



# 2019 Annual Action Plan

Our 2019 Annual Action Plan identifies goals and action steps for the upcoming year. Each step is shaped from our goals in our Strategic Plan and represents a roadmap towards our long-term objectives.

Our *Strategic Plan: A Vision for 2020* establishes four focus areas that allow us to respond to the needs of our stakeholders and shape the direction of our services for the future.

**Supporting Choices**

**Community Partnerships**

**Quality Services**

**Leadership & Operations**

## GOAL 1

### Supporting Choices

Provide choices and remove obstacles for individuals with developmental disabilities and families of children with developmental disabilities to live the life they want.

#### ACTION STEPS

- Identify and recruit new members outside of day programs to participate in Ross County Advocates.
- Research agency membership through OSDA to access their advocacy resources and Project STIR materials and connect with statewide advocacy resources.
- Develop a list of ideas of life experiences/activities and choose collectively 2-3 group activities to be held throughout the year.
- Publicize success stories regarding new life experiences and people finding their voice.
- Provide educational resources to explain underutilized services to promote better accessibility.
- Grant process for individual budgets for people who are non-waiver.
- Conduct 5 random surveys per month of individuals/families by phone regarding satisfaction with services.
- Revive/establish a working FANS Network.
- Create a video training series on rights.
- Recruit a parent support representative to work part-time.
- Provide clear information and resources for parents/families and make available online.
- Develop more housing opportunities locally.

## GOAL 2

### Community Partnerships

Develop strong community relationships and grow existing partnerships.

#### ACTION STEPS

- Increase media efforts through a community podcast.
- Share employment success stories and job seeker profile resources on web and encourage sharing in newspapers and business newsletters.
- Share personal success stories by individuals at a Chamber of Commerce meeting.
- Focus on satellite classrooms and reduce number of classes at Pioneer by 1.
- Improve recognition events in September for DSP week.
- Choose 2 school districts and identify events/activities that Pioneer students can participate in (in home districts).
- Provide after-hours training for providers with small stipend.
- Create individual transportation accounts for use with partner agency(ies).
- Focus growing FANS Network to encourage additional volunteer and community member involvement.
- Create a marketing schedule to consistently promote awareness.
- Organize video presentation to be featured with “Only in Chillicothe”.
- Explore the possibility of individuals who have obtained driver’s licenses providing transportation.
- Publicize training room as a community resource.

## GOAL 3

### Quality Services

Deliver high quality services in innovative ways.

#### ACTION STEPS

- Create a follow-along service for employees and employers to check progress periodically.
- Arrange for Employment Connections Coordinator to speak with local HR group.
- Create a community calendar of local events. Select 3 already created events to target for attendance.
- Create demonstration mobile unit/trailer to feature smart home features/remote supports.
- Add student-centered profiles to IEPs.
- Prepare recruiting materials and attend job fairs to educate people about DSP opportunities.
- Provide trainings and supplements for providers and recognize monthly via website.
- Expand outreach efforts and service explanations through parent support representative.
- Send parent support representative to regional meetings to bring back information for a local parent group.
- Create a better resource list and materials for non-waiver services.
- Create a grant process for access to the Landrum Fund.
- Develop budget specific to assistive technology.
- Plan monthly staff appreciation activities to be completed by management team.
- Organize an internal group to plan residential options for emergency stabilization.
- Provide more support and resources to new staff members with a focus on school staff.

## GOAL 4

### Leadership & Operations

Align resources, build infrastructure, and provide leadership to support our agency's mission.

#### ACTION STEPS

- Provide management team with departmental spending reports.
- Research and access outside partnerships (grants).
- Replace our walk-in freezer at the school.
- Evaluate options for roof replacement at administrative building.
- Increase management presence at various locations and activities.
- Incorporate paperless ISP process.
- Create a 'Day in the Life' series for employees and host 1-2 agency wide events.
- Continue fundraisers, education and community engagement efforts.
- Create a concrete transition plan for retirements.
- Create a paperless intake/OEDI/COEDI process.
- Develop contingency plans to respond in case of economic recession, levy failure, budget cuts, etc.
- Prepare for successful accreditation review.
- Provide increased avenues for communication between administration and all staff members and increase frequency of communications.
- Plan inter-department and all-staff activities to allow people to spend more time together.
- Lead the process for updating our strategic plan.