



**Fairfield County Board of DD
Leadership Team Report
September 19, 2023**

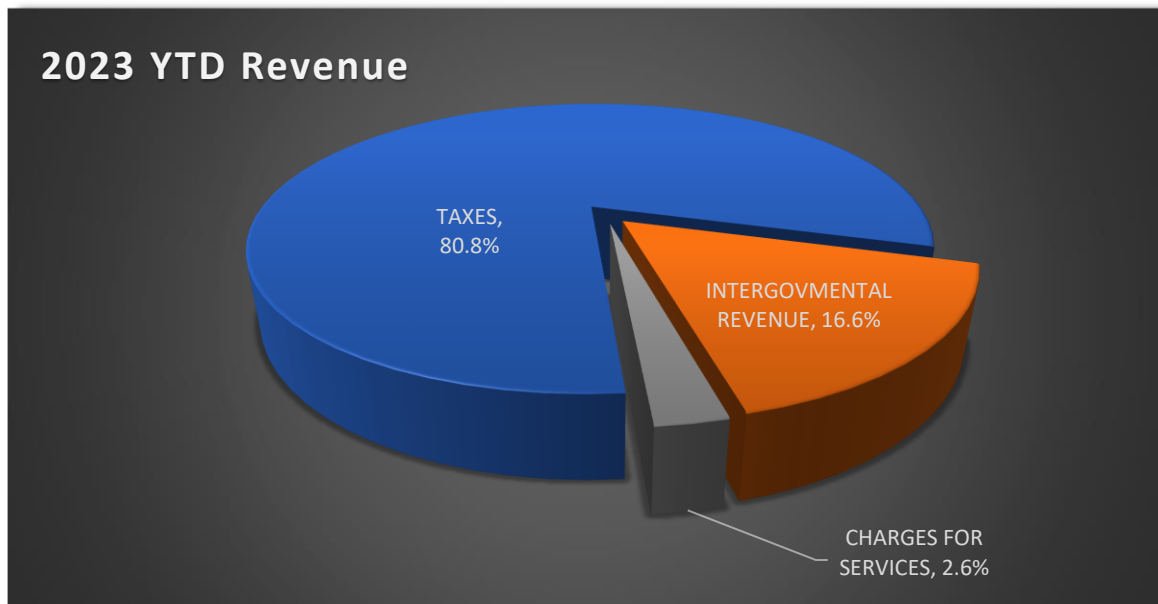
Finance

Beth Seifert

Revenues:

Revenues were approximately \$1,984,700 above projections.

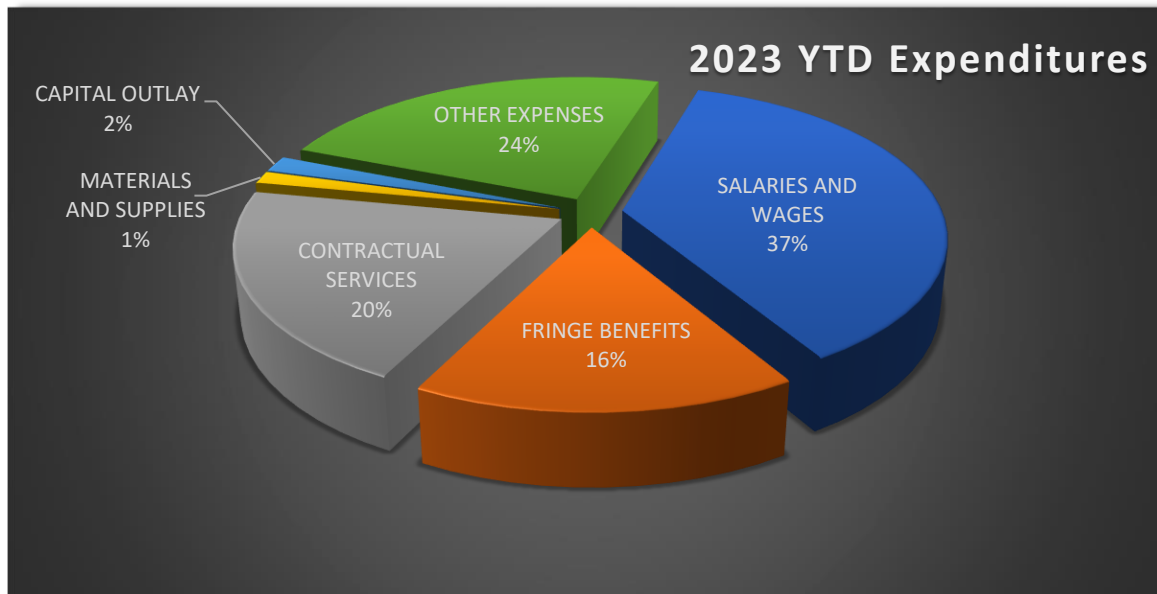
Property Tax Revenues	\$ 781,000
Medicaid (TCM)	\$ 942,900
Medicaid Admin Claiming	\$ 163,900
ODE	\$ 22,000
Dept of Ed Federal Grants	\$ -2,700
OOD	\$ -40,600
Vinton County Shared Services	\$ 12,900
Educational Aide Reimbursement from Districts	\$ 71,900



