

BUTLER COUNTY

Board of

**DEVELOPMENTAL
DISABILITIES**

*Empowering People.
Enhancing Possibilities.*

THREE-YEAR STRATEGIC PLAN

2014 - 2017

Plan Summary



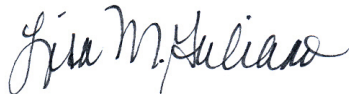
Introduction

I am proud to present the three-year strategic plan for the Butler County Board of Developmental Disabilities. Following the previous strategic plan, our goal remains to provide the individuals we serve with excellent programs, support and services, while putting forth the best possible image of our organization through consistent, open communication. The employees of the Butler County Board of Developmental Disabilities are the lifeblood of the organization, and their input was measured through focus group sessions to assist in the development of this plan. Additionally, we tapped into our community via an online survey and held nearly 20 focus groups to help determine what they desire from us.

The end results of this outreach lead us to the development of a six-goal strategic plan, spanning internal and external communication, fiscal stewardship, empowerment of individuals we serve and striving to ensure we maintain high quality staff to fulfill the organization and Board's vision. Each goal contains objectives with action steps for specific departments and personnel, helping us to maintain focus and achieve success. This summary document provides the goals and objectives; if you would like to see the whole document contact my office at (513) 785-2816.

This plan will be implemented as a guide to assist us in the continuation of providing individuals we serve with the best possible programs, supports and services, while continuing to engage the community, informing them of our fiscal excellence and continually seeking their feedback on our performance as an agency. Thank you all for your efforts in putting this plan together. I look forward to working with you to ensure this plan's success.

Sincerely,

A handwritten signature in black ink that reads "Lisa M. Guliano". The signature is written in a cursive, flowing style.

Lisa Guliano
Superintendent

STRATEGIC PLANNING GOALS AND OBJECTIVES

October 2014 – December 2017

GOAL ONE: *Empowerment of Individuals*

The Board is committed to empowering individuals and families to be included in the community.

OBJECTIVE ONE:

Continue efforts for a cultural shift to let the person served drive the plan/live their life/have control of their dollars.

- * Input from individuals served is sought.
- * Identify opportunities for increased inclusion.
- * Give individuals increased control of their budgets and services.
- * Foster growth of self-advocacy movement.
- * Tailor services to each person's needs, recognizing their abilities and resources.

OBJECTIVE TWO:

Expand resources for Employment First.

- * Primary outcome is "real jobs for real money."

OBJECTIVE THREE:

Ensure parents have the resources needed for children ages 3-6.

OBJECTIVE FOUR:

Utilize Evidence Based Practices (EI) and Person Centered Planning (ages 3+) to identify goals at different life stages.

- * Focus on life goals for the individuals we serve from a young age.
- * Begin talking to those served at a young age about building the skills they need to live their own life.

OBJECTIVE FIVE:

Increase support networks for the individuals and families we serve.

- * Facilitating relationships with people.
- * Development of a housing/roommate network.

GOAL TWO: *Fiscal Responsibility*

Design Board Policy around fiscal responsibility, resource stewardship and exceptional accountability in all our programs and services.

OBJECTIVE ONE:

Provide consistent communication on the fiscal responsibility of the agency.

- * Show sustainability in the 10-year plan.
- * Better tracking of what is successful vs. what is not successful – be able to tell the community through statistics that we are fiscally successful.
- * Improve information on the website and newsletters concerning financial issues.

OBJECTIVE TWO:

Educate community regarding levies.

OBJECTIVE THREE:

Analyze resources that the Board utilizes to support services and the strategic plan.

- * Include analysis of Board waiting list.
- * Include projections on people moving into the community from institutional settings.

OBJECTIVE FOUR:

Enhance clarity and consistency of individual budgets.

GOAL THREE: *External Communication & Engagement*

Educate Butler County citizens about the services we provide, the individuals we serve and why we are important to Butler County.

OBJECTIVE ONE:

Create a master community outreach list. Identify priority groups in the community, including schools, that don't know us very well.

OBJECTIVE TWO:

Expand opportunities for individuals and families to engage our community through volunteering and providing other services.

OBJECTIVE THREE:

Enhance name recognition and overall visibility of the Board through branding efforts.

