



STRATEGIC PLAN

FY 2019-2020

1308 North Church Street
Union, MO 63084

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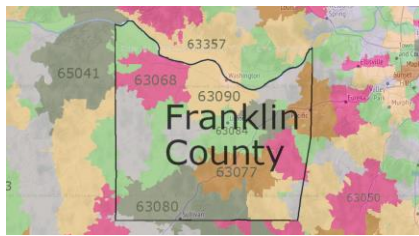
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Introduction

This document includes information about Disability Resource Connection-Franklin County SB40 Resource Board and the strategic direction set by its Administration Team and Board of Directors. This strategic plan contains information that was gathered from people receiving services and their families, care providers, referring agencies, board members, staff members, competitors, the general public, and includes the Franklin County SB40 Resource Board's own internal statistics and outcome measurement information. This information was discussed and analyzed by board and staff members to establish short-term and long-term goals for our organization. Based on the strategic issues and goals identified, an action plan will be established that will help focus our efforts during the coming year.

Program Description

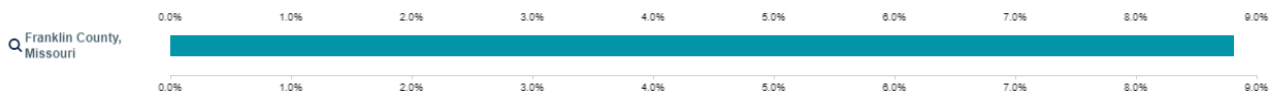
Franklin County SB40 Resource Board was formed under the Senate Bill 40 (SB40) legislation in Franklin County in 1987. Under this legislation, money generated through a county tax is designated to provide services for persons with developmental disabilities. A developmental disability is a condition such as intellectual disabilities, Cerebral Palsy, Epilepsy, Autism, or a similar condition diagnosed before the age of 22. According to 2017 census data, 103,330 persons live in Franklin County which consists of thirteen municipalities. Of those persons, it is estimated that 8.8% have a disability. A nine-member board appointed by the County Commission is responsible for overall operations. The Franklin County SB40



Resource Board works closely with the Missouri Department of Mental Health, the Missouri Department of Elementary and Secondary Education, and Missouri First Steps. In 2018 the board voted to change the name of the agency from the Franklin County SB40 Resource Board to Disability Resource Connection to promote public awareness.

Targeted Case Management (TCM) - TCM has been a Medicaid service in Missouri since 1991. This service is only available to individuals who meet the requirement under the Division of Developmental Disabilities Directive 42 CFR 440.169 (b.). Only staff specified by the division director are eligible to provide case management services. This is to ensure that eligible individuals receive help from case managers who have the appropriate education and specialized experience. Here at Disability Resource Connection-Franklin County SB40 Resource Board, we refer to our case managers at Service Coordinators.

It is estimated that 8.8% of Franklin County Residents under the age of 65 have a disability



SERVICE COORDINATORS

- Service Coordinators are professionals trained in the area of developmental disabilities and/or other closely related fields. When an individual is found eligible for services with the Department of Mental Health, they are assigned a Service Coordinator. The Service Coordinator assists the individual and/or their families with accessing medical, social, educational, and other specialized services. Several counties in Missouri now offer service coordination locally through the county Senate Bill 40 (SB 40). If a county does not have a local SB40 a Service Coordinator is available through the state's area Regional Office. Disability Resource Connection-Franklin County SB40 Resource Board Service Coordinators work closely with the Rolla Regional Office (RRO).
- To be eligible for Service Coordination services, an individual must have a developmental disability. The onset must be before the age of twenty-two and continue indefinitely. As a result of the DD, there must be issues in at least two of the following areas: living and working independently; written or verbal communication; self-direction; learning; mobility; and/or self-care.
- RRO determines the eligibility of applicants for Service Coordination. Once an individual is found eligible for services, a Service Coordinator is assigned to work closely with the individual and family to identify needs, develop an individual plan, link to services, and advocate for services and needs.
- To obtain or inquire about Service Coordination services, an individual may contact the Rolla Regional Office at 573-368-2200 or the Disability Resource Connection office at 636-584-7240 or 1844-804-7240. Disability Resource Connection maintains office hours from 8:00 am to 4:30pm, Monday through Friday. Service Coordination also maintains an on-call phone number 1-314-660-2213. This is to ensure that our providers are able to reach us in case of emergency.

CONNECT- Service Coordinators work with families to determine what is working and not working. Goals and needs are identified so the correct service can be matched to specific needs. Person-Centered strategies are at the core of our Service Coordination Department.

PLAN- Service Coordinators will use a team effort to develop an individualized service plan (ISP) to meet identified needs and maintain current levels of success and independence.

LINK- Service Coordinators will link consumers to available resources, both community and governmental, which may serve as a potential funding or service sources. By gaining this knowledge and making connections many doors may be opened that may have once been closed.

ADVOCATE- Service Coordinators advocate to assist in obtaining needed services, resources, funding or other items that are found helpful or necessary for independence, growth, and success. Services provided by the Disability Resource Connection-Franklin County SB40 Resource Board or Rolla Regional Office are monitored to ensure that persons served are satisfied, being heard and understood, and that progress is being made to reach or exceed goals.

