

medina county board of developmental disabilities

2024 Action Plan Year-End Summary



Helping People. Building Relationships. **TOGETHER.**

2022-2024 Strategic Plan Recap



Provider Support

FOCUS AREA 1

Foster collaborative environments which promote understanding and trust to empower providers in service provision.

Initiatives

1. Address the Direct Support Professional (DSP) workforce crisis.
2. Create a collaborative provider network.
3. Coordinate opportunities that promote a culture of excellence.
4. Address service gaps and increase provider capacity.

Transitions

Enhance connections and resources for individuals and families to navigate through life transitions.

FOCUS AREA 2



1. Address the gaps between eligibility benchmarks.
2. Address the school to adult transition to promote independence and self-advocacy.
3. Assist families with future planning.



FOCUS AREA 3

Community Membership

Promote a county-wide culture that gives individuals the opportunity to be active members in the community.

1. Address the need for reliable and flexible transportation options.
2. Increase housing options.
3. Increase integrated employment opportunities.
4. Promote an inclusive culture within the community while promoting self-advocacy.

FOCUS AREA 1

PROVIDER SUPPORT - Foster collaborative environments which promote understanding and trust to empower providers in service provision.

1. DSP WORKFORCE CRISIS

Evaluate current DSP-U Program at the Medina County Career Center and make recommendations for 2024-2025 school year. DSP-U program evaluated before 2024-2025 school year. Recommendations put in place included earlier access for students, increased internship opportunities and increased earned credits. Six students are participating in the current program.

Implement and evaluate DSP Recruitment and Retention Program for providers.

DSP Recruitment and Retention Program was put in place, included development of a DSP recruitment website and a six agency collaborative. The use of "Indeed" job postings and career fairs led to over 175 screened applicants being shared with provider agencies. Evaluation of program identified continued use of above tools for recruitment. 2025 program recommendations include assessing of tools and other recruitment options.

Incorporate a Provider Success Coach Program into the DSP Recruitment and Retention Program.

The Provider Success Coach Program was put in place with six different providers; each provider identified an employee to be their internal Success Coach. Each Success Coach completed training and attended regularly scheduled meetings with the MCBDD. Success Coach data showed primary areas of support included mental health counseling, food insecurity and medical concerns. However, overall data from Success Coaches was varied and inconsistent.

2. COLLABORATIVE PROVIDER NETWORK

Implement recommended changes to increase provider interaction at regularly scheduled **Provider Mingles**. Changes incorporated into the SSA/Provider Mingles included giving time at each event to allow new providers to discuss services or present information about new services. In 2024, four mingles were held including two at provider locations and one at the Medina Library. Attendance increased over the year with new provider participation at each Mingle.

Create and maintain effective relationships between SSAs and providers.

The Service and Support Administration (SSA) Department continues to send out "Kudos" cards in recognition of the hard work and service delivery of independent and agency providers. In 2024, SSAs sent out 506 cards to providers.

3. CULTURE OF EXCELLENCE

Complete four new frontline supervisor trainings for providers.

Four frontline supervisor trainings were developed, scheduled and completed. Initial response to training was very positive as all spots were filled by providers. Number of participants decreased over the course of the year; overall six participants completed all four trainings. Recommendation to enhance and expand frontline supervisor training into 2025.

Develop one appreciation effort for non-DSP, frontline staff/supervisors.

Cleveland Zoo Appreciation Event specifically identified ALL provider/agency staff for appreciation and recognition.

Increase leadership development opportunities for MCBDD staff.

In collaboration with Leadership Medina County, a three-year leadership development plan has been developed. Components of the plan include an application process for acceptance into the program, creation of an individual development program, designation of a mentor, participation in at least six trainings per year, and goals specific to the desired position. Plans will be reviewed by the Superintendent, Assistant Superintendent, and Director of Human Resources on a regular basis to monitor progress.

4. PROVIDER CAPACITY

Organize a Tech Summit that would include Tech Ambassadors, Remote Support and Supportive Technology.

Interactive Tech Expo was held in partnership with Summit County Board of DD and We Thrive Together, on September 9, 2024. Expo included over 40 vendors and was attended by over 500 guests; including providers, SSAs, Early Intervention staff, families and the general public. Recommendation to hold an annual Tech Expo.

Implement regular training schedule for training Career Planning services for providers and new staff.

Employment Navigator completed Career Planning for numerous providers and SSAs. Meets with all new SSAs regarding Career Planning and Community Employment services. Providing annual training on Career Planning for providers.

Implement a collaborative process with behavioral health providers to serve individuals with challenging behaviors.

With the goal to wrap services around a specific person with extraordinary needs, a pilot was developed which included collaborating with ESC and a provider agency. The family identified decided to not participate in the proposed plan. A relationship with another provider was being developed with the MCBDD to provide Crisis Intervention training. That provider was unable to move forward with services. Moving forward, we will use the specific providers that are working with a person to create stability and bring in additional resources including training as needed.

FOCUS AREA 2

TRANSITIONS - Enhance connections and resources for individuals and families to navigate through life transitions.

