



GOODWILL COLUMBUS  
STRATEGIC PLAN:  
ICF COMMUNITY INTEGRATION  
(DRAFT VERSION 3.0)

David King<sup>1</sup>

GOODWILL COLUMBUS 1331 Edgehill Rd, Columbus, OH 43212



## PREFACE

During the fiscal year of 2106, the Ohio Department of Developmental Disabilities (DODD and Goodwill Columbus reached a contractual agreement to support a systems transformation of Intermediate Care Facility (ICF) organizational structures and services from facility-based to community-based models.

In tandem with financial support from DODD, Goodwill Columbus agreed to develop a strategic plan in order to implement integrated and community-based employment and day services for individuals with complex needs.

Our strategic plan addresses the six deliverable outlined in agreement with DODD:

1. A decrease in the use of facility-based services
2. An increase in integrated community-based employment
3. A focus on the achievement of individual integrated services for individuals with complex needs (internal and external communication)
4. An increase in the utilization of braided funding supports
5. An increased use of career discovery processes
6. An increase in staff competencies and skills related to integrated employment and community services

Goodwill Columbus is a very diverse organization that offers several benefits to support this initiative.

1. Goodwill operates businesses in the following sectors: Retail (8 retail stores, warehouse, 20+ attended donation centers), Janitorial and Security service (covering over 2 million square feet of real estate)
2. Is a provider of both waiver and OOD services.
3. Received a Project Transformation grant to assist in transforming our 3 day services programs serving over 600+ individuals from facility-based to community-based programs.
4. Has a thriving Workforce Development department that has built strong relationships with employers in the community (via our board members and our Business Advisory Network) and are the experts in getting individuals with any barrier employed (placed over 400 individuals in competitive employment positions in 2015).
5. Has a newer program (Creative Employment Solutions) designed specifically to work with the individuals in our day services programs to move them along the path to employment from sheltered work to competitive position in the community (trained staff in the Discovery Process and Customized Employment).

6. Current ICF staff have done a good job at exposing the 23 residents in the ICF to community options / event.
7. Community that the ICF is located is a very diverse community offering a wide range of employment and community options within a short distance helping minimize transportation issues.

This strategic plan is very fluid in nature but designed to lay a foundation in the next year to build upon to move the residents we serve in the ICF to have every opportunity to be viable parts of their communities as they would like.

**STRATEGIC PLAN**  
**Goodwill Columbus ICF Grant Initiative**  
**(2016 / 2017)**

**DELIVERABLE #1: Increase Staff Competencies and Skills**

<b><u>STRATEGY / DELIVERABLE</u></b>	<b><u>ACTION ITEM</u></b>	<b><u>DUE DATE</u></b>	<b><u>COMPLETED</u></b>
Increase Staff Competencies and Skills related to integrated employment and community services	<ol style="list-style-type: none"> <li>1. Hire Career Consultant</li> <li>2. CC assigned to veteran Career Consultant in Workforce Development as a mentor</li> <li>3. CC to complete OOD on-line course on supported employment.</li> <li>4. CC to complete Discovery Process training.</li> <li>5. CC to complete Person Centered Plan training.</li> <li>6. CC to start initial training for ICF staff on Discovery Process</li> <li>7. CC to complete Customized Employment process</li> <li>8. CC to complete Discovery Training with ICF staff</li> <li>9. ICF staff to complete OOD on-line course for support employment</li> </ol>	<ol style="list-style-type: none"> <li>1. July, 2016</li> <li>2. July, 2016</li> <li>3. August, 2016</li> <li>4. August, 2016</li> <li>5. August, 2016</li> <li>6. September, 2016</li> <li>7. September, 2016</li> <li>8. October, 2016</li> <li>9. October, 2016</li> </ol>	

## DELIVERABLE #2: Community Outreach Strategy

<b><u>STRATEGY / DELIVERABLE</u></b>	<b><u>ACTION ITEM</u></b>	<b><u>DUE DATE</u></b>	<b><u>COMPLETED</u></b>
Community- Outreach Strategy	<ol style="list-style-type: none"> <li>1. Career Consultant to meet with Goodwill Business Services Liaison to be educated in established Employer contacts in community and how to connect.</li> <li>2. CC to start attending weekly Employer Networking Group to establish new employer relationships in our community.</li> <li>3. CC will collaborate with Goodwill Marketing Team, Project Transformation Team and WFD Manager to include the ICF initiative in communication of information to community regarding our goal of integrated employment / engagement.</li> <li>4. Initial communication on the Discovery process sent to participant teams</li> <li>5. CC to attend quarterly Business Advisory Council meeting to educate community business members of this initiative.</li> <li>6. Communicate initiative to current community partners</li> </ol>	<ol style="list-style-type: none"> <li>1. August, 2016</li> <li>2. August, 2016</li> <li>3. August, 2016</li> <li>4. August, 2016</li> <li>5. September, 2016</li> <li>6. September, 2016</li> </ol>	