VISION, MISSION AND CORE VALUES

Vision: The vision has been for Disability Resource Connection-Franklin County SB40 Resource Board to see a future where individuals with developmental disabilities can freely access the community as they choose because effective and timely treatment and services have lessened barriers to communication, building friendships, and participating in a personally meaningful life. We see a community that is informed, active and supportive of all its citizens.

Mission Statement: Disability Resource Connection-Franklin County SB40 Resource Board is committed to enhancing educational and developmental programs and services, family support programs, social growth, and opportunity, job readiness, and community living options for individuals from birth through adulthood. We will promote public awareness and community collaboration in order to achieve our mission to serve individuals with developmental disabilities.

Core Values: We are dedicated to the following core values that form the foundation for all that we are and do:

We Value the People We Serve: We are committed to promoting the dignity and rights of persons with developmental and similar disabilities and their families. Therefore, we will treat all persons we serve with courtesy and respect, responding to their individual preferences and needs through the provision of lifelong learning experiences and opportunities. We will respect their choices and their family's involvement in their life goals and activities.

We Value Our Employees: We are committed to promoting professional and ethical conduct in our employees. We value the role of each employee in accomplishing the organization's mission. Therefore, we will treat each other with courtesy and respect. We will provide for job satisfaction and accomplishment through personal growth and development. We will acknowledge ideas, creativity and pride in quality work and services to our customer and the community.

We Value Our Services: We are committed to providing the highest quality person-centered services that meet the preferences and needs of the people with disabilities and other customers we serve. Therefore, we will provide for the training and development of our staff. We will create an environment that fosters cooperation and communication between staff, persons served, family, funding agencies and the community. We will encourage continuous improvement of all our services and the contribution of innovative and creative solutions to service delivery.

We Value Our Community: We are committed to providing a positive image of our organization, our staff, and the people we serve. Therefore, we will be responsive to the community by providing services that meet community needs and standards and by operating all our programs within available resources. We will involve community organizations, employers and schools in giving us guidance and in supporting our services

CODE OF ETHICS

- The Disability Resource Connection-Franklin County SB40 Resource Board shall be guided by the following standards of conduct. The Board of Directors and staff members shall:
- provide supports and services as a public trust that requires integrity, compassion, and respect for individual differences and choices.
- provide supports and services designed to meet the needs of the individual with emphasis on promoting choice, inclusion, growth and development.
- respect the privacy of persons served and protect the rights of confidentiality.
- give preference to professional responsibility over any personal interests.
- advocate for standards that promote outcomes of quality for people.
- contribute ideas, findings concepts, understanding, knowledge, and practice to the body of community supports, and develop continuing education and expanded knowledge of the best practice services in the field of disabilities.
- encourage and advocate for the protection of the individual and the community against unethical and/or illegal practices or actions by other individuals or organizations engaged in providing supports.
- not discriminate because of race, color, religion, age, sex, sexual orientation, handicap, or national ancestry, and shall work to eliminate or prevent such discrimination in providing supports.
- promote inclusion and equitable treatment of all people including those receiving supports; staff friends, families and the public.
- serve as a responsible steward for public and private funds.
- objectively solicit, honor and respect the unique needs, values and choices of the persons being served.
- communicate fully and honestly in the performance of his/her responsibilities and provide sufficient information to enable individuals being supported and others to make their own informed decisions to the best of their ability.
- protect the dignity, privacy and confidentiality of individuals being supported, and makes full disclosure about any limitations on his/her ability to guarantee full confidentiality.
- be alert to situations that may cause a conflict of interest or have the appearance of a conflict in the delivery of services to the clients. When a real or potential conflict of interest arises that is a situation that could be advantageous or disadvantageous to the staff or to the agency, the staff member not only acts in

the best interest of individuals being supported but provides full disclosure.

- seek to prevent, and promptly responds to signs of abuse and/or exploitation, and does not engage in sexual, physical or mental abuse.
- assume responsibility and accountability for personal competence in practice based on the professional standards of his/her respective field, continually striving to increase professional knowledge and skills and to apply them in practice.
- exercise professional judgment within the limits of his/her qualifications and collaborates with others, seeks counsel, or makes referrals as appropriate. If any situation of ethical question arises, the staff member addressed the issue with their supervisor.
- fulfill commitments in good faith and in a timely manner.
- conduct themselves with honesty, integrity, and fairness. They will not accept gifts, money, or gratuities in exchange for services for our clients.
- not engage in personal fund raising with individuals we serve
- set boundaries in serving the needs of the clients and will maintain a professional relationship at all times.
- provide services in a manner that is sensitive to cultural differences and does not discriminate against individuals on the basis of race, ethnicity, creed, religion, sex, age, sexual orientation, nation origin, or mental or physical disability.

Disability Resource Connection-Franklin County SB40 Resource Board and the Board of Directors shall be guided by the following principles. These principles are provided in more detail in the Policies and Procedures manual and the By- Laws.

