

YEAR | 16- 17



CRSI-OH

Agency Plan for Community Integration
version 1.0 DRAFT

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PREFACE

During Fiscal Year 2016, the Ohio Department of Developmental Disabilities (DODD), and CRSI-OH reached a contractual agreement to bilaterally support a systems transformation of Intermediate Care Facility (ICF) organizational structures and services from facility-based to community-based delivery models.

In tandem with financial support from DODD, CRSI-OH agreed to develop a strategic plan in order to implement integrated and community-based employment and day services for individuals with complex needs.

A key document toward this end, is the development of action steps for CRSI-OH, that can be shared with DODD, and encompass the strategies and actions expected during the second phase of the project.

Our action plan addresses the six deliverables outlined in agreement with DODD.

- a) A decrease in the use of facility-based services
- b) An increase in integrated community-based employment and day services
- c) A focus on the achievement of individual integrated services for individuals with complex needs (internal and external communication)
- d) An increase in the utilization of braided funding supports
- e) An increased use of career discovery processes
- f) An increase in staff competencies and skills related to integrated employment and community services

STAKE HOLDER INPUT

Participation

CRSI established a stakeholder group consisting of county and state professionals, parents, and professionals within our Executive department, as well as our Day/Employment and ICF programs.

The following participates engaged with either the stakeholder group or work groups;

Scott DeLong (President), Audra Bean (Administrative Director), Dave Faulkner (Director of Day Services), Stacy Collins (Employment First Project Lead - DODD), Kelly Buck Habilitation Director), Evelyn McGee (ICF Program Administrator), Belinda Yoder (Quality Assurance), Sandy Justice (Director of Nursing), Kathy Rader (Advocacy & MUI/UI Director), Jeff Coaty (Employment Manager - CCBDD), Marica Bailey (Economic Development Director – Champaign Economic Partnership), Rachel Buck (Habilitation Manager), Patricia Young (Job Developer), Kara Schafer (Habilitation Manager), Bud White (Parent), Lynn White (Parent), Ben Barker (QIDP Homes), Jason Marshall (Program Specialist), Patricia Wickham (QIDP Rainbow)

Survey

Twenty-two professionals, internal and external to CRSI-OH answered survey questions regarding the agencies readiness for community based, integrated employment and day services that comply with recently published CMS guidelines. The percentages below represent the number that affirm the statement listed as a strength.

Responses confirming the statements below were strengths of CRSI-OH	Strength
Focuses On A Person Centered Philosophy	50%
Well Trained Staff	30%
Experienced Staff	37%
Supports Physical Disabilities Well	80%
Supports Behavioral Challenges Well	63%
The Physical Layout Is Good	74%
The Physical Plant Is In Good Condition	79%
The Program Location Can Access Many Social Options (10-15 minutes away)	85%
The Program Location Can Access Many Employment Options (10-15 minutes away)	82%
We Have Established Relationships With Businesses In The Community To Develop Job Opportunities For The Individuals We Serve.	22%
Clear Policy and Procedures - Written and Reviewed by Management	67%
Has Personnel To Generate Integrated Employment Training Opportunities In The Community	12%
Has Personnel To Generate Integrated Social Opportunities In The Community	35%
Has Personnel To Facilitate Integrated Employment In The Community	13%
Has Adequate Transportation To Facilitate Community Engagement For Social Or Employment Purposes	59%
The Program Has Some History Of Finding Community Integrated Employment	44%
The Program Has Some History of Accessing Community Integrated Activities For Socialization And Fun	72%
Communicates Effectively Within The Program	72%
Communicates Effectively Across The Company	47%
Communicates Effectively With Others Outside The Company - Guardians, Parents, SSAs, etc...	56%
Management Within the Program Understands the Proposed Regulatory Changes In Ohio	60%
Direct Support Staff Within the Program Understands the Proposed Regulatory Changes In Ohio	33%
Management Has Received Training On Person Centered Planning Specific To Employment	53%
Management Has Received Training On The Discovery Process Specific To Employment	36%

Analysis

CRSI is a capable provider of employment and day services via the IO Waiver and for ICF-IID's that contract for services. In applying and eventually accepting a grant from the Ohio Department of Developmental Disabilities, (DODD) CRSI completed interviews and surveys of various stakeholders to determine its current capacity to provide integrated, community based employment and day habilitation services.

