

2011 Annual Action Plan

WOOD LANE SCHOOL

Goal:

Wood Lane School will develop and support activities that engage parents and families while enhancing access to information and resources to positively impact services provided.

Strategies:

1. A survey of parents/families will be conducted to identify interests and needs related to services provided.
2. The need for a revised “new parent/family” orientation program will be explored and developed as indicated.
3. Staff members will seek input on methods to increase family involvement.
4. Parent interest in the development of an e-mail list of announcements and training opportunities and links to other resources will be explored and developed as indicated

Goal:

The Wood Lane School playground will continue to be an outdoor classroom place for children to grow, to discover themselves and others, and to participate as fully as possible in sensorimotor experiences, creativity and cognitive development.

Strategies:

1. The usage of the playground will be reviewed and analyzed for accessibility and current student preferences.
2. All of the playground equipment and site will be reviewed and rated for sensory processing, cooperative play, problem solving and physical development.
3. Phase two of original playground plans will be reviewed to determine need for modifications and/or new equipment.
4. Staff members will work in conjunction with an Eagle Scout to review the “garden area” to implement changes.
5. Options for playground perimeters and safety borders will be explored and recommendations will be submitted for approval.
6. Staff members will participate with other departments in the development of a sensory trail.

EARLY INTERVENTION

Goal:

The Wood Lane Early Intervention program will implement, monitor and evaluate the effectiveness of an evidence-based practice for early childhood intervention with a small number of families receiving WCBDD services.

Strategies:

1. Early Intervention Team will receive formal training on the evidenced-based set of practices called Primary Service Provider Approach.
2. Early Intervention Team will utilize “Coaching” as the adult learning method for use with families.
3. OSEP’s Seven Key Principles of providing early intervention services in natural environments will be followed and 20 family participants will be chosen to receive this approach to Early Intervention service delivery.
4. Staff member and family satisfaction will be assessed after six to nine months of participation in the OSEP approach.
5. Individual Family Service Plan outcomes will be monitored for successfully meeting family goals.

SERVICE AND SUPPORT ADMINISTRATION

Goal:

The Service and Support Administration department will provide information on agency and community resources as well as increase the involvement of natural support systems by promoting family involvement to create a greater support network for families and individuals.

Strategies:

1. The Community Resource List will be reviewed quarterly at staff meetings and be kept up to date with respect to new information, new forms, changes in contact information and other relevant information.
2. Resource information will be gathered and made available in a handout to families and other caretakers during Intake meetings and Annual Individual Service Plan meetings. The handout will include information regarding the Arc, Family Task Force, Family Chat, and Family Resource Services.
3. A checklist will be provided including available support groups and networks to seek feedback from families and other caretakers regarding their interest and desire to participate in identified activities.
4. The Service Coordinator will make a referral to supports if the families are interested in so that they are added to any mailing list or instant alert system for notification of upcoming events or meetings. After the first year (2012), a question will be added to the

Consumer Satisfaction Survey to determine if they have utilized a group or network and if so, was it helpful.

STAFF DEVELOPMENT

Goal:

The General Orientation program will be updated to meet the learning needs of new employees and ensure the effectiveness of training.

Strategies:

1. In collaboration with the technology department, specific areas of general orientation will be added to the Board's on-line training program, including but not limited to fire safety, employee benefits, human resource policies and procedures, general overview of the programs, and Unusual Incident Report writing. Pilot training will be developed and tested by 06/1/2011 with a final program to be in place by 1/1/2012.
2. The materials presented during General Orientation will be provided in a variety of formats, also including visual media and hands-on.
3. Competency-based testing will be utilized at the end of training to ensure the effectiveness of the General Orientation program.

TRANSPORTATION

Goal:

The Transportation Department will evaluate the usage of the shuttle service to meet the transportation needs of individuals that work, or desire to work, in community employment settings.

Strategies:

1. The shuttle service passenger manifest will be reviewed to determine if alternate public transportation options are available for the individuals currently using the shuttle service.
 - a. The Transportation department will collaborate with Service Coordinators to determine the ability of each shuttle passenger to utilize a public transportation service, including taxi or public transit.
 - b. The Transportation Coordinator will determine if public transportation service is available to meet the needs of each individual, based on the location of the passenger's home and work location.
 - c. A report will be provided to the Director of Operations listing individuals:
 - i. With the ability and training necessary to travel independently in the community.

- ii. With a public transportation service provider available to provide transportation to and from work.
2. Develop a plan to successfully transition qualified shuttle passengers to other public transportation providers.
 - a. Director of Operations and Transportation Coordinator will consult with the Director of Adult Services and Employment Services Coordinator to review final report mentioned above.
 - b. Community Employment Services will determine the financial impact to the individuals that transition to a public transportation provider.
 - c. Transition plans for each qualified individual will be developed by the individual's team and incorporated into the Individual Service Plan.
3. Shuttle service routing and capacity for additional passengers will be determined following the transition of individuals to other public transportation providers.

