

WAYNE COUNTY BOARD OF  
DEVELOPMENTAL DISABILITIES

2010  
ANNUAL PLAN

January 1 to December 31, 2010

ADOPTED BY THE WAYNE COUNTY BOARD OF  
DEVELOPMENTAL DISABILITIES

**DECEMBER 15, 2009**

Ohio Department of Developmental Disabilities  
Three Year Accreditation

Council for the Accreditation of Rehabilitation Facilities  
Three Year Accreditation

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# **Wayne County Board of Developmental Disabilities**

## ***Introduction to the 2010 Plan***

This Annual Plan is developed in compliance with section 5126 of the Ohio Revised Code and Rule 5123:2-1-02 of the Ohio Administrative Code. The Plan will be adopted by the Wayne County Board of Developmental Disabilities at its December 15, 2010 Board meeting. This Plan represents input provided by the Wayne County Board of Developmental Disabilities employees, parents and guardians of enrollees, enrollees, residential providers, public schools, agencies, Board and members of the Wayne County community.

A public hearing was conducted on December 4, 2009, from 8:00 a.m. to 4:00 p.m. to solicit public input and comments to the plan.

Although it is not possible to address every area of need, this Plan represents what is considered to be the priority needs that may be addressed by the Wayne County Board of Developmental Disabilities during 2010. Some of the goals and action steps contained in the plan are a result of information and recommendations resulting from our Ohio Department of DD Accreditation review, annual self reviews, as well as our Council for the Accreditation of Rehabilitation Facilities (CARF) review held during June 2007.

The goals and action steps are subject to change; modification or deletion during the year and may be made at the discretion of the Wayne County Board of Developmental Disabilities. Additional goals and action steps may be added to this plan at the discretion of the Board.

The approval of this plan does not indicate obligation of the Board to fund each component of the Plan. Although there has been an effort made to assign financial resources to each area, the Board is not obligated to expend those resources without further discussion and details concerning the expenditures. The resources assigned to each component are an estimate of expenses. During 2010 it will be necessary to budget conservatively in an effort to extend the life of the levy and aggressively seek all available federal resources. We must be aware of the impact of the current economic condition of our community, state, and country as we develop the goals and objectives that we plan to achieve. It is likely there will be further budget cuts imposed on us from the Ohio Department of DD during calendar year 2010.

This Plan provides a direction for the Program. To be successful this plan will require further discussion and detail. There must also be enough flexibility to allow change based on the judgment of the Board.

**Wayne County Board of Developmental Disabilities**

Don Bogner Paul Crowley, M.D. Diana Frazier  
Marvin Luginbuhl Cheryl Rodak Gary Schar Beverly Wire

**John A. Tooley**  
Superintendent

Office Manager  
(1)

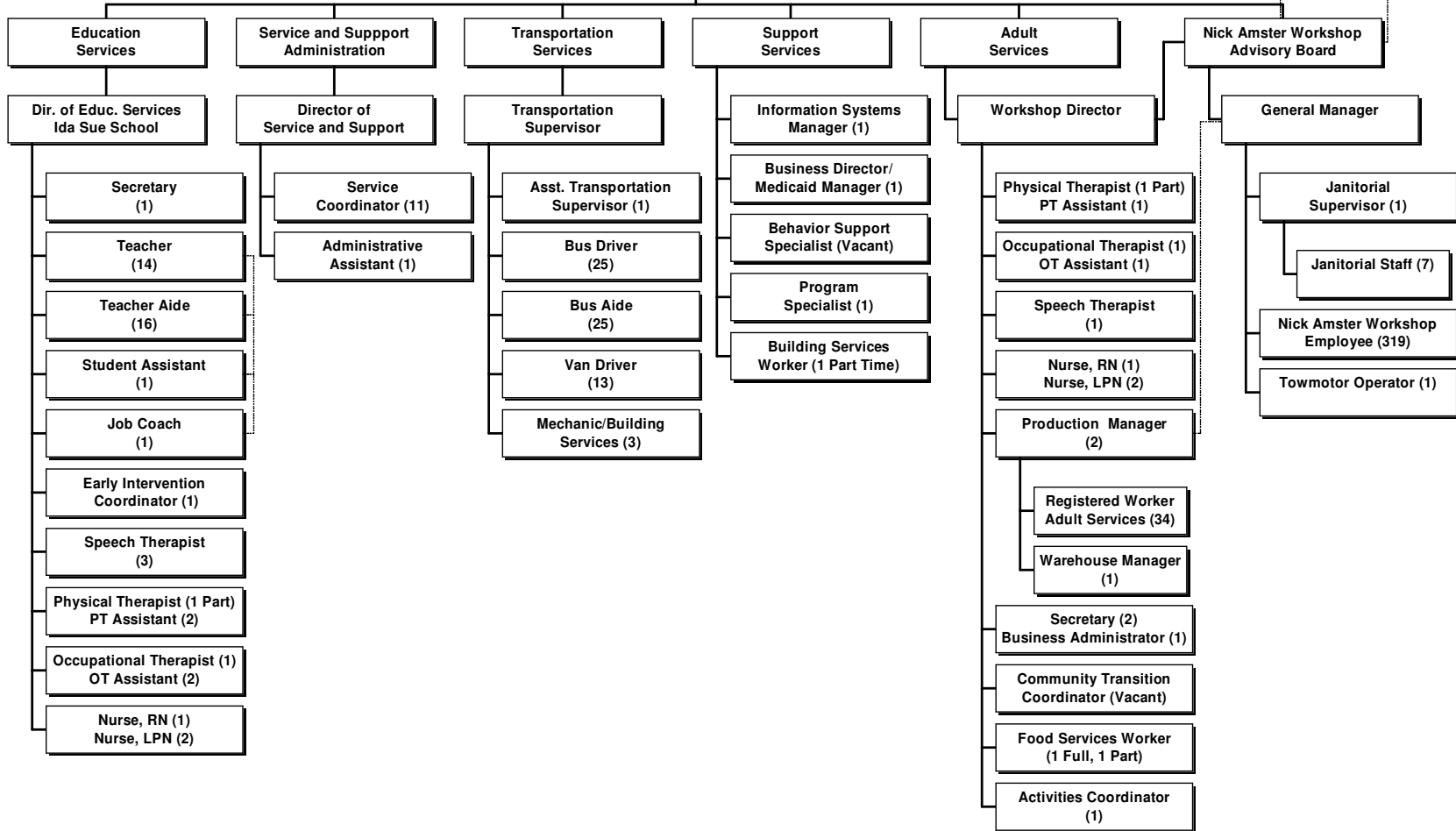
Assistant Superintendent  
(1)

Quality Assurance  
Specialist (1)

Payroll (1)

Investigative Agent (1)

Accounting (1)



# **Mission Statement**

The mission of the Wayne County Board of Developmental Disabilities, in partnership with enrollees, families, staff, and the community, is to provide choice and options based on individual and family preferences enabling a quality of life satisfying to the individual in learning, living, working, and participation in the community.

# Wayne County Board of Developmental Disabilities

## *Vision Statement*

The Wayne County Board of Developmental Disabilities exists to serve Wayne County children and adults with Developmental Disabilities. This is accomplished by providing comprehensive programs in the areas of early childhood, pre-school, school age, adult services, service coordination, behavior support, residential services, family support, and transportation services. To fulfill this vision, it is necessary to employ a strong dedicated staff committed to recognizing the rights and embracing the responsibility for meeting the individual needs of each enrollee. It necessitates providing resources that enable employees to complete their tasks in the most efficient and effective manner possible. It requires a community that is supportive of the program including its policies, practices, staff, administration, and Board. Most importantly, it requires everyone to have a consistent desire to enable persons with Developmental Disabilities to be responsible, make informed choices, indicate their preferences and desires, and to work toward maximizing their independence through self determination.

With each of the ingredients listed above and using a comprehensive annual planning process, the Wayne County Board of Developmental Disabilities will move toward:

- ◆ Assisting individuals served with making responsible informed choices and maximizing independence through self-determination without sacrificing health and safety.
- ◆ Providing supervision that ensures the health and safety of the individual.
- ◆ Providing services and support through the Individual Family Support Plan, Individual Education Plan, and Individual Service Plan process that meets the needs of each individual served and results in the development of a Plan that addresses each aspect of the person's life.
- ◆ Providing a safe and healthy environment.
- ◆ Providing quality assurance in the provision of services to children and adults with Developmental Disabilities.
- ◆ Demonstrating accountability through individual and program accomplishments and outcomes that address the preferences, choices, and needs of children and adults with Developmental Disabilities and their families.
- ◆ Working in partnership with educational systems, industries and companies, families, and community agencies to maximize services to children and adults with Developmental Disabilities in the most appropriate and least restrictive environment.
- ◆ Providing leadership, information, and services for all children and adults with Developmental Disabilities, their families, and the Wayne County community.
- ◆ Increasing awareness about the Bill of Rights for persons with Developmental Disabilities.
- ◆ Making residential housing a reality through careful team planning, implementation of the various Medicaid Waiver programs, acquisition of property, and program development that addresses the needs of the individual in the area of home and personal care and independent living.
- ◆ Providing safe and dependable transportation for enrollees using a well-trained and dependable staff.
- ◆ Providing a positive behavior support system that is directed at protecting the individual from harm and enhancing their quality of life.

- ◆ Providing families with services, supports, and information in order that they might live in a stable home, enjoy membership in a family, participate in the life of their community, and experience enduring relationships with family and friends.
- ◆ Embracing a zero reject policy by allowing all individuals who chose to receive services through the Wayne County Board of Developmental Disabilities the best in scope and quality of services.
- ◆ Providing an effective and efficient program by using the financial resources in a prudent manner.

## **Financial Consideration**

The annual plan will be used for financial decision-making and assigning resources to programs based on a plan to address the preferences and needs of each individual served. The Wayne County Board of Developmental Disabilities will be held accountable to the people of the Wayne County for providing the best services possible, with the resources available, enabling greater independence for each individual served, providing quality services to people with Developmental Disabilities and their families, maintaining safe and healthy environments, and using financial resources prudently. Due to changes in resources it will be necessary to plan most conservatively for 2010. The carryover from 2009, together with the anticipated receipts, will present a challenge related to expenditures in 2010.

# NOTICE OF PUBLIC HEARING

Wayne County Board of  
Developmental Disabilities

Friday, December 4, 2009  
8:00 a.m. to 4:00 p.m.

Ida Sue School/Nick Amster Workshop  
Administrative Conference Room  
266 Oldman Road, Wooster, Ohio

This hearing allows for public input to the  
2010 Annual Plan

The public is invited to review a draft  
of the 2010 Annual Plan  
and provide comments and input

## Public Notice

Notice of Public Input to the Wayne County Board of Developmental Disabilities Annual Plan for 2010.

The Wayne County Board of Developmental Disabilities will hold a public forum on Friday, December 4, 2009, from 8:00 a.m. to 4:00 p.m. for the purpose of receiving public input to their 2010 Annual Plan. The Public Forum will be held in the administrative conference room at the Ida Sue School/Nick Amster Workshop, 266 Oldman Road, Wooster, Ohio 44691. The public is invited to come in throughout the day to review a draft of the Plan and provide comments and input.

Run Date: November 2, 2009

Please bill: Wayne County Board of MRDD  
266 Oldman Road  
Wooster, Ohio 44691  
(330) 345-6016

**WAYNE COUNTY BOARD OF  
DEVELOPMENTAL DISABILITIES**

*Ida Sue School – Nick Amster Workshop – Service Coordination  
Residential Services – Family Resource Services –  
Transportation Services*

December 4, 2009

To: Public Hearing Participants  
From: John Tooley, Superintendent  
Re: Participation in the Public Hearing

Thank you for taking the time to attend the Public Hearing of the Wayne County Board of Developmental Disabilities. The purpose of this hearing is to provide the public constituency with the opportunity to view a draft of the 2010 Annual Plan of the Wayne County Board of Developmental Disabilities and provide comment and input.

Your input and comments are important. Please provide me with your written comments or express your comments to the Administrator who will record them. A record of your comments will be contained in the Annual Plan document and will be considered as we develop and adopt the 2010 Annual Plan. Please understand that not all items submitted will be included in the 2010 plan. They will be prioritized and given continuous consideration. The constraints of time and resources prohibit addressing every need in one year.

Again, I thank you for taking the time and interest to assist with the planning process.

# Wayne County Board of Developmental Disabilities

## 2010 Annual Plan

### Public Input

December 4, 2009

1. There was no input provided at the Public Hearing

2.

3.

4.

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# WAYNE COUNTY BOARD OF DEVELOPMENTAL DISABILITIES

## 2010 CONTINUOUS IMPROVEMENT SURVEY

130 Responses

The Wayne County Board of Developmental Disabilities has fulfilled many goals and objectives over the past year. It has been a challenge, considering the condition of the State budget. The Ida Sue School and Nick Amster continue to comply with State rules and regulations. We were awarded a three-year accreditation from the Ohio Department of Developmental Disabilities and also accredited by the Council for the Accreditation of Rehabilitation Facilities. We continue to serve and meet the needs of over 600 individuals with disabilities. We are committed to continue on the course of improving the quality of life for each enrollee in our program. In an effort to continue to improve services, we believe it is important to receive input from you.

