

2025 Annual Action Plan-1st & 2nd Quarter Updates

Supporting Choices: Support people to live the life they want.	
Action Step & Strategies	
<p>Increase individuals of working age in community by 10%.</p> <ul style="list-style-type: none"> • Work with school districts and vocational providers to identify transitional services for students nearing graduation. (Tina, Greg, Laura) • Identify transportation alternatives to get people to work. (Greg, Laura) 	<ul style="list-style-type: none"> • Explored transitional services across the state including those with PRCTC and Butler Tech. • Expanded our transition program to include: <ul style="list-style-type: none"> ○ pre-transition services including vocational exploration to assess student interest and vocational therapy needs that can be addressed in the school age program. ○ Replicate Project Life with anticipated start date of 8/2026 ○ Project Life will prepare students for existing Project Search program which is currently suffering low enrollment. • Added additional NMT providers.
<p>Expand advocacy initiatives and provide learning opportunities (money, relationships, etc.)</p> <ul style="list-style-type: none"> • Provide safe dating and relationships courses to individuals. (Laura) 	<ul style="list-style-type: none"> • Conducted relationship and dating pilot project through “Hello, Its Me!” an online dating platform designed with DD population in mind including dating coaches and tone-meters. • Conducted individualized training regarding dating and internet scams.

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<ul style="list-style-type: none"> • Expand advocate advisory board and provide opportunities for development and growth. (Courtney) 	<ul style="list-style-type: none"> • Relationship and Dating Class conducted by our SSA's and First Capital. • Five Advocates have been added to advocacy advisory board (Capital City Crusaders). • Advocates collaborate with Handi-Capable Kitchen, Ross County Special Olympics, Pioneer School, the Autism Support Group, and Sib Shops. • Advocates participate in local career fairs, helping recruit Direct Support Professionals and volunteer for Special Olympics. • Advocates attend conferences and training sessions to expand leadership skills.
<p>Provide opportunities for inclusive, community-based activities, volunteer opportunities and services.</p> <ul style="list-style-type: none"> • Support and encourage day programs to come together for events and activities. (Lacey) • Meet with community partners and businesses to develop additional volunteer, employment and community involvement opportunities. (Lacey, Greg, Laura) 	<ul style="list-style-type: none"> • Facilitated monthly Lunch with Friends series. • Email and text alerts for events and activities. • Developed opportunities to volunteer at Ross County Fair, Blue Envelope Program, Hope Partnership, Chillicothe Half Marathon & 5K and Yellow Day. • Opportunities to volunteer at the local Good Samaritan Food Bank have expanded to 3 ADS programs and interested individuals. • ADS program volunteering at the local dog shelter each week.

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	<ul style="list-style-type: none"> • Hosted <i>Accessible Ohio</i> to assist the Majestic Theatre, Francis Farms of Londonderry and The Eagles explore options in accessibility. • Maintain an employee on the Chamber of Commerce Board as well as participate in numerous Chamber events to promote volunteer, employment and community involvement. • Capital City Crusaders continues to conduct accessibility audits in Chillicothe. • Pioneer Students volunteered at Humane Society Shelter • Advocates are encouraged to attend local commissioner board meetings and city council meetings online. • Advocacy Advisory Council meets quarterly with the Superintendent to share community concerns and ensure they are addressed at the Board level.
<p>Increase access to remote supports and assistive technology.</p> <ul style="list-style-type: none"> • Expand the Internet Assistance Program. (Jared) • Update existing technology in Mobile Smart Home and add new tech as needed. (George) 	<ul style="list-style-type: none"> • Internet Assistance Project-Master Agreement Signed for 2025-2026. • SSA applied for renewal of previous award; awaiting response from DODD. • Mobile Smart Home reassigned to Fayette/Highland County. • Accessed the TechCred Grant to fund AI training for Management Staff.

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<ul style="list-style-type: none"> • Update equipment in Pioneer School Home Training and add new assistive devices and equipment. (George) 	
<p>Expand transportation options that are available to meet needs.</p> <ul style="list-style-type: none"> • Work with Ross County Mobility Manager to identify additional transportation services within the county. (Greg) 	<ul style="list-style-type: none"> • Added additional provider for NMT services through waivers. • Mobility Manager is also looking for additional providers and funding for transit services. • Capital City Crusaders has adopted transportation as their primary cause this year. • Capital City Crusaders explored the local public transit by riding the bus and sharing the information online.

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Community Partnerships: Engage and collaborate with our community.

