

LAKE COUNTY BOARD OF DEVELOPMENTAL DISABILITIES/DEEPWOOD

ANNUAL PLAN 2011

*The Mission of the Lake County Board of Developmental Disabilities/Deepwood
is 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 DEVELOPMENTAL DISABILITIES

Goal #1: To ensure knowledgeable employees and service providers to educate the community about DD

Broadmoor will provide two trainings related to our new name change to ensure that staff is knowledgeable to further educate the community about development disabilities and the continuation of our Agency services.

The Transportation Department will develop and implement a training program designed to improve employee knowledge specific to the unique environment of transporting individuals with special needs.

Goal #2: To develop strategic relationships for the purpose of helping community members better understand and accept the population of persons with DD

Broadmoor staff will connect with two new community groups to increase awareness and understanding of individuals with developmental disabilities.

Investigative Services Director will attend at least seven Lake County Police Chief's Association meetings.

Director of Habilitation will work with Volunteer Services to maintain current relationships and increase the number of community group activities with the Agency.

Respite Director will participate in at least two public forums to introduce and educate Lake County families on community respite options offered by the County Board.

Special Olympics will facilitate a recognition event for all of the Special Olympics Athletes in October 2011 that will promote the program.

Goal #3: To develop communication strategies through which community members will better understand and accept populations of persons with DD

The Early Intervention Program at Broadmoor will create various sites in the community to promote integrated services in natural environments.

The Transportation Department will implement timely communication procedures for parents, staff and providers regarding concerns relative to the bus schedules.

To improve communication utilizing our electronic distribution systems, the Vocational Guidance Center and Willoughby Workshop will solicit e-mail addresses from stakeholders

The Vocational Guidance Center and Willoughby Workshop will provide stakeholders with monthly e-notices indicating upcoming events and activities.

Director of Habilitation will add two new features to the Agency website to increase website traffic and improve flow of communication.

Respite Director will coordinate with Heisley House provider to hold a community open house to target families that are unfamiliar with Lake County's community respite program.

IT Department will work with Marketing to establish an informational Facebook and possibly other social networking pages, networking with other DD Boards throughout the US and within Ohio.

GUIDING PRINCIPLE II: AN AGENCY THAT PROVIDES QUALITY SERVICES IN AN EFFICIENT AND EFFECTIVE MANNER

Goal #4: To provide an adequate knowledge base regarding overall Agency operations and services, for all employees

CES will develop a committee in partnership with Deepwood Industries to research, update and train employees on the 90/10 procedures in accordance with Federal Wage and Hour standards.

The Investigation Unit will participate in three "shadowing" experiences at the ICFMR.

The Investigation Unit will offer twenty opportunities for staff to receive MUI training.

The Human Resources Department will conduct at least four (4) comprehensive management trainings (including employee accident/injury/illness reporting) to help efficiently and effectively work within the constraints of the collective bargaining agreement

The Human Resources Department will assist the ICFMR Management Team with the evaluation requirements to comply with the recent ICFMR changes.

The Human Resources Department will assist in training current and new managers on recent residential changes.

The improved and updated “Quality Assurance Survey” for individuals served will be implemented by May 2011 at the Vocational Guidance Center and Willoughby Workshop.

Adult Services will implement a revised Code of Conduct.

The Willoughby Workshop will develop a department specific training program for substitute employees focusing on consumer programming and services as well as our Adult Services procedures.

Food Service will develop the following programs to improve the effectiveness of the Food Service Department and overall operation of Deepwood’s residential facilities:

1. Analyze and adjust procedures for maximum efficiency.
2. Restructure all positions and develop new job routines.
3. Conduct and document daily food production meetings.

Two departments in the Agency will provide a short presentation to Broadmoor staff to better acquaint them with their diverse program and service areas.

Nursing Management will provide inservice and training opportunities for all department staff to help facilitate the ICFMR transition process.

The Operations Department will continue to update the Agency’s Intranet with pertinent employee information and will work with other Agency Departments to update their individual pages/information.

Volunteer Services will do a satisfaction survey of the Agency volunteers.

Public Relations and Volunteer Services will update internal and external Special Events procedure and forms by June 2011.

The 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 to facilitate an efficient process by October 1, 2011.

Goal #5: To ensure facilities and technologies remain updated for maximal achievement of operational and service needs

Selected Broadmoor staff will participate in a three-part technology training series with the Sate Support Team Region 4 in order to enhance technological instruction in the classroom.

Community Employment Services (CES) will begin transferring the Individual Plan (IP) paperwork to an electronic process by June 2011.

