

# 2018 ANNUAL PLAN



PORTAGE COUNTY BOARD OF  
**DEVELOPMENTAL**  
DISABILITIES

CREATING COMM**UNITY**

# STATEMENT OF PHILOSOPHY

Our belief is that the Portage County Board of Developmental Disabilities represents a comprehensive approach to development of the individual's self actualization.

The individual is body, mind and soul experiencing the known and unknown. Through experiences, both internal and external, the individual achieves self and social identity, self and social understanding, self and social appreciation.

The individual shall have needs identified, strengths and weaknesses defined, accepted and understood, welfare and rights honored and protected through the exercise of prudent judgment, commitment and ethics by those professionals called to human service. Required shall be the meeting of many minds, joining of many hands in representing the highest degree of understanding, integrity and competency.

# MISSION STATEMENT

Our mission is to assist individuals in the developing their abilities to achieve a life as active members of our community.

# EXECUTIVE SUMMARY

- ❖ The 2018 Annual Action Plan represents an operating funds expenditure budget of approximately twenty-one million dollars and an allotted capital fund expenditure budget of approximately two hundred thousand dollars for calendar year 2018.
- ❖ During 2018 the Portage County Board of Developmental Disabilities (Board) will serve an estimated 1,000 individuals.
- ❖ The 2018 Action Plan priorities include the relatively flat expenditures, continued Home and Community-Based Services (HCBS) waiver enrollment, and *a continued* emphasis on the guiding principles of the Strategic Plan:
  - (1) community inclusion,
  - (2) public relations, and
  - (3) fiscal management/Board evolution.

# Executive Summary (cont'd)

- ❖ 2018 Action plan priorities and goals are intended to address organizational demands and the 2018 Benchmarks to be submitted to the State Department of Developmental Disabilities (DODD). Both of these priorities have a strong influence on the direction the organization must move toward for administrative compliance with the Centers of Medicare/Medicaid Services (CMS) and the evolving service delivery model.

# Executive Summary (cont'd)

- ❖ The Administration has completed the assessment of the facility, service and support needs of eligible persons in Portage County and the departmental goals for these facility, service and support needs follow.

# ADMINISTRATION

- ❖ Maintain positive public image by conducting ongoing public relations and communications through various media outlets and public forums.

Provide communication and dialogue with Commissioners, other elected officials, beneficiaries, parents/guardians, Board staff, agency providers, and community stakeholder groups about the issues and challenges faced by beneficiaries and families served by the Board

# Administration (cont'd)

- ❖ Oversee administration of Family Support Services Program (FSSP) by NEON and ensure that all new enrollees and their families receive written program information about FSSP eligibility and services available. Maintain FSSP annual and home modification allocations at current levels through 2018.



# Administration (cont'd)

- ❖ Take steps to reduce the operating deficit by 15%-20% by maximizing revenues and controlling expenditures.
- ❖ Ensure that the services and supports individuals receive produce intended outcomes, ensure health and safety, reflect a high level of consumer satisfaction and are cost-effective.
- ❖ Ensure HIPAA compliance by monitoring updates, provide training to all staff members and review physical, technical, and administrative safeguards in accordance with the Confidentiality and Computer Security Policies.

# BUSINESS MANAGEMENT

- ❖ Explore shared service venues with other Boards of Developmental Disabilities and/or the Board's Council of Governments (Northeast Ohio Network) to improve services at a reduced rate
- ❖ Analyze the costs and job duties of current staff members to maximize services to internal and external customers.
- ❖ As Portage DD continues its journey forward, a short and long-term plan is to be developed for Portage DD adult facility and properties.

# Adult Services/Portage Industries

- ❖ Develop relationships with businesses from local communities to foster employment opportunities. Promote employment efforts through marketing and educational opportunities within the community. Work towards community job placement and employment through the Employment Contracts and the Employment First Partnership. Individuals to be employed at or above minimum wage compensation levels and a minimum of 20 hours per week in a community integrated setting.
- ❖ Promote person centered planning, positive behavioral strategies, self-advocacy, self-determination and career exploration/discovery across all Adult Service settings. Provide community recreation opportunities through Special Olympics and the Adult Recreation Program.

# Adult Services (cont'd)

- ❖ Collaborate with providers to expand waiver service options and choices for individuals in Adult Service to meet the needs identified in their Individual Service Plans.

Partner with providers to strive to ensure that providers are providing services at the highest level that are innovative, meet best practice standards and promote the health and safety of those we support.

Provide support to address new and on-going needs in the areas of speech, physical and occupational therapies.