Action Step & Strategies	Report By
<p>Support and collaborate with school districts and youth organizations.</p> <ul style="list-style-type: none"> Partner with school districts & youth organizations for various activities including advocacy groups, sports clinics, camps, etc. (Lacey) Provide fiscal support for the Landrum Youth Empowerment Center project with the Ohio Mental Health Addiction Services (OMHAS). Work with OMHAS to facilitate building renovation to maximize useful space for community partners and youth program participants. (Jared/Greg) Maintain and develop community partners to work with multi-system youth collaboratively with programs at the Landrum. (Greg) Offer visits to public school technology classrooms to educate on Remote Support and Assistive Technology. (George) 	<ul style="list-style-type: none"> Partnered with local school districts to bring our students out to their locations for our inclusive sports camp. Competed with local school districts in first school bus derby Partnered with 4H to conduct Pony Camp and Fair4All. Partnered with YMCA for iCan Swim Camp. Settled building sprinkler issue with engineer and Chillicothe Building Department to proceed with finalizing renovation plans and putting project out to bid (August 2025). Installed security cameras at the building. Signed lease for Assistance House as the building's first tenant. Sanctuary area is now available for large group trainings/meetings. Working with Adena Health to bring health services to Pioneer Center Sites. Exploring Sojourners as tenant. Collaborated with OhioKan/Kinnect to hire a Kinship and Adoption Navigator. Conducted survey of providers to develop training on remote support and assistive technology.

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<p>Grow awareness and knowledge about board services.</p> <ul style="list-style-type: none"> Effectively communicate enrollment criteria for Pioneer School with school districts. (Tina) Provide learning opportunities for various groups regarding board services. (Lacey) Develop a video library to include short social media videos to spread awareness. (Lacey) Offer training on Remote Support and Assistive Technology. (George) 	<ul style="list-style-type: none"> Conducted survey on staff about what tech training is wanted. Admission rubric draft completed and will be finalized this year. Director of Education to meet with local school district Superintendents at least once a quarter. Sibshops provides learning opportunities for siblings. On-going social media campaign regarding services, events and activities including: advocates, Handi-Capable Kitchen, Ross County Special Olympics, Pioneer School, the Autism Support Group, and Sib Shops Presented to Ross County Safety Council on Workplace Safety and Inclusivity for employees with disabilities. Provided written information on county board services at the county fair. Collaborated on first sensory friendly day at the fair. During disability awareness month, visited all local elementaries. Special Olympics actively recruiting players and volunteers at local schools. Sharing information with local superintendents about board services. Collaborate with local newspapers and other news outlets to share information on services, events, etc.
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<p>Recognize and support providers as valued partners.</p> <ul style="list-style-type: none"> • Work with families and individuals to recognize outstanding providers and showcase providers who are excelling at helping people live their best lives. (Laura, Greg) • Provide training opportunities for providers in topics of interest. These opportunities can be in-person or virtual to maximize participation. (Greg) 	<ul style="list-style-type: none"> • High Five Committee continues to recognize the work of 5-15 outstanding individual and agency providers each month with gifts delivered during the shift they work. • High Five nominations on our Pioneer website has increased nominations. • September DSP recognition event will include Christopher Milo presenting. • Attend DODD organized SSA and Provider Roundtables and Community Talks.
<p>Collaborate with local businesses and organizations to increase accessibility in the community.</p> <ul style="list-style-type: none"> • Partner with local businesses and organizations to improve accessibility in the community in a variety of ways. (Courtney) 	<ul style="list-style-type: none"> • Hosted <i>Accessible Ohio</i> to assist the Majestic Theatre, Francis Farms of Londonderry and The Eagles explore options in accessibility. • Capital City Crusaders continues to conduct accessibility audits. • Sensory friendly day at the fair. • Larger and more accessible sensory room at the fair.

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Quality Services: Deliver and promote excellent services in innovative ways.

Action Step & Strategies

Recruit, develop and maintain a highly qualified, talented workforce and provider pool.

- Collaborate with Ohio Alliance of Direct Support Professionals (OADSP) on DPS-U at Pickaway Ross. (Greg, Amy)
- Provide opportunities for providers to network and encourage community inclusion. (Greg, Lacey)
- Provide recognition to providers and employers who are going above and beyond in their provision of services and employment opportunities. (Greg, Laura)
- Create an onboarding program for new employees. (Tina/Brady)

Report By

- Provided financial and programmatic support for DSP-University to be held at PRCTC.
- Community Outreach Department facilitates monthly Lunch with Friends among all providers in county.
- High Five Club meets regularly and recognizes providers for going above and beyond.
- Providers recognized via social media campaign.
- Annual Provider Appreciation Event.
- DD Month Award Ceremony celebrates outstanding caregiver and other recognition awards.
- Onboarding rough draft completed and expected to be finalized this year.
- Updated pay scales to remain competitive.
- Switched to County Insurance plan providing lower deductible.
- Added personal days to school positions to remain competitive.

