



2020

ANNUAL PLAN

C U Y A H O G A C O U N T Y
Board of Developmental Disabilities

2020 Annual Plan

The mission of the Cuyahoga County Board of Developmental Disabilities is to support and empower people with developmental disabilities to live, learn, work and play in the community.

Values of the Cuyahoga County Board of Developmental Disabilities

Our values guide CCBDD's mission, planning efforts and the ways we operate:

SELF DETERMINATION

People with developmental disabilities and their families are the primary decision makers in the management of their lives and are supported to pursue what is important to them.

INCLUSION

People with developmental disabilities are able to access and participate fully in the community where they are welcomed, included, supported and celebrated.

INNOVATION

People with developmental disabilities have access to new and innovative options to meet their needs and help them achieve their goals.

POSITIVE EXPERIENCE

People with developmental disabilities are supported with services that meet their needs. All interactions exceed expectations and satisfaction.

HEALTH & WELL-BEING

People with developmental disabilities have access to needed health care and the best quality of life possible, with zero tolerance of abuse and neglect.

PROFESSIONALISM

People with developmental disabilities will be served by staff who show respect for others and work with integrity, striving to do their very best for all those served.

GOAL 1: People have access to needed supports.

Strategies	Objectives	2020 Annual Plan Outcomes
Improve access to supports through user-friendly and effective methods	Provide exceptional, person-centered service	<ul style="list-style-type: none"> ▪ Implement agency-wide customer service training and other initiatives with emphasis on person-centeredness. ▪ Revise all position descriptions to emphasize customer service and person-centeredness. ▪ Implement agency-wide customer satisfaction survey with people served and families during fourth quarter to determine effectiveness and identify next steps for 2021.
	Direct financial resources to individuals with developmental disabilities: <ul style="list-style-type: none"> ▪ Reduce or eliminate the wait list ▪ Expand Family Supports Program 	<ul style="list-style-type: none"> ▪ Enroll at least 360 new people on Medicaid HCBS waivers (net increase of 150) and maintain the waiver waiting list at 100 or fewer people throughout the year. ▪ Expand Family Support Program enrollment from 2,000 to 2,500.
	Provider selection is effective and efficient	<ul style="list-style-type: none"> ▪ Identify, collect, and share additional useful information with people served and families as part of the provider selection process.
Streamline Cuyahoga County Board of DD operations	Simplify all processes	<ul style="list-style-type: none"> ▪ Identify at least one process or procedure within every department to be simplified and demonstrate a positive impact on people served and their families.
	Develop a culture promoting cross-department communication and collaboration to better serve people with developmental disabilities	<ul style="list-style-type: none"> ▪ Implement training for leadership team and then all agency staff regarding collaboration, agency synergy, and employee engagement. ▪ Develop strategies based on training received. ▪ Hold one all-agency staff meeting to review CCBDD values and three-year strategic plan goals by 4/30/20.

GOAL 2: People receive person-centered, quality supports.

Strategies	Objectives	2020 Annual Plan Outcomes
Ensure people are leading the lives they want	Increase the number of people who are active participants in the team planning process	<ul style="list-style-type: none"> Establish baseline. Increase the percentage of people reported by their SA who actively participate in or lead the team planning process by at least 15%.
	Be proactive in preventing abuse, neglect, and other health and safety concerns	<ul style="list-style-type: none"> Explore use of technology with service providers for abuse prevention. Present information to 32 external organizations on how to prevent, recognize, and respond to abuse, neglect, or other health and safety concerns. Review up to 12 prevention plans each month in order to verify that sound preventative measures have been implemented and fulfilled at the direct care service level.
	Provide opportunities for self-advocacy	<ul style="list-style-type: none"> Plan and facilitate at least three events, hosted by the Good Life Ambassadors, allowing at least 60 people (advocates) the opportunity to increase knowledge and/or address areas of concern. Support People First of Ohio to identify strategies to increase participation and advocacy. Host one Project STIR regional meeting in Cuyahoga County and at least one other Project STIR training event.
	Increase the number of people who are active members of the community	<ul style="list-style-type: none"> Develop a process for determining degree of community integration and satisfaction. Determine baseline.
	Increase the number of people who are competitively employed	<ul style="list-style-type: none"> Increase the number of people who are competitively employed from 940 to 1,150.
Support providers to deliver high-quality, community-integrated services	Assist providers to be ready, willing, and able to meet the needs of all people	<ul style="list-style-type: none"> Identify at least five new strategies to assist providers deliver quality services. Develop a coordinated training plan for providers, including using technology to improve efficiency of training. Provide technical support to 15 providers regarding individualized schedules for day services.
	Assess provider capacity to identify and address gaps in service	<ul style="list-style-type: none"> Begin to identify and collect information on provider locations, specialties, strengths, etc. Improve process of tracking referrals in Provider Search Tool (PST) and use information collected to match people to qualified providers.

GOAL 3: People are supported with innovative solutions and options.