1. GAPS BETWEEN ELIGIBILITY BENCHMARKS

Determine needed resources for children and their families transitioning at the three mandated ages that require county board re-determination.

Task completed for ages 0-3 Early Intervention Resources guide. Moving forward, committee will be developing interactive road maps that encompass all stages of life.

Create video resource to raise awareness and complement eligibility benchmarks.

All the information needed for the videos is complete. We will be partnering with the MCCC students to support production of the videos.

Create post-transition survey to identify additional gaps or improvement areas.

This will continue to be a focus area within the 2025-2027 Strategic Plan.

2. SCHOOL TO ADULT TRANSITION

Evaluate current transition programming on meeting current needs for transition students.

Evaluated current transition programming including Medina County Educational Service Center (ESC) SITE Program. Site program feedback has been positive. Several schools have included more community employment aspects into programming. ESC has plans to expand SITE program in the near future. Recommendation is to expand access and capacity to SITE program or similar programs.

Identify and analyze three transition programs in the state for recommendations on transition initiatives.

Identified and met with three transition programs; Medina County Career Center (MCCC), Lake County BDD Pathways to Careers program and Huron County Project Life. Each program had positive take-aways. Based on this information, we will continue to meet with the Medina County Career Center on the development of new transition programming after high school.

Reformat advocacy training for Medina County high school transition students.

Advocacy curriculum was updated and presented to local providers and MCCC high school classes. Feedback and response to training has been positive and ongoing. The program known as "Speak Up! Speak Out!" will be promoted to transition age students and adult day programs in 2025.

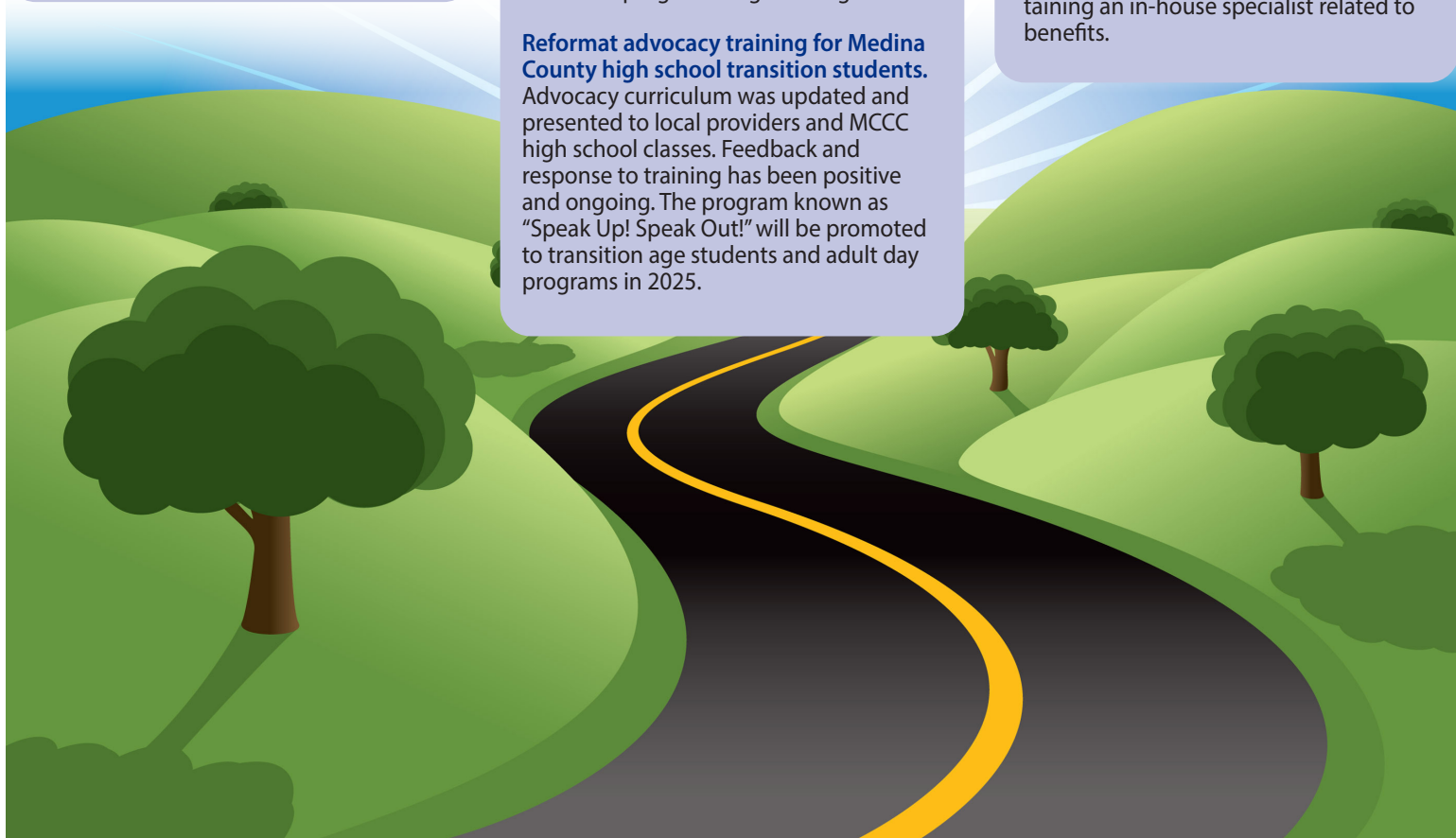
3. FUTURE PLANNING FOR FAMILIES

Training and Resource Committee to identify trends to develop an online knowledge base/library of resources available to individuals and families.

