

**Butler County Board of Mental Retardation and Developmental Disabilities**  
**2008 Annual Action Plan**  
**Final Updates for the Year on Measures and Activities**

**ANNUAL GOAL 1: ADULTS WHO CHOOSE COMMUNITY EMPLOYMENT WILL BE SUPPORTED TO WORK SUCCESSFULLY IN AN INTEGRATED EMPLOYMENT SETTING AND WILL EARN AT OR ABOVE MINIMUM WAGE LEVEL.**

**2008 Measures of Success:**

- 34 people obtained community employment this year at or above minimum wage and lasting for duration of at least 90 days; this exceeds the target of 25 by 36%.
- Students at Ross, Fairfield, Lakota, and Hamilton High Schools were mentored by EPRO (Empowered People Reaching Out) members, through sessions in the schools, at the Transition Series at Janet Clemmons Center, and at the weekend transition program in September. 100% of the target achieved.
- An initial meeting was conducted in November, in which 4 EPRO members began to learn the PATH (Planning for Alternative Tomorrows with Hope) process.

**ANNUAL GOAL 2: ADULTS WHO CHOOSE TO PARTICIPATE IN DAY HABILITATION PROGRAMS WILL HAVE OPTIONS AND CHOICES FOR MEANINGFUL ACTIVITIES.**

**2008 Measures of Success:**

- Within our Adult Day Heart of the Art Program:
  - ✓ 227 enrollees participated in the art studios through 4 facilities throughout 2008;
  - ✓ 114 + artists received pay for sold art;
  - ✓ Retail sales equaled \$3,100 through 12/15/08.
- 4 individuals were served through Customized Day Habilitation through 2008.
- 177 face to face satisfaction surveys were completed. 98.25% expressed satisfaction with current services for individuals who attend our adult programs. (Target: 100%)
- The Support Coordinators decided to amend this goal to develop a video to help individuals communicate choices and create a power point type of guide for this. This goal will carry over to 2009.
- Support Coordinators assisted 15 individuals to get person centered planning sessions facilitated for them; this was 60% of our goal (25).

**ANNUAL GOAL 3: FAMILIES OF CHILDREN (BIRTH – 3) WILL BE MORE FAMILIAR WITH SERVICES CURRENTLY AVAILABLE TO THEM WITHIN THEIR COMMUNITY AND THROUGH MRDD.**

**2008 Measures of Success:**

- As planned, a list of community resources was given to all families.

- Families are consistently referred to the YMCA, local libraries, Pump it Up, Butler County parks, local toy stores that host art time, Parky's Farm, Niedermann Farm, and the JCC Community Center.
- Several families have started their own play partnership.

***ANNUAL GOAL 4: INDIVIDUALS WILL KNOW WHAT SERVICES COST AND WILL MAKE CHOICES BASED ON ALLOCATIONS AVAILABLE TO THEM.***

**2008 Measures of Success:**

- As planned, in Early Intervention, a spread sheet was created and completed for each month of 2008 to track the number of contact hours the family received from Early Intervention Specialists and Therapists. These contact hours will be assigned a cost for the number of contact hours received in 2008. This information will be sent to each family in January of 2009.
- As planned, Support Coordinators did 459 "my budget" sheets this year to help families and individuals know their cost of services. (We are no longer tracking the percentage of people in their funding range because if we track the number of prior authorizations it tells us the same thing.) We have revised the service authorization form (SAF) to reflect the amount of money spent on each individual but we have not completed the staff training on the use of this form yet. This should be completed early in 2009. We also completed the form revision to enhance service users understanding of the cost of their services.
- 15 of 257 individuals on waivers (6.4%) have exceeded their ODDP (Ohio Developmental Disabilities Profile) cap and have been granted prior authorization. This is baseline data.

