

**SECTION III – INTERNAL COMPLIANCE
310 THREE YEAR PLAN**

**DOTHAN-HOUSTON COUNTY
INTELLECTUAL DISABILITIES BOARD, INC.**

(DHCIDB)

THREE-YEAR PLAN

FY 2022-2024

DOTHAN-HOUSTON COUNTY INTELLECTUAL DISABILITIES BOARD, INC.

(DHCIDB)

THREE-YEAR PLAN

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DOTHAN-HOUSTON COUNTY INTELLECTUAL DISABILITIES BOARD, INC.

(DHCIDB)

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BOARD REVIEW AND APPROVAL

I Board Name and Approval:

Dothan-Houston County Intellectual Disabilities Board, Inc. (DHCIDB)
dba
Vaughn-Blumberg Services

DHCIDB's Three-year Plan was reviewed and is approved for implementation.

II County(ies) Served:

Individuals served will be residents of Houston County, Alabama.

III Description of Services/Supports Provided

DHCIDB provides residential, day program, supported employment, transportation, food services (cafeteria), recreation, and early intervention services.

IV Population(s) Served/Description:

Individuals served will be adults with an intellectual disability, IQ of 69 or below, 18 years of age or older, who reside in Houston County, and qualify for approved services through the Alabama Department of Mental Health (ADMH). Individuals between the ages of 18 and 21 must have documentation provided by the Local Education Agency (LEA) of twelve years of public school attendance. DHCIDB may also serve adolescents with intellectual disability identified as eligible and determined appropriate for available program services.

Infant/Toddlers between birth to three years of age with developmental delays equal to or greater than 25% in one or more of five developmental areas or who are diagnosed with a mental or physical condition known to have a high probability of resulting in developmental delay are served. Infants/Toddlers served must also qualify for approved services through the Alabama Department of Mental Health (ADMH).

V Mission Statement

It is the mission of the Dothan Houston County Intellectual Disabilities Board, Inc. to provide or to assist in securing the provision of comprehensive services that are unique to each person, protect individual rights, dignified, respectful, and demonstrate achievement of desired outcomes for individuals with intellectual disabilities that reside in Houston County.

VI Vision Statement

The philosophy which guides the planning, development, implementation, and evaluation of services for people with intellectual disabilities is based upon the use of natural supports in promoting identity, personal security and continuity for people served by the Agency to include the following elements:

Individuals with intellectual disabilities are first and foremost, people with basic human needs, aspirations, desires, and feelings; second, citizens of a community, who are afforded all the rights, privileges, opportunities and responsibilities that are accorded other citizens; and finally, includes who happen to have a disabling condition.

People with intellectual disabilities are recognized as having diverse needs, concerns, strengths, motivations, goals, and abilities which can best be addressed through natural supports and the coordinated and cooperative efforts of an interagency network of human services providers.

Natural supports include families and friends as well as community resources such as local agencies, clubs, places of worship, schools, or other places where new and existing relationships can be built and facilitated outside of the Agency. Family units, both traditional and nontraditional, are frequently the most important resource and support to individuals with intellectual disabilities.

The rights, wishes, values, and needs of individuals served, their family members and friends are paramount in planning and operating the intellectual disabilities services system. The planning process should include:

- Promoting visits to the homes of families and friends and visits of families and friends to people's homes. The person's health, safety, and well-being should be considered while planning visits.
- Input from current and prospective service users in the development of the Agency's Mission and Values Statements and Agency operations, to include required or desired changes. Documentation used for receiving input from individuals receiving services will be individual satisfaction surveys. The process to provide feedback to individuals receiving services will be the individual

support team meeting. All information will be communicated in a manner that is easily understood by the individual receiving services.

The system is sensitive to other members of the intellectual disability population.

For the majority of individuals with intellectual disabilities, the natural setting in the community is the best place for providing services.

Local communities are the most knowledgeable regarding their local environment, issues, strengths or gaps in the service system, and opportunities.

Staff and volunteers who work effectively with individuals with intellectual disabilities are highly regarded and valued resources of the system. They receive training to develop and/or improve skills to support the individual's communication and contact with natural supports, especially family members and friends.

VII Description of Planning Cycle/Planning Cycle Timeframe

The Plan shall be reviewed, revised as necessary and appropriate and approved on a three-year cycle. The Plan shall also be reviewed no less than on an annual basis.

VIII Key Stakeholders and Roles

The execution of the Plan shall include participation by individuals, parents/legally authorized representatives/caregivers, the agency's Board of Directors and staff, Alabama Medicaid, Alabama Department of Mental Health (ADMH), contract service providers and other private and public individuals or entities involved in the formulation, execution, monitoring, and/or evaluation of the Plan's goals and objectives.

Roles of stakeholders shall include; however, not be limited to the following:

- People served/parents/legally authorized representatives/caregivers – recipients of services
- Alabama Medicaid – Standards/Guidelines for service delivery
- Alabama DMH – Standards/Guidelines for service delivery
- DHCIDB Board of Directors – Governance of DHCIDB
- Staff - Implementation of Programs/Services
- Contract Service Providers – Provision of specified services
- Others – As identified and beneficial for individuals served/parents/legally authorized representatives/caregivers

Involvement by stakeholders shall also include participation in surveys and forums offering feedback regarding the effectiveness and responsiveness of existing services and participation in the formulation of future services to meet the needs and desires of the population served.

