



Lawrence County Developmental Disabilities
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*Leading the Way
Achieving Excellence
Shaping the Future*

Early Intervention • School Age • Service and Support Administration

Strategic Plan & Annual Action Items 2021-2023

Board Approved: 1/12/21

Equal Opportunity Employer and Service Provider

Vision, Mission, Values

Vision:

People of all abilities feel included in our community.

Mission:

Promoting advocacy, inclusion, and personal growth.

Values:

- **Communication**
- **Accountability**
- **Safety**
- **Integrity**
- **Compassion**

Tag Line:

Leading the way, achieving excellence, shaping the future.

Dear Stakeholder:

Lawrence County Developmental Disabilities (LCDD) has just completed its new three year Strategic Plan for 2021-2023. After reviewing our progress on former goals, along with feedback from individuals served and their families, our staff, and other community stakeholders, a map for moving forward has emerged.

Five areas stood out that will be the focus of our efforts over the next three years. These areas include: **service needs of individuals, awareness, long-term sustainability, customer service, and community partnerships.**

The role of programs such as ours has changed significantly, and it is imperative that we provide ongoing education about what we do and what we provide. Our system has shifted away from providing services in large segregated settings, easily recognizable to the community. Our focus today is providing access and funding for individualized services that promote community inclusion, as well as health and safety.

It is clear to us there is a need for a broader array of service providers to meet the diverse needs of people we serve. Our referrals are coming from multiple places and represent a wide array of age groups and needs. We need to be as creative, nimble and community minded as possible. We will strive to assure we are accessible to the community and provide expert assistance.

In order to serve all Lawrence Countians who need services, it is imperative that we stay financially sustainable. Careful attention must be paid to our long-term financial projections. Local tax dollars will continue play a crucial role in what we are able to provide. It is imperative that we provide ongoing education about the value of services in people's lives, and be transparent in how local tax dollars are utilized.

In closing, we recognize that collaborations and strong partnerships within our community will result in the best outcomes for those we serve. We look forward to enhancing relationships and building new ones.

Thank you for reading and supporting LCDD!



Julie Monroe,
LCDD Superintendent

Goal 1. Improve and expand person centered services and supports for individuals with DD and their families in Lawrence County.**Objectives include:**

- A. Diversify supports to children and families-
- B. Increase the number and type of service provider options to meet the various needs of individuals.
- C. Encourage economic self-sufficiency for individuals served.
- D. Promote opportunities for community integration.
- E. Support the expansion self-advocacy at the local and state levels.

Action items for 2021:

- Identify and secure resources to provide transition planning and employment navigation for transition-age students eligible for services.
- Explore opportunities to work alongside other service systems to provide resources for multisystem youth in Lawrence County.
- Develop access to peer support and educational opportunities for families of all age groups.
- Engage in ongoing recruitment efforts to increase all provider options in Lawrence County.
- Promote education about available assistive technology and remote supports and connect individuals to resources.
- Support individuals in accessing and participating in local, regional, and state self-advocacy efforts.
- Assure staff receive ongoing training and have the tools necessary to assist individuals with person-centered planning.
- Provide resources to serve individuals and their families with behavioral health needs.
- Develop opportunities for individuals to participate in their communities through partnerships with other agencies, local businesses, schools, and civic groups.

Goal 2. Increase awareness about LCDD programs and services in the community.**Objectives include:**

- A. Assure the community knows how to contact LCDD services and obtain information.
- B. Establish a front door to services that is easy to navigate and focused on a positive customer experience – regardless of eligibility for LCDD services.
- C. Provide education about services and options for the community about eligibility and services throughout the life span.

Action items for 2021:

- Assure the LCDD website – www.lawrencedd.org, along with contact information for intake and afterhours services, is available to the community.
- Obtain signage for all programs at the LCDD campus.
- Establish a speaker’s committee from each service area to do presentations in the community.
- Maximize the use of technology, social media, and other forms of communication to share information about programs, events, and special interest stories.
- Develop opportunities for individuals served and their families to interact with the community and share their own successes and challenges.
- Obtain marketing products to share information about LCDD services.
- Provide education to physicians, hospitals and other agencies that service young children about Help Me Grow/Early Intervention.

Goal 3. Assure long-term sustainability**Objectives include:**

- A. Explore and utilize additional sources of revenue.
- B. Assure efficiency in all areas – operations, service delivery and staff performance.
- C. Provide education to the community about how LCDD operates and uses funding.

Action items for 2021:

- Establish the ODS Boosters as a 501-c3 to assist with fund raising and grant opportunities for the school program.
- Complete long-term financial planning to monitor future levy needs, and give regular updates to the Board, Budget Commission, and community.
- Monitor waiver match costs regularly to assure funds are available for immediate needs and to continue reducing the waiting list.
- Provide proper maintenance and servicing of all equipment.
- Complete a review of all service contracts for continued efficiency and cost effectiveness.
- Utilize technology when feasible (post-pandemic) to reduce travel costs and increase access to training opportunities.

Goal 4. Create an internal culture that is focused on positive customer experience, and expert service delivery.**Objectives include:**

- A. Improve the customer experience for those interacting with LCDD.
- B. Establish a consistent line of communication in all areas throughout the organization.
- C. Promote continual professional growth opportunities for staff.

Action items for 2021:

- Gather input from stakeholders on an ongoing basis for continual quality improvement.
- Develop positive customer experience competencies for LCDD staff.
- Establish effective internal and external communications through regular updates and dissemination of information.
- Create opportunities for staff to share ideas and learn from each other.
- Work to establish LCDD as an expert in DD related issues.

Goal 5 Increase collaboration with community organizations and service providers**Objectives include:**

- A. Increase communication and collaboration with local service providers.
- B. Establish a cohesive network of DD supporters and providers in Lawrence County that work together for the benefit of people served.

Action items for 2021:

- Partner with the former Levy Committee to create a 501-c3 organization to raise funds for future levy campaigns and to raise community awareness.
- Maintain regular contact with providers and act as a resource for training, communications, and to obtain information about their needs.
- Meet with each newly certified provider within 60 days of being chosen to provide services to assure understanding of the individual service plan, their responsibilities, and that they have the contact information for the county board.
- Develop partnerships with agencies that specialize in addiction, mental health autism and multi-system youth to increase access for individuals served.
- Assure LCDD is represented on local committees, boards, and work groups as appropriate.