***ANNUAL GOAL 5: INDIVIDUALS WILL BE SUPPORTED WITH PERSON CENTERED PLANNING TO HELP THEM TO DETERMINE WHAT THEY WANT AND NEED.***

**2008 Measures of Success:**

- 4 members of the self-advocacy group EPRO (Empowered People Reaching Out) learned to participate as facilitators of person-centered planning and 8 individuals who were trained as facilitators are involved, available, and learning/improving their performance as facilitators of person-centered planning (some former facilitators dropped away because of personal life-changes). (Target was to train 7 new facilitators)
- 15 person-centered planning sessions were held. (Target was 25); several requests pending as the year ends, which gives hope for more sessions in 2009.
- We have secured IO waivers in 2008 for a total of 44 new people being served. Of the 44 people receiving IO waiver services, 20 got "new" waiver slots; 16 people got waiver slots that had been used previously by another individual who disenrolled from their waiver. 3 of these people actually moved into Butler County with a waiver they had gotten before they moved; 2 of the new waiver slots were funded through the Martin Waiver, and 1 of the new waiver slots was funded as a Fairfield Center waiver. 19 of the 44 total people were considered to be an "emergency". (Target was 20 non-emergency

waiver allocations) All people in emergency situations received an I.O. or Level I waiver as recommended by team. (Target met)

- We have had 59 people get Level 1 waivers this year. Regarding these 59 people the following reflects how the waivers were assigned: 4 people moved into our county with Level 1 waivers; 17 people received waivers from people who had disenrolled from their waiver slots – with 4 of these people being in emergency situations; and finally we added 38 people to the Level 1 waiver by increasing our allocation of slots.
- There was a net increase of 10 IO waivers this year.

### **ANNUAL GOAL 6: INDIVIDUALS' SAFETY AND HEALTH WILL BE MONITORED BY MRDD.**

#### **2008 Measures of Success:**

- The county had a total of 566 MUI's in 2008, which is an increase of 10% from the 513 total MUI's in 2007.
- We had a 2% increase in "protocol" cases being reported from 2007 to 2008 (292 vs. 298 respectively). (Protocol cases include such things as: abuse, neglect, misappropriation, etc.)
- In 2007, we had 167 protocol cases that were substantiated. At this time in 2008 we have confirmed 117 protocol cases that have been substantiated; however, there are still an additional 84 protocol cases that are still under investigation or the ODMRDD has not closed the cases per our recommendation. Therefore, percentages for increase or decrease in this area cannot be established. (Target was to have an overall reduction)
- The county has had a 21% increase in "non-protocol" MUI's. These types of MUI's include such things as: hospitalizations, injuries, medical emergencies, etc. In 2007 we had 221 non-protocol MUI's and in 2008 we have had 268 non-protocol MUI's.
- Trends and patterns have been evaluated for the first 6 months of 2008 (per rule). We noted the following:
  - ✓ The frequency of neglect, peer to peer acts, and misappropriation were highlighted with regard to increased frequency and the level of impact related to the people we support.
  - ✓ On MUI's related to peer to peer acts we have seen an issue of compatibility and people's inability to handle frustrations. Action requests were made to staff members to more thoroughly evaluate compatibility and work with individuals on how to better deal with their frustrations.
  - ✓ The primary concern with "neglect" MUI's are related to the fact that staff are unaware of what's in the service plans or they choose not to follow the service plans. Providers were requested to re-evaluate their training with staff members to improve retention of staff learning, etc. It has also been recommended that service plans be more specific on what staff are to do, and that the plans be easy to read by all people.
  - ✓ We continue to see issues with "misappropriation" MUI's. We have noted that more individuals who require limited support are being taken advantage of. The action plan is to create training groups for discussion about this concern or hook people up with services in the community to help them learn to avoid "troubling places or people".

