



2021

ANNUAL PLAN

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

2021 Annual Plan

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

Values of the Cuyahoga County Board of Developmental Disabilities

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

SELF DETERMINATION

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

INCLUSION

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

INNOVATION

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

POSITIVE EXPERIENCE

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

HEALTH & WELL-BEING

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

PROFESSIONALISM

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

GOAL 1: People have access to needed supports.

Strategies	Objectives	2021 Annual Plan Outcomes
<p>Improve access to supports through user-friendly and effective methods</p>	<p>Provide exceptional, person-centered service</p>	<ul style="list-style-type: none"> ▪ Implement agency-wide customer satisfaction survey with people served and families. Survey will show that at least 95% of people served are satisfied or highly satisfied with the customer service they received.
	<p>Direct financial resources to individuals with developmental disabilities</p>	<ul style="list-style-type: none"> ▪ Enroll a net increase of 125 people on Medicaid HCBS waivers. ▪ Maintain the waiver waiting list at 15 or fewer people throughout the year. ▪ Expand Family Supports Program enrollment to 250 additional families. ▪ Support Administrators will authorize \$2 million of funds which have been allocated as discretionary spending for direct needs of individuals.
	<p>Provider selection is effective and efficient</p>	<ul style="list-style-type: none"> ▪ 90% of families find a willing/able provider within 30 days of placement of referral on the Provider Search Tool (PST).
<p>Streamline Cuyahoga County Board of DD operations</p>	<p>Simplify all processes</p>	<ul style="list-style-type: none"> ▪ Identify at least one process or procedure within every department to be simplified and demonstrate its positive impact on people served and their families. (To be determined by 3/31/21)

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

Strategies	Objectives	2021 Annual Plan Outcomes
Ensure people are leading the lives they want	Increase the number of people who are active participants in the team planning process	<ul style="list-style-type: none"> ▪ Increase the percentage of people who actively participate in or lead the team planning process by 25% as reported by their Support Administrator.
	Be proactive in preventing abuse, neglect, and other health and safety concerns	<ul style="list-style-type: none"> ▪ Identify one strategy to advocate for notification to providers regarding substantiated Primary Persons Involved (PPIs) and/or terminated staff as a result of a Major Unusual Incident (MUI). ▪ Document presentations to external organizations on how to prevent, recognize, and respond to abuse, neglect or other concerns. ▪ Review up to 12 prevention plans each month in order to verify that sound preventative measures have been implemented and fulfilled at the direct care service level.
	Provide opportunities for self-advocacy	<ul style="list-style-type: none"> ▪ Create opportunities for 500 unique individuals to attend self-advocacy events.
	Increase the number of people who are active members of the community	<ul style="list-style-type: none"> ▪ Develop at least 10 new partnerships/collaborations with community leaders in order to encourage and promote new opportunities for people to participate in activities available to general public.
	Increase the number of people who are competitively employed	<ul style="list-style-type: none"> ▪ Increase the number of people who are competitively employed from 722 to 875.
	Develop and maintain a person-focused and innovative culture	<ul style="list-style-type: none"> ▪ Develop and implement a staff “innovative ideas contest” to encourage creativity and innovation. Collect at least 20 new ideas to consider.
Support providers to deliver high-quality, community-integrated services	Enable providers to be ready, willing, and able to meet the needs of all people	<ul style="list-style-type: none"> ▪ Ensure that providers are satisfied with the level of support they receive from Cuyahoga DD to be ready and able to meet the needs of people.
	Address identified gaps in areas of service provision	<ul style="list-style-type: none"> ▪ Connect providers to resources that will assist them to serve people with high nursing and special behavioral support needs.