VOLUNTEER

Goal:

The structure of the volunteer program will be enhanced to maximize volunteer contributions and ensure successful placements.

Strategies:

1. All policies and procedures for the Volunteer Department will be reviewed and revised especially including those procedures relevant to the qualifications and assignment of responsibilities for Level I, Level II, Level III and Level IV volunteers and community friends.
2. In collaboration with the Technology Department, a system to track the qualifications, training and required documentation of all level volunteers and community friends will be developed and implemented.

TECHNOLOGY

Goal:

In collaboration with the Public Relations Coordinator, a social media procedure will be developed.

Strategies:

1. Establish and implement social media networking procedure to be used by all Wood Lane departments.
 - a. Research existing policies, procedures and material on the topic of social media.

- b. Determine administrative users.
 - c. Consider the safety and security of current network and if social media types will have an impact on our system.
2. Staff members of technology and public relations will recommend social media types to be used, as well as target audiences to meet the desired purpose/marketing strategy.

ADULT SERVICES

Goals:

1. Initiate a collaborative effort with the University of Toledo's Center for Excellence on Autism to develop a program for Wood Lane participants who have significant autism or ADHD.
2. Develop and present a recommendation to the Superintendent and Wood County Board of DD regarding the desirability and utility of locating an Adult Services program site in northern Wood County.
3. Submit a proposal to the Superintendent regarding creation of a fully functional and comprehensive agricultural program based out of our existing greenhouse.
4. Review the utilization of our existing staff relative to programming needs.
5. Identify preferred ways to impact the health maintenance of individuals served through proactive seminars and/or activities to assist them during and after work hours.

Strategies:

Goal #1

1. Identify the individuals served by Wood Lane who would be candidates for participation in this program.
2. Identify program costs.
3. Identify program location.
4. The UT Center for Excellence on Autism will achieve provider certification.
5. Coordinate this program with CES services.
6. Initiate the program and explore utilization by neighboring counties, as well.

Goal #2

1. Identify individuals who could be served and services that could be provided at a satellite location in northern Wood County.
2. Identify which program areas would be affected.
3. Explore how opening a satellite site would affect other program areas.
4. Identify the logistics required to open a satellite office.
5. Consult with Transportation to determine the feasibility of providing off-site services from a transportation perspective.
6. Explore and determine staffing arrangements for an off-site location, e.g. how would current staff be deployed, how would they interact with central office, would additional staff be needed, identify staffing issues, challenges, and opportunities.

7. Determine the type of space needed. Explore availability of suitable space in the Perrysburg-Rossford area, including cost.
8. Present recommendation to the Superintendent and Board of Wood County DD regarding establishing a program site in northern Wood County.

Goal #3

1. Design the type of greenhouse/agricultural program that is desired.
2. Determine the number of individuals who could be served.
3. Identify the staffing requirements for a functional, full-time program.
4. Finalize the arrangement with the city of Bowling Green regarding a donated greenhouse and our role as supplier of their landscaping product needs.
5. Prepare a work plan and business plan that details the types of products that will be grown and includes a marketing plan for selling the products grown.
6. Prepare an annual projected budget showing projected costs and revenue (and sources of revenue).

Goal #4

1. Determine how existing staff can best be utilized/deployed to deliver services efficiently and effectively.
2. Determine if current position descriptions and requirements remain desirable or if these need to be modified, e.g. would a universal position description for all staff holding registration be preferable to the individualized position descriptions that now exist for staff in LEO Day Services, LEO Day Habilitation, Production Specialists, Job Coaches, and Community Based Trainers.
3. Determine the criteria for moving staff from one program area to another to meet service needs.
4. Examine the possible combination of the Follow-Along and Skill Development Specialist positions as a way to address growing caseloads and improved service delivery to individuals we serve.
5. Cross-train LEO Day Services staff and WLI Production Specialists. Determine if all staff members are to be cross-trained or if a limited pool is preferred. Determine if LEO Day Habilitation staff members should be included in this cross training.
6. Examine the possibility of rotating staff assignments.

Goal #5

1. Develop and send a survey to Wood Lane staff and individuals served seeking ideas for the types of activities that would be beneficial for health maintenance and attractive to individuals.
2. Provide ideas for these types of activities to prompt thinking.
3. Identify activities to be initiated in the first year.
4. Determine if these health maintenance activities can be tied into the objectives and work of the Wood Lane Wellness Committee.

CUSTODIAL & MAINTENANCE

Goal:

The custodial department will coordinate with the maintenance department to ensure efficient and cost effective work practices.

Strategies:

1. The custodial department will meet once a month with the maintenance department to coordinate schedules for upcoming projects.
2. Communication will allow custodial to make any necessary revisions to the monthly schedule(s).
3. The result will ensure consistent flow of projects performed.