Expenditures:

Expenditures were approximately \$2,334,700 under projections.

- Salary and Benefits were below projections by \$893,200.
 - Salaries were \$ 529,900 under budget.
 - There were 16 vacancies in the month of August.
 - Forest Rose School (9), We have eight Educational Aides and a PT Nurse vacancy.
 - Provider/Community Resources (2), We have vacancies for one Employment Support Specialist and a QA & Community Support Specialist. The duties of the QA and Community Support Specialist and MUI coordinator were combined into one position.
 - Operations (2), The new position for an IT Help Desk staff member was budgeted but has not yet been created. Additionally, we had budgeted for another Facilities Technician to be added in July if there was a need.
 - SSA (3), We currently have openings for an ISC, a Behavior Support Coordinator and a Behavior Support Technician.
 - Insurance premiums were \$ 212,400 below projections.
 - The worker's compensation expense was \$ 69,900 under budget.
- Non-wage expenditures were \$ 1,441,500 under projections.
 - Contract Services were \$ 782,400 below projections.
 - Therapy Services \$ 56,400
 - Attorney/Legal \$ 32,100
 - Purchased Property Services \$ 20,200
 - Purchased Provider/Transportation Services \$ 353,200
 - Purchased Housing \$ 88,800
 - The supply account was under budget \$ 167,100 and the capital account was under budget by \$ 217,700.
 - Waiver Match and Administrative Fees were under budget by \$ 230,000.



Provider and Community Resources

Kyle Miller

Strategic Plan and Other Notable Information:

- Two employees from the Heritage Foundation met with Pam about collaboration and to “have a deeper understanding and knowledge about developmental disabilities and our mission.”
- One Adult Day provider, who we haven’t met with for a couple years, reached out and met with staff to have a better understanding of community integration and how they can “enhance their operation to achieve outcomes.”
- AC/S7 highest June sales in history even though we had to be closed for two days for construction.

We have been working on the best way to respond to Rachel’s resignation. Rachel became the Operations Manager for Bottoms Up Diaper Drive. She and Pam have been working very closely together since much of the training that was Pam’s responsibility has been displaced by the Department providing virtual options for all Direct Support Staff. As the three of us met, it seemed like our best solution was to combine critical functions from both positions into one. Pam will be connecting with all the people that Rachel was working with, and we will revise the position description for the October Board meeting.

New Project SEARCH interns began the new program year. The employment staff assisted with orientation week and the kickoff of the first internships. We have also continued to have the roundtable discussions as part of the advocacy training, we

started last year for the interns. I get the opportunity to facilitate the discussion every other week and the employment staff work on functional use of the values we discuss during the internships and review during the off weeks.

Art & Clay/Square 7 renovations are nearing the end. Most of the observable phases are complete. At first glance, it would seem that there is considerably less seating, but we actually maintained the capacity as we reached our goal of total accessibility for customers. We are discussing an event to celebrate the end of renovations before the Christmas madness. We were also excited to restart our partnership with Lancaster City Schools for internships. This year three interns are coming weekly and the school is providing transportation for an employee that was an intern from last year. Brandon is, of course, providing initial training for the interns while working with the intern from last year to have some training responsibilities as well.

Services and Supports

David Baum

As the summer comes to an end, we are intentionally seeking information regarding student experiences with the summer scholarship program. Over 120 students took advantage of summer scholarship funds in 2023 which provided students with inclusive and engaging opportunities in their communities. With the assistance of Anne Mikan and her innovative team, a summer scholarship survey was created to capture feedback on these experiences. Specifically, we are looking for valuable input on the sign-up process, how students utilized their funds, barriers, and the overall experience with summer scholarship. Some responses we have heard so far include:

- Summer Scholarship "gives my loved one a chance to try activities such as gymnastics, music, and swim lessons."
- "We were able to attend many programs this summer because of the scholarship money."
- Summer Scholarship provides "the ability to meet other people and interact in the public."

