

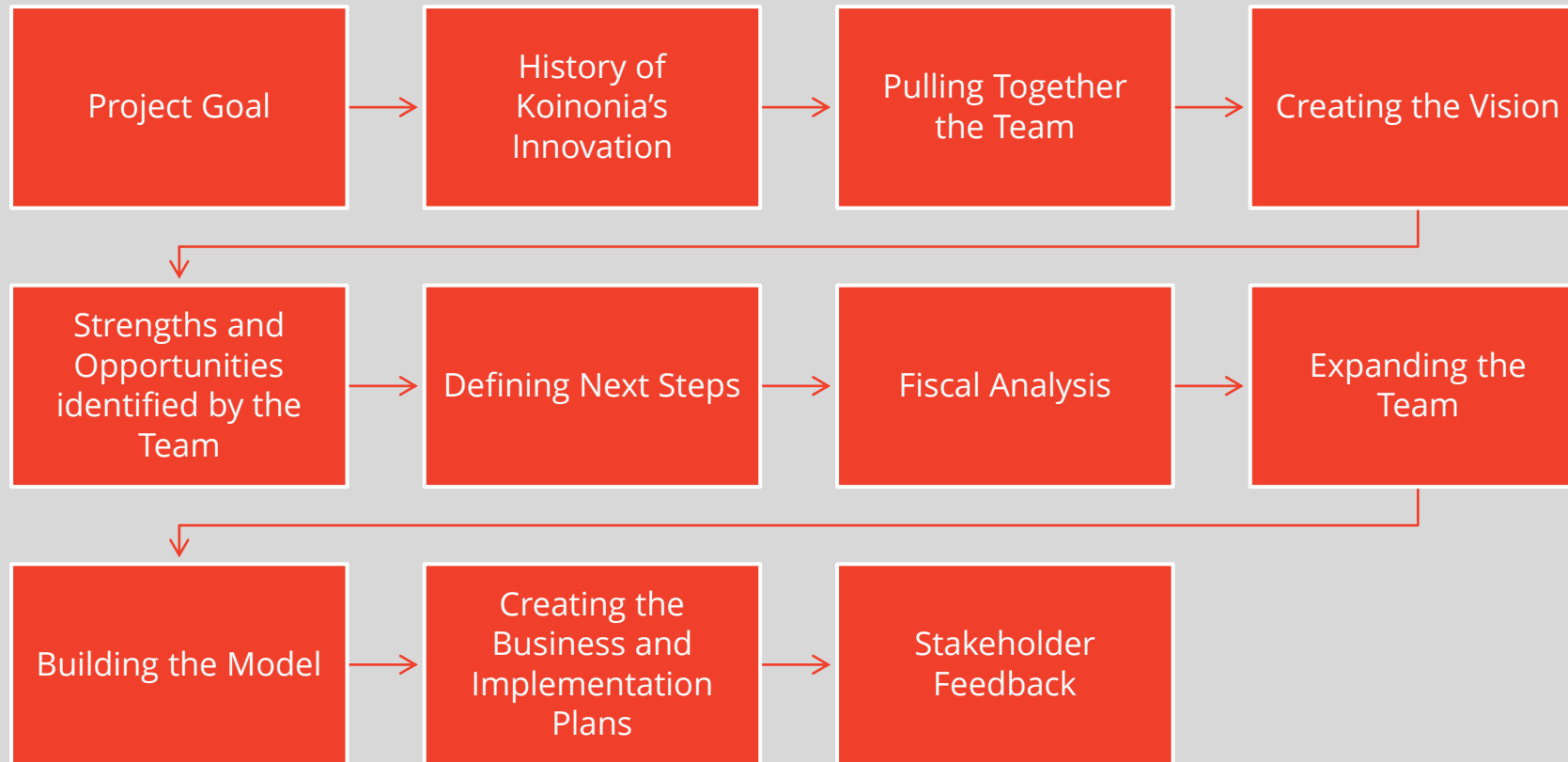
BUILDING INNOVATIVE SERVICE MODELS

Koinonia Enterprises



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Content



BISM Goal: Creating Community Based Services



- Project is targeted on expanding innovative programming at Koinonia Enterprises (KE) a subsidiary of Koinonia that provides vocational habilitation and adult day services.
- Develop best practices that are financially sustainable, and outcome driven in community-based service delivery.
- Create a financially sustainable model for delivery of community-based day services based on the LIFE (Lifelong Inclusion for Everyone) model which promotes community participation and integration into activities and choices for individuals.

