



Blanchard Valley Center

2017-2019 STRATEGIC PLAN SUMMARY

MISSION: BVC PROVIDES RESOURCES AND SUPPORTS
THAT EMPOWER PEOPLE WITH DD TO LIVE LIVES WITH
MEANING AND PURPOSE

Goal 1: Continue the journey to full community inclusion.



- Completed privatization of Blanchard Valley Residential Services, Inc. and Blanchard Valley Industries (KanDu Group).
- Continued operation of school while expanding Early Intervention and Preschool.
- Implemented Community Connection initiative including an independent Breakfast Club.
- Created a Baby & Me playgroup at the Children's Museum that occurred monthly; averaging 21 families per month.
- Held an Early Intervention (EI) Christmas party that included 47 families in attendance.
- Increased Recreation participants to 174 people; 41 routinely active and 25 occasionally active.

- Offered outside organizations to utilize the Training Center for business purposes including Zonta, Capabilities, Findlay Service League, DODD and Clearwater COG.
- Offered events open to the public which included: Employer Recognition Brunch, Coffee with a Vet and Craft Night with Santa.



Goal 2: Increase Community Employment success.

- Developed educational materials and programs introducing stakeholders to the benefits of community employment.
 - FAQ sheets about working in the community
 - Career Awareness
 - Journey to employment
 - Facing the Future – geared toward children, transition age and adults
- Discontinued the Project Search Program in 2017 due to low enrollment.



Goal 2: Increase Community Employment success.

- Developed employment navigation as part of the SSA Department in order to strengthen services to individuals seeking competitive employment.
 - Trained SSAs on Employment Navigation.
 - Determined every person's path to employment.
 - Increased the number of people employed.
 - Completed vocational assessments and career planning opportunities.



- Offered trainings for providers and SSAs related to employment and/or its impact on benefits.
 - Community Employment and Vocational changes, State Employment Leadership Network, and Employment and Benefits impact.
- Collaborated with public schools to strengthen transition age education and supports.
 - SSA staff attended student meetings and in-services
 - Made referrals to the county board and OOD.
 - Held transition camps.

Goal 2: Increase Community Employment success.



- Prepared students for seamless post-graduation employment options.
 - Transition Specialist completed 10 -hour OCALI training and completed 6 ODE transition training modules.
 - SSAs attended IEP meetings with transition students 16 and older on their caseloads at a rate of 100%.
 - Roughly 75% of students have shown progress in three sections of the Post-Secondary Transition activities of their IEPs.
 - Seven students began working in various capacities to launch Blue Corn Café by learning to assemble soup and muffin mixes for sale, making and baking dog treats, packaging, labeling, and exchanging money for muffins and coffee. Two students have participated in community settings including Coffee Amici and KanDu Production's grocery lab.



- Strengthened transition services for students enrolled at Blanchard Valley School.
 - SSA and school staff attended collaborate meetings.
 - Every school-aged student received a Service & Support Administrator.

Goal 3: Become a totally Person-Centered organization.



- Conducted multiple presentations regarding Rights and Responsibilities.
- Completed four PCP (Person-Centered Planning) coaching sessions for SSAs.
- Continuously reviewed ISPs to ensure person-centeredness.
- Internal compliance reviews in place. Awarded 3-year accreditation from DODD.
- Utilized self-advocacy tools in public schools.
- Surveyed stakeholders to gauge weaknesses, strengths and areas to improve for people and families we support, providers, community and staff.

Goal 3: Become a totally Person-Centered organization.



- Strengthened the self-advocacy program.
 - Established STIR (Steps Towards Independence & Responsibility) Masters which includes 6 members.
 - Formed Advisory Council.
 - Offered Advocate Academy to two advocates.
 - Presentations have been given by advocates including new hire/provider orientation, employer recognition brunch, new officer orientation, and BVC informational presentations.
 - Created a promotional video of self-advocacy programs that the county board offers.
- Strengthened Person-Centered planning.
 - Created an internal Trauma Informed Care Team.
 - Offered Good Life Training to providers.
 - Seven employees from TIC and GL attended Level 2 Good Life Facilitator Training.
 - Offered trainings to providers and SSAs regarding person-centered planning specifically.



Goal 3: Become a totally Person-Centered organization.

- Educated teams on how to maximize their waiver services.
 - Assigned caseloads of all waiver recipients to Individual Option Waiver Specialists.
 - Attended ISP meetings to educate individuals, families, and providers on budgets and how it relates to personal outcomes.
- Reduced the number of people with unmet needs.
 - Allocated four IO waivers, two SELF Waivers and two Level 1 waivers.
 - Increased waiver recipients by 21.
 - Implemented an individual budget for one person to assess the benefit of self-directed supports.
- Measured individual accomplishments and successes regarding outcomes.
 - Offered trainings to providers and SSAs on development of outcomes.
 - Implemented Wrap-it Up Wednesday in the SSA Department to determine root causes of unsuccessful outcomes and how we can make them achievable.
 - Accomplished outcomes regarding person-centered planning.



Goal 3: Become a totally Person-Centered organization.