FISCAL

Goal:

Wood County Board Fiscal Department will develop and implement an enhanced reporting and tracking system for the Capital Plan and Major Projects.

Strategies:

1. Establish and implement Capital Plan and Major Projects procedure to be used by all Directors.
 - a. Research current method of tracking Capital Plan and Major Projects.
 - b. Identify and assist the Director's in tracking variances between the original budget and actual costs of said projects.
 - c. Information will be tracked and recorded 'monthly' for each project. The fiscal office will have this information available for viewing at any given time.
2. Trends will be tracked for potential overpayments/underpayments.
3. The Fiscal Director and the Fiscal Staff will utilize the Information gathered to streamline reporting for the agency for year-end cost reporting and GAAP requirements.

HEALTH AND SAFETY

Goal:

An Emergency Management Plan (EMP) for both the County Board and Wood Lane Residential Services, Inc. will be developed.

Strategies:

1. A mission statement and policy/procedure will be developed to demonstrate the organization's commitment to EMP.
2. Meetings will be held with providers of utilities, Red Cross, community emergency management, fire department, police department to identify potential emergencies and procedures.
3. Federal, state, local regulations will be identified, including fire codes, zoning regulations, and occupational health and safety regulations.
4. Critical products, services, and operations for potential emergencies and backup systems will be identified.
5. Resources and capabilities will be identified that the organization would need in case of an emergency (personnel training, equipment, evacuation plans, arrangements for back-up systems, such as payroll, communications, emergency power and information systems support.
6. External resources will be identified that the organization may need in an emergency (i.e., fire department, hospitals, policy, utilities, insurance carriers, suppliers of emergency equipment, and hazardous materials response).
7. Potential hazards and the organizations capabilities will be analyzed and addressed with internal plans to be shared with all departments.
8. EMP components will include direction and control, communications, life safety, property protection, community resources, administration and logistics.
9. Emergency response procedures will be identified in a form of a checklist.
10. Specific emergency response procedures for potential situations and; support documents such as emergency call lists, facility site maps, resources lists, and designated responsibility lists will be developed.
11. All employees along with individuals served will be trained in all aspects of the EMP.

HUMAN RESOURCES

Goal:

The Human Resources Department will implement an intra-net based insurance benefit satisfaction survey for all eligible employees.

Strategies:

Work with our technology department to develop an on-line employee satisfaction survey seeking information regarding insurance benefits.

SPECIAL OLYMPICS & OPERATIONS RECREATION

Goal:

A wellness program will be developed and implemented to assist persons served to achieve and maintain a healthier lifestyle.

Strategies:

1. Research and document options currently offered program wide inclusive of movement based and general health education.
2. Develop list of activity choices from current offerings and determine new choices that can be offered based on areas of staff expertise.
3. In cooperation with Wood Lane staff and family members, identify Individuals who have a desire to participate in the program. Utilize health professionals to perform a health risk assessment on each individual prior to participation.
4. Develop an action plan for each individual inclusive of tools to support plan.
 - a. Provide support and reinforce plan utilizing motivating factors for each individual.
 - b. Program session will be approximately 8-10 weeks in length.
 - c. Goal for each individual plan will include 5 activity based choices each week, along with health education options as needed per desire of individual participant.
5. Assist each individual with tracking activities and data inclusive of a wellness journal.
6. Offer maintenance plan for each individual.

PUBLIC RELATIONS AND TECHNOLOGY

Goal:

Wood Lane will enhance and expand its existing communication and marketing strategies through the use of social media.

Strategies:

1. In collaboration with all Wood Lane departments, the technology and public relations departments will host a speaker with expertise in social media to address staff on the potential and appropriate use of social media for not-for-profit and service providers.
2. The Public Awareness Committee will provide input and feedback regarding proposed communication and marketing strategies. Team members will identify existing communication and marketing efforts within each department and the agency as a whole.
3. The Public Awareness Committee will provide information relevant to their department's prospective needs and strategies for using social media efforts. This would include but not be limited to:
 - a. News and updates
 - b. Dissemination of information (in addition to existing mediums of print, web, etc.)

- c. Business, sales, and marketing ventures
 - d. Network development and enhancement with individuals, agencies, business entities
4. The Public Awareness Committee will also compile a listing of all existing communication, outreach, and marketing strategies for their targeted audiences.
 5. With assistance from the Public Awareness Committee, the Public Relations Coordinator will provide a recommendation to the Executive Team for any enhancement and/or expansion of strategies that could include social media.
 6. The Technology Department will develop policies and procedures related to the establishment, ongoing and/or future uses of social media, including security issues and appropriate use throughout the program as it relates to the agency's computer network and confidentiality of information.
 7. Once initial social media efforts are designed, approved and operational, current members of the Public Awareness Committee will meet on a quarterly basis to review and provide ongoing evaluation and input on communication and marketing efforts.