- Board members shall make known any potential conflict of interest and shall not use membership on the Board for their own advantage.
- Board members shall respect the confidentiality of information they receive regarding the persons served by Disability Resource Connection-Franklin County SB40 Resource Board.
- All business will be conducted honestly. Disability Resource Connection-The Franklin County SB40 Resource Board will only bill for services actually provided and shall pay fully all debt it owes.
- The persons served by Disability Resource Connection-Franklin County SB40 Resource Board, its Board and staff members, and members of the public shall be treated fairly. They have the right to make known their concerns.
- Disability Resource Connection will publicize its activities accurately and will not denigrate other service providers.
- Disability Resource Connection, Board of Directors and staff members shall be accountable for statements made with respect to individuals with disabilities and shall distinguish clearly, where appropriate, statements and actions made as an individual, and those made as a representative of Disability Resource Connection

**WHO'S WHO AT
FRANKLIN COUNTY SB40 RESOURCE BOARD**

Board of Directors

Mr. Walter Murray Jr.-*Chairperson*

Mr. Steve Wilmesherr-*Vice-Chairperson*

Ms. Mary Barton-*Secretary*

Mr. Larry Sikes-*Treasurer*

Ms. Linda Sentivany

Mr. Paul LaVigne

Ms. Elaine Holladay

Mr. Hank Epstein

Ms. Colleen Kuenzel

Missouri Revised Statues Chapter 205

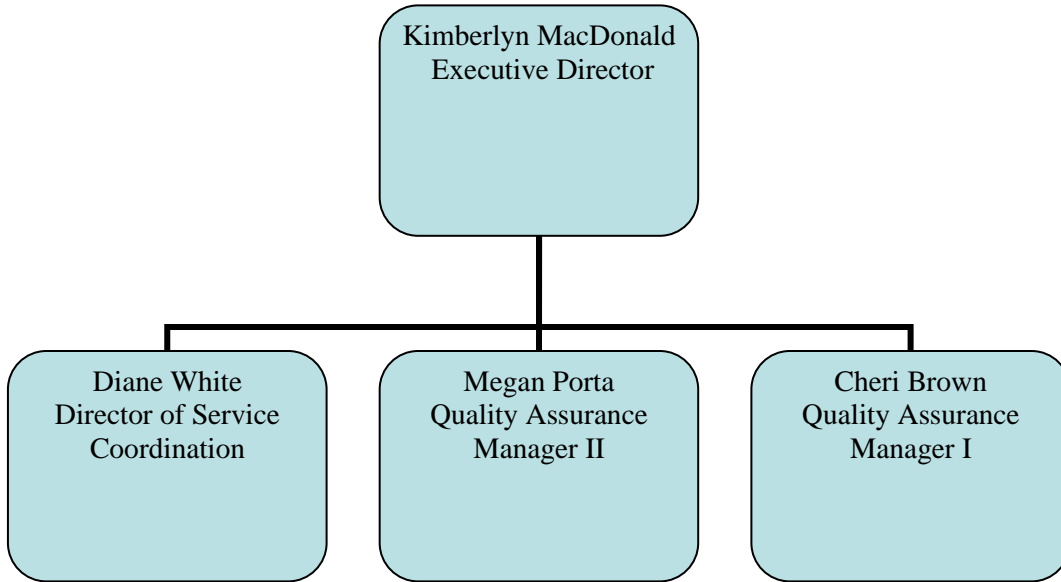
205.968. Facilities authorized — persons to be served, limitations, definitions

As set forth in section 205.971, when a levy is approved by the voters, the governing body of any county or city not within a county of this state shall establish a board of directors. The board of directors shall be a legal entity empowered to establish and/or operate a sheltered workshop as defined in section 178.900, residence facilities, or related services, for the care or employment, or both, of persons with a disability. The facility may operate at one or more locations in the county or city not within a county. Once established, the board may in its own name engage in and contract for any and all types of services, actions or endeavors, not contrary to the law, necessary to the successful and efficient prosecution and continuation of the business and purposes for which it is created, and may purchase, receive, lease or otherwise acquire, own, hold, improve, use, sell, convey, exchange, transfer, and otherwise dispose of real and personal property, or any interest therein, or other assets wherever situated and may incur liability and may borrow money at rates of interest up to the market rate published by the Missouri division of finance. The board shall be taken and considered as a "political subdivision" as the term is defined in section 70.600 for the purposes of sections 70.600 to 70.755.

205.970 RSMo

205.970. 1. When approved by the voters pursuant to section 205.971, the governing body of the county or city not within a county shall appoint a board of directors consisting of a total of nine members, two of whom shall be related by blood or marriage within the third degree to a handicapped person as defined in section 205.968, and four of whom shall be public members. At least seven of the board members shall be residents of the county or city not within a county where the facility is located. After September 28, 1979, all board members shall be appointed to serve for a term of three years, except that of the first board appointed after September 28, 1979, three members shall be appointed for one-year terms, three members for two-year terms and three members for three-year terms. Board members may be reappointed. The directors shall not receive compensation for their services but may be reimbursed for their actual and necessary expenses.