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

Strategies	Objectives	2021 Annual Plan Outcomes
<p>Collaborate with families and the community to identify and increase options available</p>	<p>Develop and try new models for:</p> <ul style="list-style-type: none"> ▪ Housing ▪ Transportation ▪ Recreation/leisure 	<p><u>Housing</u></p> <ul style="list-style-type: none"> ▪ Continue to develop four smart apartments in conjunction with North Coast Community Homes so that individuals can experience and test technology via a short-term stay beginning in 2022. ▪ Implement the MATCH (Mentorship Agreement Together Community Home) program so that individuals can live in their own home with a community mentor. ▪ Expand the CARES program (Collegiate Assistance Residential Example Stepping Stone) to include 5 area colleges. <p><u>Transportation</u></p> <ul style="list-style-type: none"> ▪ Implement WayFinder mobile app so that at least 30 people can achieve transportation independence. <p><u>Recreation/Leisure</u></p> <ul style="list-style-type: none"> ▪ Develop and implement Shared Virtual Community resource so that individuals and families have information regarding accessible activities in their community.
	<p>Promote use of post-secondary education options</p>	<ul style="list-style-type: none"> ▪ Increase the number of people enrolled in post-secondary education by 75.
	<p>Educate and support providers in delivering innovative solutions</p>	<ul style="list-style-type: none"> ▪ Host a technology summit that will provide technology ideas for at least 25 provider agencies and 100 attendees.
<p>Promote the use of technology</p>	<p>Promote use of technology to help people achieve independence and explore new technologies that help them to live better lives</p>	<ul style="list-style-type: none"> ▪ Support 400 people in visiting the CLE/ATV. ▪ Facilitate at least 100 lending library equipment trials as the result of visits to the CLE/ATV. ▪ Loan equipment from the lending library to 500 individuals resulting in 400 successful trials to increase independence, safety and/or participation.

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

Strategies	Objectives	2021 Annual Plan Outcomes
<p>Increase community outreach, build relationships, and become the go-to resource</p>	<p>Expand community outreach efforts to individuals with developmental disabilities and their families</p>	<ul style="list-style-type: none"> ▪ Identify and connect with at least 10 new agencies in the community to be an additional resource for people with developmental disabilities. ▪ Receive at least 150 new referrals generated by relationships with 10 new agencies.
	<p>Maintain a state of the art website and other tools/methods that promote timely, accurate and easy to access information</p>	<ul style="list-style-type: none"> ▪ Increase the use of the online Application for Services and Family Supports Program by 25%. ▪ Use direct communication strategies in six areas to share important information with people served and their families.
	<p>Be a driver of change at the local and state levels</p>	<ul style="list-style-type: none"> ▪ Actively promote discussion and problem solving at the local and state level to help remove significant barriers to quality services including strategies to address the shortage of direct support professionals and low rate of pay.
	<p>Develop an organizational structure with effective and outstanding leaders</p>	<ul style="list-style-type: none"> ▪ Through the Management Advisory Council, members will increase in knowledge, engagement, creative thinking, and interdepartmental collaboration.

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

Strategies	Objectives	2021 Annual Plan Outcomes
Strengthen organizational effectiveness	Recruit, develop, support, value, and retain the best employees	<ul style="list-style-type: none"> ▪ Conduct a comprehensive study of salaries and allocation of staffing, beginning with reducing the list of unique non-bargaining position descriptions. ▪ Implement 4 innovative ideas to help promote employee engagement, creative thinking and interdepartmental collaboration. ▪ Hold one all-agency meeting to review Cuyahoga DD values, strategic plan goals, promote synergy, and increase cross-departmental communication. ▪ Identify gaps in staff diversity and employ strategies to increase recruiting efforts to address those gaps.
	Maintain financial stability	<ul style="list-style-type: none"> ▪ Establish Medicaid reserve fund with the County per 2021 budget by 3/31/21. ▪ Study benchmarks of 8 – 10 other county boards of DD and similar agencies for use in budget planning.
	Use technology to streamline work and track metrics	<ul style="list-style-type: none"> ▪ Implement at least 6 new multi-departmental technology upgrades including a mileage mobile app, Oracle replacement, client portal plan, expanded use of electronic signatures, Microsoft Power Business Information, and Infonet upgrade.
	Evaluate building usage and staff office space	<ul style="list-style-type: none"> ▪ Establish work from home, remote visit, and office space policies by 4/30/2021. ▪ Reconfigure Donzella Administration Building and Big Creek Center office work areas to maximize space and reflect evolving work space needs.