We have received a good response regarding suggestions that we will be evaluating as we head into next year. This data will assist and inform us of opportunities for improvement as we prepare for 2024.

Michelle Dexter, Medicaid Services Supervisor, and her team recently received recognition from Licking County for our recent collaboration with their Fiscal/SSA team. Licking County had reached out to us earlier this summer to assist in processing waiver budgets short-term as they were shifting and transitioning staff at their agency. Thanks to Michelle Dexter and Beth Seifert for their assistance in creating a collaborative agreement between the two counties and their innovation in this process. Michelle also assisted Licking County with providing technical assistance on waiver processing and

expertise on strategies and best practices. We were able to provide this service because of the efficient and high level of work of Michelle Shugart, Monica Cooperrider, and Kristi Patrick. They ensured this collaboration and teamwork was a success for this joint venture.

Resource Management

Michelle Dexter

Program Enrollment

Comparisons here since last month (August 2023)

Total Enrollment for the Program (this does include **12 preschool students that are active and attend FRS who are not served**)

	1604	+13
	1230	+9
	610	+18
	620	-9

Individuals have an Individual Support Coordinator (ISC)
Adults supported by ISC

Kids/Transition Age supported by ISC

Waiver Enrollment

Comparisons below since June 2023

Individual Options
Level One
SELF

	232
	224
	30
	IOW 7 LOW 2
	0 of 8
	0 of 12
	0 of 2

Replacement Waivers 2023 (previously issued waiver given to another person)

New Individual Options Waivers issued from 2023 Budget

New Level One Waivers issued from 2023 Budget

New SELF Waivers issued for 2023 Budget

Locally Funded Services

Individuals in RSS home

Title XX

Individuals with personal assets or pending waivers

Individuals in a Nursing Home

Individuals who have redirected their budget

	0
	\$11,144.25
	\$141,010.72
	0
	0

Waiting List

New Current Needs Waiting List (on list)

	1
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Communications and Outreach

Anne Mikan

Outreach:

- We recorded a fall ad with WLOH recently that will play throughout the fall and football season. It will also play on tv during the football broadcasts by Innerphase Video Productions.
- Through our partnership with WLOH, we will have a 3'x6' banner at the Fairfield County Fair in the WLOH booth that displays our logo and website for the thousands of visitors at the fair.
- We continue to showcase "Meet Our Board" in our newsletters and on our social media to increase education about Fairfield DD and the members of our Board. We will continue to showcase the remainder of the board members in the coming months.
- Fairfield DD is now a Heart Safe business. Provider and Community Resources and Communications and Outreach teams worked with Fairfield Medical Center to take photos and get news releases out to the public where it was printed in the Lancaster Eagle Gazette as well.
- Fairfield DD was represented at the "I Love My City Care Day" Fair on Saturday, September 16.
- Nearly 36 staff participated in United Way's Day of Caring, volunteering in our community.
- We have already begun initial planning for the Celebration of Possibilities. Mark your calendar for Wednesday, March 20th at the Wigwam!

Training:

- Emerging Leaders had their first session for 16 staff this year focusing on their strengths.
- Orientation has been busy! Ten staff went through orientation in the last few weeks.
- The team also assisted in the coordination of the back to school "Bootcamp" for Forest Rose staff.
- All Staff planning is in full swing with the day beginning at 8:00am on Friday, September 29.

Socials:

Our social media continues to do well. Below are some stats for the last 90 days, from June to August 2023. Overall, Facebook and LinkedIn reaches, views and new likes/follows increased, while our Instagram reaches, view, and likes/follows slightly decreased.