MANAGEMENT TEAM



EMPLOYEES

Anne Barry
Executive Assistant
Human Resources

Amanda Sammet
Accountant

Lynn Roetemeyer
Information Records
Specialist

Tammy Durham
Receptionist

Diane Martin
Clerical Support

Anna Bivens
Service Coordinator

Alyson Pennock
Service Coordinator
Mentor

Ashley McCall
Service Coordinator

Caitlin Conner
Service Coordinator

Molly Diel
Service Coordinator

Deanna St.Cin
Service Coordinator

Jessica Martinez
Service Coordinator
Mentor

Kim Lutz
Service Coordinator

Katherine Bolte
Service Coordinator
Mentor

Lauren Smith
Service Coordinator

Lori Posey
Service Coordinator

Sandy Strausbaugh
Service Coordinator

Susan Dozier
Service Coordinator

Goals & Objectives: 2019-2020

Administrative

- 1) Succession Planning, coverage planning for all positions
- 2) Improve upon the Pay on Service Format in funding agreements
- 3) Educate board members
- 4) Continue person centered training, actions, and dialog
- 5) Streamline building needs with maintenance agreements
- 6) Employee retention
- 7) Continue to access and budget technology needs
- 8) Increase Community awareness

Financial Perspective

- 1) Streamline funding for disability services with POS.
- 2) Work with MACDDS to secure funding for DMH/DD services.
- 3) Increase productivity of TCM service coordinators with efficient training and supports.
- 4) Continue to improve efficiency with processes and staff within the agency.
- 5) Continue funding for dental services.
- 6) Participate in Managed Care/block grant state-wide discussions

Physical Resources Perspective

- 1) The new office building is complete. Building efficiency will be reviewed and all historical files will be relocated to the main building. Rental properties will be a major board topic to consider for efficiency and financial value.

Service Coordination

- 1) Continue systematic training and access to processes for all service coordinators.
- 2) Continue public awareness through new branding/logo/program purpose
- 3) Develop additional Quality Assurance Position and Service Coordinator Mentor Positions
- 4) Utilize consumer services funding to address immediate service needs
- 5) Continue technology needs by purchasing laptops and software to keep Service Coordinators mobile to meet consumer needs.

Key Issues/Observations for 2019/2020

CONSUMER NEEDS

- The Disability Resource Connection-FCSB40RB takes various initiatives to identify consumer needs. This includes the annual satisfaction survey, meetings with consumers, and local data.
- Surveys were sent out to consumers to measure consumer satisfaction. 579 surveys were sent out and 178 responses were received, a response rate of 30%. 52% of consumers were happy with the number of phone calls and visits. 51% strongly agreed that they can contact their service coordinator whenever needed. 57% strongly agreed that their service coordinator listens to them. 50% strongly agreed that their ISP is based on what they want. 55% strongly agreed that they are happy with linking services. 57% strongly agreed that they are happy with services.
- The state continues to make ongoing changes in requirements which directly impacts consumer services. To keep abreast of changes, new Quality Assurance Managers will be utilized along with Seasoned Service Coordinator Mentors. Plans to increase training, utilize consumer services for immediate needs, and focus on quality assurance are measures used to address these issues.

FINANCIAL PERSPECTIVE

- The Disability Resource Connection- Franklin County SB40 Resource Board has been reviewing the efficiency and effectiveness of funding. Currently, all funding goes to a limited number of providers in the county. Plans to move to a pay on service model may improve accountability and open up additional funding to bring in more providers to the county.
- A new accountant was hired in May of 2017. Her expertise has been a tremendous asset in communicating financial status to the board, providers, and the community. The accountant is working on separating the TCM revenue from Tax Revenue in all financial reports. This will assist the board in understanding exactly where the money is coming from and how it is spent.
- The state of Missouri is in the very early phase of looking into a Managed Care system to oversee Case Management. It is in its infancy and more information needs to be determined to assess the financial risk. The Executive Director has partnered with Targeted Case Managers state-wide to form workgroups to educate and empower all involved.

HUMAN RESOURCES PERSPECTIVE

- Human Resource staff is combined with the Executive Assistant position. This is one example of financial efficiency within the organization. The Human Resource Department strives to maintain employee retention and morale. Trends are tracked and identified including the rate of applicants, interviews, offers, rejections, and which reference source

brought the applicants in. This has brought in a higher level of qualified applicants. A trend report is also kept identifying why employees leave. In 2018 one employee resigned, in 2019 two employees resigned. The major reasons included flexibility and salary. DRC continues to look at salary to retain staff. Employees are always encouraged to contact the HR department with questions, concerns, and ideas. A suggestion box is maintained for all staff and the community if they wish to remain anonymous.

ACCESSABILITY

- In 2018 the accessibility of the agency's offices was reviewed, and it was determined that the rented spaces were not meeting the needs of the staff, consumers, and community at large. The board of director's voted to construct a new office building on a parcel of land previously owned by the agency. The new construction was designed to address the effectiveness, efficiency, and satisfaction lacking in the current buildings. This includes the comfort, safety, and ability of staff to complete their job duties, accessibility for consumers, and the long-term financial investment. The new construction also addresses the goal of community awareness. Construction was completed in 2019. The new building serves as a meeting place for board meetings, community events, and meetings. The new building is completely assessable to person's with disabilities. This includes handicap parking, doors, wheelchair assessible entryways, an elevator, and ample lighting. Staff has sufficient workspace including private offices and two separate meeting rooms.

