



Lake County Board of Developmental Disabilities



2024 Annual Goals

PRIORITY 1: SUPPORT NEEDS AND SERVICES

GUIDING PRINCIPLE: The LCBDD will strive to enrich the lives of individuals served by providing access to needed services and supports in the most inclusive manner possible.

PRIMARY STRATEGY 1: Enhance quality service options and foster active engagement of individuals through community integration opportunities.

IT will develop and sustain a technology club for individuals with developmental disabilities in order to create an inclusive and supportive community that fosters technological learning, skill development, and social engagement; with the overall purpose of providing knowledge to and empowering participants to navigate and leverage technology to promote social inclusion and enhance their overall quality of life.

The Recreation Department will collaborate with program areas to continue to facilitate community connections and explore additional opportunities to enhance activity offerings and build ongoing relationships with community entities.

PRIMARY STRATEGY 2: Explore options to bridge the service gaps for school age children and multi- system youth.

To increase an understanding of the support and resources available in Lake County for Multisystem youth, the SSA Department and MIDD Coordinator will expand community partnerships with local agencies and stakeholders to educate and facilitate professional development within the employment, mental health, and transition age youth services available to better serve this population.

PRIMARY STRATEGY 3: Increase available options for vocational training, vocational habilitation and community employment.

To expand available options for vocational training, vocational habilitation and community employment, SSA Employment Navigation and Provider Support will collaborate with the Community Employment Development Director to further advance efforts to support Providers with strategies to build capacity for these services, and support companies to implement more inclusive hiring and employment practices in Lake County.



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PRIORITY 2: AGENCY OPERATIONS/PERSONNEL/ FINANCE/ BUSINESS TECHNOLOGY

GUIDING PRINCIPLE: The LCBDD will preserve the continuum of mandated and non-mandated services by maintaining financial stability and promoting the growth of a proficient workforce to enhance service delivery.

PRIMARY STRATEGY 1: Strengthen Organizational Effectiveness & Efficiency.

Business Services will monitor the long-term financial sustainability of the Agency including preparation of required multi-year forecasts for the Ohio Department of Developmental Disabilities (DODD).

Business Services, along with SSA Management will oversee the growth of Waiver match and the corresponding financial impacts resulting from the assessed waiver service needs of individuals enrolled, in addition to known or unknown changes in rates and/or service structures.

Continued from 2023, to address safety and security standards, IT will develop a plan for disaster recovery and business continuity.

Each Division Director will review succession planning for key administrative staff with the Superintendent on an annual basis and implement a mentoring plan to develop and support future leaders within the Agency.

Operations and Administrative Services Departments will update records retention protocols, preservation, and storage.

To enhance the security, efficiency, and scalability of IT managed devices, IT will deploy a comprehensive solution centralizing control over the devices.

To enhance the wireless connectivity infrastructure within the Agency, IT will optimize and improve the Wi-Fi network by addressing performance issues, ensuring reliable and high-speed wireless access, and proactively accommodating the growing demand for connectivity delivering an optimized Wi-Fi experience that meets or exceeds user expectations while promoting productivity and support the Agency's current and future connectivity requirements.

To ensure a seamless and uninterrupted connectivity experience for users and enhance the overall performance of the organization's network infrastructure, IT will implement a second internet circuit.



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PRIMARY STRATEGY 2: Increase/Improve workforce recruiting and retention strategies while enhancing the employee experience.

Broadmoor School will work with the State Support Team's Positive Behavioral Interventions & Support Consultants to implement a school-wide systematic approach to embed evidence-based practices for consistent strategies that focus on preventative methods starting in the 2024-2025 school year.

Human Resources will continue to cultivate relationships with Lakeland Community College, Lake Erie College, Cuyahoga Community College and Auburn Career Center in an effort to recruit high quality job candidates. HR will continue to attend job fairs and recruiting events, increase our social media presence, and identify additional recruiting sources to increase applicants. HR will increase its utilization of the OACB and OPRA online job boards to attract DD professionals.

