FCBDD Action Plan: Group 1 Pilot Hub

June 22, 2016

1. Identify neighborhoods of first 100 participants			
Activities	**Person Responsible**	**Target Date**	**Notes/Status**
Map/Pin locations	Kurt Smith	AUG 2016	Brian from transportation, nonmedical, other too
Note heavy concentrations	Kurt Smith	AUG 2016	
Identify 100 participants		AUG 2016	Each participant no more than 5 miles from future Hub.
Sort based on acuity		AUG 2016	A – 60%, B – 20% , C- 20%
Determine physical location of pilot and other Hubs	Bob Gaston and com team	JAN 2017	20 locations; on or near bus line
2. "Market" the Hub			
Visit example Westerville Location	Bob Gaston, Kurt Smith	JUL 21 2016	Com Guides, Directors, a board member, Parent, Participant, Service Coordinator should be included
Define what a hub is	Jack, Com.Guides	Ongoing	ASSIGNED to a hub, not "go-to" a hub
Collect data from pilot hub	Com Guides	Ongoing	
Show growth and success	Com Guides	Ongoing	
Collect testimonies	Com Guides	Ongoing	Participants, parents, businesses and community partners
Newsletters/Newsbits	Robin A	JUN 2017	Used to spearhead second site
3. Recruiting and developing future staff			
Identify roles and create job descriptions, Hub org chart	Com Guides and Bob	SEP 2016	15 community integration specialists, other staff as determined
Identify potential staff members to work in the hub	Directors	JUL 2016	Based on where they are living. Positions that are identified for attrition, funds will be reallocated to the new positions. Look at staff rosters and ID potential hub staff.
Trainings – Participant	Com Guides	JUL 2016	COTA, fading strategies , partially developed the training

Trainings - Staff	Goodwill OSU Nisonger	AUG 2016 SEP 2016	curriculum (ADD Community Guides)
Education	ADD	TBD	On community resources
4. Technology and Software			
Service documentation	Bill Brewer, ICC	Ongoing	Discuss with Liz Owens (Alpha Group) 7/21/16
Research mobile devices to use in the hub	Travis, Bob, Kurt Smith, Kris P.	JUL 2016 (initial mtg.)	Windows friendly-Surface Pro
Finding an IT support	Travis and Chris Martin	JUL 2016 (initial mtg.)	
5. Transportation			
Education of participant, family, service coordination (messaging)	Kurt Smith will pull committee together, Community Guides	OCT 2016	COTA details, safety, providing evidence of success (videos)
Collect COTA success stories	Directors – send stories to Kurt Smith	Ongoing	PR DVD
Travel training for staff	Dan, Laura (ADD), Community Guides		
Travel training for participants	Dan, Laura (ADD), Community Guides, Virginia (COTA)	AUG 2016	1 or 2 participants per site
Look at all multiple modes of transportation	Bob, Todd, Joyce	Ongoing	looking into vehicles vs the waiver
6. Sustainable Financial Model			
Maximizing funding for all services	Bob, Todd, Mary Beth, Dan D., Jim T. Larry M.	JUN 2017	Braiding and blending funding connected to services provided by Hub staff?
Tracking funding	Bob, Todd, Dan D., Jim T. Larry M.	JUN 2017	
Efficient use of resources	Bob, Todd, Mary Beth, Dan D., Jim T. Larry M.	JUN 2017	
Develop sustainability model for pilot Hub	Bob, Dan D. Todd, Marcia Erickson	JAN 2017	When finished, can be transferred across all hubs and be used for future expansion

FCBDD Action Plan

Group 2: Facility Transition

June 22, 2016

1. Increase the implementation of Discovery			
Activities	**Person Responsible**	**Target Date**	**Notes/Status**
Establish a community integration team and identify roles and responsibilities	Directors	AUG 2016	Educate stakeholders Identify small group of staff at each facility Purposeful/community based activities? Quality Assurance Revisit Plan and make adjustments as needed
"Action step" training for staff	Kurt Smith, Linda, Mary Beth, Melissa Skaggs (TBC)	OCT 2016	Kurt to contact Melissa
Train the training specialist on Discovery	Staff Development day Chris Reese	NOV 2016	SME's = trained staff
Pilot 2 groups- 10-20 voc/hab/flex	Mary Beth	Ongoing	Community track/employment track
Pilot 10-20 alternative activity	Mary Beth	Ongoing	Community track/employment track
Inputting attributes and themes	Discovery coordinators and Kurt Smith	AUG 2016	Use post it note to collect data during staff meetings. Community Connections Manager software (attributes- aka themes)
2. Increase Community Opportunities			
Job clubs move to 100% community based	Directors	APR 2017	North's Job Club curriculum? May be different coordinator at each site.
ID sites for ESD job clubs	Kurt Schmitter	APR 2017	Panera, One Stops…
Integrate training specialist into current community connections programs	Laura Dalton, Laura Banner (West)	OCT 2016 and ongoing	These staff would transition into community guide roles