# Adult Services (cont'd)

- ❖ Collaborate with local school districts to provide transition services to individuals moving from school services to adult services. Collaborate on developing compliance with the Workforce Innovations Opportunities Act. Support the Employment First Initiative by keeping up to date on state initiatives and collaborating with other agencies and school districts.

# Adult Services (cont'd)

- ❖ Establish a countywide self-advocacy group to educate, and support beneficiaries to develop and use self-determination and self-advocacy skills on a local, state and national level. Host the Ohio Self Determination Association (OSDA) regional meeting once annually in Portage County with local self-advocates.
- ❖ Transition persons attending day program at Portage Industries to the services of a private provider while continuing to promote good quality of care and ensuring the health and safety for the persons impacted in this transition.

# Children's Services/Early Intervention

- ❖ Provide school-age special education and related services for up to 24 eligible students with multiple disabilities ages 5-21 utilizing the extended standards developed by ODE and the students' individualized educational plans. Access to community experiences will be part of classroom programming. Services will be implemented in full compliance with all state and federal regulations.

## Children's Services/Early Intervention (cont'd)

- ❖ Provide developmentally appropriate Evidence Based, Early Intervention Services for all eligible children during the course of the year, birth to age three, and their families in home-based, natural environments and community programs.
- ❖ Provide training and support to all staff, including both School-age and Early Intervention per compliance mandates, including assessing compliance and prepping for state review. Also provide professional development opportunities to improve program per recommended best practice strategies as specified by ODE and DODD.



## Children's Services/Early Intervention (cont'd)

- ❖ Collaboration will be facilitated by a Special Education Services Developer with community child care centers/preschools and LEA programs serving children ages 3 to 21 to assist with transition policies as specified by ODE and DODD. Transition services will include, but not be limited to: early intervention to preschool; preschool to kindergarten; transition services to students ages 14-21; WIOA transition to employment options, adult services, etc.

## Children's Services/Early Intervention (cont'd)

- ❖ Provide Board-eligible students ages 6-21 access to board-funded summer recreation programs (6 one week sessions) through a contract with The Akron Rotary Camp for the summer of 2018.
- ❖ Distribute satisfaction questionnaires to all parents and guardians of the children receiving school-age services in April 2018 results of service will be presented to the board in June 2018 or emailed to them electronically. Survey results will also be utilized in the annual CCIP grant in July 2018.

# FACILITY MAINTENANCE

- ❖ Maintain and operate all Board facilities and grounds in structurally sound, safe, and secure environments to provide individuals receiving services a comfortable setting to work, learn and benefit from Board personnel supports while offering opportunities for the public to visit.
- ❖ Maintain Facility maintenance, custodial, and grounds equipment to insure are in first-rate operating and safe conditions. Repair or replace structural components and building systems. Replace equipment when no longer cost-effective to maintain or repair.
- ❖ Continuation of green procedures for energy savings.

# HUMAN RESOURCES

- ❖ Commence negotiations with OAPSE Local 044 for a three-year collective bargaining agreement for the period of 1/1/2019–12/31/2021.
- ❖ Manage staffing patterns and future professional development needs through attrition with natural turnover trends throughout the year.
- ❖ Review and update emergency plan procedures for all Board locations.
- ❖ Conduct review of all agency position descriptions incorporating revisions as appropriate.

# Human Resources (cont'd)

- ❖ Review all Human Resources documents, forms, and reports to ensure compliance with person-centered language and practices.
- ❖ Build the online Relias Training library for staff certification materials, professional development and best practice learning literature. Compile and catalogue training materials and request DODD certification as needed.
- ❖ Increase opportunities to reduce employee health insurance premiums through member participation programs with the County Consortium.

# INVESTIGATIVE AGENT

- ❖ The Board employs Investigative Agents that are certified by Ohio Department of Developmental Disabilities in order to comply with the Ohio Administrative code, OAC 5123: 2-1702. This rule establishes the requirements for addressing major unusual incidents (MUI) and unusual incidents (UIR) and implements a continuous quality improvement process in order to prevent or reduce the risk of harm to individuals.

The Investigative Agents follow guidelines and requirements of the OAC rule in order to address all major unusual Incidents and unusual incidents to ensure the health and welfare of all individuals served. The Investigative Agents review all calls received to determine if they meet criteria for a MUI or UIR.