Reach

Facebook: 10,301

Instagram: 287

LinkedIn: 378

Visits

Facebook: 2,000

Instagram: 88

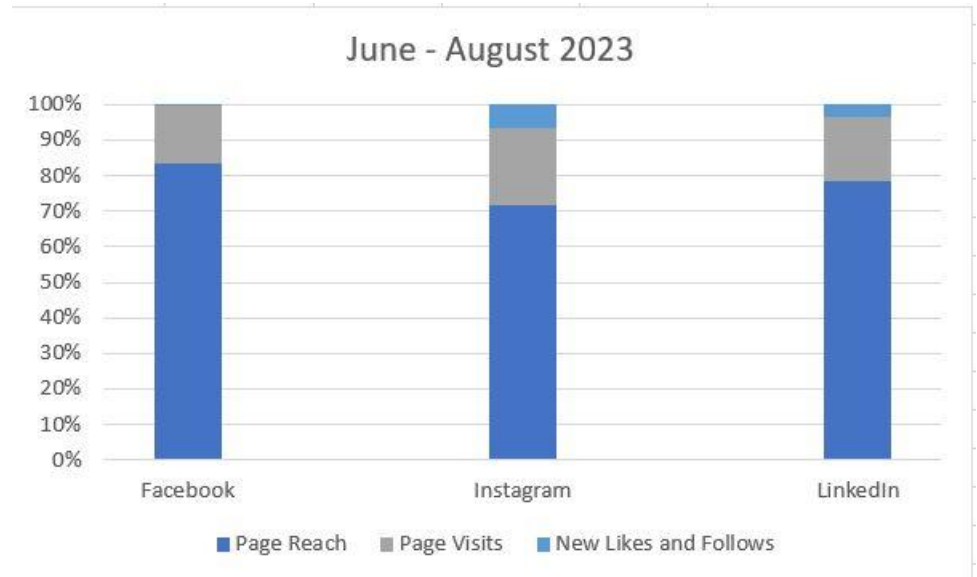
LinkedIn: 87

New likes/follows

Facebook: 49

Instagram: 26

LinkedIn: 17



Human Resources

Cindy Hillberry

Amanda worked diligently with the leadership team in getting the 9-box completed. It is a development and succession/planning tool that looks at every employee independently to assess their growth potential. The second part is called a Risk Assessment and scores the risk to the agency if the employee were to leave based primarily on the employee themselves and difficulty to fill the position. If the tool is used correctly, it should help us develop employees to their full potential and plan for employees who we know will be leaving critical positions.

We are also working on a new evaluation tool. We are hoping to finish with a tool which is meaningful, but easy to administer. Clear expectations for employees need to be provided to them to hold them accountable. Also, employees need to understand the agency's mission and vision and be able to implement it in their daily jobs.

Staff members changing positions in the month of August:

Forest Rose

Kristen Dalton changed from being a Floating Aide to an Educational Aide

Jenna George changed from an Intermittent Educational Aide to an Educational Aide
Kathi Boyer officially began as the Specialized Instruction Facilitator instead of Primary Room Instructor

Staff members joining the organization in the month of August:

Services & Supports

Timothy Fry – Behavior Support Education Coordinator
Gabriella Tittle – Individual Support Coordinator

Forest Rose

Sandy McBee-Strayer – Primary Room Instructor
Leslie Callahan – Intermediate Room Instructor
Carissa Trunzo – Junior Room Instructor
Celeste Peck – Floating Aide
Julia Calandra – Floating Aide

Early Intervention

Bonnie Fitzpatrick – Developmental Specialist

Staff members leaving the organization in the month of August:

Services & Supports

Beau Simmons – ISC

Forest Rose

Angel Webb – Educational Aide
Bill Wamack – Educational Aide

We also have the following positions posted or unfilled at this time:

Services & Supports

Behavior Support Services Technician
Individual Support Coordinator (three positions)

Forest Rose

Educational Aide (two positions)
Floating Aide (one position)

Early Intervention

Developmental Specialist

Forest Rose School

Cindy Hillberry

School is in session and we are off to a great start! Lindsey has brought a wonderful new energy and a lot of knowledge which staff are really enjoying. Our new staff are fitting right in and everyone is very busy getting students settled in! While so many things seem routine and familiar, others are exciting and new! Our staff are always positive and dedicated. One of the things I've loved the most about being at the school is hearing them come in to work in the mornings; they are always laughing and happy! What a great way to start the day – for staff and students!

Operations Updates

Todd McCullough

The past month has been full of opportunities for our operations team to work on our implementation strategies, our problem solving, and our responsiveness to numerous high priority situations at once. We successfully implemented the FMX System throughout the month of August and completed the process when teachers returned to school on August 28. The implementation of this new system went well and we have received positive feedback and results from the change.