PLEASE COMPLETE THE FOLLOWING SURVEY AND RETURN IT BY NOVEMBER 13, 2009  
TO:

John A. Tooley, Superintendent  
266 Oldman Road  
Wooster, Ohio 44691

Please check one. I am a:

- 9 Parent of a child enrolled in the Early Intervention Program
- 11 Parent of a child enrolled in the Pre-School Program
- 17 Parent of a child enrolled in the Ida Sue School Program
- 26 Parent of an adult enrolled in the Nick Amster Workshop
- 38 Wayne County Board of MR/DD Staff Member
- 5 Residential Provider
- 14 Adult enrolled in the Nick Amster Workshop
- 1 Community Member
- 8 Agency Director
- 2 School Superintendent
- 1 Social Worker
- 4 Other - please describe Legal Guardian, advocate, sister, brother

Please check the services that you receive or are familiar with from the Wayne County Board of Mental Retardation and Developmental Disabilities

- |                              |  |                       |
|------------------------------|--|-----------------------|
| <u>35</u> Early Intervention | <u>34</u> Preschool  | <u>24</u> School age  |
| <u>47</u> Adult              | <u>43</u> Service Coordination                             | <u>10</u> Residential |
| <u>69</u> Transportation     | <u>3</u> None but I work in collaboration with the program |                       |

How would you rank the **overall quality of service** provided to the children and adults enrolled in the program?

75 Excellent      48 Good      2 Fair      \_\_\_\_\_ Poor

What do you think we could do better to serve children and adults with disabilities? *Meet their needs even better; More staff; To better serve our individuals the behavior specialist could work with staff in training staff in preventative measures, also warning signs to look for in individuals with behavior plans; Need more bathrooms built, hire an aide to work in NAW kitchen, need additional recliners for individuals; Continue to improve transition services for children and adults (EI PS School-age adult services residential services); We now have adequate staff in pre-school. We hope it will stay; Provide more activities to the individuals at Oldman. It seems that too many of them just sit with little to no interaction; For the adults, I would like to see service coordinators take more interest in the individuals. We see them once in awhile, and some not at all until IP time. I would also like to see S.C. escort individuals around to different day habs, not just send them there. Check on them. They appear to be distancing themselves from the workshop; Improve restrooms, fix all lights that are burned out or are in need of repair. Better heat. Some days the temperature is in low 60s. Many clients complain of being cold. Temperature in upstairs office area and service coordination is always warm; Job coaches for work in community. Provide all info for services and procedures to the local special needs administration and teachers in county. Right now you have to know the questions to ask to get answers; Yes, get us work, I like to spend money and have not had much work; They don't have work, it's boring. I would rather stay home; Too many clients disobey the handbook rules. Rules more strict. Supervisors and clients prohibited from having cell phones. Clients prohibited from being beyond yellow safety lines with headphones. If so clients have his or her headphones or portable CD player taken away after first warning; I think that they should have more work and better pay for the work that we do; I don't have any children with physical disabilities besides mental problems, but can both work with supervision; I know times are difficult presently; however, the idle time during the day for my daughter is frustrating for her. I am grateful for her activity after the lunch hour as she cleans the lunch area. However, it is a battle every morning to encourage her to go to WIC, she is bored and sleeps there – I can keep her busy here on the computer, helping her to read, doing math, learning and teaching – this I am disappointed about the downtime at WIC. Again, I know everyone there is doing their best; Again – the quality of substitute work leaders are a problem. No combination of care; You do good work; Influence public policy more; I think the system parts I am familiar with are very well done. I have had experience in other counties and Wayne does it well; Clients have been well served; Keep up the good work!; Have the opportunity for people to work and do things with the children and adults, plan activities, outings, and things for them to do as a group; I think that you do very well with these kids and adults; Nothing...amazing; Just moved to Wayne County – not really sure of all that is available to my son; Fix all the lights that are burned out or in need of repair. Better heat, some days the temperature is in the low 60s (WIC) Many clients complain of being cold. Temp in upstairs office area and service coordination is always warm; Provide more resources and variety in service delivery; Without better funding many improvements I would like to see are difficult, i.e. hiring help for speech, OT, & PT departments. In an ideal world, since all 3 of those areas are critical to meeting the needs of clients, we would add full-time staff to each area. In the classrooms, the student to staff ratio is very good; Make sure they are bathed; I think that you do very well with these kids and adults; Nothing...amazing; Just moved to Wayne County. Not sure of all that is available to my son; What social activities my daughter could be involved in – in the community i.e. dances-movies-horseback riding- sports, etc. What is available to her as a teenager – young adult?; Influence public policy more; I think the system parts I*

*am familiar with are very well done. I have had experience in other counties and Wayne does it well!; Clients have been well served; I think you do a very good job over and beyond. Thank you; None at this point and time; Expand the buildings; Available service coordinator that stays in touch with client other than ISP meetings. A list of available services provided by MRDD for adult clients. A list of available community services other than what MRDD provides (i.e. moving, legal services, childcare services. Checks and balances of providers – they are paid to provide services to clients (i.e. are they showing up? Is client getting all hours stipulated on ISP?); They don't have work, it's boring. I would rather stay home; There is no enough work for the adult program; Ignoring the economic climate – expanding more independent living residences and the employability of teen and adults with DD would be wonderful; We need to follow through better on language therapist recommendation for communication strategies, Staff tend not to use PECS/augmentative devices sometimes stating that they have their own way to communicate with them; Have a speech and occupational therapist that will serve the homebound children;*

How easy is it to **access services** from the Wayne County Board of Mental Retardation and Developmental Disabilities?

66 Very Easy    34 Somewhat Easy    1 Not Easy At All    \_\_\_\_\_ Very Difficult

Comments: *Sometimes if asking the right people and right question; Eligibility requirements sometimes are difficult to understand;*

Do you believe that the needs of the children and adults enrolled in the program are being met?

102 Yes    7 No

Comments: *I believe that the quality of care is second to none. Also, Many individuals have surpassed expectations of staff – physically, cognitively, and behavior; Excellent providers; For the most part, with only a PTA and part time OT not all needs are met; I think our overall program is one of the best in the state; There is always room for improvement but I do believe we are better in this area than a year ago. The addition of the autistic unit in the school although still in the beginning stages is a plus. Excessive/repeated behavior problems in the classroom need to be more thoroughly examined; For the most part, yes, but they need to have more respite care and there are people wanting to do it but don't know about how to get information so the children and adults can get out and do more things; Yes, from what I have learned so far; Me, as a single 90m, I need to network with other families to have more fun and social opportunities open to my daughter. Weekends she spends a lot of time w/her father so we haven't been involved in the Family Resource get togethers. But would like to do so in the future and whatever is available, too; I believe this county has an outstanding program; Can't think of any right now, well, there is one. The food service is excellent at sometimes reasonable prices; I think we do an excellent job offering opportunities in a wide variety of areas; Have open house often; Some needs are being met. Others are ignored. Service coordinator does not stay on top of current events. Does not actively seek support for services that MRDD cannot provide (i.e. moving, legal aid); Again, more help for work in the community; No because we need to keep busy. We have not had work. Why do we have to come to work and be bored. We might as well stay home when no work; No work; Like the new building; I am concerned, again, about the lack of things to do – being idle, bored, not busy; Overall year. We need to meet need of higher functioning individuals with more community placements. We need to meet*

*lower functioning individuals' needs with more activities they will respond to; Both my children need speech and occupational therapy at home. They cannot be taken to the center; Yes - we are given recommendations and instruction on things to work on to improve our child's development;*

What are your impressions of the **facilities**?

62 Great      48 Good      9 Adequate           Poor      1 N/A

*Comments: Facilities are well kept up and clean. WIC is a great improvement for workshop clients; Handicap stalls are on the small side; Need more funds and need more bathrooms; So glad I work here. If there is a better job out there I do not know what it would be; The WIC could be cleaner especially the bathrooms. Lights at WIC need to be fixed; Oldman Road is great, WIC is between good and adequate; Colorful, visually stimulating classrooms and workshop areas promote a positive environment; They are clean and very well maintained; I'm most familiar with Gault Family Center (the outdoor ramp for wheelchairs is not the best but I understand the complexities of an old building); They have a lot for the children to use to help them learn. But they could always use more; Everyone needs more space to complete their services; The other area we moved from was small and not as many services available; Organized, bright, good space; At Oldman facility could look at ways to make the workshop more efficient in cooling and heating also noise reduction ideas. Perhaps this has already been looked at; Thank goodness for WIC; They could always use more modern therapy equipment. Instructors need to be retrained often; Nice, clean environment. Personable receptionist; It's cleaner and more room; More room to move than old building; The floor at WIC needs to be fixed; Always clean – everyone is always very helpful; WIC is cleaner, lighter, better environment; They keep getting better especially with the WIC facility being added; Area 4 is overcrowded. It is better with dividers;*

What therapy services does your child or adult receive? (Check all that apply)

32 Physical Therapy  
30 Speech Therapy  
30 Occupational Therapy

How would you rate the **therapy services** that are provided to the children and adult enrollees of the program?

44 Excellent      34 Good      1 Fair           Poor      22 N/A

*Comments: Emily does a wonderful job!; Emily, the PTA, is excellent with our individuals, we have seen an improvement in a short time with an individual she is working with; PTs and PTAs provide excellent services. Speech therapists have a heavy caseload and are spread thin, but work at providing coverage. OT does more consulting than actual therapy in workshop; What I see is excellent; New PTA in workshop is great; Our therapists in all 3 areas (speech, OT, PT) are very good although stretched extremely thin by caseloads. Additional therapists would be very beneficial if funding was available; They have done an excellent job on their services; They work really well with my son. I have seen an improvement; I had a brief chance to meet with the therapist and the time I spent with them they seemed very involved; Good from an administrative perspective; Excellent for children. Fair-poor for adults; Could use fulltime OT; Children need more personal training; I'm sure Becky still receives speech therapy; I do not have a direct service relationship with service but I refer to them without hesitation; PTA has been excellent in assessing and providing new and appropriate therapies with our individuals.*

*Would like to see OT do a little bit more; Cathie is awesome; They all do a great job – skilled but patients and caring at the same time;*

How would you rate the **nursing services** provided by the program?

62 Excellent    38 Good    1 Fair    \_\_\_\_\_ Poor    16 N/A

*Comments: Nurses are receptive and responsive to client needs; All of the nurses are wonderful and caring; The nurses are compassionate, caring and very good with the individuals even in stressful situations; Nurses are easily accessible for staff and individuals. Provide excellent information for staff and individuals; Nursing staff cares!!; I think we need one more RN in the workshop. Judy is spread too thin. She should be able to teach class but has no time. Marion and Jane are the best; Between good and fair. Sometimes when I take a client to the nurse their attitude is bad. It's like you're bothering them. I don't think that they realize they are here for the clients. There seems to be a lot of power playing between them; Top notch, especially Tobie Snow, who is always compassionate, professional and efficient; They stay on top of things with great communication with notes and calls, excellent job; Abrahm used to be on one med do Kathy would have to give it to him; She has called me when needed and sends notes home when other children have something that my child could get; Kathy is very informed on all issued; The nurses are excellent; Tobie has a great personality and does a great job; Not real familiar but what I see seems good; I love the notes from the nurse because I am not usually up to date on things and she is so thorough; Those gals are very helpful and always pleasant; A quarterly exam should be done to see that children are in good health; Have always been on top with answers to questions; Would like to see more done with med programs for individuals small ranges of functioning; They do a great job as well and the telemedicine program has been helpful, too, with the nurses' skills;*

How would you rate the **educational services** provided by the Ida Sue School?

42 Excellent    26 Good    2 Fair    \_\_\_\_\_ Poor    29 N/A

*Comments: All teachers and aides are great; Most of the teachers care. A couple are marginal. Most are swell; Most teachers and assistant are truly doing the best they can. Some could improve. Classroom environments need to be positive and upbeat. Data needs to be truthful and accurate; They put a lot of time in class work teaching them the importance of everyday living and life experiences; The teachers are great. I can't understand why they would wear such low cut tops to a place where they constantly bend over children; Teachers are fantastic; Mrs. Amy is so wonderful. I love the notes that come home. The aides are also so helpful. I just love this program; You have great consistency among staff and the overall learning environment is welcoming and nurturing. It is a pleasure to visit with students at the school; Again, the teachers have a lot of skills but also a lot of patience and caring. It takes some very special people to be able to do this day after day with so much care!*

How would you rate the **adult services** provided by the Nick Amster Workshop?

44 Excellent    32 Good    2 Fair    \_\_\_\_\_ Poor    29 N/A

*Comments: All of the supervisors and aides are great; The adults are engaged in various activities all day long. Some have daily jobs that they perform, some receive social stimulation as well as sensory stimulation, aroma therapy, etc. All are treated with dignity and respect and are encouraged to improve*

*their individual independent abilities; What I see is very good; A large majority of the staff does a great job working with our individuals. Of course there are some that simply seem to put their time in with no real effort; Some staff could be more positive. I am very thankful for all the wonderful subs we have. Keep all the jobs coming in; I am impressed how much some staff give of themselves for the clients; Good to fair. Perhaps we need to find more job related activities for our clients at WIC. Is there quite a bit of idle time? Perhaps not, I have only visited personally 2 times and may not be fair in posing this question; They have the opportunity to get out in the community and see how to work and perform and interact with everyone; I wish supervisors would not use the TV so much. Maybe the supervisors in each area could rotate on weekly activities – the clients get enough TV at home; Please work on substitutes; Linda Dye does an excellent job of respecting clients; Need more work to encourage more to show up; These keep getting stronger. WIC has helped expand what the DD Board is able to provide – I would still like to see better transitional programming for teens who are entering the adult system of services; I think we still need to work at finding activities for our lower functioning individuals. On the other end of the spectrum, our community employments needs to expand;*

How would you rate the **transportation services** provided by the program?