Human Resources will continue the 'Luncheon with Leadership' program, both phases of the Employee Recognition program, and implementing feasible changes received from the Employee Suggestion Boxes in order to foster employee engagement.

In conjunction with the ICF Program, the Marketing & Communications Department, will film and produce various videos featuring the LCBDD DSPs sharing their job duties and the value of a caregiver. Finished videos will be used during recruitment marketing and candidate interview process, DSP onboarding, and within marketing communication efforts.

To better support the growing number of children (ages birth to three) demonstrating delays in the area of social emotional development, Early Intervention Staff Members will be trained to utilize a research-based assessment tool to identify specific needs in this area and provide targeted strategies and supports.



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PRIORITY 3: ASSISTIVE TECHNOLOGY

GUIDING PRINCIPLE: The LCBDD will enhance the quality of life for individuals in the community through Assistive Technology.

PRIMARY STRATEGY 1: Develop LCBDD expertise in Assistive Technology and “Smart” Technology.

The SSA Department will utilize Technology Navigation and Technology Integration Specialist roles credentialed through DODD to assess and identify technology solutions for individuals served.

The SSA Department will develop policy and procedures regarding Technology Suite operations, promotion, scheduling, and utilization.

PRIMARY STRATEGY 2: Promote Assistive Technology through access and education for individuals served, families and providers.

Broadmoor School Age/LEEP program will use Alexa Echo Dots to establish additional Assistive Technology in each classroom to enable each student to maintain daily routines, schedule reminders and use timers to promote the increased independence level of each student within six months.

The SSA Department will collaborate with individuals, families, providers and community partners to expand awareness, and increase comfort level and skill competency in the use of technology solutions.

The Vocational Guidance Center will explore and research to identify assistive technology options and obtain items that will support each individual’s ability to increase their independence and will secure corresponding training and education for individuals, families, and staff to maximize the benefits.

To enhance the teaching and learning experience at Broadmoor School, IT will replace existing smart projectors with state-of-the-art smartboards modernizing and elevating the interactive learning environment while facilitating dynamic and collaborative classroom environments.



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PRIORITY 4: PROVIDER SUPPORT/RECRUITMENT/RETENTION

GUIDING PRINCIPLE: The LCBDD will support the provider community to ensure the availability of a wide variety of high- quality services to meet the needs of individuals served.

PRIMARY STRATEGY 1: Recruit and retain providers by offering support to improve provider quality and opportunities for collaboration.

Provider Support will increase the pool of providers that offer assistive technology and remote supports as part of the service package in an effort to maximize staffing resources and promote independence of individuals served.

The Administrative Team will annually assess ongoing concerns of Agency Providers in continuing service provision for the purpose of seeking out available resources to support and strengthen the capacity of service delivery in Lake County.

PRIMARY STRATEGY 2: Expand training options for providers.

Provider Support will enhance the quality of services offered and provided by both independent and Agency Providers serving individuals in Lake County through an evolving technical assistance process.



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PRIORITY 5: COMMUNITY PARTNERSHIPS/OUTREACH

GUIDING PRINCIPLE: The LCBDD will expand community partnerships and explore resources to promote and support the inclusion of all individuals with developmental disabilities in the community.

PRIMARY STRATEGY 1: Build and nurture strong local and state partnerships to improve access to services.

In accordance with Ohio Revised Code section 3313.618, Broadmoor School will work with our local school districts to ensure that each Broadmoor student meets the new set of graduation requirements including required course completion, testing and seal requirements by the end of the 2023-2024 school year.

Investigative Services will collaborate with the Ashtabula CBDD Investigative Services Department to discuss and develop procedures and best practices related to incident reporting and investigations.

The Administrative Team will provide technical support and participation funding for non-profit community-based recreation/leisure programs who seek to expand provision of inclusive and adaptive opportunities to individuals with developmental disabilities.