- Based on staff intensity ratio all of adult facilities were staffed adequately for 2008. (Target met)
- Adult services followed timelines of all MUI's. (Target met)

**ANNUAL GOAL 7: INDIVIDUALS WILL PARTICIPATE IN DEFINING HOW THEIR LIVES CAN BE BETTER.**

**2008 Measures of Success:**

- For people who live with residential supports in the community, Satisfaction Surveys were completed in 2008 via parent/guardian interviews. 400 people were interviewed. Satisfaction survey results and analysis have not been completed.
- A source document (“Quarterly Measurement of Individual Goals”) has been developed for people in adult programs to systematically assure that individuals are meeting their specific goals and programs. (Goal met) During the last three quarters of 2008, 272 IP's were reviewed, which included 481 goals focusing on daily living skills development, mobility, self help, social and emotional, motor development, functional academics, communication, and work.
  - ✓ 66% showed improvement in skill acquisition
  - ✓ 30% were amended to increase development
  - ✓ 15% showed a decrease in skill acquisition
  - ✓ 5% were discontinued due to maximum mastery
 The target to set up this method is met.

**ANNUAL GOAL 8: INDIVIDUALS WHO USE BOARD FACILITIES WILL BE SAFE AND SECURE; THERE WILL BE ALTERNATIVE PLANS IN THE EVENT OF EMERGENCIES.**

**2008 Measures of Success:**

- All facilities maintained emergency drills/plans, etc. at 100%. (Target met)
- Two lost time injuries in 2008 (for six lost days), which was less than 2007. For 2008, 70% are timely reported. It should be noted that in case of the “tardy” reports, there were few reported, and no medical attention was needed.
- A Risk Committee was established to help plan for emergencies.

**ANNUAL GOAL 9: INDIVIDUALS WHO HAVE INTENSIVE NEEDS WILL HAVE SERVICES THAT ARE DESIGNED AND SUPPORTED TO MEET THEIR UNIQUE NEEDS.**

**2008 Measures of Success:**

- Customized day programs were developed for 4 individuals throughout 2008.
- Family Resource Funds ran out of money in October. In an attempt to extend this fund we will be reducing the allocation from \$1000 per family to \$750 per family in 2009. Families have been informed. Our state allocation will be reduced at least 7% in 2009.

- We are working collaboratively with Mental Health on an Assertive Community Team Grant proposal to serve individuals with co-occurring conditions (developmental disabilities and mental illness); this proposal will allow us to explore new ways of providing services that could increase the efficiency and cost effectiveness for both systems. We received a \$50,000 needs assessment grant with the Butler County Mental Health Board in June 2008; we are submitting a business plan for an implementation grant for \$150,000 in January, 2009.
- Family Focus received 74 new referrals in 2008. 60 of those referrals were assigned in 2008. 24 Family Focus satisfaction surveys were returned out of 46 families being moved to inactive status (56% return rate). Average score on returned surveys was 13.4 out of a possible 15 points. 21 of the 24 families returning surveys indicated they would request Family Focus services again should the need arise. A total of 89 people were on the Family Focus referral list in 2008 (15 carried over from 2007; 74 new referrals). 60 referrals were assigned in 2008; 4 families declined services when contacted. 25 names were carried over to the 2009 referral list.
- Referrals for OT support/assessment were primarily within the community settings. 36 referrals for home modifications were received and addressed.
- There are 4 agency providers identified as being able to provide supports to individuals with special and difficult need (up from 1 earlier in the year). There has been a 51% increase in the number of certified agency and individual providers for 2008. (Target met)
- Provider Relations Coordinator has completed technical assistance for 18 compliance reviews and met 92 times with providers for other types of assistance.
- Orientation for new providers has been completed with a total of 19 individual and agency providers. Residential providers (Individual and Agency) attended 18 training sessions completed or facilitated by BCBMRDD in 2008.
- We allocated 12 waivers (3 L1, 9 IO's) to children this year. (Target was 10)
- We increased the respite providers this year from 5 to 9; an 80% increase. We will be exploring ways to improve the availability of respite services on both a planned and unplanned basis in 2009.
- We spent \$64,137 on the needs of children that were eligible for more than one service system this year e.g. children's services, MRDD, mental health, juvenile justice.