78 Excellent      31 Good      3 Fair      \_\_\_\_\_ Poor      12 N/A

*Comments: Staff is prompt, adaptable to change, courteous and drivers are provided with good, safe vehicles; Great transportation; Good serviced buses/vans, etc /clean; Tim and garage seem very capable. Drivers and aides I encounter are extremely nice; The transportation department has always been helpful when I need a bus/van; Bus drivers are good but they need to write up what happens on the bus not pass it along to staff during loading or unloading. Bus drivers and van drivers need to slow down at WIC, they drive in fast and take off before we have the individuals all in the building. Tim and Bruce are awesome; I think they have a lot on their plate with routes, safety, weather conditions, public's driving habits. I just think they are great; They communicate and they are very nice, they explain routes and routines and they make sure that someone is always home when dropped off; I do worry that the recent union conflict will cause such friction that the safety of my child will be at risk; The bus driver is very friendly and always reminds me when there will be no school; The driver and aide on the us are excellent; Wish Wayne County could get a handle on the roads so we wouldn't have so many delays – especially when you have to go to work in the morning; What I see looks good. Mileage for EI families is very appreciated; The bus drivers are so kind and helpful; Sometimes the driver doesn't show up on time like they should depending on what the schedule is, etc. and who drives; We do a lot of transporting across the county and I think we do an excellent job; I wish management could be a lot more excited about their job. When I go in early morning, I am just treated as if I am just a bother; Great drivers. Transportation safety should be first. How's my driving 1-800 ----- should be on all busses; School bus ride provided to and from; Have no complaints; Steve is a good driver; Like to ride on bus better than van and Steve is really nice; I like that all get on same bus in AM and getting home in PM. Steve is very great driver; excellent coordination when adult's schedule is changed, i.e. when parents go on vacation; You are everywhere!; WIC staff does an excellent job of getting clients off the bus and loading clients. A bus radio for WIC staff to use would be very helpful at times; Transportation does a very good job of transporting our individuals; Our bus drivers are doing a great job, too, with a lot of kindness and patience;*

How would you rate the **overall service coordination** that is provided to the enrollees of the program?  
54 Excellent      43 Good      10 Fair      2 Poor      11 N/A

*Comments: All work together well; Depending on the service coordinator is how fast things happen it seems; I rarely see them; They seem to distance themselves from the individuals they serve and we never see them. I feel disconnected with them. We should be working together for the good of the individuals; They are hard to get a hold of, but they are good at their jobs; They help when there is a problem and the children and the adults need help; I guess it's fine because I haven't had problems; Great team players; Ramona is not a service coordinator but still does some and does an excellent job; Why are meetings held 2-3 months before they are due but the IP and forms are not received until after the date they are to be implemented?; Service coordinator does not follow up. Does not provide community resources to help with issues beyond MRDD scope. Does not review provider services to ensure contract is being followed/maintained; These services are somewhat confusing – the coordinators have an overwhelming charge which only appears to be getting more so. Not sure if public understands what is being asked of them; There are times issues or questions aren't answered and you have to keep asking before it is resolved; Most of the service coordinators are very knowledgeable about our individuals. Very good advocates for them. They have one of the biggest jobs of the agency; The Gault Center coordinator is great; I feel if the child needs other services the staff would recommend or test him for that; It seems that everyone communicates well and works well together; We have a great case-worker and appreciate the waiver for so many reasons. We don't know what we would do without this help!;*

How would you rate the **behavior support services** that you receive?  
27 Excellent      34 Good      11 Fair      3 Poor      36 N/A

*Comments: All are great and trained well; There could be more training, and collaboration with staff on new techniques or occurring patterns with individuals that staff may not have realized; Rarely encounter them; I see NO consequences when someone is disruptive. Redirection is all we are supposed to use. Some behavior plans appear to be old ones from a long time ago. Staff feel like “why write it up, nothing will come of it” but “Oh, a pattern or a trend”; They give the impression that they are better than ASWs and the clients they serve. You rarely see them down in the workshop checking on their people. Sometimes you don't see them for a year; They are always on top of things and there to help to help in every task that happens; I am informed and at times it is needed; There could be a better job of dealing with clients who take off their clothes and throw things. Those people need or should GO HOME!;*

How would you rate the **residential services** that are provided through the Wayne County Board of MR/DD?  
13 Excellent      30 Good      4 Fair      \_\_\_\_\_ Poor      51 N/A

*Comments: Not sure how this works; Know little; Need more waivers for placement but unfortunately this is out of our control; we need so many more residential housing units but I know you can't do anything about it; Need more houses for some individuals as they age they require more services; I am in them frequently – they are better than several private providers in our county;*

How would you rate the **recreation services** that are provided by the Wayne County Board of DD?

33 Excellent      38 Good      4 Fair      7 Poor      27 N/A

Comments: *All do a great job; I would like to see more individuals be involved; Know little; To accommodate all the individuals that want to participate in the rec program there needs to be an extra staff to help. One person can't safely take 12-15 individuals by himself; So much more could be done. Low functions have nothing to do recreationally unless their supervisors do it; I think this program is a waste of time and money. So often classes are cancelled. Don Rammel has great rapport with clients and enthusiasm; They need more people to help in this area and there are a lot of people who want to help but don't know where to give it; Have you every considered Alice Noble ice skating for gym classes?; I think Don could use more help; Could more recreational services be provided to NAW clients; Need indoor pool and therapy equipment; No transportation provided. Client must use cab services alone to attend; Like to do all the sports with Don; Like to go bowling; All sports done at 2:30 so clients can have a full work day. Bowling Saturday afternoons; I like to go bowling with Don Rammel he is great; adult is active in Special Olympics; DD Board has always been assertive about providing a variety of activities for its consumers; There are times that swimming, etc. is scheduled and then cancelled because Don doesn't come in then clients miss the opportunity and it is not rescheduled; Don does an excellent job trying to provide a variety of activities during the course of the day; Not sure what this is;*

How would you rate the **respite care and other family support services** that are provided?

(respite care, home modification, special diets, supplies and equipment, etc.)

41 Excellent      27 Good      4 Fair      3 Poor      28 N/A

Comments: *We all work as a team; I hear good things from providers; They do a great job attempting to meet needs of families and clients which aren't otherwise met by school or workshop; I know so many people that are interested in doing this area but don't know who to talk to get involved; I don't like the complicated way Parent to Parent distributes money and months later sends a big bill for the cost share part. They should only send what can be kept. I also hate the application which asks hard financial questions; My respite care provider is awesome (Mrs. Lynn); Respite pay response is quick but am asking to receive a modification in my home w/greater difficulty than anticipated when thinking it was a fair-needed request; School lunches sound so yummy; Getting wheelchair into/out of houses is a problem; We could use more days; Had to use it several times; Not sure of type available nor if eligible; Parent to Parent is excellent; Great resource for families which is flexible to meet families needs – very much appreciated; I don't believe we qualify anymore due to the waiver;*

What overall ranking would you give to the **services and supports provided by the Wayne County Board of Mental Retardation and Developmental Disabilities?**

58 Excellent      45 Good      4 Fair      \_\_\_\_\_ Poor      5 N/A

Comments: *We are very good and are always looking for ways to improve. The biggest restraint is finding funds; Need some improvements but not many; It's hard in any county to keep a program like this up and running; Best care, concern and response and fiscal responsibility between all northeast Ohio counties I've lived in, except we've had some excellent teachers in the counties, too; Wonderful community resource; We have a lot of very faithful employees; you do care about your people; I think if*

*we knew exactly what services were available we could better rate the MRDD; It has been my pleasure to work with the DD Board for more than 25 year. Thank you for what you add to our community; You are doing a super job! I feel very positive about the services my children have received; Thank you for this school, this program and all the help we receive;*

Please feel free to share **any suggestions, comments, or information** with us that you believe will improve the services provided by the Wayne County Board of Mental Retardation and Developmental Disabilities:

*More outings for individuals – snoozing rooms for individuals, go more out in the community; More team play and less just one. Work, talk time and communicate back and forth and stop cutting each other's throats; As a staff member, I believe Wayne County Board of DD is doing the best they can with the resources we have. The administration and the staff truly do care about the students/clients and about each other. Staff at preschool/EI work together very well and I believe parents/families notice and appreciate the positive influence we have on their loved ones; Please keep two aides in each preschool room. Good things are happening for our little ones; I feel that the lines of communication are always open. I just don't feel like they are used all of the time; Provide more outings, field trips for individuals; Staff and administration need to care about our individuals and the longevity of our program. We are the only thing between them and others who may take advantage. More community employment opportunities for adults; I must say staff has handled pay freeze well with little negative feedback. They/we regrettably understand the situation in the economy and are thankful for our jobs; I know there are a lot of people what want to help and get involved with children and adults but don't know who to talk to. We need to get the word out for our people; Good job; I want to thank you for all the help you have given Jacob. Even though we don't live that far away providing bus transportation sure helps and means a lot. Thank you for all your hard work and commitment to your job and the special caring you do; Keep up the good work; While our direct program linkage is limited, we share space with the pre-school at GFLC. The staff is always marvelous to work with and those instances where we've worked on a referral have always been positive experiences; I know that you have extensive waiting lists for some services and that funding is inadequate. I appreciate, especially, the efforts of the Superintendent to manage in these difficult times; Wayne County has a quality MR/DD program; Keep up the good work in the community; Thank you to everyone who makes my daughter love to go to school; If at all possible, whoever to talk about it but the work individuals ought to have their own computer to avoid the use of the staff's one every time; PCA kitchen could use an assistant. Beth does a great job but could use the help; Could we rent space to the new Day hab programs?; A sun room would be nice for those dreary, winter days; I have a concern that there are not enough checks and balances within the system. SC complains of heavy workload (too many clients, too much paperwork). It seems I am always having to challenge SC to get help. Clients have been denied services and later found to be eligible and available; I have always been given the best support and help when needed. That means anyone I have ever spoken to; You have to find a way to work with school/admin/teachers to better assist in any future or impending transition. Parents/guardians wind up treading through feeling lost and don't know what or who to ask. Schools are just filling squares and pushing through and in most cases are worthless in the after placement or knowledge of what is or could be available; Need to get more work set up for us to do; I wish there was a way to pay the clients more money for the work they do. Our son, Gary, loves working down at WIC workshop, he said everyone is very friendly; These people need to be kept busy – even if there were computers or time on computers – activities gym activities – walking – games with*

*balls or hoops – board games – corn hole. Involvement in continuing education. I've been very concerned ever since George Starr left our Special Olympics program has suffered; I believe excellent service!; For the kind of work they are doing they should get better pay; For the work they do they should get more money; I would like to see UIRs and Nursing forms put on the computer. This would be time saving and could save lots of money in paper copies. Nurses could work more efficiently and have time to devote to other nursing services; Speech and Occupational services in the home; Continue with the services you provide. I was amazed that the services were at no cost. And he has benefited so much from the services provided; The EI program is a great program and has really helped our daughter. I appreciate that Audra, etc. are willing to work with my daughter continually even though my daughter has continued to meet our goals; The only thing I can think of is the need for an open house before school starts each fall. We would meet each teacher (if a new one to us), see the classroom and pay the lunch fees, as well as checking on supplies that we need to send to the classroom (diapers, snacks, thickener, wipes, etc.) Thank you!;*

## 2010 Goal Summary

- To improve services to people with Developmental Disabilities in the areas of early childhood services, school age services, adult services, service support administration, residential services, transportation services, family support services, and behavior support services.
- To hire necessary personnel that allows for appropriate staff ratios and the efficient operation of programs and services.
- To provide a more efficient and effective residential service system, monitoring the service delivery to ensure health and safety and to ensure the delivery of service in accordance with the Individual Service Plan of the individual, the Prior Authorization of Waiver Services, nursing service monitoring, and to better meet the needs of the individual through a contract with the Northeast Ohio Council of Governments.
- To have all policies and procedures up to date by February 1, 2010.
- To improve communication with staff throughout the organization.
- The Wayne County Board of Developmental Disabilities will achieve a three accreditation from the Council for the Accreditation of Rehabilitation Facilities.
- Enhance the possibilities for instruction and learning.
- To provide a sensory space for students to use when the need is indicated.
- To provide access of outdoor playground areas to all students.
- To enable all students to participate in classroom activities through amplified sound system.
- To provide ample ambulation and positioning equipment.
- To develop the capacity to weigh students as they remain in their wheelchair.
- To provide Vision Impairment Specialist services to students.
- To address the mental health issues of identified students.
- Address the continuing behavioral issues of identified students.
- Provide for student hygiene management, soiled clothing cleaning, and student transitional placements.
- Explore options internally to make a smooth transition into the community and meet with local businesses to see if this would be a viable option for them now or in the future.
- To procure new and diverse contracts with area businesses that will allow for each enrollee, who chooses to work, the opportunity to utilize their employment skills throughout the program day.
- To establish a contractual relationship with a community partner who can provide the transition and community employment services to eligible individuals graduating from school and seeking services through the WCB/DD.
- To provide safe, sturdy, quality work tables, chairs, storage cabinets, lockers, coat racks and other material items for individuals receiving Adult Services.
- To create a learning style/sensory assessment inventory instrument that staff will use to thoroughly evaluate the preferred learning method and sensory stimulation strengths for each individual.
- The Wayne County Board of Developmental Disabilities will make every effort to maintain all current I.O. Waivers and plan for an addition of up to 10 more waivers.
- To maintain the 23 current Level One Waivers and obtain up to 100 new Level One Medicaid Waivers.