RISK MANAGEMENT

- Disability Resource Connection-Franklin County SB40 Resource Board seeks to involve appropriate personnel in all levels of the organization in the identification of potential risks. This includes staff, community members, and board members. Third party administrators in risk management including inspectors and insurance experts are utilized to identify potential risks. The agency purchases ample insurance to cover areas of potential liability. An extensive safety plan is brought to fruition at every level from the appointment of a Safety Officer, to safety training, a safety committee, inspections, drills, and documentation. The annual budget is board approved with risk management included. Each year the board members sign a conflict of interest and code of ethics statement. This is to ensure that the governance of the agency is working for the best interest of the agency's mission and values. Service Coordination monitors the on-going health and safety of consumers in accordance with the Division of Developmental Disabilities Guidelines.

2018 Outcomes Management Report

EXECUTIVE SUMMARY

- This is a summary of outcomes measurement system data for calendar year 2018. The results are analyzed and used for budgeting and strategic planning purposes for the coming year and in evaluating and revising, as necessary, the outcomes measurement system itself. Disability Resource Connection-Franklin County SB40 Resource Board uses multiple methods to measure and manage its performance in relations to achieving its mission. There is an ongoing process of assessing needs, planning to meet needs, as well as evaluating the outcomes of services.

PLANNING

- The planning process formally begins with the needs and satisfaction survey sent out in October. The results are summarized in a report to the board of directors early in the calendar year. Plans are provided on staff turnover, risk assessment, and accessibility. Planning for the agency uses the results of the Satisfaction survey as well as feedback from consumers, staff, and members of the community. Complaints are considered. Occasionally there have been useful remarks during the public comments section of board meetings. The Disability Resource Connection-Franklin County SB40 Resource board looks at data from the needs survey and the SWOT analysis to measure efficiency, effectiveness, and satisfaction. The team looks at plans for the immediate year to come and considers long range goals for preparation. Based on actual data for the previous few years, outcomes are adjusted. This process results in goals for the next fiscal year and the following year. The projected outcomes are put in our measurement and reporting systems for the following year. The Executive Director and Service Coordination director collects data and compiles reports analyzing progress or needs. The Executive Director works with the Accountant to review and evaluate budgets and prepare for the coming year budget needs. These are formally presented to the Board of Directors.

IMPLEMENTATION

- The fiscal year begins July 1. The Accountant prepares reports monthly. The Executive Director reviews these reports, and financials are presented at board meetings. An annual audit is presented by an outside accounting firm/auditor at the October board meeting. Other analyses are prepared as needed. It is the goal every year at Disability Resource Connection-Franklin County SB40 Resource Board, that we operate in the black. Funded agencies write a report of their programs and this is shared at board meetings. These reports include activities carried out, data on inputs and activities, data on outcomes, a review and evaluation of data, and future plans. Funded agencies are given the opportunity to apply for funding in March of every year. The final approval for funding is decided in the June board meeting.

CONCLUSION

- Not all our goals are accomplished every quarter, but the Disability Resource Connection-Franklin County SB40 Resource Board team has worked diligently to improve and meet the needs of consumers. The satisfaction expressed to us supports the value of these efforts.