IX Method of Needs Assessment

DHCIDB partners with Case Managers/Service Coordinators through SpectraCare to coordinate outreach through the Alabama DMH and other community service agencies/organizations (i.e. public/private schools, Department of Human Resources, Child Advocacy Center, etc.) to help ensure individuals and needed services are identified. An example of these processes would be the agency's current waiting list for services.

As a part of this Plan, the needs of persons identified as part of the population will be assessed with priorities established in accordance with guidelines and directives provided by DHCIDB Board of Directors, the Alabama DMH and the Alabama Medicaid Agency.

X Greatest Area(s) of Unmet Needs

Based on available information, the areas of greatest need are; however, not limited to:

- (1) Waiting list
 - a. Residential Services
 - b. Hourly Services
 - c. Employment Services
- (2) Public Awareness
- (3) Flexible and Accessible Transportation Services
- (4) Residential Choice Availability
- (5) Behavioral Supports
- (6) Stable, Fully Staffed Workforce
- (7) Incident Prevention and Management

XI Needed Expansions

Based on available information, areas identified that need to expand include; however, are not limited to:

- (1) Employment Services
- (2) Self-Directed Services
- (3) Hourly Services
- (4) Residential Services
- (5) Increased Flexibility in Public Transportation Availability
- (6) Behavioral Supports
- (7) Adequate staffing

XII Current/Future Funding Resources

Current funding sources include: Alabama DMH, ADRS, Special Education Trust Fund (ETF), Child and Adult Care Food Program (USDA), City and County funds, Wiregrass United Way and corporate, individual, or civic group donations.

All resources are allocated in accordance with contractual agreements. Although additional funding resources are consistently explored, the expansion of services may be limited to the availability of state funds to match federal dollars.

XIII Goals and Objectives

Goal 1. To effectively address the need for waiver services (day, residential, hourly services, supported employment, other.) for individuals within the community (Houston County) identified on the Alabama DMH waiting list.

Coordinate with the Alabama DMH Region IV Community Services Office to seek approval of waiver services (day, residential, hourly services, supported employment, other.) for individuals identified on the Alabama DMH waiting list.

Continue efforts to identify individuals within the community in need of services.

Goal 2. To maintain a comprehensive Quality Enhancement/Continuous Quality Improvement Program (CQI).

Monitor agency processes to ensure optimally safe, efficient and effective care and quality of service for each person served. Focus on the quality of services and enhancement of the lives of those served by the agency either through contracts, subcontracts, or as an advocate for individuals with intellectual disabilities.

Maintain a functional Incident Prevention and Management data collection system to increase safety and eliminate/reduce personal injuries and/or medication errors.

Goal 3. To continually increase access to services and activities for individuals served.

Identify natural supports for individuals with challenging behaviors that reside within the community.

Work with ADMH on development of behavioral supports to individuals in order to stabilize their living arrangements and increase positive behaviors.

Partner with Wiregrass Transit Authority, as directed by individual PCPs, to increase availability and access to public transportation for individuals served.

Continue partnership with the local Kiwanis Club through our agency's Aktion Club, which is the largest in the state.

Renew partnerships within the community to continue providing community experience opportunities and develop new ones.

The agency will explore opportunities to expand services through the Community Waiver Program.

Continue to have ongoing discussions with team members on an individual basis through the Person-Centered Planning Process to identify appropriate and individualized goals and services, while focusing on individual needs, wants, and desires.

Goal 4. To maintain constant public awareness to strengthen partnerships with the community.

Update, print and distribute brochures describing DHCIDB services and the need for such services.

Conduct an ongoing public awareness campaign which includes but is not limited to:

- Public speaking
- TV/Radio announcements
- Networking with other provider agencies
- Agency Open House
- Involvement in community events

Goal 5. To have an effective plan of Staff Recruitment, Retention, Development, and Management and Leadership Capacity Building that results in a stable and fully staffed agency to serve individuals.

Train managers in effective leadership skills.

Educate all employees on agency benefits.

Continue to survey staff no less than annually and use feedback to assess areas that impact employee retention and implement changes where indicated and feasible.

Provide a suggestion box that can be utilized year-round to make recommendations to management about staff concerns. Management will review and respond on a monthly basis.

Develop a plan for timely review of all exit surveys to determine causal factors in staff turnover as they occur and implement steps for improvement throughout the year. Make it a practice for Human Resources and the Executive Director to meet

with staff when a resignation is submitted to discuss factors in their decision and ascertain if there are any steps that can be taken to retain the employee.

Human Resources and Executive Director will visit each group home at least once a month and Day Program at least once a week.

Continue to provide sign-on bonuses and holiday bonuses while funding is available. Survey staff on what types of ongoing incentives throughout the year would promote retention. All such activities will be part of the agency's recruitment and retention plan to be approved by Support Coordination in accordance with guidelines for the funding.

Continue to utilize Paycor Recruiting, Indeed, agency website, social media, local job fairs, and speaking engagements with community groups, schools, and colleges to recruit employees.

XIV Plan Monitoring and Evaluation

The DHCIDB Board of Directors is responsible for providing the overall philosophy, direction, review, and approval of the plan. The DHCIDB Executive Director is responsible for preparing, implementing, evaluating, and reporting progress and applicable information on the Plan to the Board of Directors.

XV Approval

Plan approved by the Board of Directors on June 16, 2022.