Koinonia's History of Innovation

2011	2014	2016	2017	2019	2020	2021
<ul style="list-style-type: none"> • Created Employment Services Division and Business Advisory Council as part of Ohio Medicaid Infrastructure Grant 	<ul style="list-style-type: none"> • Closed 14c Sheltered Workshops and participated in Project Transformation developing a comprehensive transformation plan aligning with Employment First Initiative 	<ul style="list-style-type: none"> • One of four agencies to establish Cuyahoga Employment Collaborative and founding member of Northeast Ohio Regional Employment Network (NEOREN) 	<ul style="list-style-type: none"> • Through initial funding from Summit DD, established Compass Pathfinder, community-based transition school in partnership with multiple schools 	<ul style="list-style-type: none"> • Koinonia established community engagement criteria for all programs, building organization-wide performance evaluation and quality indicator requirements. As part of this initiative, the agency adopted the LIFE Canvas Assessment to measure and monitor inclusion and person-centered goals. 	<ul style="list-style-type: none"> • Initial \$50,000 grant for the LIFE program was obtained through The Good Shephard Foundation • Performed 90 LIFE Canvas Assessments • Achieved CQL Accreditation 	<ul style="list-style-type: none"> • Large Day Program "right sized" and LIFE Centers being created. • Funding for Choices Application Development obtained through a grant from The Good Shephard Foundation.

Expansion of Employment Services Division to serve people in 5 counties

Initial pilot of community-based day services with people receiving Intermediate Care Facility (ICF) funding

Learning enhanced and developed during COVID-19 through implementation of STEP program

KE Navigation studio created for virtual services and supports

Expansion of Employment Services Division to serve people in 5 counties.

Initial pilot of community-based day services using the LIFE model with people receiving Intermediate Care Facility (ICF) Funding.

Koinonia's History of Innovation



Koinonia's History of Innovation

Right Sized

- Building occupancy went from 200+ to 60 people max in 2021
- From 13 classrooms to 4 areas
- From 20,000 square feet to a little under 10,000 square feet
- People going out daily



Jeanne Greene, Chief
Clinical & Program
Officer

Sabrina Johnson,
Director of Koinonia
Enterprises

Brian Hoyer, Director
of Quality &
Compliance

Elizabeth Emonds,
Director of Finance

Tiffany Leach, Senior
Accountant

Rachel Pollock, BISM
Subject Matter
Expert

Britta Hough,
Community Life
Engagement Project
Manager, NE Region.

Pulling Together the Team

Initial leadership team consisted of a collaboration between our Program, Fiscal, and Quality departments.

Team was expanded as we worked toward building the roadmap with inclusion of our Transportation department, families, Cuyahoga and Summit County Board, Warrensville Development Center, and OPRA members.

Work Group Expansion

Maureen Schroder,
Director of
Transportation for
Koinonia

Cheryl Senko, Director
of Development &
Communications for
Koinonia

Kelsey Mulhall,
Development
Associate for Koinonia

Carli Guzowski, Quality
Improvement
Specialist for Koinonia

Joe DiFranco, Senior
Manager of
Community Supports
and Development for
Summit DD

Drew Williams,
Director of Community
Supports and
Development for
Summit DD

Scott Marks, Director
of Operations for Ohio
Provider Resource
Association

Patricia Nixon,
Superintendent for
Warrensville
Developmental Center

Kimberly Morgan,
Program Director for
Warrensville
Developmental Center

Mary Talpas, Parent

Timothy Talpas, Parent

Barbara Jarjisian,
Parent

Jennifer Krzynowek,
Manager of Provider
Development and
Quality for Cuyahoga
County Board of DD

About Koinonia

Mission Statement

- To partner with people who have developmental disabilities and other complex conditions, resulting in the highest possible quality of life through integrated, whole-person care.

Vision Statement

- Collaborative communities that accept, support and optimize quality of life for people with developmental disabilities, and other complex conditions, while continuously seeking new and innovative ways to improve.



At Koinonia, we have brought together our decades of experience serving and advocating for people with developmental disabilities with the mission of helping them live the life they choose and achieve their personal goals.

Koinonia's vision ensures that we address the whole person, integrating care and services in ways that support the unique needs and preferences of each person.