OBJECTIVE FOUR:

Equip ambassadors to share messaging points, stories and the Board's mission.

* Ambassadors can be individuals served, families, employers/co-workers & Board staff.

OBJECTIVE FIVE:

Improve content and functionality of the website.

OBJECTIVE SIX:

Connect the Board name with other community initiatives that the Board funds.

OBJECTIVE SEVEN:

Create intentional, formalized strategies to build relationships with businesses, government, schools, churches, civic and community groups.

OBJECTIVE EIGHT:

Develop an employer recognition program for those who employ individuals who receive services.

OBJECTIVE NINE:

Build proactive relationships with the media.

OBJECTIVE TEN:

Establish a speaker's bureau with identified speakers and topics available.

* Explicitly target professional groups (physicians, politicians, schools, attorneys, police, first responders) to ensure they have an understanding of our mission.

OBJECTIVE ELEVEN:

Expand communication efforts (printed, emailed, online) and create a publication calendar.

GOAL FOUR: *Internal Communications*

Develop more effective inclusive communication for individuals, families, staff and Board members.

OBJECTIVE ONE:

Develop an intranet for staff communication.

OBJECTIVE TWO:

Develop a guidebook/video resource for life's major benchmarks.

- * Social Security, Medicaid, etc.
- * Similar to "What to Expect When You are Expecting."
- * Major component must be the communication of "waiting lists." What can be expected when navigating the waiting lists.
- * Will provide consistency as staff members plan with individuals and families.

Examine definition of "disabilities."

- * Clarify definition of "developmental disability."

OBJECTIVE THREE:

Develop a database to connect to families, individuals and staff.

OBJECTIVE FOUR:

Create a clear statement of what we are capable of doing, what we are bound to do and what we are permitted to do and communicate it in a positive way.

- * Create a bulleted list showing what is state mandated, what is Board developed and frequently asked questions.
- * Include eligibility requirements.

GOAL FIVE: *High performing staff*

The Board is dedicated to recruiting, retaining and developing high quality staff members that are committed to fulfilling the Board's mission, philosophy and strategic plan.

OBJECTIVE ONE:

Enhance employee engagement and develop more collaborative efforts among staff.

- * More cross-department interaction.
- * When developing staff initiatives, have a way to follow up to be sure they are implemented and answer any questions/concerns.

OBJECTIVE TWO:

Clarify job expectations and performance evaluation process.

- * Promote accountability for employee performance outcomes.

OBJECTIVE THREE:

Allocate more resources to strengthening our partnerships with providers to increase collaboration and provision of services.

- * Volunteers, providers, anyone serving people with developmental disabilities.
- * Increase technical assistance to providers; training and emphasis on collaborative communication in relationships.

OBJECTIVE FOUR:

Continue to provide practicum internship opportunities and refine as needed.

OBJECTIVE FIVE:

Maintaining and updating a succession plan.

OBJECTIVE SIX:

Develop a formal employee recognition program.

OBJECTIVE SEVEN:

Provide leadership training for current and future leaders.

GOAL SIX: *Board Goal*

The Board will assure faithful stewardship of all programs, services and resources through the faithful implementation of this strategic plan.

OBJECTIVE ONE:

Periodic review and report of the strategic plan progress.

OBJECTIVE TWO:

Participate in Speaker's Bureau.

OBJECTIVE THREE:

Participate in Board and program/community events.

- ✦ Develop an identifier so people know who they are and where they are from when at community events.

OBJECTIVE FOUR:

Participate in employee trainings/meetings.

OBJECTIVE FIVE:

Be supportive of leadership as they take risks in the field.

Mission Statement **To support individuals to successfully live, work and learn in the community.**

Philosophy

The Butler County Board of Developmental Disabilities is founded on the belief that all people have inherent worth and the right to be treated with dignity.

The Board shall encourage people with developmental disabilities to exercise and enjoy the rights guaranteed to them as citizens of the United States of America and the State of Ohio to the fullest extent of the law.

This underlying philosophy is made clearer by the following ideals:

That all people have gifts and contributions to make to the community.

That all people have opportunities to participate in community life with fellow citizens and develop a sense of belonging to the community.

That all people have a right to earn income and participate as full citizens of the community.

That all people have a right to equal access to appropriate public education and other learning opportunities to develop and expand their skills and interests.

