



# **Richland Newhope Progress Report for 2020**

## **Executive Summary**

Progress made on the 2020 Objectives is described in more detail in the Richland Newhope Progress Report for 2020, available by clicking [here](#).

Preface: Newhope established its 2020 objectives months before the COVID-19 pandemic swept the country. And while technology-enabled improvisation permitted the achievement or partial achievement of many of these objectives, others were not feasible in light of the restrictions imposed by the health authorities at the state level along with respecting the federal health guidelines. The agency's focus quickly turned to ensuring basic health and safety and supporting individuals and providers through the pandemic. This certainly must be kept in mind while reviewing the progress made by Newhope toward meeting its many objectives

### **✚ 2020 – 2021 Long Term Goals**

#### **» 2020 Areas of Concentration**

### **✚ 2020 – 2021 Goal # 1 – Continuously improve Person Centered Excellence (PCE) throughout the agency and with its partners.**

- » Of the nine specific objectives identified under Goal # 1, three were substantially achieved. These objectives addressed the person centered planning process, educating stakeholders about Person Centered Excellence, and establishing goals in the transition process. Three were partially achieved: measuring the success of the transition process, supported decision-making at earlier ages, and implementing quality measures within Intermediate Care Facilities (ICFs). And three went unachieved due to the pandemic: expanding the person centered planning process to school districts, increasing self-advocacy, and expanding the Academy for Leadership Abilities within Mansfield City school district.

### **✚ 2020 – 2021 Goal # 2 – Educate community members to understand and meet the needs of persons with developmental disabilities (DD).**

- » Of the ten specific objectives identified under Goal # 2, five were substantially achieved. These objectives addressed collaboration with the mental health system, addressing respite needs for older children, education with the general public, maximizing local services, and first responder training. Two were partially achieved: awareness education with schools, and relationships with the business community. And three went unachieved due to the pandemic: meeting needs with childcare agencies and pre-schools, and improving the website for families and providers.

### **✚ 2020 – 2021 Goal # 3 – Recruit, develop, and support providers of integrated services for adults to ensure high quality providers are available to meet individual needs.**

- » Of the six specific objectives identified under Goal # 3, four were substantially achieved. These objectives addressed provider training, provider recruitment, increased recognition for providers and Direct Support Professionals (DSP), and marketing DSP as a career option. One was not achieved: assessing the website's usefulness to providers. And one went unachieved due to the

pandemic: investigating transportation options for leisure activities.

**✚ 2020 – 2021 Goal # 4 – Increase individual success in community integration and community employment.**

- » Of the six specific objectives identified under Goal # 4, two were substantially achieved. These objectives addressed collaboration with school districts on transition programs, and maximum utilization of assistive, adaptive, and remote support technologies. One was partially achieved: best practice models in community housing. One was discontinued due to the loss of a contract: meeting the contract outcomes established by Opportunities for Ohioans with Disabilities. And two went unachieved due to the pandemic: increasing internships, and identifying barriers to community participation.

**✚ 2020 – 2021 Goal # 5 – Continuously improve operations to support long-term sustainability.**

- » Of the fourteen specific objectives identified under Goal # 5, seven were substantially achieved. These objectives addressed improving agency and departmental orientation, supervisor training, succession planning, maximizing outside funding streams, ongoing assessment of RNI, Inc.'s building and vehicle needs, a successful DODD accreditation review, and services and supports for multi-system youth. Four were partially achieved: performance-based pay, employee engagement and retention, addressing underutilized space in buildings, and evaluating computer system effectiveness. Three were unachieved: implementing cost saving opportunities, evaluating the computer system's disaster recovery site, and establishing long-term goals for Residential Services.