### DELIVERABLE #3: Achieve Individualized Integrated Services

<u>STRATEGY / DELIVERABLE</u>	<u>ACTION ITEM</u>	<u>DUE DATE</u>	<u>COMPLETED</u>
Achieve Individualized Integrated Services	<ol style="list-style-type: none"> <li>1. CC / ICF staff will start Person Centered Planning / Discover process for 3 participants on place 4 on the PATH to community employment.</li> <li>2. CC / ICF staff will complete Discovery meetings (set goals / determine path in community /start exploring natural supports) for 3 participants on place 4 on the PATH to community employment.</li> <li>3. CC / ICF staff will start Person Centered Planning / Discover process for 4 additional participants on place 4 on the PATH to community employment.</li> <li>4. CC / ICF staff will complete Discovery meetings (set goals / determine path in community /start exploring natural supports) for 4 additional participants on place 4 on the PATH to community employment.</li> <li>5. CC / ICF staff will start Person Centered Planning / Discover process for 3 additional participants on place 4 on the PATH to community employment.</li> <li>6. CC / ICF staff will complete Discovery meetings (set goals / determine path in community /start exploring natural supports) for 3 additional participants on place 4 on the PATH to community employment.</li> </ol>	<ol style="list-style-type: none"> <li>1. September, 2016</li> <li>2. October, 2016</li> <li>3. November, 2016</li> <li>4. December, 2016</li> <li>5. January, 2017</li> <li>6. February, 2017</li> <li>7. March, 2017</li> <li>8. April, 2017</li> <li>9. May, 2017</li> <li>10. June, 2017</li> </ol>	

	<ol style="list-style-type: none"><li>7. CC / ICF staff will start Person Centered Planning / Discovery process for 4 additional participants on place 4 on the PATH to community employment.</li><li>8. CC / ICF staff will complete Discovery meetings (set goals / determine path in community /start exploring natural supports) for 4 additional participants on place 4 on the PATH to community employment.</li><li>9. CC / ICF staff will start Person Centered Planning / Discovery process for 3 additional participants on place 4 on the PATH to community employment.</li><li>10. CC / ICF staff will complete Discovery meetings (set goals / determine path in community /start exploring natural supports) for 3 additional participants on place 4 on the PATH to community employment.</li></ol>		
--	--	--	--

## DELIVERABLE #4: Increased Use of Career Discovery

<u>STRATEGY / DELIVERABLE</u>	<u>ACTION ITEM</u>	<u>DUE DATE</u>	<u>COMPLETED</u>
Use of Career Discovery Process	<ol style="list-style-type: none"> <li>1. Career Consultant will start Career Discovery for initial 2 participants currently on place 2 on the PATH to community employment.</li> <li>2. CC will complete Career Discovery meetings for initial 2 participants currently on place 2 on the PATH to community employment.</li> <li>3. CC will start job development / customized employment process for initial 2 participants currently on place 2 on the PATH to community employment.</li> <li>4. CC will start Career Discovery for next 2 participants currently on place 2 on the PATH to community employment.</li> <li>5. Career Consultant will complete Career Discovery meetings for next 2 participants currently on place 2 on the PATH to community employment.</li> <li>6. CC will start job development / customized employment process for next 2 participants currently on place 2 on the PATH to community employment.</li> <li>7. CC will start Career Discovery for last 2 participants (from original group) currently on place 2 on the PATH to community employment</li> <li>8. CC will complete Career Discovery for last 2 participants (from original group) currently on place 2 on the PATH to community employment.</li> <li>9. CC will start job development / customized employment process for last 2 participants (from original group) currently on place 2 on the PATH to community employment.</li> </ol>	<ol style="list-style-type: none"> <li>1. August, 2016</li> <li>2. September, 2016</li> <li>3. October, 2016</li> <li>4. November, 2016</li> <li>5. December, 2016</li> <li>6. January, 2017</li> <li>7. February, 2017</li> <li>8. March, 2017</li> <li>9. April, 2017</li> </ol>	

## DELIVERABLE #5: Increase the Utilization of Braided Funding Supports

<b><u>STRATEGY / DELIVERABLE</u></b>	<b><u>ACTION ITEM</u></b>	<b><u>DUE DATE</u></b>	<b><u>COMPLETED</u></b>
Increase the Utilization of Braided Funding Supports	<ol style="list-style-type: none"> <li>1. Career Consultant will complete OOD on-line course on supported employment.</li> <li>2. CC will connect with Loop Ohio website</li> <li>3. CC and ICF staff will start explore training, volunteer, and other community options through Project Transformation / Community Experience team.</li> <li>4. CC and ICF staff will explore resources provided through WFD /Creative Employment Solutions (computer training, resume writing where needed, work readiness training) an start adapting classes for ICF participants.</li> <li>5. ICF staff will complete OOD on-line course on supported employment.</li> </ol>	<ol style="list-style-type: none"> <li>1. August, 2016</li> <li>2. August, 2016</li> <li>3. September, 2016</li> <li>4. September, 2016</li> <li>5. October , 2016</li> </ol>	

**DELIVERABLE: Communication Strategy**

<b><u>STRATEGY / DELIVERABLE</u></b>	<b><u>ACTION ITEM</u></b>	<b><u>DUE DATE</u></b>	<b><u>COMPLETED</u></b>
Communication Strategy	<ol style="list-style-type: none"> <li>1. Meet with ICF staff to educate on purpose of the grant / initiative and their role in the process.</li> <li>2. Meet with participants to educate / inform them of purpose of grant / initiative.</li> <li>3. CC and ICF leadership staff will draft and send a communication to participant teams (family members, providers, guardians, county staff) that will inform them of the purpose of the grant and their role in the process.</li> <li>4. CC will collaborate with Goodwill Marketing Team, Project Transformation Team and WFD Manager to include the ICF initiative in communication of information to community regarding our goal of integrated employment / engagement.</li> </ol>	<ol style="list-style-type: none"> <li>1. July, 2016</li> <li>2. August 2016</li> <li>3. August, 2016</li> <li>4. August, 2016</li> </ol>	