Evaluate current activities for value adding/meaningful purpose	Community Integration Committee, supervisors and directors	JUL 2016	Ways to integrate those things that are meaningful (soft skills training, safety training, job skill training); fade out inappropriate activities during opportunity time Resources: US Dept. of Labor 's Skills to Pay the Bills, East Baltimore Pipeline
3. Streamline and make adult services assessments more useful for community skill development			
Work with service coordination to determine necessity of adult service paperwork for ISP	Kurt Smith, Lindsey, Traci	OCT 2016	Looking at this for policy review manual
Modify Sara Murphy assessment	Karen, Kurt Schmitter	OCT 2016	Skills Inventory Karen to notify team of meeting date
Ensure compatibility to tie into Discovery	Karen, Kurt Schmitter	OCT 2016	Establish outcomes and services
Create best practice community-based/social goals and objectives	Kurt Smith	AUG 2016	Sara Murphy will send "writing good community based goals" and create best practice examples
4. Improve soft skills			
Review the current job club curriculum for soft skills training	Community guides	AUG 2016 OCT 2016	Look at curriculums in use now and ones being developed Presentation of job club curriculum at directors' meeting
Train direct service staff (aka support staff)	Community guides	Ongoing	Part of ICS pilot deliverables
Implement the curriculum (soft skills) in a person centered fashion	Community guides, direct service staff	Ongoing SEP 2016	Track staff time / create code for soft skills training?

FCBDD Action Plan

Group 3: Assessment, Discovery and Skill Building

June 22, 2016

1. Increase Community Partners			
Activities	**Person Responsible**	**Target Date**	**Notes/Status**
Identify community liaisons	Community Connections	JUL 2016 and ongoing	Develop Receptive Sites and Opportunities/ Also Serve as speaker/ agency rep for community engagements
Internal networking within agency to identify available partners/ opportunities	Kurt Smith	OCT 2016	Frontload CCM
Tap into natural occurring business councils and professional organizations	Robin Agler	Ongoing	Such as Chamber of Commerce, ARC Business Advisory Council
Create and maintain database of solidified partners	Bill Brewer	Ongoing	Community Connect Software. CCM
Tap into higher education organizations	Linda and Kurt Smith	Ongoing	OSU, Columbus State
2. Create Database of Themes			
Categorize community resources according to individual's themes/ interests/ skills	Kurt Smith	OCT 2016	CCM
Use and Customize the Community Connections Manager	Kurt Smith, Ray Schmidt	OCT 2016	Temporary clerical assistance?
Identify dedicated IT staff	Bob	OCT 2016	Data entry position?
3. Develop Standardized Curriculum/ Training for Staff			
Establish a (staff) Curriculum Development Committee (CDC)	Community guides, Jack, Mel, Lillian, Mary	TBD	Responsible for reviewing current tools/ assessments to determine if changes, additions, etc. are needed

	Beth, Robin Rexroad		Develop written procedures to standardize processes
Develop a continuous review process	Community guides, directors, supervisors	Ongoing	Need to ensure opportunities/ services are effective in meeting individual's outcome/ goal

4. Transportation

Assess individual's transportation skills	Community Connections	Ongoing	This will help to identify who can walk, ride bike, natural support options, COTA, Mainstream, Carpooling, Uber, etc.
Identify those who can benefit from transportation training	Community Integration Team & Community Connections	Ongoing	Arrange COTA bus training
Identify staff to be a transportation coordinator	Bob, Joyce	JAN 2017	
Assess agency fleet inventory and identify need for additional vehicles	Joyce	JAN 2017	Keep in mind the need for wheelchair accessible vehicles
Train staff on travel training techniques	Community guides	Ongoing	Systematic instruction/documentation is critical, sign off when people are traveling independently to sites

FCBDD Action Plan

Group 4: Employment Services

June 22, 2016

1. Develop/Share/Educate to Facilities' Staff Skills Necessary for Community Employment			
Activities	**Person Responsible**	**Target Date**	**Notes/Status**
Community safety classes - Stranger danger	Community guides	JUL 2016 and ongoing	
Travel training	Virginia (COTA), Community Guides, Community Connections	Complete – JUN 2016	
Skill optimization - Stamina - Endurance - Social skills - Increased independence	Community integration committee, curriculum committee or guides?	JUL 2016	
Emergency response plan - General plan - Individual specific plan - Technology (cell phone, GPS)	Community guides	Ongoing	"Problem solving- Let's Get Lost"
Educate hab specs and integration committee members about VR funding and braided service - Community based assessments, Discovery and the documentation to make case for OOD123 funding	Bridges counselors, Mary Beth	OCT 2016	

Arrange job shadowing of job coaches for training center and center staff and community guides	Kris Potridge	Complete and ongoing	See what is needed for community employment and see what job coach jobs require

2. Technology			
Activities	**Person Responsible**	**Target Date**	**Notes/Status**
Establish adult services technology committee • Adopt community based mobile technology policy Explore/identify apps • General (safety, interest surveys, navigating) • Specific to job/task • Evaluate alternative mobile tracking and documentation	Bob	JAN 2017	Personnel handbook—sign off Look at "Setworks" software, Therap software
Implement formal approval to take devices into the community	Chris Martin, ACTS committee	AUG 2016	Develop procedure
Implement CCM software	Kurt Smith	Oct 2016	
Employment module of advisor	Bill Brewer	Ongoing	

