

Enhance Access

Increase service provider capacity

Strategies: Offer training and technical assistance to providers seeking/maintaining certification.

Measures: Measure trainings provided; number of new providers available in Butler County.

Increase number of people using technology

Strategies: Determine baseline utilization; measure quarterly progress.

Measures: Increase utilization by 5-10% annually.

Increase use of self-directed services

Strategies: Determine baseline utilization; measure quarterly progress.

Measures: Increase utilization by 5-10% annually.

Increase self-advocacy efforts in the community

Strategies: Initiate regional advocacy events, increase monthly attendance, participate in educational activities.

Measures: Track number of regional events and educational activities, track attendance at monthly meetings.

Promote culture supportive of diversity and inclusivity

Strategies: Educate; foster trust; review/adjust internal practices. Explore policies/procedures and service delivery practices through a more diverse lens.

Measures: Track number of opportunities presented to staff to further the cultural shift to a more diverse and inclusive organization; track changes to policies/procedures/practices.

Increase access to Board supports through opportunities for people being served and public awareness

Strategies: Visit municipalities and area businesses, grow education at schools, daycares, doctors offices, increase awareness through social media.

Measures: Track community engagement, opportunities for people served, opportunities for families; track social media growth, media mentions, and opens in the quarterly & Community Connections newsletters.

Enrich Life Transitions

Improve transition of supports occurring throughout the lifespan

Early Childhood Strategy: Support families as they transition from Early Intervention to Service and Support Administration by collecting necessary documents prior to child turning 3 years old. Share transition handouts with families.

Measures: Track number of children found eligible, send survey to families after transition/track results.

Teen to Adult Strategy: Support families as their child turns 14 and begins transition planning for life beyond high school.

Measures: Track number of children who turn 14 and choose support from a Service and Support Administrator for planning.

Employee Transitions Strategy: Establish process and timelines to communicate with people served when employee transitions occur affecting the team process.

Measures: Establish baseline; track the percentage of notification letters sent out within a five day period of assigned employee change.

Increase the number of successful housing arrangements

Strategies: Monitor referrals and subsequent housing arrangements; advocate for increasing units available for people with developmental disabilities

Measures: Report on referrals and successful housing arrangements quarterly.

Expand opportunities for community employment

Strategies: Employment team will monitor employment data for the state's outcome tracking system.

Measures: Track employment for individuals 18+.

Employee Engagement and Financial Stability

Enhance culture and engagement through learning and organizational development

Strategies: Equip employees throughout the agency to practice exemplary leadership and customer service.

Measures: Track leadership training, assessments, coaching, team exercises, satisfaction surveys, and employee turnover.

Increase revenue collection to ensure financial stability to maintain services and supports to people

Strategies: Educate government officials and taxpayers on levy need.

Measures: Monitor reserve balance and waiver service utilization.

