't

- The SSA Department will develop a user guide for residential waiver providers for the purpose of providing technical assistance, including information on service delivery components related to rule compliance
- Staff Development will provide availability for and have at least 60% of the ICF and Day Program staff attend Crisis Prevention Institute training (CPI) or a CPI refresher
- Human Resources Department will have at least 35% of employees participate in a wellness initiative



Objective For Goal 7 – con't

- Staff Development will conduct seven orientations for new employees, allowing access to external Providers for training as well
- Human Resources Department will implement an online sexual harassment and other unlawful harassment training program that will ensure 100% of the Agency's workforce is up to date on applicable Board Policy and Procedure
- Nursing Management will participate in Lake hospital System Women's Wellness Group by attending 50% of meetings



Objectives For Goal 7 – con't

- Volunteer Director will educate the members of Lake County Association for Retarded Citizens (LCARC) of the services of the Board and increase participation at the monthly membership meetings
- Nursing Management will improve interdepartmental communication and increase equipment tracking by 70% through the use of a recently developed communication tool for equipment repair



Goal 8 (under GP III)

- To broaden the range of partnerships/collaborations as a means of expanding Agency expertise and understanding



Objectives For Goal 8

- Broadmoor School will develop a collaborative relationship with Crossroads in order to develop one opportunity for each entity to benefit from each other's program, services, and expertise
- Each Investigative Agent will attend “Beyond the Silence” forensic interviewer training through the Ohio Network of Children’s Advocacy Centers
- Nursing Management will initiate a collaboration of MRDD Nursing Administrators by contacting area MR/DD Directors of Nursing and Assistant Directors of Nursing



Objectives For Goal 8 – con't

- Director of Habilitation Development will participate on the Dual Diagnosis Joint Clinical Committee to facilitate case reviews and obtain needed services for three eligible individuals



Guiding Principle IV

- An Agency whose consumers are able to maximize their quality of life



Goal 9 (under GP IV)

- To identify innovative services to meet changing needs, per demographics and state/federal mandates



Objectives For Goal 9

- Broadmoor School will develop two opportunities in the Early Intervention Program for staff to meet the needs of the growing Hispanic population
- To promote increased consumer participation and awareness of community resources, the Willoughby Workshop Hab Managers, coordinating with the Recreation Department and staff, will increase the number of consumer outings and internal events by 10%
- The Willoughby Workshop Director and Hab Managers will develop at least five new structured work-training and or downtime options



Objectives For Goal 9 – con't

- To provide more varied work and work training options for consumers, the Workshop Directors and Contract Procurement Specialists will develop marketing plans and coordinate the new plan with the Adult Services Marketing Plan
- Community Employment Services (CES) will renegotiate Deepwood Industries contracts to coincide with state minimum wage increase
- Volunteer Director will increase participation in the Recreation program for individuals transitioning from children to adult services



Objectives For Goal 9 – con't

- The Nursing Department will identify the changing health care needs of residents and provider appropriate care by using outside presenters one time a year to educate nursing staff on changing needs of individuals



Objectives For Goal 9 – con't

- Director of Habilitation Development will review rule changes quarterly, investigate new technologies and develop appropriate form and procedure changes to ensure conformity
- Director of Habilitation Development will attend ICF and Adult Services Hab meetings at least quarterly to facilitate the development of at least one new active treatment activity for each program area



Goal 10 (under GP IV)

- To educate parents, guardians, siblings, school systems, and social service agencies on Lake County Board of MR/DD services



Objectives For Goal 10

- Broadmoor School will develop a video for each of the various LEEP job sites to share with parents, guardians, siblings and the community
- Broadmoor School will collaborate with the HELP ME GROW Program to provide parent forums on five topics: Language and Literacy, Child Development, Support System, Transition and Home Management
- Willoughby management representatives will serve as liaisons for their respective departments by attending at least six LCARC meetings



Objectives For Goal 10 – con't

- The SSA Department will coordinate with direct service program areas to facilitate the gathering of up-to-date, accurate information of community resources, and will ensure that the information is compiled into a document that is accessible via the Agency's public drive
- CES will hold three meetings per year with parents, families and providers to share information about annual goals and program changes and to receive feedback from all constituents



Objectives For Goal 10 – con't

- The Recreation Department's satisfaction results will increase to 95% or better in regards to timely communications with individuals and families via mailings and personal contacts
- The Nursing Department will increase its participation in Residential and Day Program parent meetings by presenting at meetings a minimum of two times



- We have a busy, busy year to look forward to in 2009 and we would like to thank all of our constituents for their unwavering support allowing the Agency to provide quality services to the individuals we serve

