



Richland Newhope

Progress Report for 2017

Goals & Objectives

+ 2017 Objectives

» 2017 Results

2016-2018 Goal # 1 – Continuously improve Person Centered Excellence (PCE) throughout the agency and with its partners.

- + Continue to support the efforts of the self-advocates in the various clubs and organizations in which they are interested in being involved, such as Aktion Club, People First, Project STIR, etc. and continue to encourage individuals' ongoing participation.**
 - » The self-advocacy group started its local Project STIR (Steps Toward Independence and Responsibility) training in February. Four individuals went through the class that was taught by two Project STIR trainers. Two individuals graduated from Project STIR training in April of this year. One individual is now a statewide trainer for Project STIR and led a Project STIR training this last October in Worthington. The leadership of the Aktion Club has been handed over to Richland Newhope Industries, Inc. (RNI).**

- + Include individuals' desired community participation preferences during the planning process and ensure this information is included in each person's plan.**
 - » The three Individual Consultant Team Leaders reviewed each plan that was completed to ensure that the individuals' community participation preferences were identified and offered technical assistance to other staff as needed.**

- + Assess our effectiveness in helping individuals achieve what's in their plan, specifically related to the areas of employment and behavior supports.**
 - » During calendar year 2017 supports were provided to 41 individuals to gain employment through the Pathways program.**

- + Continue educating critical stakeholders about PCE practices and provide annual training and ongoing resources.**
 - » The Person Centered Thinking and Planning Training was attended by agency provider staff, staff from the Juvenile Court, new Service and Support Administration (SSA) staff and a private counselor that learned of the class through Catalyst Life Services. Another class was held for providers and new SSA staff. Barb Sapharas facilitated a Person Centered Thinking and Planning Training for all of the Individual Consultants and coaches. Jonathon Martinis, Esq., J.D., spoke to SSA and ECC staff from Richland and Crawford County on the topic of Supported Decision Making. The Center is the name of the mental health service provider funded by the MH Board and a part of the Catalyst network.**

- + Assist individuals to identify employment and day services outcomes as a part of the planning process**
 - » SSA held an in-house training on outcomes and the new Adult Day and Employment waiver services to educate staff on how to work with the teams to identify appropriate outcomes. Britta Hugh, Employment Navigation Specialist Technical Assistance Liaison with Ohio Association of County Boards (OACB), conducted half-day training with Individual Consultants (ICs) and providers on the outcomes and the new Adult Day and Employment waiver services.**

The three Individual Consultant Team Leaders reviewed each plan that was completed to ensure employment and day services outcomes were identified and offered technical assistance to staff as needed. The SSA team held another in-house training to discuss how to write effective and meaningful outcomes through the Person Centered Thinking and Planning process. Staff and providers attended a training offered by Barb Sapharas on updates to Person Centered Thinking and Planning and writing outcomes for plans.

- + Develop one-page profiles for individuals in residential, early intervention and preschool.
 - » During 2017, the majority of one-page profiles were completed for all individuals living in the group homes. One-page profiles have been completed on all currently enrolled preschoolers.

2016-2018 Goal # 2 – Capitalize on the unique abilities of the Richland County Board of Developmental Disabilities (RCBDD) to incorporate best practices.

- + Provide information and training to public and private schools in providing effective pre-school for special needs students.
 - » Nearly all public school districts in Richland County now have a special needs classroom in their own school district. Newhope preschool and therapy staff supported the play-based assessment process in Richland County. Therapists provided in-classroom consultation to the preschool classrooms and programs in Richland County that wanted ongoing consultation for children with special needs in their classroom during the school year.
- + Develop Community Partnership for Inclusion Team to support community daycares.
 - » The SSA and therapy teams worked closely with a local daycare provider to wrap services and supports around a young child in need of childcare while his mother worked.
- + Utilize existing facilities to meet the respite needs of eligible individuals.
 - » Respite services were provided at Raintree for five individuals during 2017.
- + Create a new best practice model for the Service and Support Administration function.
 - » The SSA Department continues to work on developing the SSA best practice standards.
- + Offer special training opportunities to private providers.
 - » The providers met bi-monthly to discuss current issues, share resources and learn about systems changes. Nine different training classes were held for providers during 2017.
- + Complete the development of and launch the autism resources website.
 - » While content development was nearly complete, the autism website launch did not occur and is being re-evaluated.
- + Incorporate new approaches to network security into the information technology infrastructure.
 - » The new SOPHOS suite of security products was successfully deployed mid-year, replacing six different security software products.
- + Residential services will identify and implement quality standards to meet the Quality Measure Initiative in Intermediate Care Facilities programming by July 1, 2017.
 - » The Ohio Department of Developmental Disabilities' (DODD) plan is to start collecting information in January of 2018 and the full implementation of the quality system will not begin until state fiscal year 2020.
- + We will collaborate with community partners to support the achievement of important life outcomes for children, teens and adults with Autism Spectrum disorders.