Also on August 28, we conducted an active shooter drill at Forest Rose School during teacher "Bootcamp." Three Deputy Sheriffs from the Fairfield County Sheriff's Office were on site and conducted a surprise drill that went very well. During this drill, teachers quickly utilized skills learned from previous drills to evade the simulated attack. The results of this drill were much improved over the drill conducted in May. The fall drill lasted approximately four minutes with 0 casualties and 0 staff observed by the attackers. During the debrief session, the deputies remarked on the improvements they observed and answered questions. As always, we learned new things from this drill and will continue to implement improvements from the lessons learned.

On Tuesday, September 5, we completed the installation of Multi-Factor Authentication with the return of the teachers. This implementation for the teachers to Duo didn't go as well as the rest of the agency because the third-party vendor didn't push the new policy in time on the previous Wednesday as planned. This meant many of the teachers had never been forced to sign into Duo until the first school day. The IT team was on site that first morning of school and was able to resolve any errors with MFA that morning. In all, this work was completed quickly that morning, but certainly led to some first day of school anxiety.

Presenting a unique challenge, the same morning we were on site at Forest Rose School working on MFA, a 48-port network switch at the school crashed. This was an interesting challenge because the problem presented itself with different types of symptoms such as sporadic phones not working, certain HVAC units failing (on a day that was supposed to reach 94 degrees), and other seemingly disconnected systems failures. Through the combined efforts of our Maintenance team and our IT team, we were able to identify the root cause of these problems within an hour and a half and then start the process of rerouting equipment to temporarily sustain essential functions until the network switch could be replaced.

Also, on the morning of September 5, the entire Pickerington office lost connectivity to the internet. This added additional complexity to the two previously addressed issues from that morning because time was needed to consider if the problems were connected, and we had to reallocate resources to Pickerington to troubleshoot the situation. Thankfully, this situation was not connected to the other issues of the morning and occurred because of a storm which knocked out power to the building over the weekend. The power outage caused an issue with our battery backup to the point of it being inoperable. Due to the problem with the backup battery, all equipment hooked to it was not receiving power, which included the equipment that provides internet to the building. There is a manual switch that allows us to bypass the battery until we can get a replacement for it. Never has a Tuesday felt so much like a Monday.



Photo of Bobby Lovell from our IT Team fearlessly and efficiently re-routing essential network connections to keep Forest Rose School safe and operational during the first day of school.

Other challenges and accomplishments this month which impacted agency operations:

- Microsoft produced a Teams update that was not compatible with the way the county's Teams App is configured to load. This caused the App to disappear completely for at least 50% of the agency.
- A third-party vendor pushed a VPN update which wasn't configured to observe our VPN settings. This resulted in an error which made many devices lose Wi-Fi and VPN capabilities.
- In the process of moving FRS staff files to OneDrive, which is our last major group.
- Large scale signage update to all cubicles and offices for FMX integration
- 8 new hire configurations

Therapy:

Contract Occupational Therapist, Sarah Moore, joined the Early Intervention team at the end of the month. School-based therapists also started back to work, as the 2023-2024 school year is underway.

Using COVID funding, summer speech therapy services were able to be provided by Sarah Thimmes, SLP. There were 21 students served. Eighteen were served directly in their homes, while the others also received consultations and trainings, as well as AAC devices secured through funding. Seven students received AAC equipment this summer who had not had it at the end of the school year and trainings were provided as well. A couple examples of success stories over the summer included:

A student's family was able to see the benefits while working with their child that they hadn't been able to understand during the school year, due to some communication barriers, as English is their second language. However, upon seeing their child interact with his sister using the AAC device, they quickly saw how it could benefit him, and are excited to pursue the funding for his device. This is a student who will be going back to his home school district, but due to our supplemental AT contract, we are going to be able to complete the speech evaluation so there is continuity of care as he begins school in a new location.

Another family observed the use of AAC with their child, and quickly began modeling the word "eat" during lunchtime. This family was also excited to learn about low-cost, low-tech speech buttons they could buy on Amazon to put around the house. It was reported to me this week that he has begun to use these buttons to request to use the bathroom spontaneously. This student will be ready for an SGD evaluation this Fall as well.

Thank you so much for the opportunity to support these families in their homes, where the impact often seems to be the greatest in terms of AAC device usage and carryover.

Assistive Technology:

There were seven (7) Enabling Technology referrals in the month of August, which have been acted upon in some capacity. Additionally, Lori completed several home/community visits for eight (8) individuals, addressing various enabling technology needs. Lori also worked with Chelsi at Project SEARCH to provide resources for three (3) individuals who need assistance with accessing written information to enhance job performance. Six tours of the Smart Tech space were given to individuals, providers, and/or ISCs.