Training and Resource Committee reviewed all trainings. Committee identified three trends (Benefits, Guardianship and Transitions) to ensure training on regular basis. Family Resource Library established on website with videos for the three identified focus areas and additional resources.

Identify needs and gaps in benefit analysis processes.

During 2024, 13 families requested benefit analysis. Over 20 families needed assistance with Social Security related issues. Five individuals needed assistance with opening Stable Accounts. Two formal benefit analysis trainings were held with over 30 participants. Recommendations moving forward include ongoing and increased training for all benefit areas, identify willing and able providers for benefit analysis, and maintaining an in-house specialist related to benefits.



FOCUS COMMUNITY MEMBERSHIP - Promote a county-wide culture that gives individuals the opportunity to be active members in the community.

AREA 3

1. TRANSPORTATION OPTIONS

Develop a partnership with an agency to propose a new transportation project in Medina County.

A program was developed to incentivize transportation providers to deliver services to off hour employment and individuals who use wheelchairs.

Nine independent providers transported 12 individuals to their place of employment for a total of 273 trips in the first quarter. One agency provided transportation to 11 individuals to their place of employment for a total of 603 trips in the first quarter.

Seven independent providers transported 10 individuals to their place of employment for a total of 327 trips in the second quarter. One agency provided transportation to 11 individuals to their place of employment for a total of 607 trips in the second quarter. A second agency provided transportation to 4 individuals to their place of employment for a total of 204 trips in the second quarter. We will continue this program into 2025 with incentivizing new trips.

2. HOUSING OPTIONS

Develop three new opportunities to present on the benefits of renting to people with intellectual and developmental differences in order to educate new potential landlords.

Created an information sheet for landlords on the benefits of renting to individuals with disabilities. Presented information to landlords through three separate opportunities; Medina County Housing Network, Medina County Fair Housing Awareness Day, MCBDD Let's Talk Housing presentation.

Develop and implement an assessment for matching potential roommate(s) selection.

The roommate matching assessment was developed and presented to SSA staff in June 2023. It was also provided during the MCBDD Let's Talk Housing presentation as an option to help in identifying compatible roommates.

3. INTEGRATED EMPLOYMENT OPPORTUNITIES

Develop a library of trainings for community employment services to be available for providers.

Employment Navigator provided training on all Career Planning services, including Discovery to individualized agencies interested in providing the service. Also, developed and provided trainings on OOD services. Trainings were recorded and are available through the MCBDD's Provider website.

Complete at least two trainings with SSAs on Employment Navigation, Path to Employment and OOD/Career Planning services.

Employment Navigator completed training with SSAs on Employment Navigation and Career Planning. Also invited SSAs to Community Employment Collaborative series.

Organize an event with the Medina County Employment Collaborative to engage and educate on community employment.

In partnership with the Northeast Ohio County Boards Employment Collaborative, a three-part series was held on Planning for Community Employment, Community Employment Service Delivery and Employer Engagement. The 2nd part of the series focused on Service Delivery, was put on by MCBDD and Summit County DD. The event had over 50 participants in-person or online. The focus was educating all stakeholders on best practices and processes for community employment.

4. INCLUSIVE CULTURE

Work with two community agencies on expanding recreational, leisure, and/or sports activities to include adaptive and inclusive options for individuals with developmental differences.

Collaborated with several agencies/organizations to provide adaptive and inclusive options for yoga, football and other activities. Partnership with Momentum Refresh increased accessibility for more people at 8 community events and was visited by 490 people.

Collaborate with the Early Childhood Resource Center to support child care providers to enroll and continue to support children with developmental differences.

Worked with 4 different child care providers to give recommendations about environments, schedules and strategies to use to support children as well as behavior support training.

Meet with three county officials and/or businesses to educate and discuss inclusion initiatives.

Provided materials about inclusion to elected officials at two roundtable events. Superintendent met with two different local public officials/bodies at least twice a month from February through November to discuss inclusion efforts. Staff met with the Medina Library, main Street Medina, and local businesses about inclusion efforts and opportunities.

Evaluate the MCBDD Leadership Program and make recommendations.

Received feedback from 2024 graduating class with recommendations including expansion of community speakers, initiate class project and increase promotion of Leadership program.

2024 Management Team

Stacey Maleckar, Superintendent

Annie Finnerty, Assistant Superintendent

Carey Bates, Director of Business

Jeannie Petrarca, Director of Service and Support Administration

Diana Davis, Director of Human Resources

Ed Dryer, Director of Community Supports

Tracey Lambdin, Director of Children's Services

Bobby Richards, Director of Facilities and IT

Shannon Lees, Executive Administrator

Patti Hetkey, Community Relations Manager



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TOGETHER