3. Have 1,000 participants employed in the next 5 year (increase of 100 / year)			
Activities	**Person Responsible**	**Target Date**	**Notes/Status**
Move 20 participants per training center and 5 participants per center per year; Discovery and enclaves will comprise the remaining placements - Completion of Discovery	Community Integration Committee and ESD	Ongoing	1,000 participants includes successful closures

Develop more enclaves	Kurt Schmitter Terry Conti Beth Cimprich	Ongoing	Could this be the current production contracts? Discussions are occurring at this time (East?)
Enforce a 2 year time limit for participation in enclaves – on an individual basis	Kurt Schmitter Hixenbaugh, Meier and Dancho	Annual evaluation per participant	Stepping stone to employment Evaluate each participant annually
Triage participants in facilities and enclaves to move along path to employment	Directors, Service Coordinators, Community Integration Team, Job Developers	Ongoing	

4. Increased Capacity

Activities	Person Responsible	Target Date	Notes/Status
ID appropriate and efficient case load size for Job Developers, Job Coaches, Discovery and Community Exploration Staff	Job Description Committee, Kurt Schmitter, Kurt Smith, Bob	October 2016	
Implement appropriate and efficient case load size for job developers, job coaches, Discovery and community exploration staff	Kurt Schmitter and Staff	TBD	Need to incorporate into Financial Sustainability Model for both FCBDD and ARC
Develop standardized documentation procedures and eliminate duplication of data storage, documentation/report writing, etc., where applicable	Kurt Schmitter and Staff	Ongoing	
Seek OOD funding for *Job Saves* to increase revenue (braided funding)	Kurt Schmitter and Staff	Ongoing	

FCBDD Action Plan

Group 5: Re-messaging

June 22, 2016

Activities	Person Responsible	Target Date	Notes/Status
1. Establishing expectations for staff.			
Align policies/procedures with community based services	ARC Board, Directors	TBD	
Change job descriptions for existing staff and new hires (also change job titles. i.e. Community Specialist)	HR?, Job Description Committee	January 2017	Changing job titles may be good way to move to new expectations for staff as they re-sign job description. Establish best practices for changing job descriptions for existing staff (may require research).
Training-Discovery training, community-based "curriculum", social role valorization, sharing digital stories	Community Guides, Community Integration Committees, Chris Reese	Ongoing	Match staff aptitude and abilities to lead discovery process. Staff Development days?
Make sure all goals are aligned with community based services	Directors and Supervisors	Ongoing	OT, LDS, Training Specialists, will refocus goal writing to be designed to increase participants' full participation in the community.
2. Redefine/establish clear mission to guide direction of services.			
Create committee to look at creating a powerful and meaningful mission statement that will guide services toward 100% community based services (FCBDD vs. private entity mission statement)	Jed, Marcy, Bob, FCBDD Board ARC Board	TBD	
Redefine agency philosophy on who we serve.	Jed, Marcy, Bob, FCBDD Board ARC Board	TBD	

Discovery processes need to be at the forefront of mission statement/agency message.	Jed, Marcy, Bob, FCBDD Board ARC Board	TBD	Discovery meetings are the most powerful vehicle for PR related to changing the message.

3. Rebrand message given to participants, family and residential providers.

Develop strategies to increase cooperation and collaboration with providers, guardians and families.	Advocates, Lilian Beck	September 2016	Grant Focus Groups
Tell digital stories and share these with stakeholders in job clubs, meetings, publications, websites, social media, etc.	Designated Videographers from each facility, Brent B., Kurt Smith, Directors	Ongoing	
Empower participants to lead, be actively involved with and direct their team meetings. (Discovery, behavior support, etc.)	Service Coordination, Self-Advocacy Groups, Participants	Ongoing	
Discovery process should result in a digital story as part of the profile.	Designated Videographers from each facility, Brent B., Kurt Smith, Directors	Ongoing	
Visuals in facilities should celebrate community based successes	Designated Videographers from each facility, Brent B., Kurt Smith, Directors	Ongoing	Photos

4. Ensure all activity/goals are community driven and meaningful for the participant (significant, valuable and purposeful).

All use of technology, contract employees and ancillary staff, etc. are geared toward increasing skills needed for success in the community.	Directors, Supervisors, Community Integration Committees	Ongoing	Communication, choice making, mobility, increased stamina, etc. should be focus of all facility based services.
Review current and future goals to meet community based best practice criteria.	Service Coordination, Directors, Supervisors, Community Integration Committees	Ongoing	

Restructure resources so that personal healthcare needs don't prohibit community experiences.	Service Coordination, Nurses, Directors	Ongoing	
5. Develop structures to achieve consistency across agency.			
Designate role and develop processes to share information consistently, i.e., Facebook, Newsletter, Snapchat, etc.	Marcia Duffy, Kurt Smith, Robin Agler, Brent B.	June 2017	
Develop systems to connect people and themes from their Discovery process.	Kurt Smith	October 2016	Community Connection Software