- To replace residential homes which no longer meets the needs of the individuals receiving residential services.
- The Wayne County Board of Developmental Disabilities will not exceed the \$1.7 million ceiling for Residential expenses in 2010.
- To keep up to date records of individual expenses in order to stay within our Board approved ceiling.
- The Residential Department will not surpass the above line item amount.
- To increase the supports available to all individuals served by the county board through more focused services, consistent assessment, development, implementation and monitoring, of Individual Service Plan.
- The Director of Behavioral Supports shall ensure the completion of all needed aversive/positive and behavioral guidelines within appropriate time lines in support of all ISP/IEP teams.
- To continue to provide high quality, family friendly supports, services and information to families in Wayne County, and to expand service availability and to acquire and manage resources necessary to meet the needs of families.
- To keep all staff informed about the changes in the operation of county board programs, and enhance their knowledge and practices about program operations.
- To provide safe and reliable and efficient van transportation services to individual.
- To provide safe transportation, to meet needs of individuals.
- To provide safe and reliable and efficient bus transportation services.
- To train bus drivers to allow them to drive Class B vehicles. To provide more comprehensive information to the drivers and aides about the passengers on their buses.
- To maintain a functional and safe working environment due to the increased traffic created by compounding buses during the day and permanent parking spots.
- To make improvements, repairs and necessary replacements for the purpose of maintaining and enhancing a clean and healthy instructional and employment environment for the children and adults of the Ida Sue School and Nick Amster Workshop.
- To maintain a functional and safe working environment.
- To provide an appropriate residential option for those living at the College Avenue Home
- To provide an appropriate residential option for those living at the Crownhill Orrville Home
- Purchase (10) New laptops for the Service Coordination Department and 1 new laptop for the Bus Garage. Bump existing desktops to tier-two use points in the program.
- To replace several of our oldest network components.
- To install a permanent digital presentation system which will allow us to provide training, show video and demonstrate software to enrollees, staff, board members, families, providers and visitors. To enhance the ability to clearly present information to all stake holders who interact with the Wayne County Board of MRDD.
- To develop systems for the improvement of communications to the community.
- To develop a system or systems for the improvement of internal and across agency communications.
- To manage the financial resources in a prudent manner enabling the life of the current levy receipts to exceed five years.

# Program Philosophies

## General Philosophy

The purposes of service for persons with Developmental Disabilities in our community shall be promoted through the Board's active commitment to the following principles:

- Each person with Developmental Disabilities is a human being first and an individual with disabilities second; he/she should have access to all the general community services that he/she can use in common with others. Only when integrated services fail to meet his/her needs, should there be specialized services.
- Every person with mental retardation and/or Developmental Disabilities and his/her family is entitled to the concern and assistance of the community, expressed through public and voluntary resources.
- There is potential for growth in every human being. For each person, society should provide the opportunity to develop to the limits of his/her capabilities.
- Services should be planned and provided as part of a continuum, which means that the pattern of facilities and eligibility shall be complete as to meet the needs of each person with Developmental Disabilities, regardless of age or degree of disability, and at each stage of life development. It also means continuity, including uniform eligibility standards, to ensure that no individual is lost in the transition from one service to another.
- Provision for training of professional persons to work with individuals with Developmental Disabilities should be built into service programs whenever appropriate and possible. Professional training is an essential component of the total program and a pattern of service is incomplete without it.
- The Wayne County Board of Developmental Disabilities endorses the concept of self-determination to the extent that it results in an improved quality of life and ensures the health, safety, and welfare of the individual. When developing the Individual Service Plan the following principals are addressed for each individual on an annual basis.

***Principle #1 Statewideness*** - meaning that the individual has the freedom to move or live anywhere in the state and plan a life with supports, and that the supports and services are accessible anywhere the individual lives in the state. The individual has the authority to direct the use of a targeted amount of funds. The individual has the responsibility to talk to professionals about the things that are important to them and for them, their wants and needs, so they can be linked with the right people and resources.

***Principle #2 Comparability*** – meaning that a Medicaid service in one part of the state must be comparable to the same service in any other part of the state, not have its amount, duration or scope arbitrarily reduced or denied. Statewide limits can exist. It means that the individual, with their allies, have the freedom to have supports and

services important to them and for them within agreed upon limits. The amount, scope, and duration of support and services they need are accessible anywhere they live in the state. They have the authority, within limits, to decide how much, how long and when. It is the individuals responsibility to ask only for what they need, pay only for what they get and accept a contributing role in the community.

***Principle #3 Reasonable Promptness*** – means that reasonable service is provided within 45 to 90 days. It means that the individual has the freedom to have supports and services they need, when they need them and not be on a waiting list for a long time. The individual will receive the needed amount, scope and duration of support and services within a reasonable period of time. When the individual needs to, they have the authority to direct the funds in their budget to change how much, how long, and when. It is the individual’s responsibility to ask only for what they need only when they need it.

***Principle #4 – Free Choice of Provider*** – means any individual eligible for Medicaid may obtain Medicaid services from any provider who is qualified to furnish the service and willing to furnish them. It means the individual has the freedom to choose the provider they want and change the providers when they want as long as the provider is qualified. There are sufficient providers to support the individual at home and in the community, to work with equipment and technology. The individual has the authority to choose the provider they want within funding limits. It is the responsibility of the individual to treat providers, as they would like to be treated. The individual has the right to speak up about evaluating providers and discontinuing to receive services from providers that he/she does not like.

The Self Determination process is contained in the development of the Individual Service Plan. The Plan specifies the types of services, the goals and objectives, the providers, frequency and duration of service.

### **Philosophy: Administration**

The Board’s philosophy of provision of services to eligible individuals and their families are implemented through the adoption of Board policy. A major responsibility of the Board is to clearly develop and maintain comprehensive policies that are consistent with state law and administrative rules.

The execution of Board policy and the administration of the program shall be the responsibility of the superintendent and the administrative staff. To this end, there shall be continuous effort by the administration and the Board to improve and refine the policies of the system to develop clear, precise administrative and operational procedures and to provide means by which the Superintendent can direct the operation of the program in accordance with state law and administrative rules.

## **Philosophy: Instruction & Habilitation**

The central purposes of instruction and habilitation are to assist each child, student, and adult to (1) grow into the fullness of their individual capabilities, and (2) to help equip them to participate in the community as independently as possible. Evaluation of the school and adult program and the course of instruction and habilitation shall be judged finally by how well they serve these two related aims.

The primary indicators that such processes are serving their central purposes are these:

Each person is given the opportunity to learn new skills, information, and jobs.

Each person acquires basic skills and knowledge.

Each person is able to communicate.

Each person is able to live in satisfactory relationships with others.

Each person is able to use time in meaningful and rewarding ways.

Each person can understand and accept him/herself.

Each person can accept responsibilities for him/herself.

The instructional program offers teaching in:

the capacity for independent living

the ability to receive and express information (communication)

managing one's body (personal care)

the ability for economic self-sufficiency

understanding self and others

the ability for self-direction

the ability to travel (mobility)

developing leisure time alternatives

Services are designed to assist individuals with Developmental Disabilities in achieving their highest level of independent functioning and to aid them in becoming productive and active members of society. In doing so, the adult program emphasizes the teaching of self-care skills, independent travel, use of recreational and leisure time and movement toward job training and placement in community employment. Of utmost importance is the effort to teach individuals the concepts of self-worth and

independence in order to assist them in the process of becoming fully integrated into society as well informed and active participants.

### **Philosophy: Residential Services**

The Board supports the development of a continuum of family assistance services (respite care, extended day care, etc.) that will enable family members to continue to care for their family member with disabilities at home.

As the person with Developmental Disabilities enters adulthood, the likelihood of his/her needing a residential arrangement, outside his/her natural home, increases. Consequently, the Board believes residential alternatives need to be developed in the form of small, integrated community-based facilities which provide the most normalized, least-restrictive setting that can meet the individual's needs (Supported Living, Individual Option Waivers, and Level One Waivers).

The purpose of residential services is to assist persons with disabilities to live in settings, which maximize their independence and human dignity, presence and participation in community life, and their status as valued community members with potential for growth and development.

### **Philosophy: Home and Community**

The Ida Sue School and Early Intervention program shall recognize the major contributions of the home and the community in the education of persons with Developmental Disabilities, and shall respect the responsibility of parents for the development of their children as well as the parents'/guardians' legal and customary prerogatives. The school shall, exercise the authority vested in them by law and shall assume responsibility for what transpires while the student is in their care.

Nick Amster Workshop, Inc. shall recognize the major contributions of the home and the community in the employment and habilitation of persons with Developmental Disabilities. They shall respect the responsibility of family members and advocates for the development of adult-aged persons with Developmental Disabilities. However, the opinion/decision of adult aged persons with disabilities shall weigh heavily upon the team's decision through the Individual Service Plan process. The Nick Amster Workshop, Inc. shall attempt to know and to cooperate with those agencies and organizations whose activities are related to the habilitation and provision of other services to persons with disabilities.

### **Philosophy: Personnel**

The Board recognizes the professional nature of providing direct services to individuals with Developmental Disabilities. Staff knowledge of instructional practices, individual planning, recognition of rights, high levels of understanding and compassion are paramount. The ability of the staff to practice their skills and have the enrollee's needs choices, preferences, and desires met with dignity is essential and a requirement of staff members employed by the Wayne County Board of Developmental Disabilities.

### **Philosophy: Service and Support Administration (Service Coordination)**

The function and purpose of Service Coordination is to ensure the Wayne County individuals with Developmental Disabilities have the necessary supports and services to ensure their safety. To that end the Service Coordination department will assist individuals with the following:

- Decision making responsibilities
- Determination of Eligibility
- Assessing the individuals needs for service
- Developing and revising the Individual Service Plan
- Establishing the individuals budget
- Assisting individuals with selecting providers
- Ensuring that the individuals services are effectively coordinated
- Monitors the implementation of the Individual Service Plan
- Ensures that the individual has a designated person to provide daily representation.

The functions of service and support administration as defined by law are provided by the Service Coordination Department, which is dedicated to these principles of self-determination and ensuring health, safety, and welfare:

- that people have the right to make their own decisions about all aspects of their lives
- that people deserve to have assistance and enough information to make informed decisions
- that people should have a variety of options and be able to design their own life plans around their specific and individual needs
- that people should be assisted as much as possible by family, advocates and other natural supports in their lives
- that people should be able to identify and communicate with a qualified person who know their needs and can assist them to understand their choices and rights
- that people deserve to have an objective and ongoing review of their plans and services to ensure plans are carried out and intended outcomes are met and plans are modified as needed
- that people deserve to have a full and active participation in their communities

The Wayne County Board of Developmental Disabilities assigns a service coordinator who is the contact and representative for each adult. The service coordinator brings together the information and the professionals needed to support the person, guardian, family and chosen advocates through the process of developing a comprehensive individual service plan, designed specifically for that person and based on his/her unique needs and wants. The person's services are tracked and monitored throughout the year by the service coordinator responsible for the plan, to ensure that the plan is carried out as intended and modified as needed.

Because people deserve to have an objective review of their plans and services, a Quality Assurance Specialist provides overall quality assurance monitoring. They provide information to the service coordinator regarding gaps in service delivery and potential changes to consider in the plan. The quality assurance reviews include attention to patterns and trends in unusual and major incidents. Findings regarding these patterns are also incorporated into the ongoing planning.

Having full and active participation in their communities is a goal for each individual and Service

Coordinators help them make the best use of available resources. The first contact with the Wayne County Board of Developmental Disabilities programs is a service coordinator who determines eligibility, assesses needs and initiates referrals to services and programs. As needed, service coordinators provide specialized services including linking people with community agencies and professional services (psychiatric, psychological, medical), assisting with nursing home admissions and advocating in legal and law enforcement issues. In emergencies, they provide crisis intervention, specialized placement referral, and technical assistance.

### **Philosophy: Behavior Support**

The Wayne County Board of Developmental Disabilities recognizes that the purpose of behavior support is to structure an individual's interactions with the person's environment. This shall be accomplished in such a way as to develop and promote patterns of positive behavior, which will allow that person to function as fully as possible in present and future less restrictive community settings. To this end, interventions, which use the most common everyday consequences and are applied in the most normal, integrated community settings shall be used. These interventions shall be positive, with each component teaching a desirable behaviors..

### **Philosophy: Transportation**

The Wayne County Board of Developmental Disabilities shall provide transportation services to individuals enrolled in the county board program in a safe and efficient manner in the most normalized mode possible for each individual. Transportation services shall be provided in the most cost effective manner possible. Individuals have choice regarding transportation services and may be afforded the opportunity to utilize private providers if they so choose.

### **Philosophy: Family Support Services**

It is the belief of the Wayne County Board of Developmental Disabilities that all individuals with Developmental Disabilities have the right to live in a stable home, enjoy membership in a family, have access to an array and quantity of supports needed to enable them to participate in the life of their communities to the degree that they choose, and experience enduring relationships with brothers, sisters, other family members, and friends committed to their welfare. Family Support Services enables the individual to receive services while continuing to live in the family home. These services include respite care, adaptive equipment, home modifications, special diets, counseling, wheelchair repair, and services that assist with maintaining the child or adult in the family home.

PROGRAM ENROLLMENT

<b>PROGRAM</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
Ida Sue School Early Intervention	29	37	33	34	34	46	67	64	64	52	65	66	68	65
Ida Sue School Pre-School ages 3-5	33	36	36	32	30	33	35	33	33	35	36	32	34	35
Ida Sue School School Age 6-22	71	71	70	70	75	76	69	76	84	82	85	84	92	80
<b>Ida Sue School</b>	<b>133</b>	<b>144</b>	<b>139</b>	<b>136</b>	<b>139</b>	<b>155</b>	<b>171</b>	<b>173</b>	<b>181</b>	<b>169</b>	<b>186</b>	<b>182</b>	<b>194</b>	<b>180</b>
Nick Amster Workshop Habilitation	19	41	43	53	70	115	87	108	103	60	46	53	45	135
Nick Amster Workshop Adult Day Array	147	103	109	135	158	93	123	119	131	188	247	212	237	168
Nick Amster Workshop Enclave/Supported Emp.	78	106	103	67	28	26	56	57	58	49	14	42	13	5
Individual Work Placement	14	15	21	25	28	55	19	19	18	21	18	17	13	11
<b>Total</b>														
<b>Nick Amster Workshop</b>	<b>258</b>	<b>265</b>	<b>276</b>	<b>280</b>	<b>284</b>	<b>289</b>	<b>285</b>	<b>303</b>	<b>310</b>	<b>318</b>	<b>325</b>	<b>324</b>	<b>308</b>	<b>319</b>
Service Coordination Only					41	38	66	48	53	28	46	48	74	72
Supported Living Only							13	13	9	15	12	14	5	3
Family Resources Only							21	33	34	40	40	44	26	33
<b>Total</b>	<b>391</b>	<b>409</b>	<b>415</b>	<b>416</b>	<b>464</b>	<b>482</b>	<b>556</b>	<b>570</b>	<b>587</b>	<b>570</b>	<b>609</b>	<b>612</b>	<b>607</b>	<b>607</b>

**This represents an unduplicated count of enrollees.**

## ***Area: Wayne County Board of Developmental Disabilities***

**Present Condition:** The Wayne County Board of Developmental Disabilities is made up of seven members; five appointed by the County Commissioners and two appointed by the Probate Judge. The Board is well aware of the services provided under its direction. It will be necessary to continue to provide in-service training based on the ever-changing role of the Board. The Board will also need to develop a long range plan, annual plan, upgrade policy, redevelop service contracts, rewrite position descriptions, and define its services to the community. During calendar year 2009, the Board achieved a three-year Accreditation from the Ohio Department of Developmental Disabilities. In addition, in July 2007 the Board achieved Council for the Accreditation of Rehabilitation Facilities (CARF) Accreditation for three years in the area of Case Management/ Service Coordination, Child and Youth Services, Community Integration, Job Development, Job Site Training, Employment, Service Coordination, and Organizational Employment Services. This is a significant accomplishment due to the fact that the Board was awarded the highest level of accreditation from the Rehabilitation Accreditation Commission.

