

**Licking County Board of DD  
Annual Action Plan 2011  
Summary of Outcomes & Goals**

*Administration/Public Information*

**Outcome:** The Licking County community is knowledgeable about the Board's mission and trusts that our resources are managed well.

**Goal:** Increase the frequency with which the community at large is exposed to information about the Board and the men, women and children it serves.

**Goal:** Increase the frequency with which the Board's website [www.LcountyDD.org](http://www.LcountyDD.org) is accessed by families and the community at large.

**Goal:** Increase awareness of the Board's services in Western Licking County.

*Administration-Human Resources*

**Outcome:** Board staff are knowledgeable and competent in their execution of the Board's mission and vision.

**Goal:** Increase by 10% the percentage of staff that responds positively to key questions about organizational culture contained in the Baldrige National Institute of Standards and Technology tool.

**Goal:** Connect staff performance goals to key outcomes in the Board's strategic and annual action plans.

**Goal:** Create a culture of health and wellness so that wellness behaviors are increased and staff attendance is good.

**Goal:** Staff are satisfied with their employment with the Board.

**Administration-Fiscal**

**Outcome:** Available resources are used efficiently and effectively.

**Goal:** Decrease total expenditures on copy paper by 30%, using 2010 as the baseline.

**Goal:** A single database for all individual specific data.

**Goal:** Increase levy revenues by at least \$1,000,000 to offset cuts in state and federal funding. Replace both the 1.3 mill continuing and one mill five year levies.

**Goal:** Increase Service Coordinator productivity by an average 10% by 12/31/12.

**Goal:** Sell or lease the building at 675 West Church Street by 12/31/2011.

**Administration – Housing**

**Outcome:** Men and women with developmental disabilities have access to affordable housing in safe neighborhoods.

**Goal:** Use equity in existing Community Capital Assistance stock to purchase at least one, and up to two additional handicapped accessible homes by the end of 2011.

**Administration-All Services**

**Outcome:** Individuals and families are satisfied with service outcomes.

**Goal:** Individuals and families have their expectations met or exceeded.

### *Service Coordination*

- Outcome:** Services and supports are provided timely and in a cost effective manner.
- Goal:** Services will be initiated within 30 days of eligibility determination 100% of the time.
- Goal:** Increase Individuals' perception that Service Coordinators are responsive to their needs.
- Outcome:** Men, Women and Children with developmental disabilities are free from preventable abuse, neglect and exploitation.
- Goal:** People experience fewer incidents that adversely affect their health and safety.
- Outcome:** Men, women and children with developmental disabilities have access to needed health services.
- Goal:** At least ninety-five percent of all individuals over age 50 will access routine health care and specialists as indicated.
- Outcome:** Qualified and willing providers are available to choose from. These providers are knowledgeable about individuals' needs and preferences for support and utilize evidence based practices in their service delivery.
- Goal:** Increase the degree to which residential staff demonstrate kindness and respect for individuals in their own homes.

### *Early Intervention*

- Outcome:** Families are connected so they can educate and support each other.
- Goal:** At least 20 parents of children enrolled in early intervention (unduplicated count) participate in activities facilitated by the Family Support Specialist.
- Goal:** Five or more parents will attend and regularly participate as members of the Early Childhood Collaborative Committee and/or related subcommittees of the Licking County Children and Family first Council.
- Outcome:** Parents and caregivers have the resources, tools, strategies and confidence they need to maximize their child's development.
- Goal:** Early Intervention service providers will use joint planning, observation, action, reflection and feedback (coaching strategies) with 100% of the families they are serving.
- Outcome:** Planning focuses on the child's functional development within the context of the family's established routines in everyday (natural) environments.
- Goal:** 100% of IFSP outcomes are functional and based on the child's established routines.
- Outcome:** Services and supports are provided timely and in a cost-effective manner.
- Goal:** 92% or better of required timelines in the provision of early intervention services are met.
- Outcome:** Children enter preschool at age three better prepared to learn and maximize their potential.
- Goal:** Children achieve the outcomes on the IFSP, as determined by the family during the IFSP review.
- Outcome:** Caregivers of all types provide quality care to young children with developmental disabilities and delays when they are not with their families.
- Goal:** The number of private child care programs that enroll children with special needs increase by 10% based on 2010 data.

### *Family Support Services*

- Outcome:** Families remain together as long as possible.
- Goal:** Increase to 96% the total FSS expenditures on children
- Goal:** Enroll as many as twenty children with intensive behavioral needs on the Level One Waiver.
- Goal:** Services are increasingly delivered in the context of an individual's home and family.

### *Adult Services*

**Outcome:** Men and women with developmental disabilities increase their employability and their earnings.

**Goal:** 50% of LICCO Inc. employees will increase their net income by 2% or more over the previous calendar year.

**Goal:** People achieve 90% of the development goals in their Individual Service Plan.

**Outcome:** Students are prepared for adult life. They graduate with a job goal and requisite experience.

**Goal:** 70% of young adults will be employed within 120 days of their High School graduation.

**Outcome:** Service and support are provided timely and in a cost effective manner.

**Goal:** 75% of the people seeking employment assistance from CES will receive a job offer within 120 days of referral.

**Goal:** 90% of all adults seeking community employment will be employed in the community.

**Outcome:** Men and women with developmental disabilities and their families have options in the selection of adult services programs that focus on functional skill development, social, recreational and leisure time activities, and quality day care.

**Goal:** No waiting list for adult services.