IT, with input from Habilitation, Compliance, Investigation Unit, etc. will implement agency-wide electronic submission of various documents including, but not limited to, Incident Reports.

IT will establish a technology replacement and update plan for all computer equipment currently within the Agency to allow for the most updated, quickest and easiest access to electronic forms and instructions to make it more effective for staff to be able to perform their duties efficiently.

The Transportation Department Bus Garage will upgrade computer technology to enable more efficient and cost effective engine diagnostics.

The Transportation Department will attempt to pursue grants and funding to facilitate the mandated upgrade to an 800-megahertz radio system by 2012.

The Vocational Guidance Center and Willoughby Workshop will work cooperatively with the Director of Habilitation Development to implement a paperless system for the documentation of programs and services.

The Business Services Departments in conjunction with the Habilitation Services Director and the IT Department will provide program management for a trial run of a point of service program that will track IP goals and expedite the billing of Day Array services for individuals we serve in the workshops, thus promoting efficiencies in data gathering and data management.

The Business Services Departments in conjunction with IT and Operations will provide program management for a trial run of software capable of uploading payroll data from various sources directly into the payroll program for more efficient data handling.

The Business Services Departments will pursue the formation of a joint County Boards Purchasing consortium to further reduce costs of goods and services consumed by the Board resulting in more efficiencies and economies of scale.

Food Service will enhance cost control through economical use of materials and equipment:

1. Complete the final interview process with Innovatix (Premier affiliate) for inclusion as a new group purchasing organization.
2. Utilize internet on-line Seminars.
3. Review/assess all current Food Service vendors.

Operations will complete the installation of the Card Access System in all buildings to improve security and identification of staff and visitors.

Operations will replace/improve the drainage along the Recreation Site Road.

Operations will renovate the bathrooms on ARC's first floor.

Operations will restore the ARC basement back to usable condition, pursuant to a sanitary sewer back-up and flood.

Operations will replace the Life Safety System at ARC.

Operations will replace the Entrance Windbreak Curtains at ARC.

Operations will replace roof/siding on ARC's storage shed.

Operations will renovate the restrooms at JCDC.

Operations will refinish hard surface floors at Broadmoor School.

Operations will crack fill, sealcoat, and stripe parking lot at Broadmoor School, Willoughby Workshop and VGC.

Operations will paint hallways/classrooms at Broadmoor School.

Operations will replace windows at Broadmoor School.

Operations will replace Security System at Broadmoor School.

Operations will re-finish workshop floor at VGC.

Operations will remodel restrooms at VGC.

Operation will encapsulate wall insulation at VGC.

Operations will extend the dock at VGC.

Operations will replace roof at Willoughby Workshop.

Operations will convert former whirlpool room to ADA restroom at Willoughby Workshop.

Operations will install a fence enclosure to create additional exterior HAB space at Willoughby Workshop.

Operations will work with Deepwood Foundation to secure grant funding or capital campaign solicitation to provide a new ADA Play Structure (including demolition of current structure), fence, and lighting at the Recreation Site.

Operations will replace the countertops in ARC's Kitchens.

Operations will replace the Radio System at the Transportation Department due to a FCC mandate.

Operations will replace four (4) buses (2012 delivery).

Goal #6: To develop institutional research capacity that increases understanding of future demands

Broadmoor will develop a process to ensure that parents of students turning 16 years of age better understand the importance of the completion of the OEDI and referral to Adult Services.

CES will research and decrease transportation costs by 10% in 2011.

CES will renegotiate all employer contracts to achieve a 3% increase to at least 75% of the contracts by June 2011.

CES will update all CES procedures related to eligibility criteria, admission, discharges, and wait lists.

Respite Director will coordinate with Lake County service providers through Ohio Department of Jobs and Family Services to inform the community at large regarding respite services by December 2011.

The SSA Department will utilize wait list and intake/eligibility data to identify future service trends, and identify the need for potential changes in service delivery for specialized needs, i.e. Autism Spectrum Disorder including those with secondary mental health diagnoses by October 1, 2011.

Goal #7: To utilize resources in order to enhance the performance of a program that empowers administrative efficiencies and effectiveness seeking optimal achievement to the fullest potential.

The ICFMR will work towards the implementation of the new residential organizational structure in calendar year 2011.

GUIDING PRINCIPLE III: AN AGENCY THAT EXTENDS ITS IMPACTS THROUGH STRATEGIC PARTNERSHIPS AND COLLABORATIONS

Goal #8: To create a positive change culture that encourages collaboration

Broadmoor will formulate a Positive School Climate Committee to provide activities which will promote a positive change culture.