**Need:** To continue to provide meaningful and systemic, program leadership by updating policies and practices and making decisions that addresses the needs of Wayne County residents with Developmental Disabilities.

**Goal:** To improve services to people with Developmental Disabilities in the areas of early childhood services, school age services, adult services, service support administration, residential services, transportation services, family support services, and behavior support services.

**Strategies:** To maintain a strong Board who is well informed about each component of the program and are able to make informed decisions about the operation of the program.

### **Action Steps:**

1. To reappoint outgoing Board members in accordance with Ohio Revised Code Section 5126.
2. To in-service all Board members about their roles and the changes impacting County Boards of Developmental Disabilities especially rules related to Medicaid Services
3. To keep the policies of the Board up to date and in compliance with new rules and regulations and accreditation standards.
4. To fulfill the 2010 self-evaluation based on accreditation standards.
5. To maintain a ten-year budget plan
6. To acquire all available state and federal resources before seeking additional levy dollars.
7. Redevelop appropriate service contracts

### **Persons Responsible:**

Seven Board Members  
Superintendent  
Program Administrators

**Resources:** \$500

**Timeline:** January 1 to December 31, 2010

**Evaluation:**

- Reappointment of Board Members
- In-Service of Board Members
- Having up-to-date Policies
- Completion of a 10-year budget projection
- Completing a self evaluation study for accreditation

## ***Area: Wayne County Board of Developmental Disabilities (Staffing)***

**Present Condition:** Currently the Wayne County Board of Developmental Disabilities employees 187 staff. Due to changing requirements resulting from changes in legislation and rules, it has been necessary to employ additional staff. In addition, there is a need to change the configuration of the administrative team to streamline services to the enrollees. Due to the increased responsibility of service coordinators it is necessary to add staff to the Service Support Administrative Department Staff. There continues to be a need for two physical therapists, one physical therapy assistant, and one additional occupational therapist.

In the Ida Sue School, the staff to student ratio is well below State requirements as contained in the 3301-51-09 section of the Administrative Rule. In the adult program, the staff to enrollee ratio is at that which is required by 5123:2-9-19. The Wayne County Board of DD is fortunate to provide the optimum in staffing ratios for the program enrollees. However, due to increased referrals to the adult program it will be necessary to develop a maximum capacity for enrollment which will not exceed minimum staffing levels as required by 5123:2-9-19 of the Administrative Code.

The Wayne County Board of Developmental Disabilities chose to contract for a Residential Program Manager through NEON in 2009. After assessing the positions effectiveness regarding the needs of the organization, it would be prudent to continue to contract with NEON for the position of Residential Program Manager. The Residential Program Manager will continue to be responsible for the accurate development of individual budgets and the development and submission of the Prior Authorization of Waivers.

**Needs:** To provide an infrastructure for the effective and efficient operation of the programs operated by the Wayne County Board of Developmental Disabilities.

**Goal:** To hire and/or contract for necessary personnel that allows for appropriate staff ratios and the efficient operation of programs and services utilizing the resources available.

**Strategies:** To assess, plan, and implement procedures for determining the staff needs for the Wayne County Board of Developmental Disabilities

### **Action Steps:**

1. To assess the need for additional positions or the modification of existing positions for the efficient operation of the programs
2. To determine needed new hires in the following positions:

	<u>Estimated Cost</u>
a. Contract for two part time Physical Therapists for the Adult program and Ida Sue School-age program	\$45,000
b. Hire three full time Service Coordinators	\$175,000
c. Contract for a part time Vision Impairment Specialist	\$10,400
d. Hire one Work Study/Transition specialist	\$40,000
e. Contract for one Occupational Therapist	\$75,000
f. Contract With NEON for a Residential Program Manager	\$55,900
g. Half time Clerical Position for SSA Department	\$25,000
3. Establish capacities for the Adult program which will utilize current staffing levels while

maintaining ratios consistent with 5123:2-9-19 of the Administrative Code.

**Persons Responsible:**

Superintendent,  
Wayne County Board of Developmental Disabilities

**Resources:** \$445,900

**Timeline:** January 1, 2010 to December 31, 2010

**Evaluation:**

Filling the above listed positions  
Improved services  
Expanded services

## ***Area: Administration (Council of Governments)***

**Present Condition:** Currently the Wayne County Board of Developmental Disabilities is contracting with the Northeast Ohio Network Council of Governments. They are charged with managing approximately 215 Individual Option Waivers and Level One Waivers. This contract has been in place for nine years and has been working well.

In addition, as of November 2005, NEON was contracted to provide monitoring and technical assistance to residential facilities in the area of nursing services.

**Need:** To assess the effectiveness of the contract with the Northeast Ohio Council of Governments and determine cost effectiveness for expanding services with the Northeast Ohio Council of Governments.

**Goal:** To provide a more efficient and effective residential service system, to monitor the service delivery to ensure health and safety, and to ensure the delivery of service in accordance with the Individual Service Plan of the individual, the Prior Authorization of Waiver Services, nursing service monitoring, and to better meet the needs of the individual through a contract with the Northeast Ohio Council of Governments.

**Strategies:** To assess the contract with the Northeast Ohio Council of Governments for efficiency and cost effectiveness, and to ensure quality residential services to Wayne County individuals with Developmental Disabilities who are receiving and/or in need of services. To examine the menu of services provided by NEON and determine if it would be prudent to contract with NEON for additional services.

### **Action Steps:**

1. To have a presentation from the Northeast Ohio Council of Governments to the Board to update them on the services they provided during the first nine years of the contract.
2. To renew the contract with the Northeast Ohio Council of Governments with consideration given to additional services to the Wayne County Board of Developmental Disabilities, specifically Medicaid management, quality assurance for nursing services, and other related services.
3. To work with the Northeast Ohio Council of Governments to develop service with residential providers.
4. To take Board action to contract with the Northeast Ohio Council of Governments for subsequent years.

### **Persons Responsible:**

Superintendent  
Staff from the Northeast Ohio Council of Governments  
Wayne County Board of Developmental Disabilities

**Resources:** \$159,000

**Timeline:** January 1, 2010 to December 31, 2010

**Evaluation:**

Successful negotiations of a contract between the Wayne County Board of Mental Retardation and Developmental Disabilities and the Northeast Ohio Council of Governments

More effective and efficient services to people receiving residential services

## ***Area: Administration (Policy and Practices)***

**Present Condition:** The current policies and practices of the Wayne County Board of Developmental Disabilities need to be examined and modified to comply with changes in law and rules and regulations. There are some areas of policy that need to be rewritten some that need rescinded and other policies that need to be brought up to date.

**Needs:** To assess all policies for compliance with the rules and regulation as well as state laws. To rewrite policy and bring them up to date with all regulations.

**Goal:** To have all policies and procedures up to date by February 1, 2010.

**Strategies:** To have all administrators review policies and practices and make modifications to their areas of responsibility. To have the administrative team write or modify policy to come in compliance with all laws and regulations.

### **Action Steps:**

1. To assess all policies to be sure they are current and in compliance with Ohio Law and Ohio Administrative Code.
2. To determine which policies need to be changed and conduct the research to make the modification to bring the policy up to date.
3. To write new policy, make adjustment and modification to current policy and prepare policies for presentation to the Wayne County Board of DD.
4. To have the Board of DD adopt the policies.

### **Persons Responsible:**

All Administrators  
Administrative Assistant  
Superintendent  
Wayne County Board of Developmental Disabilities

**Resources:** \$500

**Timeline:** January 1, 2010 to February 1, 2010

**Evaluation:** The product of an up to date Policy Manual.

## ***Area: Administration (Communication Enhancement)***

**Present Condition:** Based on information provided through the Continuous Improvement Plan Staff survey, it is reported that communication to staff could be improved.

**Needs:** The administration of the Wayne County Board of Developmental Disabilities needs to improve communication with all staff to enable staff to be fully aware of what is happening in the organization.

**Goal:** To improve communication with staff throughout the organization.

**Strategies:** To engage the entire staff and administrative team in the process of the self-review to address the specific issues related to communication, and begin to develop a strategy to improve staff communication with the staff.

### **Action Steps:**

1. To develop a communication committee to allow staff to share their ideas for the best methods of communicating the events related to the organization with the staff. To identify and adjust practices with the intent of improving staff morale.
2. To conduct focus groups with all staff groups to glean information pertaining to staff needs and communication.
3. To have the Superintendent conduct focus group meetings with staff to identify issues related to program operations.
4. To measure the specific outcomes of improved staff communication.
5. To implement identified strategies to improve communication with staff.

### **Persons Responsible:**

Wayne County Board of Developmental Disabilities  
Administrative Staff  
Superintendent  
Committee of staff to study this issue

**Resources:** \$300

**Timeline:** January 1, 2010 to June 30, 2010

**Evaluation:** Response to questionnaire related to improving communication with the staff.

***Area: Administration ( CARF-Survey)***

**Present Condition:** The Wayne County Board of Developmental Disabilities achieved a three-year accreditation from the Council for the Accreditation of Rehabilitation Facilities in 2007. The Wayne County Board of Developmental Disabilities will be requesting a survey to renew the accreditation from the Council for the Accreditation of Rehabilitation Facilities in August 2010.

**Need:** To assess the impact of the implemented recommendations from the CARF survey conducted in 2007 and apply and prepare for the CARF survey in August 2010.

**Goal:** The Wayne County Board of Developmental Disabilities will achieve a three year accreditation from the Council for the Accreditation of Rehabilitation Facilities.

**Strategies:** To prepare for and successfully complete a CARF survey in August, 2010.

**Action Steps:**

1. Apply for CARF survey in January 2010.
2. Conduct an internal pre-survey by March 2010.
3. Analyze and make any modifications to the organizational programs based on CARF standards.
4. Collect and organize all supporting documentation of CARF standard compliance.

**Persons Responsible:**

Superintendent  
Administrators  
Wayne county Board of Developmental Disabilities

**Resources:** \$20,000

**Timeline:** January 10 to August 31, 2010

**Evaluation:** Accreditation from the Council for the Accreditation of Rehabilitation Facilities.

## ***Area: Ida Sue School (School Age)***

**Present Condition:** Currently there are one hundred fourteen students ages three through twenty-two who are served in twelve classroom or itinerant settings. There are fourteen instructors and eighteen instructor assistants, seven district-assigned student assistants providing educational services to the students. Physical therapy, occupational therapy, speech and language therapy and nursing services also are provided to students who are determined eligible.

Newer technologies hold greater possibilities for instruction and learning. Versatility can be key for teachers when presenting material and expecting progress from students. Electronics with the capacity to interactively inform and drill content area skills will aid in student achievement.

Students who have sensory processing needs could benefit from a designated area to access appropriate stimuli. This area requires adequate space to house a variety of sensory equipment, and ample room to allow the student to gain the needed input.

Some students with multiple disabilities can have a hearing loss of some degree. Amplification of teacher instruction and classroom discussion improves student comprehension levels, including those without a hearing loss.

Motor impairments significantly limit students' access to instructional materials. Eye gaze technology advancements help to provide involvement for students in active learning settings. These opportunities uncover truer information on student capabilities and capacities. Also, those with significant motor and cognitive impairments can benefit from larger screen displays of computer or cable programming.

Older buildings often require updating of electrical circuitry and access to facilitate the use of contemporary electronics.

Access to and movement about the enclosed playgrounds can be difficult for students in wheelchairs. Safe and efficient egress to street sidewalks would benefit these students during emergency situations.

The Transitional room's carpet dates to the early 1960's installation, and no longer can endure daily wear. Commercial grade carpets are designed to withstand heavy traffic conditions.

Due to the number of students who have ambulation and positioning needs, new sitting and standing equipment is necessary. Present equipment is well used and soon will need to be replaced.

Tracking student weight is vital for optimum health, and discovering potential risks. Nurses maintain a log of student weights for health concerns, and the adapted physical education teacher maintains a log for wellness and fitness. Weighing students who require the use of a wheelchair can pose a safety risk when moving them to an alternate scale method.

Uniform and promoted procedures ensure effective and efficient outcomes. Within the context of teaching functional and academic skills, certain processes require consistent application to protect health and safety in hygiene and cleanliness, and vocational placement.