That all people have the right to have friends and relationships of their choice.

That all people with developmental disabilities be supported in speaking up for themselves and in making choices and decisions about their lives.

That all people with developmental disabilities receive equal protection as citizens of Butler County, especially when facing legal action or contesting infringements on their safety or rights.

That all people with developmental disabilities have equal access to the services they are interested in and need, including those provided by the Butler County Board of Developmental Disabilities and other human service agencies.

That parents are the most knowledgeable persons about their children and have the most continuing interest in, and influence on, their lives and should be supported in developing their children's abilities, advocating for their needs and planning for their future.

That the Board shares responsibility for planning services and obtaining resources with the individual and their family.

That the Board provides services and supports for individuals and their families that are responsive to their needs and are flexible, whenever feasible, to their preferences.

That the Board intervenes early with its services and supports to reduce this impact of lifelong disabilities and to address emerging issues in people's lives.

That the Board assists persons with developmental disabilities to remain living with their families or in homes of their choice in the community.

That the Board develops partnerships with other service providers and be a facilitator and leader of change to improve the quality of life for people with developmental disabilities.

That the Board works to prevent conditions that may lead to the abuse or neglect of persons with developmental disabilities and promptly intervene when such situations are suspected.

BUTLER COUNTY
Board of
**DEVELOPMENTAL
DISABILITIES**

2014 Board Members

Board President

Dr. Kathy McMahon-Klosterman

Board Vice President

Tony Yocco

Recording Secretary

Richard Meier

Board Members

Dr. Dale French

Laddie Henninger

Jacqueline Rioja Velarde

Connie Sullivan

Leadership Team

Lisa Guliano, Superintendent

Rick Black, Chief Financial Officer

Tanya Coffey, Service and Support Administration Director

Sherry Dillon, Community Services Director

Dwight Finch, Human Resources Director

Debbie Gulley, Program Services Director

Jennifer Kisamore, Personnel Coordinator

Scott Osterfeld, Community Outreach Coordinator

Wendy Planicka, Community Relations Coordinator

Leia Snyder, Quality Assurance Director

Melissa Ward-Brown, Early Intervention Manager

Board Facilities

All office/building hours:
8 a.m. - 4 p.m.

The following offices/departments are located at:

Janet Clemmons Center

282 N. Fair Avenue
Hamilton, OH 45011
513.785.2800

Business Office

513.785.4653

Community Relations

513.785.2814

Early Intervention

513.785.4635
513.785.4636

Eligibility and Referral

513.785.4233
513.217.2599

Human Resources

513-785-2817

Office of Incident Review & Quality Assurance

513.867.5992
In case of Emergency AFTER HOURS
or on WEEKENDS
513.867.5913

Superintendent's Office

513.785.2816

Community Team Offices

*(Includes Service and Support
Administration and Early Intervention)*

Fairfield Team Office

155 Donald Dr.
Fairfield, OH 45014
513.785.4230

Hamilton Team Office

1270 Eaton Ave.
Hamilton, OH 45011
513.785.3600

Janet Clemmons Center Team

282 N. Fair Ave.
Hamilton, OH 45011
513.785.4683

Middletown Team Office

4418-B Lewis St.
Middletown, OH 45044
513.217.2599
513.217.2550

Adult Day Services

Liberty Center

5645 Liberty-Fairfield Rd.
Hamilton, OH 45011
513.785.2870

Services



Early Childhood Services and Supports

Early Intervention Primary Service Provider consisting of:

- * Developmental Specialists
- * Speech and Language Therapists
- * Physical Therapists
- * Occupational Therapists

Adult Services and Supports

Program areas:

- * Employment
- * Advocacy
- * Computer Lab
- * Educational Programming
- * InsideOut Art Studio
- * Music Therapy
- * Sensory Studio
- * Transportation

Ancillary Services

- * Nursing
- * Family Focus and Behavioral Health Services
- * Community Relations

Service & Support Administration

- * Eligibility and Referral
- * School Age Transition
- * Family Support Services
- * Adult Behavior Support
- * Community/Residential Services and Support

Quality Assurance

- * Incident Review UI/MUI (Unusual Incidents and Major Unusual Incidents)
- * Provider Compliance