***ANNUAL GOAL 10: INDIVIDUALS WHO LIVE IN HOUSING CONTRACTED BY BCBMRDD WILL LIVE IN SAFE, CLEAN, WELL MAINTAINED AND ACCESSIBLE HOMES.***

**2008 Measures of Success:**

- Partnerships for Housing held 1 meeting this year. Invited individuals included tenants, families and provider staff. (Target was to have 2 meetings)
- Minimal responses received related to the Satisfaction survey. Of the responses received there was 100% satisfaction.
- Vision Statement and Strategic Plan were completed. (Target met)
- The contract monitor was not able to assess all properties over the course of 2008 as targeted, but was able to see 25 of the 45 homes. Support Coordinators and providers are

routinely in the homes and have indicated no problems with Partnerships follow up on needs and safety issues.

***ANNUAL GOAL 11: INDIVIDUALS WILL RECEIVE NATURAL SUPPORTS FROM WITHIN THE COMMUNITY TO MEET THEIR SPECIFIC INDIVIDUAL NEEDS.***

**2008 Measures of Success:**

- There were 24 referrals for volunteers for the year. (Target met)
- The Community Resource Coordinator has assisted Support Coordinators that are working with people that are moving out of Fairfield Center to obtain furniture. Other resources developed include: helping to set up several volunteer worksites, assisting high school and college students to obtain volunteer internships for organizations that support individuals using MRDD services. Recruited a volunteer reading tutor, and a young couple that provided transportation to a dance and nurtured a developing friendship between the couple and the persons they helped get to the dance. Numerous volunteers assisted within the adult programs including Lebanon Correctional Institute volunteers, GE, Monroe High School, as well as Cincinnati Christian schools. Also 5 high school students are assisting the Community Integration department with Best Buddies events.
- Four (4) families actively working on Circles of Support right now. (Target was 5) Several other families are interested in pursuing a Circle of Support over the next year. Examples of natural supports: Community Resource Coordinator is working with individuals in the National Guard Armory in Middletown. Several of the employees of the Armory are becoming friends with an individual with a disability that is volunteering there. They are finding ways of helping this individual who has significant physical limitations to work on different projects. Kim, a young woman started volunteering at the County Records Dept. Community Resource Coordinator used this opportunity so an employment provider agency could assess Kim's work skills. Kim has not been hired there but she has developed some close friendships and loves being there.
- 816.5 hours of volunteerism were provided within the community at a total of 11 different sites by 25 individuals enrolled in our adult program. (Target met)
- Maintained Retention services for an average of 80 individuals employed within the community. (Target was to track the following information)
  - ✓ Provided 1,060.25 hours of intervention
  - ✓ Average length of employment of these individuals is 9.9 years
  - ✓ Average hourly wage is \$8.21
  - ✓ Average work week is 27 hours
- Retention Services identified 8 individuals who are receiving natural supports within their community job:
  - ✓ Assistance with work set up
  - ✓ Assistance with transportation
  - ✓ Assistance when computers are down

**ANNUAL GOAL 12: FAMILIES WITH CHILDREN (0 – 3) WILL ACCESS SERVICES THAT WILL MEET THEIR SPECIFIC NEEDS.**

**2008 Measures of Success:**

Updates on Key Measures:

- Based on the Family Outcomes Survey: 11% of our families completed the survey upon exiting the program. 97% of the families recognized the helpfulness in MRDD Early Intervention Services, and that staff had done an excellent job. 83% of the families agreed that they had a greater understanding of their child's development. (Target was 85%)
- There is no waiting list for any Early Intervention Service this year. (Target met)

**ANNUAL GOAL 13: INFORMATION ON INDIVIDUALS WILL BE ACCURATE AND AVAILABLE TO SUPPORT COORDINATORS AND OTHER TEAM MEMBERS IN ORDER TO FACILITATE SERVICES.**

**2008 Measures of Success:**

- All requests for assistance in getting data were tracked and responded to. (Target met)
- Client information continues to be scanned and stored as planned.
- 10 training sessions were implemented to help staff with data systems and satisfaction with this support met the target.