### **Needs:**

1. Purchase a Smart Board for classroom use
2. Finish outfitting a Sensory room area
3. Amplify classrooms for teacher instruction, secure additional microphones - 1
4. Purchase Tobii Eye Scanner equipment and software
5. Secure and install large screen monitor and computer access for students
6. Add additional circuits to classrooms for technology use
7. Accessible pathway on playground for student egress

8. Replace carpet in Transitional room - 2
9. Augment or replace physical therapy equipment - 3
10. Secure a wheelchair scale - 4
11. Develop procedures for: student hygiene management, soiled clothing cleaning, and student transitional placements

**Goal #1:** Enhance the possibilities for instruction and learning

**Strategies:** Purchase SMART board technology to increase engagement and learning

**Action Steps:**

1. Review research on SMART board intervention results
2. Determine technology needs for classroom use
3. Outline costs for most practical system
4. Purchase and install SMART board

**Persons Responsible:**

Information Systems Manager  
Intervention Specialists  
Director of Educational Services  
Superintendent

**Resources:** \$3000

**Timeline:** January 2010 – March 2010

**Evaluation:** Feedback from Staff  
Student progress data

**Goal #2:** Provide a sensory space for students to use when the need is indicated

**Strategies:** Finish outfitting a sensory room with appropriate equipment

**Action Steps:**

1. Determine student usage needs
2. Compile list of appropriate sensory equipment
3. Determine physical space needs
4. Construct capacity for equipment in physical space
5. Purchase and install sensory equipment

**Persons Responsible:**

Classroom staff  
Occupational therapy staff  
Director of Educational Services  
Superintendent

**Resources:** \$1800

**Timeline:** January 2010 – March 2010

**Evaluation:** Feedback from Staff  
Behavioral data

**Goal #3:** Enable all students to participate in classroom activities through amplified sound system

**Strategies:** To amplify classrooms for instructional enhancement

**Action Steps:**

1. Survey staff in remaining classrooms to determine amplification needs
2. Consult an acoustic specialist to assess facility environments and propose recommendations
3. Investigate possible grant funding sources
4. Solicit quotes for purchase of equipment
5. Purchase suitable system to meet facility needs and install

**Persons Responsible:**

Speech & Language Pathologist staff  
Audiologist  
Classroom Staff  
Director of Educational Services  
Superintendent

**Resources:** \$2500

**Timeline:** February 2010 – May 2010

**Evaluation:** Feedback from Staff  
Feedback from Students

**Goal #4:** Enable students with motoric disabilities to participate in classroom activities

**Strategies:** Purchase Tobii Eye Tracking systems to increase engagement and learning

**Action Steps:**

1. Consult SLPs to determine specific student needs
2. Consult NAW for joint access needs
3. Determine links to content standard areas and achievement
4. Investigate possible grant funding sources
5. Solicit quotes for purchase of equipment

**Persons Responsible:**

Information Systems Manager  
Speech & Language Pathologist staff  
Classroom Staff  
Director of Educational Services  
Superintendent

**Resources:** \$1,000-20,000

**Timeline:** March 2010 – May 2010

**Evaluation:** Feedback from Staff  
Feedback from Students  
Student communication results

**Goal #5:** Enable students with motoric disabilities to participate in classroom activities

**Strategies:** Mount a large screen at ceiling for student viewing of instructional programs

**Action Steps:**

1. Determine location of room
2. Ascertain feasibility of equipment mounting in determined location
3. Examine possible equipment for fulfilling needs and specifications
4. Purchase and mount equipment
5. Connect equipment to cable and computer access

**Persons Responsible:**

Classroom staff  
Information Systems Manager  
Director of Educational Services  
Superintendent

**Resources:** \$3000

**Timeline:** March 2010 – April 2010

**Evaluation:** Feedback from Staff  
Feedback from Students  
Data from Students' behavioral/academic records

**Goal #6:** Develop capacity for increased use of electronic equipment

**Strategies:** Install new separate electrical circuits for classroom technology

**Action Steps:**

1. Determine technology usage needs per classroom

2. Determine locations for added circuit connections
3. Install needed circuits and connections

**Persons Responsible:**

Classroom Staff  
Director of Educational Services  
Superintendent

**Resources:** \$1200

**Timeline:** March 2010 – September 2010

**Evaluation:** Feedback from Staff

**Goal #7:** Provide adequate egress from playground areas to street sidewalk

**Strategies:** Build an accessible pathway for students with motoric needs

**Action Steps:**

1. Determine strategic route for egress pathway
2. Investigate cost of various materials to create pathway
3. Secure approvals to link pathway to sidewalk
4. Construct accessible pathway in the playground spaces

**Persons Responsible:**

Director of Educational Services  
Superintendent

**Resources:** \$5000

**Timeline:** August 2010

**Evaluation:** Feedback from Staff  
Feedback from Students

**Goal #8:** Provide suitable and durable flooring surface for daily use

**Strategies:** Replace the carpet in the Transitional room

**Action Steps:**

1. Choose durable commercial grade carpet from samples
2. Purchase and install carpet

**Persons Responsible:**

Facilities Manager  
Classroom Staff  
Director of Educational Services  
Superintendent

**Resources:** \$2650

**Timeline:** June 2010 – August 2010

**Evaluation:** Feedback from Staff  
Feedback from Students

**Goal #9:** Provide ample seating and positioning equipment

**Strategies:** Purchase additional standers and chairs

**Action Steps:**

1. Determine current standing and seating needs
2. Calculate additional equipment needs
3. Project cost of new chairs and stander equipment
4. Secure needed equipment to meet students needs

**Persons Responsible:**

Physical Therapist  
Classroom Staff  
Director of Educational Services  
Superintendent

**Resources:** \$4,000

**Timeline:** February 2010 – April 2010

**Evaluation:** Feedback from Staff  
Feedback from PT  
Feedback from students

**Goal #10:** Develop the capacity to weigh students as they remain in their wheelchair

**Strategies:** Purchase a wheelchair scale for nursing department

**Action Steps:**

1. Determine current needs for weighing students
2. Consult with NAW for joint access needs

3. Calculate necessity of equipment purchase
4. Project cost of new wheelchair scale
5. Decide if purchase is warranted

**Persons Responsible:**

Nursing staff  
Director of Educational Services  
Superintendent

**Resources:** \$2500

**Timeline:** February 2010

**Evaluation:** Feedback from Nursing staff

**Goal #11:** Provide for student hygiene management, soiled clothing cleaning, and student transitional placements

**Strategies:** Develop and administer procedures for areas of need

**Action Steps:**

1. Assess current procedures and methods for areas of need
2. Determine strengths and identify any changes necessary
3. Outline proposed procedures
4. Implement and evaluate procedures for areas of need

**Persons Responsible:**

All School staff  
Director of Educational Services  
Superintendent

**Resources:** \$0

**Timeline:** January 2010 – April 2010

**Evaluation:** Feedback from Preschool staff  
Feedback from students  
Inspection data

## ***Area: Ida Sue School (Ancillary Services)***

**Present Condition:** All of the Ida School programs utilize one Occupational Therapist, one part-time Occupational Therapy Assistants (contract service), one full-time Physical Therapist, and two Physical Therapy Assistants. There are three full-time Speech Therapists, two Registered Nurses and one Licensed Practical Nurse.

Four of our students in Preschool and School-aged programs are identified as having a visual impairment, and are on the Federal Deaf-Blind registry and through OCALI. These students have received licensed therapy services through the 2003-2004 school calendar year, but still require these continued services.

### **Needs:**

1. There is a need for a part-time services rendered by a licensed Instructor for Vision Impairments or Orientation & Mobility Specialist

**Goal #1:** Provide Vision Impairment Specialist or Orientation & Mobility Specialist services to students

**Strategies:** Entire into a contract with a part-time Vision Impairment Specialist or Orientation & Mobility Specialist

### **Action Steps:**

1. To assess the visual impairment therapy service needs as indicated by the students' access to the curriculum
2. To project future changes in services or student counts
3. To determine if a part-time therapist is needed to provide services
4. Contract for determined services

### **Persons Responsible:**

Classroom Staff  
Visual Impairment or Orientation & Mobility Specialist  
Director of Educational Services  
Superintendent

**Resources:** \$10,440

**Timeline:** January 2010 – December 2010

**Evaluation:** Feedback from Specialists  
Feedback from Staff  
Data from Students' performance

## **Area: *Adult Services (Contract Work)***

**Present Condition:** The Nick Amster Workshop has been able to procure a diversified amount of work contracts through out the Wayne County area, however, the volume of work has decreased significantly due to the current economy and the downsizing of many of the companies from which we do business.

**Need:** There is a need to increase and further diversify the amount and types of contracts to enable the enrollees who choose to work an opportunity to work and enhance their employment skills, and provide gainful employment opportunities five days per week.

**Goal:** Procure new and diverse contracts with area businesses which will allow for each enrollee, who chooses to work, the opportunity to utilize their employment skills through at least 70% of the program year.

**Strategies:** Increase the amount of time the General Manager spends soliciting companies in the Wayne County and outlying areas.

### **Action Steps:**

1. Identify potential contracts in a larger geographic region.
2. Assess the effectiveness of the current procurement structure and make adjustments as needed.
3. Improve the Quality Assurance procedures when completing current contracts.
4. Continue to work closely with current contractors to expand current relationships.
5. Utilize internal staff more efficiently in order to free up the General Manager to perform more external sales activities.

**Persons Responsible:** Assistant Superintendent  
General Manager  
Production Manager  
Superintendent

**Resources:** \$0

**Timeline:** January 1, 2010 to December 31, 2010

**Evaluation:** Financial statements  
Payroll

## ***AREA: Adult Services (Enclaves)***

**Present Condition:** We have one enclave at this point at the hospital. We had other enclaves disbanded in the last couple years because of company downsizing.

**Need:** There is a need to explore these options more extensively to create opportunities outside of the workshop for individuals that are very skilled in work activities but not ready to find a job on their own at the present time.

**Goal:** Explore options internally to make a smooth transition into the community and meet with local businesses to see if this would be a viable option for them now or in the future.

### **Action Steps:**

1. Identify potential businesses that might have a need and space for this type of activity.
2. Meet with businesses and discuss this option to see if it is viable.
3. Work with internal staff to make the change to the community successful.
4. Work with transportation to set up a way to transport individuals to these opportunities.

### **Persons Responsible:**

Assistant Superintendent  
General Manager  
Production Manager  
Superintendent

**Resources:** \$0

**Timeline:** January 1, 2010 to December 31, 2010

**Evaluation:** A plan to put enclaves in place.  
Possible enclaves

## **Area: *Adult Services (Community and Supported Employment)***

**Present Condition:** The Nick Amster Workshop does not currently have a community employment department in place to assist eligible adults and transitioning students in reaching their full employment potential

**Need:** There is a current need for resources to assist eligible enrollees to obtain community and supported employment opportunities. It is also very clear that many of the transition students would benefit from continued personal and employment growth by having resources in place which would give them opportunities in a community setting.

**Goal:** To establish a contractual relationship with a community partner who can provide the transition and community employment services to eligible individuals graduating from high school and seeking services through the WCB/DD.

### **Action Steps:**

1. Establish a working relationship with a community partner who is properly certified to provide transition and community employment services.
2. Reestablish contact with the Bureau of Vocational Rehabilitation.
3. Identify current enrollees who would benefit from these services.
4. Identify transition students and future students throughout the county who would benefit from supported/community employment.
5. Establish a collaborative relationship with the Wayne County Schools Career Center to expand assessment resources.

**Persons Responsible:** Workshop Director  
Director of Educational Services  
Superintendent

**Resources:** \$40,000

**Timeline:** January 1, 2010 to December 31, 2010

**Evaluation:** Satisfaction surveys

## ***Area: Adult Services (Adult Services Array)***

**Present Condition:** The Nick Amster Workshop will continue to provide services to nearly 300 individuals in 2010. This will put a great strain on current workshop material resources which may result in a lack of resources to provide basic services.

**Need:** There is a current need to continue systematic replacement of many older work tables, chairs, storage cabinets, lockers, coat racks and other material items at both Workshop locations.

**Goal:** To provide safe, sturdy, quality work tables, chairs, storage cabinets, lockers, coat racks and other material items for individuals receiving Adult Services.

### **Action Steps:**

1. Identify the number of tables, chairs, storage cabinets, coat racks, lockers and other material items that need replacement.
2. Identify the amount of additional work tables, chairs, storage cabinets, coat racks, lockers and other material items need to accommodate the influx of transitions who will receive Adult Services.
3. Identify the source of best price / best quality for replacing / upgrading work tables, chairs, storage cabinets, lockers, coat racks and other material items.
4. Negotiate the best price possible and place order.
5. Auction items being taken out of service.

### **Persons Responsible:**

Workshop Director  
Production Manager

**Resources:** \$8,000

**Timeline:** January 1, 2010 to December 31, 2010

### **Evaluation:**

Satisfaction surveys  
Before & after comparison  
Feedback from Production Managers

## **Area: *Adult Services (Adult Services Array)***

**Present Condition:** The Adult Services Array currently performs an annual Habilitation Assessment Inventory of each enrollee to assist in creating an environment that maintains the individual's level of physical and mental health necessary for a productive life. The Habilitation Assessment Inventory focuses primarily on Physical Fitness, Reality Orientation, Nutrition & Health, Meaningful Activities of Daily Living and Production.

**Need:** To develop a learning style & sensory assessment inventory instrument that can be used by all staff to create / offer activities based upon each individual's preferred learning and/or sensory style.

**Goal:** To create a **Learning Style / Sensory Assessment Inventory** instrument that staff will use to thoroughly evaluate the preferred learning method and sensory stimulation strengths of each individual. The Learning Style / Sensory Assessment Inventory will be used by staff to create and offer new therapeutic/sensory activities individually tailored to each enrollee.

### **Action Steps:**

1. Create a Learning Style & Sensory Assessment Inventory Instrument.
2. Develop an Individual Learning / Sensory Planning document for staff to plan individualized sensory / learning activities for their individuals.
3. Select a focus team and perform trial assessments to validate Learning Style & Sensory Assessment Inventory Instrument.
4. Once Learning Style & Sensory Assessment Inventory Instrument is validated, begin assessing individuals, starting with Oldman Road enrollees.
5. Staff will use the Individual Learning / Sensory Planning format to offer learning experiences and sensory activities tailored for their individuals.
6. Staff will document individual's response to learning experiences and sensory activities created using the information gained from the Learning Style & sensory Assessment Instrument.