BISM Linked to Koinonia's Strategic Plan Objectives

Premier Provider

- To maintain, enhance, and communicate Koinonia as a premier provider of services to people with cognitive, developmental disabilities, or other complex conditions.
- To continue to develop and expand Koinonia outcomes, emerging best practices, and quality research initiatives as well as the ability to communicate the value of Koinonia services to all stakeholders

Employer of Choice

- To ensure that Koinonia attracts, retains, and develops the skilled staff necessary to achieve our mission.
- To develop a formal program for modifying and enhancing Koinonia's culture, workplace environment, and employment relationships to establish it as an Employer of Choice

Creating the Vision



People spend maximum time in the community



Each person has their own schedule of small group and individual activities



Activities promote meaningful community connections and greater independence



Capitalize on community partnerships to develop hubs



Team monitors satisfaction of interests and achievement of inclusion



Staff retention

Team Identified Strengths & Opportunities

The project would build upon:

Leadership has a willingness and commitment to embrace change and alternative methods of service delivery

Koinonia has a robust quality assurance team to track and monitor individualized outcomes

LIFE Canvass Assessments already created will provide data that can inform both fiscal analysis and development of program structure

KE has in-house capabilities in community-based work developed through it's success with community-based transition programs that are 100% in the community

Flexibility of ICF funding

Relentless collaboration amongst departments

Cross Train Staff

Koinonia rebranding



Complete and review LIFE Canvas data that measures inclusion and person-centered goals



Collect data about level of support needs for sample group



Collect baseline cost information



Perform cost revenue analysis of community-based services



Develop long term sustainable plan

Laying Out Next Steps



Fiscal Analysis

Analysis of potential waiver revenues

Identified best practices for staffing including ratios and coordination

Analysis of costs for sample waiver participants

Analysis of costs for all ICF participants

Comparison of costs and revenues

Looked at potential additional revenue from breaking down silos and restructuring of services

Expanding the Team



Collaboration with the Transportation department was the key to this redesign

Maureen Schroder, Director of Transportation helped break down silos

Added additional supports from other departments:

- 
- ✓ Elizabeth Linder, Medicaid Finance Manager
 - ✓ Susan Chiancone, Chief Financial Officer
 - ✓ Jimmy Frankino, Director of ICF

At least a 1:3 ratio in the community

Supervisory staff with caseloads of no more than 25 to enable resource development and meaningful activities

Use of mobile devices and choices app to maximize choice and independence

Reaching economies of scale by increasing number of waiver participants

Reallocating ICF funds from Transportation to Day Services

Services provided Sunday through Saturday

Possibility of split shifts

Creating a work life balance for staff retention

Building the Model



Creating the Business & Implementation Plans



The Business Plan includes:

- Blueprint of costs
- Blueprint of revenues
- Timelines for reaching economies of scale
- Plan for reallocation of revenues
- Description of the model's components including staffing, technology, space, and logistics
- Next steps in implementation



Due to low response rate on survey, team recommended cold calls take place to get as much data as possible



Adding additional team members for feedback on vision and plans should continue



Continuous communication needs to take place between participants and Koinonia to discuss what is working well and what can be improved



Some providers have tried split shifts and/or weekends and did not feel it was sustainable

Ongoing Stakeholder Feedback



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ONGOING STAKEHOLDER FEEDBACK

Created survey regarding community integration and other opportunities for participants

KOINONIA ENTERPRISES

KE DAY PROGRAM CHANGES SURVEY

Koinonia Enterprises is refocusing its building structure to accommodate small groups, with an emphasis on providing more community-based opportunities. This new structure allows for exciting new opportunities to explore the community and program building options.

As a result of this physical change, we are also revisiting our program scheduling, and are exploring the idea of both morning and evening services that were not previously offered. This wider array of scheduling would allow for many more programming options for those we serve and would enable us to provide services at hours that are of the most interest to those attending the services.

With these changes in mind, Koinonia Enterprises will continue to ensure that all CDC guidelines are followed and appropriate ratios are continually met to maintain a safe environment for all. Please complete the below survey questions to help inform our decision-making on these proposed changes to our programming structure:

1. Would you be interested in morning services from 7:30 am to 12:30 pm?

Yes No

If, no what specific times would be ideal for this schedule?

