

## **Project Transformation 2.0 Medina County Plan**

Future Service Plan:

*How will future services be different than the services you are currently providing and why?*

### A. Vision

Sheltered services will all change to be connected to the community. This includes in-house classes, recreation and vocational programming. We will increase opportunities for integrated settings and competitive employment by maximizing OOD services and case coordination. We will be exploring and increasing community development for individuals that are competitively employed. Our plan is to support self-advocates on their journey to independence. The new system will support individuals beyond day services and employment. The system will empower and enrich the Individual's life. Employment First is not only employment.

### B. Mission

The mission of MCBDD Adult Services is to empower individuals to connect and engage in opportunities within their Community through work, service and recreation.

### C. Values

Respect  
Person Centered  
Mentor  
Community Connections

Strategic Plan:

*What are the major steps needed to reach this vision and future state of services provided?*

A. SWOT Analysis

**Strengths**

Committed to Mission  
Staff  
Respectful  
Passionate  
Quality Care  
Person Centered  
Self Advocates  
Open Communication

**Weaknesses**

Red Tape  
System Requirements Slow Processes  
Communication to Individuals  
Silos  
Technology  
Disorganized  
Spotlight Thinking

**Opportunities**

Community Involvement  
Relationship Building  
Possibilities  
Positive Culture  
Good Life Tools  
More Opportunities to Engage the  
Community  
Support Groups and Networks

**Threats**

CMS - Conflict Free Case Management  
OOD - Deliverables and Red Tape  
Transportation  
Sheltered Environment  
Funding  
Mixed Messages  
Expectations (Individual and Family)  
Spotlight Thinking

## B. Core Strategies For Transformation

1. Simplify processes with timelines in place for intake, assessment, community development and on-going minimal supports.
2. No new enrollees in sheltered setting unless we are the provider of last resort.
3. Focus on transitioning youth for assessment and community development.
4. Work with private providers to provide community based assessments and recommendations.
5. Maximize OOD referrals.
6. Reduce timelines for OOD.
7. Increase job placements.
8. Social job coach to develop individualized community connections.
9. On-going interest groups to stay connected to the community.
10. Reduce waiver services and the number of individuals serviced in Adult Services.
11. Mobile documentation system (Gatekeeper Anywhere).
12. All services connected to the community and tracked (HUB).

### C. Action Plan

Strategic Issues	Action Steps	Targets, Specifics, Measures	Intended Outcome	Member Responsible	Timeline
Increase OOD Referrals (Core Strategy 5+3).	Increase outreach efforts to local schools, SSAs and community.	Increase number of referrals made to OOD contract by 10% per year over previous year.  *The ability to meet this number will affect the following numbers below.	Maintain caseloads for two coordinators for a total of 135 -150 * individuals served.	Ed Dryer	By 2017
Decrease OOD timelines for services (Core Strategy 1).	Update and implement policy and procedures for referral, eligibility and plan development .	2016 - Average days in application: 60 Average days in eligibility: 150 2017 - Average days in application: 50 Average days in eligibility: 120	Meet OOD and Federal requirement timelines for eligibility and plan development	Ed Dryer Contract Staff	By 2017
Increase number of Job Placements (Core Strategy 7).	Increase involvement in networking activities with other entities. Commit a Community Support Supervisor to assist in job development activities.	2016 - Total placements: 10 2017 - Total placements: 12 2018 - Total placements: 15.	Increase number of individuals in community employment to 115 - 125 * by 2018. (This number may be affected if total number of individual we serve is decreased.)	Ed Dryer Economic Developers.	By 2017
Reduce number of hours individuals are receiving services in segregated sites. (Core Strategy 4,8,9,10 & 12).	Develop community connected sites.	2015/16 - Identify current number of hours in integrated/segregated sites. 2017 - Increase hours in integrated sites by 20%. 2018 - Increase hours in integrated sites by an additional 30%.	More people in integrated sites with a decrease in segregated sites.	Paula Majoros	Beginning 2016
Get computer software to track community	Research and identify software and hardware options.	2016 - Purchase and implement hardware and software. 2017 - Begin tracking key indicators.	Effective tracking of identified key indicators,	Adult Services Management Team	By 2017

connectedness (Core Strategy 11 & 12).	Identify key indicators to track.		including number of hours in integrated experiences.		
Improvement of customer services	Train staff on Goodlife lessons.	2016 staff will be trained on the 12 Ally lessons at department staff meetings	This is the beginning of the infrastructure of training. Positive culture shift to be completed in 3-6 years.	Medina Good Life team and Human Resources office	Infrastructure in place by 2017 with in the MCBDD. Plans developed to train agency providers by 2018.

### Organizational Redesign

*Can include: interim and future organizational structure*

#### A. Current organizational structure *(ideas from future state mapping exercise)*

**Separate services with minimal flow and connectivity.**

OOD - Vocational coordinators case services

OOD - Provider of OOD services

STEP - 90 day assessment

STEP - To be on-going

CI - Group outings 1:6

Work Center

ISO

Skills

Crossroads

Employment First

#### C. Interim Organizational Structure (optional)

Plan to be developed with consultant in 2016.

Move from only 14 staff committed to community placement or integration to over 28 staff being crossed trained.

Clerical and support to OOD contract services.

Move resources from traditional work center services to smaller groups that connect to the community through work, services or recreation. Staff is cross trained to provide community based services.

Will continue to train staff and provide tools to promote independence and community employment.

Develop new programs to develop regional support groups and individual community connections.

Provide training on Good Life Ally lessons.

#### D. Future organizational structure *(ideas from future state mapping exercise)*

1. Intake - Authorized Plan (ISP, IEP, OOD, transition students)
2. Assessment - 90 day, on-going ?, OOD - work adjustment
3. Job/Community Development - maximum one plan year
4. On-going supports - minimal needed to support
  - a. 8-20 hours of work a week after 90-day placement (follow along services and transportation)
  - b. 6-16 hours of community connectedness; consider staff ratio or independent (staffing ratio for group 1:6, independent follow along type services, natural support and transportation)
  - c. Community interest groups - Aktion Club, TBI, \*Special Olympics, Closing Time, After Hours (advisor/facilitator or coordination handled by staff - part of other duties)

An emphasis will be made to cross train all staff. Positions are also being redesigned to create connections to the community. A position will be redesigned; "Social Job Coach" will be written into the job descriptions. The fresh approach will develop community connections for individuals. On-going interest groups will also be developed in order to keep continual supports in place. The main purpose is to share successes and tribulations with one another.

\*currently not integrated; looking at ways to make more unified

#### E. Proposed changes in job descriptions and staffing

- Special Olympic Coordinator - will increase to 40 hours per week to explain community consecutiveness.
- Recreation Specialist - will be changed from a large group outing organization to a one-on-one social job coaching.
- Department Supervisor - will be cross trained to provide more integrated services.
- Community Support Specialist - all will be cross trained for vocational and integrated services.
- Habilitation Assistant - will be used to support new integrated services.

Programmatic Outcomes - Results

*What are the measurable, projected goals to increase employment and community integration outcomes based on your transformation efforts (next 3 years)?*

A.

Projected community employment placement outcomes			
Last year	Year 1 of plan	Year 2 of plan	Year 3 of plan
10	<i>10 new placements</i>	<i>12 new placements</i>	<i>15 new placements</i> 115-125 individuals*

B.

Projected community integration placement outcomes			
Last year	Year 1 of plan	Year 2 of plan	Year 3 of plan
1 independent placement in a community connected site	10 community connected sites developed	20 community connected sites developed	30 community connected sites developed 30-50 individuals *

\*Numbers affected by number of individuals served.