**ANNUAL GOAL 14: CHILDREN IN SCHOOL WILL RECEIVE MRDD SUPPORTS.**

**2008 Measures of Success:**

- 91 students were served by classroom consultants during the 2007-2008 school year. 100% of new referrals were served.
- 12 satisfaction surveys were received in June 2008. Average score of 14.2 out of possible 15.
- Hamilton, Fairfield, Middletown, Ross, Edgewood, Lakota, Monroe, and Talawanda school districts used MRDD provided funds to support their preschool programs. New Miami used funds for specialized program supports for a child with autism and Madison opted to use classroom consultant hours equal to the amount of their allocated funds.

**ANNUAL GOAL 15: INDIVIDUALS WILL BE SUPPORTED BY STABLE, QUALIFIED MRDD STAFF.**

**2008 Measures of Success:**

- Voluntary turnover for the year is 8.9% (annualized). This is higher than previous year.

- PGO EI contract negotiated and approved. PGO Paraprofessional contract bargaining began December 18<sup>th</sup>. (Target: both to be completed)
- Percentage of evaluations current (within 12 months) is 95. (Target met)
- Everyone completed probation with at least one evaluation. (Target met)
- 23 completed all phases of orientation; 21 completed within 90 days. (Target was 100%)

***ANNUAL GOAL 16: INDIVIDUALS WILL BE SUPPORTED BY PEOPLE WITH SPECIALIZED TRAINING, EXPERIENCE, AND KNOWLEDGE ABOUT DISABILITIES AND APPROPRIATE STRATEGIES TO SUPPORT SUCCESS.***

**2008 Measures of Success:**

- There was a total of 101 training sessions provided in-house and a total of 2,244 attendees of these sessions.
- There were 128 training sessions provided outside the agency with 374 total attendees.
- Training given to provider partners, families and other agencies totaled 113, with a total of 1,183 attendees.
- To get an indicator of effectiveness, follow-up was made with staff attendees who were asked if they applied the information and skills to their work. An average of 73% indicated that they did.
- Technical assistance team provided specialized support to 15 individual teams. The assistance often results in providing training and further ongoing consultations.
- The community nurses provided 379 home visits this year. Technical assistance for medical/health related issues was provided in 852 situations.

***ANNUAL GOAL 17: INDIVIDUALS WILL HAVE OPTIONS FOR TRANSPORTATION THAT IS SAFE, RELIABLE AND AFFORDABLE.***

**2008 Measures of Success:**

- In 2008, individuals were able to choose their transportation provider.
- We currently have no one receiving services from the BCTA. (Target was 20)
- Overall cost of transportation in 2008 was 14% lower as compared to 2007.

***ANNUAL GOAL 18: THE BOARD WILL MONITOR COSTS AND STAY WITHIN THE BUDGET DUE TO CAREFUL MANAGEMENT OF RESOURCES.***

**2008 Measures of Success:**

- We were able to improve slightly the second half of the year in containing waiver costs. We reduced the number of prior authorizations from 9 in the first half of the year to 5 in the second half. We continue to meet with the Medicaid group on a monthly basis to review ongoing issues. (Note: prior authorization indicates individual's waiver cost is higher than expected.)

