

## Supporting individuals to successfully live, work, and learn in the community.

### Increase provider capacity

**Strategies:** Offer training and technical assistance to providers seeking/maintaining certification.

**Measures:** Measure trainings provided; number of new providers available in Butler County.

### Increase number of individuals using technology

**Strategies:** Determine baseline utilization; measure quarterly progress.

**Measures:** Increase utilization by 5-10% annually.

### Increase utilization of self-directed services

**Strategies:** Determine baseline utilization; measure quarterly progress.

**Measures:** Increase utilization by 5-10% annually.

### Monitor referrals and subsequent housing arrangements

**Strategies:** Utilize formal referral process and ongoing tracking.

**Measures:** Report on referrals and successful housing arrangements quarterly.

### Improve transition of supports occurring throughout the lifespan

**Early Childhood Strategy:** Support families as they transition from Early Intervention to Service and Support Administration by collecting necessary documents prior to child turning 3 years old. Share transition handouts with families.

**Measures:** Track number of children found eligible, send survey to families after transition/track results.

**Teen to Adult Strategy:** Support families as their child turns 14 and begins transition planning for life beyond high school.

**Measures:** Track number of children who turn 14 and choose support from a Service and Support Administrator for planning.

**Employee Transitions Strategy:** Establish process and timelines to communicate with people served when employee transitions occur affecting the team process.

**Measures:** Establish baseline; track the percentage of notification letters sent out within a five day period of assigned employee change.

### Increase self-advocacy efforts in the community

**Strategies:** Initiate regional advocacy events, increase monthly attendance, participate in educational activities.

**Measures:** Track number of regional events and educational activities, track attendance at monthly meetings.

### Increase access to Board supports through opportunities for people being served and public awareness

**Strategies:** Visit municipalities and area businesses, grow education at schools, daycares, doctors offices, increase awareness through social media.

**Measures:** Track community engagement, opportunities for people served, opportunities for families; track social media growth, media mentions, and opens in the quarterly & Community Connections newsletters.

### Expand opportunities for community employment

**Strategies:** Employment team will monitor employment data for the state's outcome tracking system.

**Measures:** Track employment for individuals 18+.

### Promote culture supportive of diversity and inclusivity

**Strategies:** Educate; foster trust; review/adjust internal practices. Explore policies/procedures and service delivery practices through a more diverse lens.

**Measures:** Track number of opportunities presented to staff to further the cultural shift to a more diverse and inclusive organization; track changes to policies/procedures/practices.

### Enhance culture and engagement through learning and organizational development

**Strategies:** Equip stakeholders throughout the agency to practice exemplary leadership and customer service.

**Measures:** Track leadership training, assessments, coaching, team exercises, satisfaction surveys, and employee turnover.

### Increase revenue collection to ensure financial stability to maintain services and supports

**Strategies:** Educate government officials and taxpayers on levy need.

**Measures:** Monitor reserve balance and waiver service utilization.