- Collaborated with local partners to assess available resources and build capacity for youth.
 - Met with: FCFC (Family & Children First Council), ADAMHS (Alcohol, Drug Addiction, Mental Health Services), JFS (Job & Family Services) for service coordination and WRAP with State, biographical timelines on families, participation in Youth Summit, Baby TIP and respite event planning.
 - Received letter of support for grant through DODD (Ohio Department of Developmental Disabilities) & ODMH (Ohio Department of Mental Health) for cross-system youth.
 - Attended national conference with CPS (Child Protective Services), FRC (Family Resource Center) and system of care employees.
- Saved: \$5,464.48
 - Worked with regarding early childhood and will develop MOU (\$4 M over 4 years).
 - BAA (Business Associate Agreement)– Family Resource Center (FRC)
 - FRC therapists will attend EI meetings to coach staff on mental health strategies for family. FRC will be used for referral, as well.



Goal 4: Increase outstanding provider options to meet the needs of all receiving services.

- Continued to actively recruit sufficient number of providers.
 - Additional providers have been added to the pool.
- Educated and supported providers.
 - Offered collaborative trainings for SSAs and providers.
 - Hosted trainings presented by providers.
 - Created a Provider Resource Book for new and existing providers.
 - Collaborated with two providers for annual dances, a community garage sale and a resource book fair.
 - Offered Trauma Informed Care and Behavior Support Specialist to providers in crisis.
 - Provided technical assistance to providers when needed.
 - Continuing to hold quarterly provider councils and provider luncheons.
- Enhanced the Provider Resource Group to educate and support providers.
 - Booster sessions held and BVC Blasts sent out to providers.



Goal 5: Continuously educate the community.

- Strengthen relationships with first responders.
 - Communication Books were distributed to Findlay Police Department, Hancock Sheriff, EMS, State Troopers, Fire Department, and Blanchard Valley Hospital ER.
 - Existing training for new officers enhance. All officers trained in October 2019, including an advocate delivering presentation.
 - No unmet needs have been identified by EMS, Findlay PD or Findlay Fire.



- Initiate Lunch & Learns in addition to Dinner & Dialogue events.
 - Increased number of Dinner & Dialogues and introduced Lunch & Learns to BVC staff, providers and families.
- Include self-advocates in every public discussion and presentation regarding BVC.
 - Graduated five Project STIR participants.
 - Advocates are presenting engagements that reach a multitude of people.



Goal 5: Continuously educate the community.

- Expanded the public awareness department.
 - Volunteered at City Mission, Adopt-a-Highway, United Way Days of Caring, Up, Up & Away 5K, Halloween Parade, Salvation Army Bell Ringing and Coats for Christmas.
 - Collected items to donate to Hope House and City Mission.
 - Affiliated with local service groups: Kiwanis, morning and afternoon Rotary, Zonta, Findlay Service League, Findlay Exchange Club, and Habitat for Humanity.
 - Allowed businesses to utilize the Training Center, gym and conference rooms.



- Supported the family advisory and support group.
 - Supported local Parent Group.
 - Increased participation by preschool parents in trips to pumpkin patch, library, puppet show and Toledo Zoo.
 - Increased participation by school age parents in spaghetti dinner, Christmas program, back to school rally, breakfast with Santa, donuts with Dad, muffins with Mom and Grandparents Day.
- Revamped monthly newsletter to include more stories/photos of persons supported and include internal celebrations.
 - Enhanced and reformatted newsletter.
 - Recognized work anniversary's internally via digital monitors and social media.

Goal 5: Continuously educate the community.

- Launched BVC Podcast
 - Hello, Hancock! was launched March 2109. Hosts are Nick Longo and Dustin Sullivan.
 - Published on Spotify.
 - 8 episodes published.
- Expanded BVC participation and activities in DD Awareness Month and National Disability Employment Awareness Month
 - Painted windows at local businesses.
 - Hosted Celebrity Basketball Games.
 - Read at local library and elementary schools.
 - Toured the Mayor's office with students.
 - Created 'I AM' posters displayed in the school.
 - Hosted pop-up hot chocolate bars and selfie stations around community at different businesses.
 - Hosted an Employer Recognition Brunch for employing individuals with disabilities.



Goal 6: Continuously improve operations.

- Continued to implement campus plan that addresses agency needs.
 - Completed renovations of the County Board Administration building and maintenance garage.
- Conducted an external review of IT functions to determine cost-effectiveness and efficiency.
 - Managed Service Plan (MSP) replies reviewed. Interviews were conducted and decision was made for a limited scope of MSP that is responsible primarily for server maintenance and upgrades, servers, etc.
- Reported, analyzed and utilized data gathered from software for use in decision making.
 - Identified individuals not enrolled in Medicaid and individuals at transition age that did not have an assigned SSA.
 - Attained a 97% accuracy rate in information gathering.



Goal 6: Continuously improve operations.



- Utilized mobile technology and improved BVC operations and supports to individuals and families.
 - Piloted use of mobile technology and demonstrated an increase in efficiency and productivity for SSAs.
 - Confirmed plan to implement mobile technology for EI.
 - Due to transition of IT services, rollout of BVC app has been postponed.
- Continued communication and collaboration throughout agency.
 - Created Employee Appreciation Team (EAT).
 - Implemented a staff satisfaction survey.
 - Implemented Superintendent and Department meetings.
 - Implemented training with Corporate Compass, Inc. for management staff.
 - Established Employee forum, BVC Ambassadors.
 - Implemented weekly, informational email, BVC Happenings.

Goal 6: Continuously improve operations.

- Ensured BVC is financially sound.
 - Established departmental budgets and quarterly meetings held between department directors monitoring budgets.
 - A balanced budget for 2020 was presented and approved.
- Assessed staffing needs.
 - Revised job descriptions.
 - Revised employee evaluation forms.
 - Completed compensation review and adjusted salaries.
 - Completed the evaluation for vehicle rotation.