- Year end expenditure and cash flow statements were completed and distributed to directors. Target was to be 2% within budget. We actually fell below projected expenditures by 9%.
- Tracking of Business Office functions (payroll, pay-ins of receivables, and payment of invoice) continue to be timely and accurate. Payroll had no discrepancies reported; receivables are up to date; payables are up to date but will experience the annual year end slowdown in payments by the auditor's office because of year end closing. (Target met)

**ANNUAL GOAL 19: THE BOARD WILL INFORM THE PUBLIC ABOUT THE EFFECTIVENESS OF SERVICES AND THE ACCOMPLISHMENTS TOWARD ITS MISSION.**

**2008 Measures of Success:**

- Speaking engagements in the community were done during the middle of the year. Every major township, city and village was visited and shown the awareness video and poster. At least 12 areas were visited during that time. (Target met)
- The marketing plan was not completed. Will wait for results of marketing survey in 2009 to develop.
- There were 5 regular newsletters sent out, advertising purchased, an awareness campaign, an Annual Report and Annual Action Plan distributed as planned.

**ANNUAL GOAL 20: THE BOARD WILL MAXIMIZE MEDICAID REVENUES.**

**2008 Measures of Success:**

- MAC (Medicaid Administrative Claiming) billing has continued per the annual MAC plan. The MAC program still has not been approved by CMS. ODMR is projecting approval in 2009.
- When revenue budgets were adjusted for changes in services, providers and delays in state payments, revenues for Day Habilitation and Non-Medical Transportation were within 5% of adjusted projections.
- Adult Services was able to maximize Medicaid revenues by billing 100% throughout the year. (Target was 95%)

**ANNUAL GOAL 21: THE BOARD WILL PREPARE FOR A SUCCESSFUL LEVY PASSAGE IN 2010 OR 2011.**

**2008 Measures of Success:**

- The PAC group has raised \$13,000 total. (The target for 2008 was \$25,000)
- The goal was to have 2 items in the press per month; that goal was not met. Instead, during the year we had two major feature stories published, along with various briefs and other tidbits of news. The first major feature story was the front-page color article to accompany our Awareness Campaign, a story about Heather and Shawn O'Grady. The

second feature story was a series of three articles about the caregivers who provide services to consumers in residential settings.

- Due to Ohio's current financial situation, we will hold off on a levy request until 2012.

**ANNUAL GOAL 22: THE BOARD WILL MAINTAIN AND IMPLEMENT A QUALITY IT SYSTEM.**

**2008 Measures of Success:**

- The schedule for implementing and testing our disaster recovery plan went well. A plan to test a full recovery of the email and Unix servers was planned for the 3<sup>rd</sup> quarter but actually got tested under live conditions as we had wide spread power failures as a result of Hurricane Ike. Some problems were identified and resolved. The goal to document and track both off line occurrences of the servers and data lines as well as work orders for troubleshooting and repairing these problems has been achieved.
- Since updating the disaster recovery plan is an ongoing process it is hard to attach a percentage of goal achieved to this particular goal. However, if we are basing this percentage on a snapshot of how reflective or complete the disaster recovery plan is at this time, it is at 95%, which was the target.

**ANNUAL GOAL 23: THE BOARD WILL MONITOR TRENDS FOR SERVICE NEEDS AND MAKE ADJUSTMENTS TO PROGRAMS AND FACILITIES, AS NECESSARY, TO MEET THE NEEDS OF INDIVIDUALS RECEIVING SERVICES.**

**2008 Measures of Success:**

- The Adult Day Program realized a drop in enrollment by 30% mid-year and adjusted operations and staff so that the cost of service expenditures also dropped 30%.
- Providers of the Emergency Home contract discontinued their service and a new provider was put in place.
- We implemented a new milestones fee schedule for supported employment services which holds providers more accountable and ties outcomes for individuals to payment more effectively.
- We are submitting a business plan for a \$150,000 grant at the end of January 2009 in partnership with the Mental Health Board to attempt to develop a more seamless service system for people with developmental disabilities and mental illness.
- Numerous sessions were held to get input on the Annual Action Plan, although separate formal listening sessions were not convened throughout the year as planned. In addition, input from surveys and trends were considered in developing the 2009 Annual Action Plan.