2. Would you be interested in evening services from 1:30 pm to 6:30 pm?

Yes No

If no, enter preference times?

3. If you are a part-time attendee, would you be open to attending programming on the weekends (Saturdays and Sundays)?

Yes No Not applicable

If yes, what specific days and times would be ideal for this schedule?

4. Would you be interested in the day program staff providing transportation to and from home?

Yes No

If not, would you be willing to share your reasons?

5. What kind of interests and activities do you enjoy that would take place in the community?
(examples: volunteering, sports, arts, theater, shopping, fashion, etc.)

6. As part of attending our program, how much time would you like to spend in the community during any given week?

25%

50%

75%

100%

No
community-
based
programming

7. Additional Comments/Feedback

8. PLEASE ENTER YOUR CONTACT INFORMATION HERE

Name

Address

Address 2

City/Town

State/Province

-- select state --



ZIP/Postal Code

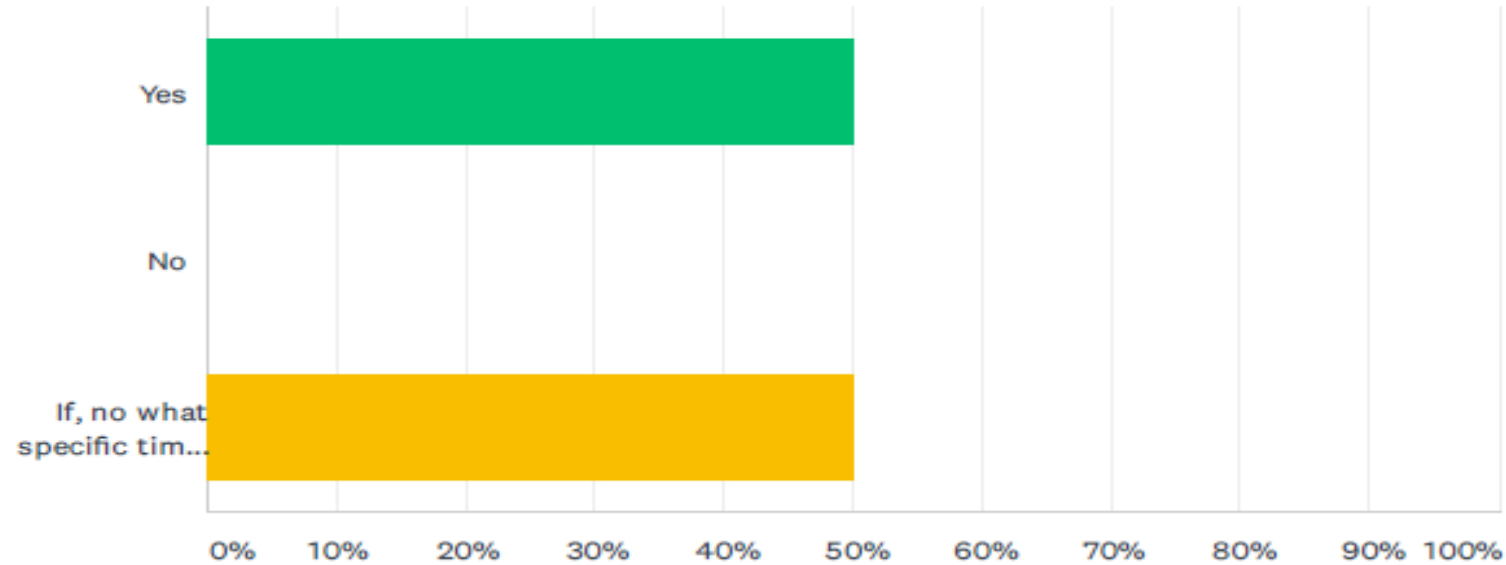
Email Address



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Q1 Would you be interested in morning services from 7:30 am to 12:30 pm?

Answered: 18 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	50.00%	9
No	0.00%	0
If, no what specific times would be ideal for this schedule?	50.00%	9
TOTAL		18

The fiscal environment is constantly changing

The health environment is uncertain

Reopening guidelines require careful thought

Must take into account staff that are not able to drive

Staffing shortage happening across the world

Building space has decreased a great deal

Supervisors may need to rotate weekends

Some people may be ready for changes and others may not

It's a great time for innovation!

Things to Consider?

This model was created during COVID-19



Thank You!



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