The Community Relations Manager will further develop and nurture relationships with existing and new community partners to ensure integrated opportunities are available for events that allow individuals to fully engage in the community.

PRIMARY STRATEGY 2: Increase public outreach to improve awareness, support & engagement.

Before the start of the 2024-2025 school year, Broadmoor preschool program will create and implement a developmental screening process for students not on IEPs prior to enrollment to ensure all children have the proper supports necessary to be successful in preschool.

Marketing & Communications Director will rollout a new plan for Speaker's Bureau efforts to strengthen community partnerships. This will include an updated Agency presentation, a list (and schedule) for targeted audiences (Chambers of Commerce, Schools, etc.), a video option for presenting, and a dedicated presence on our website for content and requests for presentations.



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In collaboration with the Marketing Department, the Director of Compliance and Quality Assurance will develop a 'Hot Topics' Resource page on the LCBDD website as a way to connect families and stakeholders to current information and resources about frequently asked about topics (such as Medicaid, Social Security, and STABLE Accounts) in a readily available format that can be accessed at any time.

Investigative Services will create laminated adhesive cards to provide to law enforcement officers to keep in their vehicles that contain Agency contact information including the 24/7 Board MUI reporting number to support ongoing communication.

Investigative Services will participate in the development of the Crisis Intervention Training team (CIT) of liaisons in order to expand the reach and effectiveness of CIT for law enforcement officers, first responders, and personnel.

Operations Director will establish connections with Deepwood Condo Association President and Deepwood North Apartments General Manager to discuss neighborhood issues of concern.

The Administrative team will encourage the Management Team to seek out new community organization memberships to promote the mission of the Lake County Board of DD/Deepwood and further engage in collaborative relationships in the community.

The Agency Programs and Services Director and Nursing Habilitation Manager will coordinate opportunities with the Northeast Ohio Network (NEON), who provide Registered Nursing oversight to the Agency Nursing Program, to visit and enhance their knowledge about each of the program areas that receive nursing services in order to promote high quality nursing services and supports throughout the Agency.

The Community Relations Manager will increase Community awareness, presence, and volunteerism by attending networking events, chamber sessions or resource events to disseminate LCBDD/Deepwood informational material and volunteer opportunities

The Community Relations Manager will establish and maintain a centralized volunteer database for Agency and community members to access volunteer opportunities for all LCBDD/Deepwood activities and/or events.



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PRIORITY 6: COMMUNICATION

GUIDING PRINCIPLE: The LCBDD will continue to promote transparent and timely communication across all its programs, services and supports, the Provider community and stakeholders.

PRIMARY STRATEGY 1: Enhance access to and expand methods of sharing information to all stakeholders.

Based on the assessed needs/benefits of information content and design for developing and launching an employee portal (intranet), the Marketing & Communications Director will partner with an outside developer to launch a new intranet in the first half of 2024.

The Agency Programs and Services Director will facilitate meetings held on at least a quarterly basis between Nursing Management and ICF Management to enhance communications and relations between Nurses and Residential Direct Support Professionals, as well as discuss relevant topics affecting each program.

The Agency Supports Director will collaborate with the Agency Marketing Department to provide assistance in compiling and sorting information for the Agency History Project.

The Marketing Department will collaborate with program areas and stakeholders to develop a comprehensive overview of the LCBDD history. The final product will include a video, presentation, and handout. These materials will help us in our Speaker's Bureau efforts as well as educate our community on the role and value of the LCBDD in our community.

The Marketing Department will assess the need/scope of an Agency newsletter and Annual Report to identify what would be of benefit for internal and external communications.

The Marketing Department will partner with Employment Navigation to create a library of videos to heighten awareness of employment supports and opportunities. As such, website content will be updated in respect to our Agency website and The Collective website.

To enhance and promote transparency, the ICF Program will distribute a monthly calendar of ARC activities and events to the families/guardians.