# Investigative Agent (cont'd)

- ❖ Investigative Agents field questions on a daily basis from Service and Support Administrators (SSAs), private providers and community agencies regarding MUI and the MUI/UI process.
- ❖ Investigative Agents meet twice a year with interagency stakeholder committee members to review and address any MUI trends or patterns.
- ❖ Investigative Agents provide crisis intervention training to law enforcement once a year, offer MUI / UI training on a monthly basis for new agency staff, private providers and provider agencies. Annual MUI/UI training is provided to all county board employees.

# Home And Community Based Residential And Supported Living

- ❖ Provide ongoing support and training to Service & Support Administrators (SSAs) and Directors/Supervisors on the Payment Authorization for Waiver Services (PAWS), the Medicaid Service System (MSS), and waiver payment utilization reports.
- ❖ Provide ongoing training, consultation and technical advice/support to independent and agency providers on the MSS/PAWS process, the review of utilization/billing reports, and with billing issues as requested. Develop Provider relevant relations to Board evolution and our emerging role as a fiscal steward in the provider community.



# Home And Community Based Residential And Supported Living (cont'd)

- ❖ Oversee and supervise submission of electronic records for Board-provided waiver services (day program and non-medical transportation) to the Board's Medicaid billing agent.
- ❖ Train SSA Staff to understand and support the Cost Projection Tool (CPT) entry and billing functions in the Medicaid Services Department. Business Office Assistant and Administrative Assistant will continue as backup to Medicaid Services department duties.

# Home And Community Based Residential And Supported Living (cont'd)

- ❖ Expand the Utilization Committee role to monitor waiver utilization costs and report to other departments as needed as part of on-going effort to reduce county waiver match cost.
- ❖ Develop reports to track data of waiver service(s) growth requirements; identify costs that contribute to the annual Medicaid match increase; Benchmark reporting to show the shift of waiver services in Portage County from Board provider services to private provider services. Report on provider enrollment census in various service and support categories.

# Service and Support Administration

- ❖ Empower individuals and their families to be the primary decision makers in the management of their lives, pursue what is important to them, have a meaningful role in the community, to organize resources in ways that are life enhancing, and have a circle of supports made up of family, friends, and both paid and natural supports. Help individuals be recognized for who they are and what they can contribute, having a leadership role in developing services that affect their lives.

# Service and Support Administration (cont'd)

- ❖ Ensure that all persons served by the board can access and participate fully in all aspects of an activity or service in the same way as any other member of the community. We assist individuals to access needed supports to participate fully in their community, and we believe in making necessary accommodations that respect the wants, needs, and choices of the person. We also believe in promoting quality of life and safety by enhancing relationships with friends, family members, neighbors, coworkers and fellow citizens, as these relationships naturally occur in integrated community settings.

# Service and Support Administration (cont'd)

- ❖ The PCBDD will continue to utilize DODD allocated I/O, Self-waivers, and D/C exit waivers as distributed to the county board to reduce the number of individuals on the county waiting list for services.

# Service and Support Administration (cont'd)

- ❖ The PCBDD is committed to empowering individuals to create their own employment path with individualized supports to achieve their employment goals. Providers of services to adults share this goal with PCBDD to enable every person desiring employment to succeed in working competitively. The PCBDD will continue to work with individuals to achieve their employment outcomes.

## Service and Support Administration (cont'd)

- ❖ Develop an array of strategies to enhance and maintain strong, working relationships with provider agencies, including providing additional training.

Ensure we are meeting with each newly certified independent provider within sixty days of the provider being selected to provide services to an individual for purposes of confirming the provider understanding the individual service plan, the provider's responsibilities, and ensuring the provider has contact information for the Board.

# TECHNOLOGY

- ❖ Provide/support strategic direction to the Administration for all technology asset purchases and implementation.
- ❖ Provide on-going training to all Board technology services' users as needed.
- ❖ Provide on-site and remote technical support to all Board technology services' users and Board owned technology assets



# Technology (cont'd)

- ❖ Provide maintenance and support for all designated Board owned software applications.
- ❖ Provide maintenance and support for remote access of the Board's Information Technology system.

# TRANSPORTATION

- ❖ Provide in-service and ongoing training to Transportation Department employees to ensure that all personnel meet all Ohio Department of Education, Ohio Department of DD, and Board policy requirements.
- ❖ Maintain all Transportation Department vehicles and associated transportation equipment in first-rate operating and safety condition.

# Transportation (cont'd)

- ❖ All transportation vehicles will pass the annual vehicle inspection conducted by the Ohio State Highway Patrol.
- ❖ Maintain positive relationship with contract agency-providers and continue to monitor them for quality of service and cost efficiency.