- » The Aspirations parent group was supported by speakers from North Central State College, National Alliance on Mental Illness, and the Director of the SSA program at the Richland County Board. This is the 5th year of a collaborative effort with Ohio State University/Mansfield, Catalyst Life Services, and Richland Mental Health and Recovery Services providing the eight-week social skills and vocational/college program for teens and young adults in the community.

2016-2018 Goal # 3 – Recruit, develop, support and monitor providers of community-integrated services to adults to ensure high quality providers are available to meet individual needs.

- ✚ Recruit sufficient providers to meet the varying and growing needs of individuals receiving services.
 - » During 2017, Newhope started working with eight new Homemaker Personal Care agencies, 10 new Homemaker Personal Care independent providers, and two new providers of non-medical transportation.
- ✚ Support providers in delivering quality services by offering available resources through the website.
 - » Funds from the Healthier Buckeye Grant were utilized to support the Direct Support Professional (DSP) Training class. This training program was offered by Madison Adult Career Center and included the DSPaths curriculum. Eight students completed the first class and seven students completed the second class during 2017.
- ✚ Collaborate with the provider community to develop a best practice model that providers can embrace and strive to achieve.
 - » The provider group continues to meet and is in the process of developing their mission statement and related goals. The group has adopted the REACH acronym (Respect, Encouragement/Empowerment, Alliance, Creativity and High Standard). This describes their vision for being a provider with an increased emphasis on quality that goes above and beyond basic compliance.

2016-2018 Goal # 4 – Increase individual success in community employment and community integration.

- ✚ Ensure all individuals over the age of 13 are exploring their path to employment.
 - » There were several successful paid internships secured by individuals with the help of the ICs and the Employment Navigation Specialist during 2017.
- ✚ Increase opportunities for individuals looking for employment by developing relationships and collaborating with community partners as well as increasing awareness of viable resources through the Employment Navigation function.
 - » There were a number of new relationships and community partnerships developed via the employment navigation function's staff during this past year.
- ✚ Meet the outcomes established by the Opportunities for Ohioans with Disabilities contract relationship (Vocational Rehabilitation Public Private Partnership). Maintain approximately 240 open cases, have 102 active plans and support 45 individuals to be successfully employed.
 - » As of the end of September (the end of the 2016-2017 contract period) there were 246 open cases (102% of the target), 99 active plans (97% of the target), and 46 individuals successfully employed (102% of the target). The target percentage for this time period for

active plans and successfully employed was 100%.

2016-2018 Goal # 5 – Continuously improve operations to support long term sustainability.