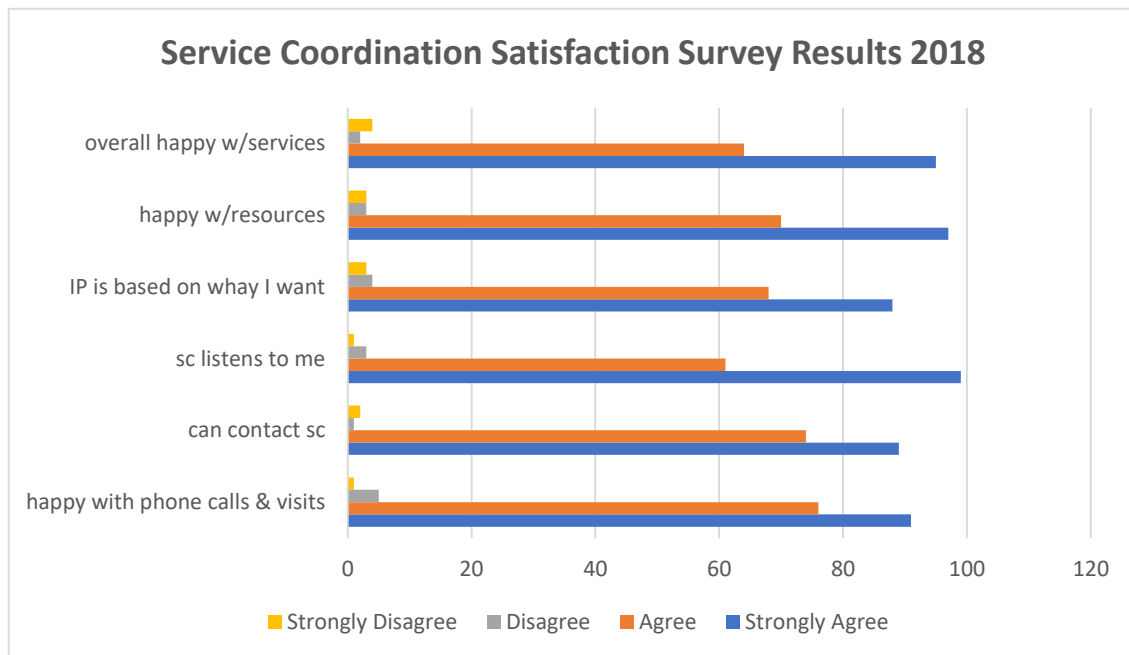
2018 Satisfaction Survey and Evaluation

SURVEY AND EVALUATION

- Surveys were mailed in October 2018 to all individuals served directly by Disability Resource Connection-Franklin County SB40 Resource Board. Questions about satisfaction with funded agencies and providers were included in the service coordination survey.

SURVEY RESULTS FOR AGENCY

579 Surveys were sent with 175 returned, a 30% return rate. This is up from a 23% return rate in 2016 and 15% in 2017. 91% of consumers agreed that they were happy, overall, with services this is up from 55% in 2017 and 48% in 2016. We can attribute this in part to a higher quality of staffing, an intensive training program, and quality assurance measures. There were compliments, suggestions, and complaints among the surveys. The Director of Service Coordination follows up with the respondent when the respondent identifies themselves. Compliments are followed-up by the Directors to recognize staff and programming for excellence.



<p>1. I am happy with the number of phone calls or visits I receive.</p> <p>1. 52% strongly agree, 43% agree, 3% disagree, 1% strongly disagree</p>
<p>2. I can contact the service coordinator program when needed.</p> <p>1. 51% strongly agree, 42% agree, 1% disagree, 1% strongly disagree</p>

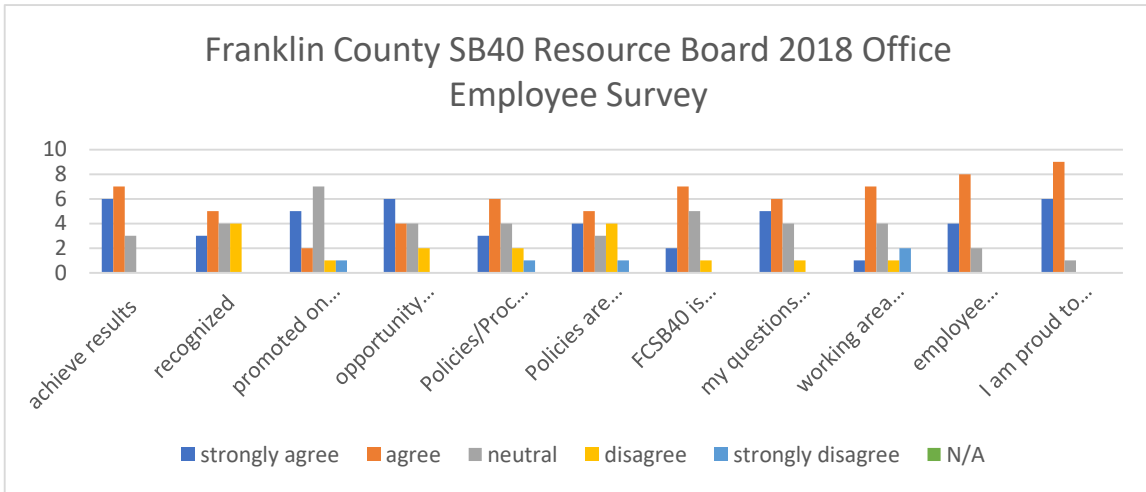
3. My service coordinator listens to me. 1. 57% strongly agree, 35% agree, 2% disagree, 1 % strongly disagree
4. My individualized support plan is based on what I want. 1. 50% strongly agree, 39% agree, 2% disagree, 2% strongly disagree
5. I am happy with the resources my Service Coordinator links me with. 1. 55% strongly agree, 40% agree, 2% disagree, 2% strongly disagree
6. Overall, I am happy with my services. 1. 57% strongly agree, 38% agree, 1% disagree, 2% strongly disagree

Comments:

1. All your staff has kind and loving hearts. Thank you from the bottom of my heart.
2. Thank you, I am very pleased with the help we get from the FCSB40 Board.

Survey Results for Employees

A satisfaction survey was sent to all employees, 22 total with 16 returned. The questions were based on Herzberg’s dual-factor theory of employee motivation. The two factors are satisfiers and dis-satisfiers. An example of a satisfier is meaningful work. An example of a dis-satisfier is a noisy work environment. It is possible that a person can have no dis-satisfiers but still not be satisfied. The results are shown in the below table. Notably, almost all respondents say they are proud to be an employee. The satisfaction in working area and statements on policies applied fairly and are recognized for my achievements are the lowest rated. They also have high numbers of neutral ratings, which would seem to indicate that employees do not have direct experience with these issues. The problems regarding suitable working conditions has been addressed by the construction of a new office building. The team continues to look at reasons why certain staff feel that policies are applied unfairly. This issue has been taken very seriously by the administration. The complaint has been identified to a small number of specific employees who are looking for more flexibility in their workday. The issue from a management standpoint is that their job descriptions and needs of the agency require certain hours of working. Supervisor’s continue to work with these employees to communicate the needs of the agency while working with their scheduling requests. The team takes an approach to making staff feel appreciated with recognition, staff appreciation days, and other positive reinforcements. The team consistently reviews approaches to define new ways to recognize staff for their achievements including; advocating for raises, staff appreciation days, suitable benefits, and other positive reinforcements. This year, administration is defining ways to motivate employees with the opportunity for promotion based on their achievements.