Staff Development will provide availability for and have 100% of the Adult Services Direct Care and ICFMR Employees trained and up to date in CPR/First Aid.

The Wellness Committee will provide five wellness activities/events for Agency employees in 2011.

The HR Department will offer a forum for newly hired managers to ask questions to each program director at the end of the calendar year in which he/she was hired, if the new manager is interested in this opportunity.

The HR Department will work with the IT Department to create and implement another marketing tool for available training from Staff Development

By March 2011, the Directors of the Vocational Guidance Center and Willoughby Workshop will revise and update their respective marketing plans.

The Willoughby Workshop will create a Parent Advisory Committee that meets at least quarterly to bring forth issues, assist with problem solving, and assist with supporting the goals of Willoughby workshop.

The SSA Department will complete the user guide for residential waiver providers for the purpose of providing technical assistance, including information on service delivery components related to rule compliance and will have it added to the agency website by October 1, 2011.

The ICFMR will engage in collaboration with other outside service providers to expand opportunities for the residents to participate in at least three new community activities.

Goal #9: To broaden the range of partnerships/collaborations as a means of expanding Agency expertise and understanding

Broadmoor will collaborate with the Cleveland Sight Center to provide vision screening to all preschooler enrolled in our Integrated Preschool Program.

CES will participate in 80% of the monthly Lake County Chamber of Commerce meetings.

Each Investigative Agent will attend “Non-Stranger Sexual Assault Investigation” training through the Ohio Peace Officer Training Academy/Ohio Attorney General’s Office.

Nursing Management will participate in the Lake County General Health District collaborations including a county wide drug repository program.

GUIDING PRINCIPLE IV: AN AGENCY WHOSE CONSUMERS ARE ABLE TO MAXIMIZE THEIR QUALITY OF LIFE

Goal #10: To identify innovative services to meet changing needs, per demographics and state/federal mandates

CES's Eligibility Committee will review the current internal wait list to ensure all consumers listed on it meet the newly developed criterion for eligibility by June 2011.

Investigative Services Director will participate in the newly forming Ohio Alliance of Investigative Agent Managers.

The Unusual Incident Review Committee Chairperson and Community Employment Services will collaborate in creating StepForward – a class to help individuals prevent falls and stay active.

The Vocational Guidance Center Habilitation Manager and Director will evaluate the current work cluster organization and implement changes as indicated to improve the efficiency of work performed as well as maximize the opportunity to perform work by those individuals served.

The Vocational Guidance Center Habilitation Manager and Director will take a critical look at our current Day Habilitation Service delivery model, including soliciting input from all stakeholders and recommend changes to improve on the services currently offered.

The Willoughby Workshop will restructure its habilitation program increasing habilitation opportunities by creating a systematic activity structure.

The Willoughby Workshop will develop a cognitive remediation program to increase cognitive skills in the area of memory, attention and executive functioning via computer software.

Food Service will complete trial of renewable lunch- packaging system for use at VGC in place of the disposables currently being used.

Broadmoor will implement vision, hearing, weight, height and lead screening with appropriate documentation to all enrollees in our Integrated Preschool Program.

The Nursing Department will research available services and identify potential new health services providers.

The ICFMR will develop a monthly activity calendar to increase active treatment opportunities to maximize quality of life.

Goal #11: To educate parents, guardians, siblings, school systems, and social service agencies on LCBDD/Deepwood services

Broadmoor will revise brochures and develop more updated PowerPoint/DVD on each individual program in the Children's Services Division.

Community Relations, Habilitation and/or the Investigation Unit will represent LCBDD/Deepwood at each Community Alliance of Law Enforcement and Mental Health

Services (CALMS) meeting and participate as a presenter at Crisis Intervention Team (CIT) training.

The Willoughby Workshop staff and employees will create a quarterly newsletter that will increase public relations, promote workshop goals and provide positive information about the program.

Community Relations, Habilitation and/or the Investigation Unit will represent LCBDD at each Community Alliance of Law Enforcement and Mental Health Services (CALMS) meeting and participate as a presenter at Crisis Intervention Team (CIT) training.

IT will work with marketing to improve the quality of paperless newsletter that can be sent to all constituents that have a current email address as well as having available a PDF version to be able to view online as well as downloaded.

Food Service will provide an in-depth presentation of Food Service Operations and Clinical Nutrition Services in order for families to better understand how and why decisions are made as they pertain to consumer's nutrition.