- ✚ Strengthen communications with all stakeholders regarding fiscal stewardship and the county board's ongoing responsibilities for providing oversight and funding for provider partners.
 - » County board funding and waiver match were included in a speech to 26 members of Leadership Unlimited during Community Awareness Day. Two editions of The Scoop newsletter included brief 'Did You Know?' facts which described how the RCBDD pays for the local Medicaid match, regardless of provider, and that the Board uses local dollars to pay for 100% of Early Intervention (EI) services. A new agency brochure includes information about sources of Board funding and notes that the Board funds the local Medicaid waiver match. Presentations about Richland Newhope and its funding sources were made to the Kiwanis Club of Mansfield, the Ontario Growth Association, and the Mansfield Civitan Club during 2017.
- ✚ Create and/or update agency informational, promotional materials, including the agency video and an electronic newsletter.
 - » During 2017 a twice-monthly electronic newsletter called 'The Scoop' debuted. The redesigned agency website also debuted and distribution of a new agency brochure began.
- ✚ Research the timing, amount, and degree of support for a levy request to the county commissioners.
 - » The Fiscal Department began to research and gather information concerning a future levy request.
- ✚ Create a providers, families and individuals speakers bureau to promote the agency's mission.
 - » No outcome was provided. The timing of this objective was moved to 2018.
- ✚ Use technology to improve the effectiveness and efficiency of operations, for data collection and analysis, and for a mobile workforce.
 - » The Information Technology (IT) Department developed a Human Resource (HR) module and a Fiscal module in the document imaging system, Intellivue, so the departments could begin scanning in past information. An internal database was created by the IT Department to help track online training that employees have completed. The HR Department has been working with the IT Department to incorporate a paperless new hire system.
- ✚ Maintain financial accountability and sustainability.
 - » In 2017, contracts were negotiated with RNI, Inc. for the lease of buildings, vehicles, and staff to ensure financial accountability. Both Head Start and the Richland County Community Health Access Project (CHAP) contracts were successfully negotiated. Each entity is paying a fee for leased space. The 2016 cost report was submitted to DODD on 08/30/2017. The agency ended 2017 at 101.78% of its annual budgeted revenue.
- ✚ Maximize the use of state and federally funded waiver programs to remove individuals from the waiting list.
 - » During 2017, 10 individuals were enrolled on state funded Individual Options (IO) Intermediate Care Facilities (ICF) Exit waivers, three individuals were enrolled on state funded IO Diversion waivers, five individuals were enrolled on state funded waiting list reduction Self-Empowered Life Funding (SELF) waivers, and two individuals were enrolled on state funded waiting list

reduction IO waivers.

- ✦ Determine individuals' on-going service needs and project annual waiver enrollment.
 - » For calendar year 2018, the projected annual waiver enrollment was entered into the state database; we are projecting that we will enroll 12 individuals on the IO waiver, seven individuals on the SELF waiver, and 45 on the Level 1 waiver.
- ✦ Identify methods and measures to improve operations in each department and agency wide to strengthen the efficiency and effectiveness of the workforce.
 - » Residential, Fiscal, Operations, and Transportation began to share a position in 2017 in order to reduce staffing at all needed areas.
- ✦ Transition out of being a provider of childcare services.
 - » Appleseed Childcare closed in June 2017; children found other childcare supports with our help, and remaining staff were reassigned.
- ✦ Attain a successful outcome from the upcoming Ohio Department of Developmental Disabilities' accreditation review.
 - » Despite having to reluctantly get two plans of correction approved, Newhope received the maximum term of three years of accreditation from DODD.

2016-2018 Goal # 6 – Staff actively engages in and supports the mission and goals.

- ✦ Engage staff as spokespersons about the agency's mission and vision.
 - » Talking points were finalized and added to business cards starting in November.
- ✦ Align hiring processes with resources to competitively recruit, successfully hire, and retain individuals with skills and characteristics that support the mission, vision, and values.
 - » An HR Specialist attended a career fair at Ashland University, participated in the Richland Area Chamber of Commerce job fair and was able to set up appointments for four applicants to be interviewed. The Board approved a contract with Career Builder to advertise employment opportunities available on a platform that reaches a greater number of applicants. Social Media is currently being utilized to try to recruit direct service staff. Through the use of social media and online advertisement, we received over 500 applications for various positions in 2017. The Board approved an increase for 2018 to the retention bonus for Habilitation Technicians in order to try to retain staff.
- ✦ Improve staff retention and morale by providing coaching, mentoring, specific recognition, and leadership development activities.
 - » An SSA IC Team Leader is currently completing a succession plan for the SSA Director position. One HR Specialist attended a training developed for new leaders, three staff from the SSA Department participated in the mini Leadership Unlimited class, one staff from the Fiscal Department graduated from Leadership Unlimited in 2017, and one staff member from HR attended a two-day leadership development class. Employees of the Month and Year were selected during 2017. There was still a high level of turnover within two specific departments and this will be addressed in 2018.