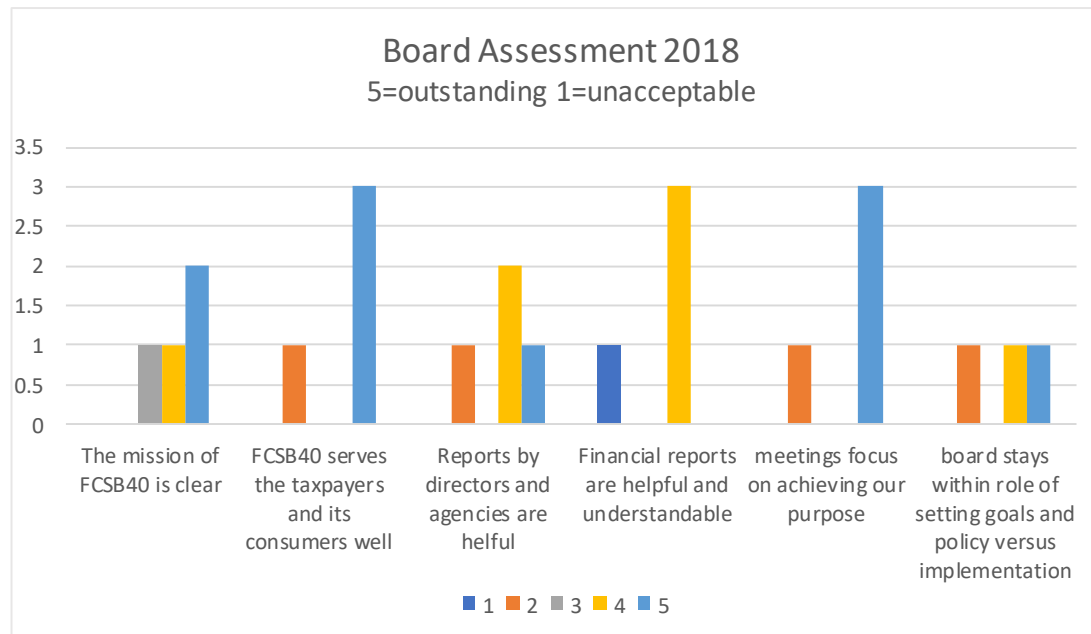
Comments:

1. Supporting employee growth, being understanding of personal needs while maintaining boundaries and expectations.
2. Commitment to consumers

Disability Resource Connection ASSESSMENT OF BOARD EFFECTIVENESS - SELF RATING SCALE

Results-

9 surveys were distributed to board members, 4 were returned. That is a 44% return rate. Scores are measured on a scale of 1-5 with 5 meaning outstanding and 1 meaning unacceptable. Of the 4 responses 75% rated in the 4-5 range the following; the mission is clear, FCSB40 serves taxpayers well, reports by directors and agencies are helpful, financial reports are helpful and understandable, and board meetings focus on achieving our purpose. Only 50% rated that the board stays within its role of setting goals and policy versus implementation in the 4-5 range. There has been some board turn-over the past two years, effecting board operations. The Executive Director has been working to educate the new board members.



Summary Report for Fiscal year July 2018 to June 2019

Disability Resource Connection-Franklin County SB40 Resource Board reviews and summarizes our quarterly reports for the year to help us in evaluating our programs, our growth, challenges, and fiscal standing. In reviewing each program's goals our administration and the Board of Directors is better informed in making decisions.

SATISFACTION

- A basic measure of how well Disability Resource Connection-Franklin County SB40 Resource Board does is the satisfaction of the persons we serve. The survey sent out last October again found a high level of satisfaction with the services we provide or fund. There is also high satisfaction with the staff members who actually do the day to day work. Service Coordinators meet with consumers to ensure that they are receiving the services that they need and that they are satisfied with these services. This is addressed in their Individual Plans as well as face to face meetings and satisfaction surveys.

June 2019 and Beyond

- The separation of DSFC Inc., and Disability Resource Connection-Franklin County SB40 Resource Board became effective on July 1, 2016. The board of directors, management team, and employees have collaborated to define how Disability Resource Connection-Franklin County SB40 Resource Board will operate as its own entity. Feedback is evaluated for effectiveness, efficiency, and satisfaction through meetings, evaluations, and surveys. Strengths have been identified in the annual SWOT which includes a strong team. The team was worked together to improve upon current policies and procedures while defining the goals to sustain future services. New discussions have evolved at the state level regarding implementing Managed Care in the area of Developmental Disabilities. The Executive Director has joined a group of other SB40 Directors to determine how this would effect services and operations.