### **Persons Responsible:**

Activities/Production Manager  
Adult Staff

**Resources:** \$500.00 Minimal-cost of making copies of the Learning Style / Sensory Assessment Instrument (2-3 two sided pages) and copies of the Individual Learning / Sensory Planner (1-2 two sided pages).

**Timeline:** January 1, 2010 to December 31, 2010

**Evaluation:** Completion and Implementation of all Action Steps.

## **Area: Residential Services (Individual Option Waiver)**

**Present Condition:** The Wayne County Board of Developmental Disabilities currently serves 182 individuals utilizing the Individual Option Waivers. The waiting list for residential services consists of 131 individuals. Currently the Board is limited in available resources to maintain and expand the number of I.O. Waivers.

**Need:** To maintain our current capacity of 182 Individual Option Waivers and plan for up to 10 additional I.O. Waivers as allowed by budgetary limitations and constraints.

**Goal:** The Wayne County Board of Developmental Disabilities will make every effort to maintain all current I.O. Waivers and plan for an addition of up to 10 more waivers.

**Strategies:** The Wayne County Board of Developmental Disabilities will work with the Ohio Department of Developmental Disabilities to maintain 182 waivers and obtain up to 10 more I.O. waivers.

### **Action Steps:**

1. Effectively budget match dollars for up to 10 additional waivers.
2. Update the Wayne County Residential Waiting Lists to prioritize individual needs.
3. Work collaboratively with the Ohio Department of Developmental Disabilities in obtaining the new Individual Option Waivers.
4. To assist individuals following the Freedom of Choice of Provider procedures to select their providers.

### **Persons Responsible:**

Northeast Ohio Council of Government  
Service Coordinators  
Superintendent  
Business Manager  
Wayne County Board of DD

**Resources:** \$150,000

**Timeline:** January 1 to December 31, 2010

### **Evaluation:**

Total number of I.O. Waivers obtained in 2010  
Total Number of IO waivers at 192

## ***Area: Level One Waiver***

**Present Condition:** The Wayne County Board of Developmental Disabilities is currently operating on the 10<sup>th</sup> year of a levy which was projected to last 5 years. The current economic condition of Wayne County does not make it conducive to put a renewal levy on the ballot at this time.

**Need:** To explore all potential sources of revenue other than local tax dollars.

**Goal:** To maintain the 23 current Level One Waivers and obtain up to 100 new Level One Medicaid Waivers.

**Strategies:** The Wayne County Board of Developmental Disabilities will work with the Ohio Department of Developmental Disabilities to obtain 100 new Level One Waivers to maximize the amount of federal dollars available to Wayne County.

### **Action Steps:**

1. Create a list of all non-waiver adult enrollees.
2. Assist each non-waiver adult enrollee with the Medicaid eligibility process.
3. Work collaboratively with the Ohio Department of Developmental Disabilities in obtaining the necessary number of Level One Waivers.
4. To assist individuals following the Freedom of Choice of Provider procedures to select their providers.

### **Persons Responsible:**

Northeast Ohio Council of Government  
Service Coordinators  
Superintendent  
Business Manager  
Wayne County Board of DD

**Resources:** \$150,000.

**Timeline:** January 1 to December 31, 2010

### **Evaluation:**

Number of new Level One Waivers obtained.

## ***Area: Residential Services (Facilities)***

**Present Condition:** The Wayne County Board of Developmental Disabilities has a total of 17 properties available for our individuals to rent. These homes have been purchased with State Capital funds or donated by families/organizations. The acquisition of property and the cooperative relationship with Wayne Metropolitan Housing has made it possible to configure creative methods for providing housing for individuals.

**Need:** To continue the purchase residential homes to replace current homes which no longer meet the needs of the individuals served.

**Goal:** To replace residential homes which no longer meet the needs of the individuals receiving residential services.

**Strategies:** Utilize available capitol funds to replace one home in 2010.

### **Action Steps:**

1. To determine the style and location of appropriate housing.
2. To work with Wayne Metropolitan Housing Authority, Wayne County School Career Center, USDA and families to obtain an additional home.
3. To build/purchase the home.
4. Sell a home which no longer meets the needs of the individuals served.
5. To facilitate the configuration of individuals to reside in the home.

### **Persons Responsible:**

Northeast Ohio Council of Government  
Superintendent  
Wayne County Board of DD  
Wayne Metropolitan Housing Authority  
Business Manager

**Resources:** \$102,000 Capital Housing Allocation  
\$200,000 Donated Funds from the Rittenhouse Memorial Home Board

**Timeline:** January 1 to December 31, 2010

**Evaluation:** Number of new houses obtained.

## ***Area: Services and Support Administration***

**Present Condition:** The Service and Support area currently consists of twelve Service Coordinators and one full time Secretary to provide supports to over 400 individuals and families served by the Wayne County Board of Developmental Disabilities. Due to the ever increasing responsibilities of the Service Coordinators and the complexities of the position it is necessary to increase the number of Service Coordinators. In addition, the Individual Service Plan needs to be assessed for its efficiency and effectiveness. There is discrepancy related to the assessment process, ISP development process, the implementation and monitoring processes that need to be standardized among all Service Coordinators.

**Need Area 1:** There is a need to procure three additional Service Coordinators and/or Associate Service Coordinators to redistribute the caseloads of all Service and Support staff to enable a greater level of consistent monitoring and focus on individual needs. There is also a need to procure a half-time clerical position to serve the Service and Support department in areas of department filing and records retention as well as day to day clerical support to Service and Support staff.

**Need Area 2:** Revise the Individual Support Plan (ISP) format for non-waiver enrollees to simply and streamline the ISP process and explore assigning the ISP process to a certified Adult Service staff member.

There is a need to develop a monitoring schedule for all SSA staff to consistently review all home sites within the community.

**Goal:** To increase the supports available to all individuals served by the county board through more focused services, consistent assessment, development, implementation and monitoring, of Individual Service Plan.

**Strategies:** Improve the focus and efficiencies of all SSA staff through procurement of three additional SSA staff, and part time clerical support. Revise the ISP format to ensure consistency within the SSA department. Develop a consistent monitoring schedule for all home settings. Provide consistent training opportunities for county board staff and providers through use of the Provider Meeting venue.

### **Action Steps:**

1. Develop a position description for the role of part time clerical assistance.
2. Advertise, interview and train, SSA staff and clerical
3. Meet with Providers consistently and garner their input into areas of educational need.
4. Seek knowledgeable speakers and educators to address these identified need areas.
5. Implement a positive assessment tool and procedure for the purpose of addressing the individuals' strengths.
6. Develop a Provider Meeting Committee made up of county board staff and community providers to review the training needs of the group holistically and prioritize training opportunities as well as assist to seek and locate appropriate trainers per topic.
7. Develop a monitoring format for all SSA staff to use in monitoring appropriate services and the health and safety needs of their assigned caseload.
8. Develop an ISP format which meets the necessary criteria for non-waiver enrollees.

**Person Responsible:**

Superintendent  
Director of Service and Support Administration  
Service Coordinators

**Resources:** Recorded under County Board Staffing

**Timeline:** January 1, to June 30, 2010

**Evaluation:**

The focused provision of ongoing, consistent service and supports to all individuals served through highly trained staff both in the county board setting and the provider community.

## ***Area: Behavioral Supports***

**Present Condition:** The area of Behavioral Supports currently consists of one Director of Behavioral Supports. There are currently 25 approved behavior intervention plans being implemented, 10 aversive plans and 15 positive plans and 6 behavioral guidelines.

**Need:** Behavior support plans will be integrated into the Individual Service Plans as needed. Behavioral training needs for the 2010 calendar year are identified in the area of sexual offenders, their rehabilitation, risk assessment tools and methodologies.

**Goal:** The Director of Behavioral Supports shall ensure the completion of all needed positive behavioral plans and guidelines within appropriate time lines in support of all ISP/IEP teams and individuals. The Director of Behavioral Supports shall continue to revise aversive plans into positive behavioral plans when possible. Monthly reviews of all aversive behavioral plans shall continue with information made available to assigned Service Coordinators.

The Director of Behavioral Supports shall ensure that all identified offenders shall have an ongoing aversive behavioral support plan to specifically identify needed therapies, staff trainings, expectations and consistent monitoring. All identified offenders shall have an approved behavioral plan in place by March 1, 2010.

### **Strategies:**

Develop within the ISP format a comprehensive behavioral section to include the Functional Analysis of behavior, procedures and methodologies and necessary consents. Initiate risk assessments for all identified sexual offenders and create behavioral support plans for each case. Continue monthly reviews of all aversive behavioral plans and revise those appropriate to positive plans. Identify appropriate trainers and initiate ongoing training to provider staff in the area of offender habilitation.

### **Action Steps:**

1. Conduct behavioral assessments for all referred individuals.
2. Ensure risk assessments are conducted as appropriate to the individual.
3. Ensure completion of monthly behavioral reviews.
4. Initiate training for staff and providers in the area of offenders.

### **Person Responsible:**

Superintendent  
Director of Educational Services  
Workshop Director  
Director of Service and Support

**Resources:** Contained in the Wayne County Board of DD Staffing

**Timelines:** January 1, 2010 through December 31, 2010

**Evaluation:** The implementation of meaningful and effective behavior support programs for identified individuals as measured by ongoing evaluation. The focused provision of ongoing, consistent service and supports to all individuals served through highly trained staff both in the county board setting and the provider community.

## ***Area: Family Support Services***

**Present Condition:** The Parent to Parent Organization continues to serve the Wayne County community through fund raising efforts, respite service provision, purchase of adaptive equipment, specialized diets and family events to foster the well being and quality of life for individuals served. Parent to Parent has served over 115 families for a total of 443 times in this year in areas of purchase of needs, adaptive equipment, special diet funding, respite services, personal needs and funding for medical supports. Five additional Respite Providers have been oriented and trained and join twenty other certified providers in making quality services possible to the individuals and their families served. Funds raised through the generous support of the Wayne County community at the Parent to Parent Auction totaled over \$46,000.00 for a very successful year to be used toward the support of individual and family needs within the community.

Through the 2009 year to date the Parent to Parent Organization has sponsored a Family Picnic in September and the annual Apple Butter Making event in October.

**Needs:** To Comply with ODMRDD rules and maintain certification standards, utilize parent knowledge and expertise, continue to promote awareness of programs and services, provide families an opportunity to enjoy time together or gain information, recommend grants from the Dixon Fund and raise funds to contribute to the fulfillment of Parent to Parent's mission.

**Goal:** To continue to provide high quality, family friendly supports, services and information to families in Wayne County, and to expand service availability and to acquire and manage resources necessary to meet the needs of families.

**Strategies:** Ensure compliance with rules, regulations and policies. Utilize parent expertise through direct administration of the FRS program. Provide awareness of services and supports available through the FRS program. Provide opportunities for families to enjoy the company of one another. Support the work of the school and workshop

### **Action Steps**

1. Inspect all respite care homes and document compliance, maintain service records and financial information
2. Continue to seek new, certified respite providers from the community
3. Refer eligible families to respite providers and present service requests to the Parent to Parent Board
4. Provide two to four opportunities for family interactions and information distribution during the year
5. Disperse resources from the Dixon Fund
6. Hold a fund-raising event yearly

### **Person Responsible**

Director of Service and Support Administration  
SSA staff  
Superintendent

**Resources:** \$170,000

**Timeline:** January 1, 2010 to December. 31, 2010

**Evaluation**

Annual Plan evaluation

Parent to Parent Annual Report

## ***Area: Personnel (Staff Development)***

**Present Condition:** The staff of the Wayne County Board of Developmental Disabilities has had an increasingly higher tenure with the program. There have been many changes in laws as well as rules and regulations enacted during the past several years. The staff is not fully familiar with the current trends in the field especially as it pertains to Day Habilitation Programming, self-determination, accountability, and the major unusual incident process. They are in need for additional guidelines and statements of expectations.

**Need:** To develop a comprehensive staff development-training program that includes the changing philosophy and methods of program operations.

**Goal:** To keep all staff informed about the changes in the operation of county board programs, and enhance their knowledge and practices about program operations.

**Strategies:** To increase the information base of all employees concerning the operations and services, Day Habilitation, self-determination, and their responsibilities within the organization and to the individuals served.

### **Action Steps:**

1. To develop a staff development committee in each area of the program
2. To assess staff needs concerning their need for specific types of information.
3. To provide in-service about Day Habilitation
3. To continue to present in-services about Individual Service Planning and Self Determination
4. To present in-service about Behavior Support.
5. To provide in-service about the use of technology.
6. To provide in-service on the Foundations of DD
7. To provide in-service on policy and procedures of the Wayne County Board of Mental Retardation and Developmental Disabilities
8. To provide in-service about residential services.
9. To provide in-service about CPR/First Aid and Delegated Nursing
10. To provide in-service on staff roles and responsibilities
11. To provide for staff recognition
12. To provide staff with the opportunity to attend appropriate in-service, and workshops.
13. To train staff in areas of health and safety in an effort to decrease the number of worker's compensation claims

### **Persons Responsible:**

Director of Educational Services,  
Workshop Director  
Director of Service and Support Administration  
Transportation Supervisor,  
Information Systems Manager  
General Manager Nick Amster Workshop  
Superintendent

**Resources:** \$6,000

**Timeline:** January 1 to December 31, 2010

**Evaluation**

Number of employees participating in the in-service programs

Employee evaluations of the in-service programs

Improved services to the enrollees

## ***Area: Transportation Services (Vans)***

**Present Condition:** The Wayne County Board of Mental Retardation and Developmental Disabilities operate 12 vans that travel approximately 1,400 miles each day. Over the past five years there has been a replacement schedule for vans in an effort to maintain a safe transportation system.