It was determined that CRSI had strengths and weaknesses that could be clearly identified as it set out to provide a community based, integrated setting. While CRSI recognizes that DODD is still finalizing its rules and rate structure, as well as CMS approval for said rules, the agency felt that DODD has been communicating program constructs, and providing a level of technical assistance up to this point, that allowed enough of a contrast to compare current programming to future programming needs.

Two main strengths identified had to do with the location of the program, and a person centered service plan development process that had been developed in 2015 by the agency's ICF program. The location of the program, in the city of Urbana, was identified as a location that would allow many community-based activities and/or employment opportunities. In addition, two other positive areas emerged, namely that the program building was in good condition and maintained well, and it was believed the agency had a long and positive history of addressing supports for people with physical limitations.

The challenges however, were more comprehensive in nature. CRSI has provided no on-going, community based programming for those currently receiving services. Services were provided, overwhelmingly, inside the program building. Though supporting people with physical disabilities is considered a strength, addressing behavioral challenges, in a community setting, is not considered a strong skill set for the staff. In addition, staff and transportation resources are considered inadequate to build integrated, and community based social opportunities or employment avenues for participants. Also, basic training for program staff and management was still necessary regarding public policy changes and recent CMS guidelines, as well as for program "tools" such as Discovery and Person Centered Planning. Finally, communication and the current policy and procedure manuals were only considered average and would need reworked to move the program forward and successfully implement the goals associated with the DODD grant.

STRATEGIC PLAN

DELIVERABLE: Community-Outreach Strategy

<u>STRATEGY/DELIVERABLE</u>	<u>ACTION ITEM</u>	<u>DUE DATE</u>	<u>COMPLETED</u>
Community-Outreach Strategy	<ol style="list-style-type: none"> 1. Hire Job Developer to develop relationships with local businesses. 2. Establish on-going meeting schedule with Jeff (Champaign County Board of DD) to share information and leads regarding local business contacts. 3. Connect with a local government leader(s) to establish an engagement strategy using local government and the chamber of commerce to liaison with local business owners, service organizations/clubs and education leaders. 4. Develop an education campaign, specific to generating interest from, and education to the community regarding our goal of integrated community based services. The campaign will include e-marketing, and education and outreach material for use in presentations and outreach efforts. 	<ol style="list-style-type: none"> 1. March 2016 2. July 2016 3. July 2016 4. August 2016 	<div style="display: flex; flex-direction: column; align-items: center; gap: 10px;"> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> </div>

DELIVERABLE: Increase Staff Competencies and Skills

<u>STRATEGY/DELIVERABLE</u>	<u>ACTION ITEM</u>	<u>DUE DATE</u>	<u>COMPLETED</u>
Increase staff competencies and skills related to integrated employment and community services.	1. CRSI-OH Job Developer will complete OOD on-line course on supported employment.	1. July 2016	<input type="checkbox"/>
	2. All staff training regarding Person Centered Plan process, and use and purpose of the Discovery Tool Part I	2. August 2016	<input type="checkbox"/>
	3. All staff training regarding Person Centered Plan process, and use and purpose of the Discovery Tool Part II	3. September 2016	<input type="checkbox"/>
	4. All staff training regarding Person Centered Plan process and use and purpose of the Discovery Tool.	4. October 2016	<input type="checkbox"/>

DELIVERABLE: Achieve Individualized Integrated Services

<u>STRATEGY/DELIVERABLE</u>	<u>ACTION ITEM</u>	<u>DUE DATE</u>	<u>COMPLETED</u>
Achieve individualized integrated services	1. CRSI-OH will complete Person Centered Planning for 10 participants served.	1. July 2016	<input type="checkbox"/>
	2. CRSI-OH will complete Person Centered Planning for 10 more participants served.	2. October 2016	<input type="checkbox"/>
	3. CRSI-OH will complete Person Centered Planning for 10 more participants served.	3. November 2016	<input type="checkbox"/>
	4. CRSI-OH will complete Person Centered Planning for all remaining participants.	4. December 2016	<input type="checkbox"/>

