**2015 Strategic Plan Progress Report**

**A Message from the Superintendent:**

*Year two of our three-year strategic plan is now complete.* *This progress report provides our stakeholders with a snapshot of the implementation progress during the year. Thank you for your attention.*

* *Julie Monroe*

***Goals and Updates***

**Goal 1: Promote a customer-focused culture**

The Scioto County Board of DD dedicated resources and energy into improving customer service in 2015 for all stakeholders. Specifically, we focused on expanding opportunities for community involvement for those served, reigniting person-centered planning, and professional development for staff. Many internal processes were also improved and made more efficient and easier to use for stakeholders. Examples include:

* Feedback was obtained in several service areas and changes made to improve customer satisfaction such as with the Individual Service Plan template and intake satisfaction survey. Feedback from staff continues to be gathered after in-service trainings and used as tools for improvement.
* Teaching staff participated in the OCALI conference, a highly respected and recommended state educational conference on low-incident autism, and other professional development sessions.
* Fiscal/HR office was able to separate and expand job duties to provide more timely and efficient customer service.

**Goal 2: Employ creative solutions to serve more people with fewer funds**

**while increasing choices of those served**

The Service and Support Administration Department (SSA) was proactive in helping individuals, families, and providers in understanding the services available to them. Many strides were also made in assisting individuals in obtaining competitive employment and community participation. Examples include:

* The SSA Department assured there was significant communication with individual and agency providers to assist in provider certification, and in learning more about another funding source, Adult Family Living.
* SSA’s met with Individuals and Family during team meetings to follow up and educate on TDD Transition and Adult Family Living and Adult Foster Care provider certifications.
* The Community Employment program had more than 39 placements in 2015, and the Vocation Station has logged more than 4,000 trips to get individuals to and from community work sites.
* The Vocation Station made contact with more than 350 area businesses in the last year and found many of the businesses were encouraging about the possibility of future placements.
* The !mpact/Aktion Club logged a record 3,767 hours of community service in 2015.

Goal 3: Increase collaboration within the county’s DD system.

Collaboration is more important than ever in our changing field. We make an effort to work with other agencies and programs, both local and state, to achieve the greatest results possible for the individuals we serve.

* The SSA Department Co-hosted with The ARC an informational meeting for individuals, families, and providers regarding TDD transition. Letters were sent to all individuals scheduled for transition in 2015.
* The Superintendent met with Scioto Residential Services administration several times to assist with communications between agencies.
* The Superintendent serves on the regional Southern Ohio Council of Governments Board and state Superintendent Executive Committee so those agencies are kept abreast of developing state and federal news impacting services.
* Adult Services Director attends the Provider Support Group regularly regarding privatization of Adult Day Services.

Goal 4: Support individuals and families in becoming Self-Advocates

Self-advocacy is something highly valued by the Scioto County Board of DD and Adult Services Program, STAR, Inc. Individuals are assisted in participating in self-advocacy programs and activities. Examples include:

* Project STIR classes are offered regularly.
* STAR, Inc. recently hired a self-advocacy specialist.
* The SSA department educates individuals and stakeholders about the importance of self-advocacy.
* We are aggregating useful websites for use by self-advocates on our website and will be uploading that information and links in the near future.
* The program, including administrators, participated in numerous components of the Good Life training. Good Life teaches staff how to assist others in achieving their potential, and how to provide person-centered and customer-focused services. The training sessions have gone a long way in pushing our organization in the right direction of empowering those we serve and helping them discover their inner voice.

Goal 5:  Educate the public about how we accomplish our Mission and manage our resources

The Scioto County Board of DD provided stakeholders and the community several opportunities to learn more about the finances of the organization. A $1.95M levy was passed in May 2015 that will assist the County Board in serving the ever-increasing number of individuals referred for services. We continue to have a high community presence through various community activities and community relations efforts. We are represented monthly on a local talk radio station and have regular publications in local newspapers. Several staff are involved in community clubs such as Kiwanis and Rotary. We also act on every opportunity to participate in cross-training opportunities with other agencies. Efforts include:

* The Intake Department has had training/cross training with the Vocation Station, BVR, Area Agency on Aging, SSA Department. The Intake Department has also had training/cross training with the Shawnee Family Care Center and COMPASS during 2015.
* SSA Director is a participating as member of statewide and regional SSA groups, as well as local Elder Abuse Task Force.
* Several programs participate in student volunteer programs such as teacher education, OT/PT, etc.
* Events such as Fall-O-Ween and others bring the community to our sites.
* Staff participate in events such as the River Days Parade, the Scioto County Fair (where we have a booth every year), and other community events.
* The Facebook page is used for announcements, photos, and a way to communicate efficiently and in a timely manner with our stakeholders.