Franklin County SB40 Resource Board FY '2020

Program Purpose Statements

To provide support to all Disability Resource Connection-Franklin County SB40 Resource Board program, giving staff the opportunity to provide services to the clients served. Service Coordination helps people with developmental disability in Franklin County connect the pieces for a successful future through planning, linking with services, monitoring and advocacy.

SWOT Analysis

Strengths:

- Dedicated, loyal staff members who are flexible, supportive, adaptable and capable of managing constant change
- Staff are self-motivated, detail-oriented and have a high sense of accountability for quality work
- Excellent management from ED provide a supportive/open-door and passionate work culture
- Financial expertise
- Supportive Board of Directors
- Staff is committed, motivated, and care about the organization's mission
- Employees demonstrate analytical skills to problem solve and display initiative. Meet challenges head-on
- Strong Executive Management team with diverse areas of expertise, knowledge, and accountability
- Technology support provides efficiency: Set-Works, AQM, ADP, Microsoft
- Listening to employee's concerns/ideas
- Healthcare Benefits
- Flexibility
- Supervisors advocate for employees
- Retirement Match
- Fun team building events/food days/holidays
- Vacations and sick time once you make it past two years
- Nice workspace (to come with new building)
- Reimbursement from travel
- Understanding when need to leave early
- Admin Management Team collaborates effectively
- Efficient Computers
- Clerical and HR staff being cross-trained
- Staff incentives and salary adjustments
- Job duties better defined (process being created in binders)
- Succession Plan

- Infrastructure includes a cloud base system for all work. This generates efficiency in giving employees the ability to work from any location if needed and minimizes risk by having a multitude of back-ups and third-party administrators.
- Management team has forward thinking, outside of the box creativity. They continuously review operations and determine strategies for improvement.
- Management values employees and has systems in place to keep employees engaged.
- Employees demonstrate compassion for consumers and take the organization's mission seriously.
- Effective teaming with directors, assistant director, QA manager and staff
- Experienced staff with a variety of backgrounds and education
- Cross trained to meet all consumer needs
- Resource library
- Coordination with service providers
- Level of dedication/advocacy for consumer needs – responsive in crisis/teamwork
- Increased awareness in community
- QSI/Hot spots reviews continue to identify behavior and medical issues at an early stage
- Membership in Systems of Care
- Training program for new coordinators
- Complete MOCABI assessments
- Using Service Coordinators effectively as mentors
- Weekly caseload crisis updates
- Proactive service coordination prepared and well trained
- Competitive salary ranges to meet market value and retain staff quality
- Increase in providers serving Franklin County area
- Efficient auditing practices and strong clerical organization
- Initial Training
- Opportunities for outside resources
- Rapport-SCs have great rapport with consumers and families
- Training-SCs go through extensive training at hire and ongoing training to ensure that they are up to date with polices and directives.
- Database-Set-Works makes everything easier
- Set-Works Database
- Service Coordination Staff being motivated
- Service Coordination Process Guide and Training
- Cross-training to be initiated for Service Coordination paper flow and Masterfile

Weaknesses:

- Lack of one-time spends, consumer services
- Lack of definition in the community
- External, relevant opportunities for continued training.
- Time management
- Staff does not consistently follow the chain of command (which creates more work across the board-processes not always followed)
- Transportation-it is difficult to arrange services or increase employment when there are limited resources for transportation
- Staffing crisis with provider agencies-providers are having difficulty hiring and retaining quality staff which causes issues when attempting to secure services for consumers

- Historical files/documentation/financials for TCM/SB40 not housed in the Union office and not separated from DSFC Inc.

Opportunity:

- Team input-many employees have great ideas about services/events/activities/improvements that could be made, they just need someone willing to listen and put their ideas into action.
- Expansion-there are many families/individuals out there that are unaware of us
- Partnerships with schools
- Staff will be housed at one location (makes consultation easier)
- Staff expansion (hiring)
- SB40 Board to develop a more efficient system to allocate funding to Agencies which will be more consumer focused and encourage transparency for the agencies
- Sb40 funding for more one-time spends and outside agencies
- Host events for consumers in the new building
- Generate email blasts to keep consumers, families, providers and tax payers updated on upcoming events, progress, changes, ect.
- Building community relationships and events
- Modify funding to work for the consumer instead of agencies
- No true emergency back-up person that could transition into Financials (who could perform the complete/duties/details of the job)
- No true emergency back-up person that could transition into HR (who could perform the complete duties/details of this job)
- New transportation during daytime hours
- Completed basement for activities
- Project stir
- Community Awareness – improve relationships, increase growth by helping consumers find appropriate services
- Social Media – enhance communication with consumers and provide additional level of consumer and community education
- Team with other agencies to promote community awareness for additional opportunities

Threats:

- Federal and state legislation which will make it easier to move towards block grants
- Managed care

Plans for FY2020 and Beyond are based on the top Opportunities listed above taking into consideration the key strengths, weaknesses, and threats for your department.

Plans for FY2020 and Beyond

FY'19

1. Establish community awareness
2. Succession planning for all positions
3. Continue movement to a POS system

Beyond

1. Additional positions (SC floater/mentors (s), MOCABI assessor)
2. Ongoing community awareness