DELIVERABLE: Increased Use of Career Discovery

<u>STRATEGY/DELIVERABLE</u>	<u>ACTION ITEM</u>	<u>DUE DATE</u>	<u>COMPLETED</u>
Use of a career discovery processes.	1. CRSI-OH will complete Career Discovery for 10 participants served.	1. August 2016	<input type="checkbox"/>
	2. CRSI-OH will complete Career Discovery for 10 more participants served.	2. September 2016	<input type="checkbox"/>
	3. CRSI-OH will complete Career Discovery for 10 more participants served.	3. October 2016	<input type="checkbox"/>
	4. CRSI-OH will complete Career Discovery for all remaining participants.	4. November 2016	<input type="checkbox"/>

DELIVERABLE: Increase the Utilization of Braided Funding Supports

<u>STRATEGY/DELIVERABLE</u>	<u>ACTION ITEM</u>	<u>DUE DATE</u>	<u>COMPLETED</u>
Increase the Utilization of Braided Funding Supports	1. CRSI-OH Job Developer will complete OOD on-line course on supported employment.	1. July 2016	<input type="checkbox"/>
	2. CRSI-OH Job Developer will engage OOD for any waiver recipients seeking employment from the Champaign County Strive location.	2. August 2016	<input type="checkbox"/>

DELIVERABLE: Communication Strategy

<u>STRATEGY/DELIVERABLE</u>	<u>ACTION ITEM</u>	<u>DUE DATE</u>	<u>COMPLETED</u>
Communication Strategy	1. Develop an education campaign, specific to generating interest from, and education to the community regarding our goal of integrated community based services. The campaign will include e-marketing, and education and outreach material for use in presentations and outreach efforts. (See Communication Plan)	1. August 2016	<input type="checkbox"/>

DELIVERABLE: Increased Use of Community Based Employment and Day Services

<u>STRATEGY/DELIVERABLE</u>	<u>ACTION ITEM</u>	<u>DUE DATE</u>	<u>COMPLETED</u>
Increased use of community based employment and day services	1. CRSI-OH will provide on-going integrated and community based opportunities regarding; training, volunteer, employment or social engagement, to 50% of participants who have indicated this desire through their Person Centered Plan.	1. March 2017	<input type="checkbox"/>
	2. CRSI-OH will provide on-going integrated and community based opportunities regarding; training, volunteer, employment or social engagement, to 100% of participants who have indicated this desire through their Person Centered Plan.	2. June 2017	<input type="checkbox"/>

Roadmap for ICF Pilot Project

Columns Represent Projected Quarterly Activity



July 2016	Oct 2016	Jan 2017	April 2017	July 2017
<ul style="list-style-type: none"> ✓ Verify OOD Training Completed for Job Developer ✓ Evaluate Job Developer Position Description ✓ Verify Meeting Schedule with Champaign County DD for information share regarding employment leads ✓ Engage and Complete a plan, in partnership with local government and the chamber of commerce, to work with local businesses regarding community employment opportunities ✓ Update Intake and Admission Policies and Procedures to address Person Centered Planning and Discovery methodology ✓ Develop an education campaign plan specific to generating interest and education regarding community based integrated services ✓ Develop training for Person Centered Planning and Discovery Tool – two trainings projected ✓ Develop Policy and Procedures regarding service plan development using a Person Centered Approach ✓ Develop Policy and Procedure regarding the use of the Discovery tool ✓ Complete analysis of new rules and rates from DODD and OOD. 				

Statement Regarding Version Updates

CRSI expects to provide quarterly updates to this plan that will encompass adjustments to the “Road Map” table. In addition, CRSI, expects that the “Agency Plan for Community Integration”, will be updated to include other documents or tables, such as a communication plan, which is specified as an objective. Other work product, such as policies, financial analysis, and communications, will not be considered a part of the “Agency Plan for Community Integration” and will not be incorporated during an update.