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<p>Increase staff knowledge, skill and comfort with technology solutions.</p> <ul style="list-style-type: none"> • Continue Supportive Tech Chats with SSA Dept. to keep in touch with technology solutions they are implementing, encourage new solutions and help troubleshoot existing tech issues. (George) • Conduct training with Transition staff at Pioneer to ensure they are knowledgeable about current technology solutions for adults. (George) 	

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Leadership & Operations: Provide resources and leadership that support our mission.

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<p>Regularly review our customer experience and make suggestions for improvements.</p> <ul style="list-style-type: none"> Create permanent online survey for feedback on our website. (Lacey) 	<ul style="list-style-type: none"> Invitation for public comment regarding the proposed usage of IDEA Part B funds. Community Feedback link is live on our website. Staff Anonymous Suggestion box is live on website. Strategic plan and progress reports are posted and available at https://rossdd.org/about-us/ Feedback from people served and families is actively reviewed.
<p>Improve consistency among departments.</p> <ul style="list-style-type: none"> Provide additional training materials to staff to improve knowledge base of fiscal matters related to the board and payment and reimbursement processes. (Jared) 	<ul style="list-style-type: none"> Distributed travel reimbursement guidance video for SSA staff. Working with departments with focus on new employees to understand these processes.
<p>Maximize use of facilities and properties.</p> <ul style="list-style-type: none"> Work with OHMAS to facilitate building renovation to maximize useful space for community partners and youth program participants. (Jared) Provide planning and logistical support for preschool services at Pioneer School. (Jared) Add security infrastructure to Landrum to facilitate partner support. (George) Upgrade security infrastructure at Admin Building and Pioneer School to provide an integrated system that is easy to access by multiple staff. (George) 	<ul style="list-style-type: none"> Productive renovation meetings with engineer, architect, and city officials regarding Landrum Assisted preschool move from Mt. Logan to Pioneer School and helped to facilitate inspections needed for state approval. Contractor installed security cameras at Landrum

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<p>Maintain a detailed financial forecast and regularly evaluate to ensure sustainability.</p> <ul style="list-style-type: none"> • Collaboration with Superintendent, Finance Committee, Board and county officials to evaluate forecasts and plan for a sustainable future. (Jared) • Educate the community regarding our levy projection. (All) • Establish an administrative review process for service requests resulting in Prior Authorizations for waiver services (Greg, Jared) 	<ul style="list-style-type: none"> • Presented initial 2026 budget to Finance Committee, Board, and Superintendent. • Collaborated to reduce excessive contract services into the future. • Collaborated to reduce unnecessary services in PAWS to reduce Medicaid Waiver Match • Business Manager and Residential Director incentivized SSA reduction in authorized services not utilized or needed, resulting in significant decrease in 5th invoice. • Annual Budget Review with Commissioners • In initial research and planning stages; plan is to collaborate to establish a process as new Residential Services Director starts.

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<p>Find ways to collect input from employees regarding improvements or new ideas.</p> <ul style="list-style-type: none"> • Create a digital suggestion box. (Lacey) 	<ul style="list-style-type: none"> • Anonymous Digital Suggestion Box live and available to all staff. • Increased use of internal anonymous surveys to collect input from employees regarding improvements or new ideas. • New SSA On Call cell phone with more capabilities to respond more efficiently • Developing incentives for periods of high caseloads. • Providing more options for compensating employees who are on-call. Now they can choose comp-time or a financial stipend.
<p>Effectively manage growth in waiver costs while maintaining access to needed services.</p> <ul style="list-style-type: none"> • Collaborate between fiscal, Medicaid Manager and SSA team to monitor waiver costs and implement plans to log and provide services in the most cost-efficient manner. (Jared/Greg/Laura) 	<ul style="list-style-type: none"> • Completed Clean-up activities for waiver services to reduce match amount on 5th invoice. • Continue to monitor waiver utilization and service requests, and will take proactive measures to manage waiting lists to be sure needs are met.
<p>Provide access and training to the newest technology.</p>	

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<ul style="list-style-type: none">• Schedule and conduct staff training sessions throughout the year using feedback gained from survey in 2024. (George)	<ul style="list-style-type: none">• Management staff plan to expand AI through the ranks to encourage “working smarter, not harder”
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