Strategies	Objectives	2020 Annual Plan Outcomes
Collaborate with families and the community to identify and increase options available	Develop and try new models for: <ul style="list-style-type: none"> ▪ Housing ▪ Transportation ▪ Recreation/leisure 	<u>Housing</u> <ul style="list-style-type: none"> ▪ Identify at least three new ideas/models and determine initial feasibility and estimated cost to CCBDD. ▪ Develop plans to implement one idea/model in 2021. <u>Transportation</u> <ul style="list-style-type: none"> ▪ Identify at least three new ideas/models and determine initial feasibility and estimated cost to CCBDD. ▪ Implement at least one new idea/model by the end of 2020. <u>Recreation/Leisure</u> <ul style="list-style-type: none"> ▪ Finalize plans to direct funding for recreation and leisure activities to people served rather than to programs. ▪ Identify at least five new ideas/models and determine initial feasibility and cost to CCBDD. ▪ Implement at least one new idea/model by the end of 2020. All Objectives: Share ideas with people served, families and providers.
	Develop and support community collaborations to meet needs and expand options for individuals	<ul style="list-style-type: none"> ▪ Develop at least 10 new partnerships/collaborations with community leaders in order to encourage and promote new opportunities for people to participate in activities also available to general public. ▪ Determine baseline number of activities and participants.
	Promote use of post-secondary education options	<ul style="list-style-type: none"> ▪ Determine baseline number of people enrolled in post-secondary education. ▪ Research existing partnerships/collaborations with colleges and universities in Ohio. ▪ Collaborate with at least one area college/university enabling additional people to attend, beginning in 2021.
Promote the use of technology	Educate and support providers in delivering innovative solutions	<ul style="list-style-type: none"> ▪ Host a “technology summit” for providers to include vendors, speakers, and demonstrations of how technology can improve service delivery.
	Promote use of technology to achieve independence and explore new technologies that help people live better lives	<ul style="list-style-type: none"> ▪ Support 500 people in visiting the CLE/ATV. ▪ Follow up with visitors to determine the number of people who begin using a new assistive technology tool or device as a result of their visit. ▪ Increase independence, safety, and/or participation in various settings by 300 people due to trials of equipment from the lending libraries.

GOAL 4: People recognize and value the Cuyahoga County Board of DD.

Strategies	Objectives	2020 Annual Plan Outcomes
Increase community outreach, build relationships, and become the go-to resource	Expand community outreach efforts to individuals with developmental disabilities and their families	<ul style="list-style-type: none"> ▪ Develop a plan for outreach efforts, including a consistent message and staff responsible for specific outreach efforts. ▪ Identify at least 10 new places/entities to target for outreach in order to reach at least 100 new people.
	Further develop the community's ability to include people with disabilities	<ul style="list-style-type: none"> ▪ Develop at least 10 new partnerships/collaborations with community leaders in order to encourage and promote new opportunities for people to participate in activities also available to general public. ▪ Determine baseline number of activities and participants.
	Maintain a state of the art website and other tools/methods that promote timely, accurate and easy to access information	<ul style="list-style-type: none"> ▪ Monitor new website; make changes and improvements based on feedback received. ▪ Develop and implement a plan for using direct communication strategies to share important information with people served and their families.
	Be a driver of change at the local and state levels	<ul style="list-style-type: none"> ▪ Actively promote discussion and problem solving at the local and state level in order to improve significant barriers to quality services.
Strengthen organizational effectiveness	Develop and maintain a person-focused and innovative thinking culture	<ul style="list-style-type: none"> ▪ Implement training for leadership team and then all agency staff regarding creative thinking and innovation. ▪ Develop strategies for 2021 based on training received. ▪ Hold one all-agency staff meeting by 10/31/20 to inspire staff to think and respond creatively.
	Develop an organizational structure with effective and outstanding leaders	<ul style="list-style-type: none"> ▪ Revise table of organization to reflect discontinuation of direct service role and focus on customer service, outreach, innovation, etc. ▪ Provide a team building event for managers regarding collaboration, agency synergy, employee engagement, and creative thinking by 7/30/20.
	Recruit, develop, support, value, and retain the best employees	<ul style="list-style-type: none"> ▪ Conduct a comprehensive study of salaries and allocation of staffing, including all positions. ▪ Develop strategies based on findings.
	Maintain financial stability	<ul style="list-style-type: none"> ▪ End year with planned budget surplus of \$4.5M. ▪ Study benchmarks of other county boards of DD and similar agencies to use in budget planning for 2021.
	Use technology to streamline work and track metrics	<ul style="list-style-type: none"> ▪ Implement at least three new multi-departmental initiatives to use technology to improve staff efficiency and customer service.

GOAL 4 (cont.): People recognize and value the Cuyahoga County Board of DD.

Strategies	Objectives	2020 Annual Plan Outcomes
Strengthen organizational effectiveness	Evaluate building usage and staff office space	<ul style="list-style-type: none">▪ Assess at least six current CCBDD buildings for future potential use.▪ Assess staff needs for office space, including amount of time in office vs. community, need for desk space, etc.▪ Develop recommendations based on findings.