**Need:** To replace **one** van having over 120,000 miles on it.

**Goal:** Provide safe and reliable and efficient van transportation services to individual

**Strategies:** To provide van transportation services to our enrollees.

### **Action Steps:**

1. To determine the need and identify the vans that will be taken out of service
2. Bid for one new van using state bid process
3. Based on the bid amounts make a determination to purchase van
4. Put the new van in service.

### **Person Responsible:**

Transportation Supervisor  
Assistant Transportation Supervisor  
Superintendent  
Wayne County Board of DD

**Resources:** State & local dealerships

**Estimated Cost:** \$24,000

**Timeline:** January 1 to April 30, 2010

**Evaluation:** Evaluate the increase in Community Employment  
Evaluate the increase in Supported Employment

***Area: Transportation (Bus Garage)***

**Present Condition:** The On Bus Instructor is using material which is antiquated.

**Need:** There is a need for updated training videos for the On Bus Instructor to use for individual training and in-service.

**Goal:** To provide the highest quality training to individuals obtaining or upgrading their CDL.

**Strategies:** To assess the availability of high quality videos which will best meet the needs of the transportation department.

**Action Steps:**

1. Research availability of high quality videos.
2. Purchase appropriate materials for training.
3. Implement the new materials into training.

**Person Responsible:**

Transportation Supervisor  
Assistant Transportation Supervisor  
Superintendent  
Wayne County Board of DD

**Resources:** \$100.00

**Timeline:** January 1 to December 31, 2010

**Evaluation:** Staff survey

***Area: Transportation (Bus Transportation Services)***

**Present Condition:** Currently, we have three high mileage buses that need to be replaced.

**Need:** To replace **two** buses

**Goal:** Provide safe and reliable and efficient bus transportation services

**Strategies:** Maintain the current vehicle replacement rotation in accordance with the 5 year plan that was developed in 2007. Also, to stay ahead of the upcoming price increases resulting from additional emission controls mandated by the Federal government,

**Action Steps:**

1. Obtain approval from the Board to advertise for bids
2. Develop the bus specification and prepare the bid packages
3. Advertise for bid in accordance with the Ohio Revised Code.
4. Receive bids
5. Open and award bids to the best bidder

**Person Responsible:**

Transportation Supervisor  
Assistant Transportation Supervisor  
Superintendent  
Wayne county Board of DD

**Resources:** \$180,000

**Timeline:** January 1 to May 31, 2010

**Evaluation:**

The purchase of two 66-passenger buses

***Area: Transportation (Facilities at 1000 W. Liberty Street)***

**Present Condition:** Muddy parking area in the Bus Compound

**Need:** Chip & seal Bus Compound.

**Goal:** To maintain a functional and safe working environment due to the increased traffic created by compounding buses during the day and permanent parking spots.

**Strategies:** To make necessary improvements, replacements and repairs to the properties.

**Action Steps:**

1. Obtain approval from the Board to advertise for bids.
2. Develop bid specifications and prepare bid packages.
3. Advertise for bids in accordance with the Ohio Revised Code
4. Receive bids
5. Open and award bids to the best bidder.

**Persons Responsible:**

Business Director  
Superintendent  
Transportation Supervisor  
Building and Grounds Committee

**Resources:** \$10,000

**Timeline:** January 1 to December 31, 2010

**Evaluation:** Completion of all Action Steps  
Installation of a Chip and Seal Parking Lot

## ***Area: Facilities (266 Oldman Road)***

**Present Condition:** There has been a limited amount of improvements to the Oldman Road facility during 2009 due to the current economic condition. There continues to be a need for ongoing replacement and repair of equipment and facilities.

**Need:** To improve the educational and work environment at the Oldman Road facility.

**Goal:** To make improvements, repairs and necessary replacements for the purpose of maintaining and enhancing a clean and healthy instructional and employment environment for the children and adults of the Ida Sue School and Nick Amster Workshop.

**Strategies:** To make necessary improvements, replacements and repairs to the Oldman Road facility

### **Action Steps:**

1. HVAC repairs and filters
2. To complete all required inspections
3. To improve the landscaping
4. Have Carpets and Windows cleaned
5. Expand the file storage space
6. Paint three classrooms
7. Paint interior walls and doors in workshop
8. Replace some furniture in the workshop at both Oldman Rd and WIC
9. Install Track System in PT room
10. Replace Carpet in Vocational Room
11. Replace selected equipment in the Nick Amster Workshop

### **Persons Responsible:**

Superintendent  
Building and Grounds Committee  
Administrators

**Resources:** Refer to Permanent Improvement Budget

**Timeline:** January 1 to December 31, 2010

### **Evaluation:**

The completion of Actions Items 1-11

***Area: Facilities (950-1000 W. Liberty Street)***

**Present Condition:** There continues to be a need for ongoing replacement or repair of aging equipment and facilities.

**Need:** To improve the facilities and operations at the Liberty Street property

**Goal:** To maintain a functional and safe working environment.

**Strategies:** To make necessary improvements, replacements and repairs to the properties

**Action Steps:**

1. Replace gutters on garage
2. Repair the office roof
3. Repair/replace siding on garage
4. Repair fence around compound

**Persons Responsible:**

Business Director  
Superintendent  
Transportation Supervisor  
Building and Grounds Committee

**Resources:** Permanent Improvement Budget

**Timeline:** January 1 to December 31, 2010

**Evaluation:**

Completion of all Action Steps

***Area: Facilities (651 College Avenue)***

**Present Condition:** The College Avenue Home currently provides residential services for up to four men. The Board first offered residential services at this site in 1968. The residential staffing and operation of the home was relinquished to an agency operator in 2001. The Board maintains the property.

**Need:** To maintain the home as a functional and safe living and working environment

**Goal:** To provide an appropriate residential option for those living at the College Avenue Home

**Strategies:** To make necessary repairs, replacements and improvements to the property

**Action Steps:**

1. To complete all annual inspections
2. To replace the windows on the first floor
3. To make general repairs to the facility

**Persons Responsible:**

Business Director  
Superintendent  
Building and Grounds Committee

**Resources:** Permanent Improvement Budget

**Timeline:** January 1 to December 31, 2010

**Evaluation:**

The evidence that the home is well maintained.

***Area: Facilities (1200 N. Crownhill, Orrville)***

**Present Condition:** The Crownhill Home was donated by the family of adults previously enrolled in the workshop. The upper and lower floors of the home are operated as two independent living units with two individuals living on each level. A private agency manages the residential operation of the home, which is funded through the Individual Options waiver held by each of the four residents. There continues to be a need for general property maintenance and the ongoing repair or replacement of aging equipment.

**Need:** To maintain the home as a functional and safe living and working environment

**Goal:** To provide an appropriate residential option for those living at the Crownhill Orrville Home

**Strategies:** To make necessary repairs, replacements and improvements to the property

**Action Steps:**

1. To complete all inspections
1. To maintain the landscaping
2. To replace the rain gutters
3. To make general repairs to the facility

**Persons Responsible:**

Business Director  
Superintendent  
Building and Grounds Committee

**Resources:** Permanent Improvement Budget

**Timeline:** January 1 to December 31, 2010

**Evaluation:**

The evidence that the home is well maintained.

## ***Area: Technology (Workstation Upgrades)***

### **Present Condition:**

Fair – Several workstations currently being used by mission critical positions in various departments are approaching 5 years since being purchased.

### **Need:**

All current workstations in the Service Coordination department are reaching the end of their tier-one planned lifecycle and will need upgraded. Additionally, the Bus Garage diagnostic laptop has exceeded its planned lifecycle.

### **Goal:**

Purchase (10) New Laptops for the Service Coordination department and (1) New Laptop for the Bus Garage. Bump existing desktops to tier-two use points in the program.

### **Strategies:**

### **Action Steps:**

1. Develop specifications for units, solicit pricing and purchase hardware.
2. Load and configure appropriate software.
3. Migrate existing data from current units to new units. Install new units.
4. Clean up old units for other uses or sale.
5. Purchase software licensing as necessary.

### **Persons Responsible:**

Information Systems Manager

### **Resources:**

Laptop Units:	15 Units at \$1,500 =	\$22,500
	Project Total:	\$22,500

### **Timeline:**

Second Quarter 2010

### **Evaluation:**

Purchase of needed equipment

**Area: Technology (Digital Projectors in Administration and SSA Conference Rooms)**

**Present Condition:**

Non-Existent – We currently have no permanent systems for sharing information with small to medium sized groups in our conference rooms.

**Need:**

To share IEP and ISP Plan information in real time with small to medium sized groups during team meetings.

**Goal:**

To install permanent digital presentation systems which will allow us to enhance the ability to clearly present information to all stake holders who interact with the Wayne County Board of DD.

**Strategies:**

**Action Steps:**

1. Develop specifications requirements, solicit pricing and purchase equipment.
2. Install and configure equipment.
3. Train appropriate staff on use of equipment.

**Persons Responsible:**

Information Systems Manager

**Resources:**

Projectors, Mounts, Cables and PC's	\$5,800
Project Total:	\$5,800

**Timeline:**

First Quarter 2010

**Evaluation:**

Installation of the projector in the conference room

## **Area: *Technology (Upgrade Network Equipment)***

### **Present Condition:**

Fair – We have made some progress over the last two years in upgrading older and inferior network equipment with modern industry-standard components.

### **Need:**

We still have several components which are not enterprise class equipment and should be replaced with more modern industry-standard components which will allow for the reliable operation of our growing data network. Many of our existing switches and routers are no longer covered under a warranty and leave us vulnerable to significant downtime due to equipment failure.

### **Goal:**

To replace several of our oldest network components.

### **Strategies:**

To utilize the Cisco Donation Program to purchase network components well below market value. To replace aging network equipment with new Cisco equipment which include a 5 year warranty.

### **Action Steps:**

1. Review existing components.
2. Identify appropriate current replacements.
3. Purchase new components.
6. Configure and install.

### **Persons Responsible:**

Information Systems Manager

### **Resources:**

Equipment Purchases from Providers	\$1,800
Project Total:	\$1,800

### **Timeline:**

Second Quarter 2010

### **Evaluation:**

## **Area: *Communications (External)***

**Present Condition:** Communication to the parents and community is lacking. There is little dissemination of information in the form of presentations, news items in the paper and newsletters. The community needs to be better informed about all of the operations of the Wayne County Board of Developmental Disabilities.

**Need:** To improve communication to the community about the various aspects of the operation of the Wayne County Board of Developmental Disabilities

**Goal:** To develop systems for the improvement of communications to the community.

**Strategy:** To improve the information base about the operations of the Wayne County Board of Developmental Disabilities to the community.

### **Action Steps:**

1. To continue the Update newsletter
2. To make presentations to service organizations and groups throughout the community
3. To participate in the March Developmental Disabilities Awareness Campaign
4. To develop and disseminate a County Board Services Manual
5. To have a minimum of one newspaper article per month in the Daily Record or other area newspaper
6. Update all agency handbooks and brochures.

### **Persons Responsible:**

Superintendent  
All Staff

**Resources:** \$2,000

**Timeline:** January 1 to December 31, 2010

### **Evaluation:**

Improved communication with community  
Community having a better knowledge of the operations of all aspects of the program

## ***Area: Communications (Internal)***

**Present Condition:** Communication to the staff has been achieved through the Keeping In-Touch newsletter and the Update newsletter. There is a need for two-way communication and information dissemination in a comprehensive and efficient manner.

**Need:** To improve communication with the staff on the various aspects of the operation of the Wayne County Board of Developmental Disabilities.

**Goal:** To develop a system or systems for the improvement of internal and across agency communications.

**Strategy:** To improve two-way communications with all members of the Wayne County Board of Developmental Disabilities Staff.

### **Action Steps:**

1. To continue the Keeping In Touch newsletter
2. To solicit from the staff methods for improving communications
3. To continue in-services with the intent of informing people
4. The Superintendent will meet with the staff individually to gather input and information
5. To provide all staff with a synopsis of the annual plan.
6. To develop an outcome measure to ensure staff is well informed.

### **Persons Responsible:**

Superintendent  
All Staff

**Resources:** \$1,000

**Timeline:** January 1 to December 31, 2010

### **Evaluation:**

Improved communication with staff  
Staff having a better knowledge of the operations of all aspects of the program

## ***Area: Finance***

**Present Condition:** Currently the Wayne County Board of Developmental Disabilities receives financial support from three basic sources. The program receives 70 percent of its funding from a local 3.5 mill special tax levy, 18 percent of the funding comes from State Department of Education and Department of Developmental Disabilities, and 12 percent of the funds come from Federal Medicaid and Title XX money. Recently, there have been some increases in cost for health insurance and a significant increase in workers compensation. In addition, the Ohio Department of Developmental Disabilities has issued a notice that state subsidies will be decreased for fiscal year 2010. Additionally the Tangible Personal Property Tax will be phased out over the next few years.

**Need:** To manage the resources in such a manner that the Board receives the maximum years of service from the current local levy receipts.

**Goal:** To manage the financial resources in a prudent manner enabling the life of the current levy receipts to extent through the next two to three years.

**Strategies:** To maintain and increase financial stability for a period of three to five years.

### **Action Steps:**

1. To update the 10 year budget projection
2. To obtain input from the public concerning the use of Idea B and Pre-School Grant money through this process.
3. To spend resources based on an operational plan
4. To provide a prudent, effective, and efficient financial system
5. To exhaust resources for federal funds before asking for more local tax dollars.

### **Persons Responsible:**

Superintendent  
Board Finance Committee  
Wayne County Board of Developmental Disabilities

**Resources:** \$0

**Timeline:** January 1 - December 31, 2010

**Evaluation:** The development and implementation of a 10-year functional financial plan