

**Ability Alliance of West Alabama
Strategic Plan for Developmental Disabilities Services
January 2022 - January 2024**

Board Name: Ability Alliance of West Alabama

Catchment Area served: Bibb, Pickens, and Tuscaloosa

Description of Services/Supports Provided:

- Single point of entry into the Alabama Department of Mental Health’s Division of Developmental Disabilities.
- Assessment and evaluation for eligibility determination and placement on the statewide waiting list for services from the Department of Mental Health Division of Developmental Disabilities for Medicaid Home and Community based services.
- Support Coordination services once approved and enrolled for services
- Medicaid Waiver Services for individuals receiving waiver services through the Department of Mental Health Division of Developmental Disabilities

Population(s) Served:

- Children and adults with developmental disabilities who are eligible for services from the Department of Mental Health’s Division of Developmental Disabilities

County	Persons receiving Support Coordination Services	Persons on waiting list who receive some waiver services or have been identified to be served by CWP by September 2022	Persons on statewide waiting list who receive no waiver services
Bibb County	11	3	11
Pickens County	17	1	7
Tuscaloosa County	364	0	58
South	83*	3	15
CWP	6	35	58
Totals	481*		

***Agency Plans to transfer 83 individuals in South service area to Cindy Haber Center for Support Coordination effective May 31, due to staffing issues.**

Mission Statement:

It is the mission of Ability Alliance of West Alabama (AAWA) to affect positively the quality of life for persons with intellectual disabilities by helping to ensure that appropriate and quality services and supports are available and accessible throughout their lifespan. AAWA expects that all services will ensure full participation in all life experiences through a person-driven, family support, proactive, and creative system which allows services and support options to be tailored to the individual and family's needs.

Vision Statement:

Promoting community inclusion for persons with developmental disabilities in Bibb, Pickens, and Tuscaloosa Counties of West Alabama.

Description of Planning Cycle:

The planning cycle for AAWA is for a two-year planning period. We developed a plan for 2022-2024. A meeting with persons, families served, and providers is held annually to gather information regarding needs and satisfaction with services provided and the agency mission statement on an annual basis. Gathered information is compiled into a report reflecting current issues for individuals we serve. As of 3/31/2022, Support Coordination Services has a 93.3% overall satisfaction score from the consumer satisfaction surveys.

Planning Cycle Timeframe:

The planning cycle time frame is from January 2022 to January 2024.

Key Stakeholders & Roles:

Key stakeholders involved in planning process included individuals, families, providers of services, support coordinators and other community members.

Method of Needs Assessment:**General methods used to assess needs include:**

- Survey of needs
- Annual meetings with individuals, families, and providers
- Review of the waiting list and needs for services
- Review of financial resources currently expended for services
- Review of retention and turnover data for staff

During this planning cycle the following activities were conducted:

- A meeting with persons, families served, and providers will be held on May 26, 2022. Due to COVID, the community meeting was delayed until this date.
- The agency conducted phone surveys to persons and families served in March 2022.
- Gathered information in compiled into a report reflecting current issues for individuals we serve.
- Review of quality improvement plan updates

Greatest Area(s) of Unmet Needs:

Needs identified through the consumer survey and public meeting for 2022-2024 included:

- Employment
- Support in location of resources
- transportation
- Affordable and safe housing
- Services for individuals on waiting lists in Pickens and Bibb Counties

The agency has also experienced significant issues with staff recruitment and retention. This issue has been made even more difficult since the pandemic. Low wages and increased demands on Support Coordinators due to new DMH requirements for Medicaid compliance has exacerbated the issue. Over the past two years the agency turnover rate was 46%

The agency's building space has been evaluated and the Board of Director's have requested that the agency locate a new building. This decision was made due to size and age of the building.

Needed Expansions:

- Continuation of CWP service enrollment
- Additional waiver slots for Bibb and Pickens Counties

- Expansion of services in Bibb and Pickens County due to provider shut downs due to pandemic
- Availability or flexible funding for good and services
- Increase availability of providers of personal care, in/out of home respite
- Increased funding for Support Coordination

Current Funding Resources:

- Medicaid, state match for case management and waiver services
- 95%+ of individuals with intellectual disabilities served by the Department of Mental Health Division of Developmental Disabilities are served by Medicaid Waivers.
- \$ 1,944,060.00 for Support Coordination funding for Fiscal Year
- Total Waiver Service funding unavailable at this time as per DMH-DD due to the fact that they are unable to provide funding information at the county level.
- CWP funding for gear up and waiver support coordination effective October 1, 2021
- COVID relief funds

Future Funding Resources:

- Autism Waiver for Intensive Care Coordination

Goals and Objectives:

Goal 1: Advocate and assist with decreasing the number of individuals on the waiting list for waiver services and increase the number of wavier slots.

Progress:

CWP Waiver started in Tuscaloosa County October 2021. The agency is currently serving 6 individuals.

No progress was made in other counties served except for emergency placements during the previous plan period.

Objective 1:

Advocate for approval of as many waiver slots as available to decrease the number of individuals on the waiting list. Assist individual with accessing the Community Waiver Program (CWP).

- Numbers to be served in Tuscaloosa:
 - 41 October 2022

- 82 October 2023.

Objective 2: Assist families to advocate for waiver enrollments in Bibb and Pickens County

- Update criticality for waivers
- Provide information in regard to ADAP

Goal 2: Increase communication with families, individuals, and providers regarding generic community supports and services available in the community

Progress: The agency has made some improvement to the information available on website. It has not made any progress with use of Facebook or other social media platforms. The goal was not a priority during the pandemic. The agency did use zoom to maintain contact with individuals and families and providers during the pandemic.

Objective 1: Develop and implement a plan to use agency website, Facebook, e-mail, and other forms of social media by December 2023 to provide information to families and community members

Goal 3: Each person served have a Person Centered Plans (PCP) completed, at least annually, to thoroughly documents a persons' desires, needs and community services.

Objective 1: PCP are completed in AIDSIS, signed and uploaded where the plans can be reviewed and revised as a persons' needs change.

Goal 4: 100% of persons supported by agency have a Person Centered Plan and Assessments completed annually

Objective 1: Certification on at least an annual basis by DMH-DD.

Goal 5: Relocation of AAWA office by 2024

Objective 1: Identify site for relocation by January of 2023


Goal 6: Implement Staff retention strategies as identified in DMH required retention plan developed in 2021

Objective 1: Provide mastery, longevity bonuses and cost of living adjustments on an annual assist during period

Objective 2: Monitor retention rate on a quarterly basis

Plan Monitoring & Evaluation:

Goals and strategies will be monitored by the Quality Improvement Staff of Ability Alliance. Quarterly but at a minimum six-month report on progress will be included in the agency's Quality Improvement plan.

A handwritten signature in black ink that reads "Vicki H. Turnage". The signature is written in a cursive style with a long horizontal stroke extending to the right.

Update prepared by Vicki Hicks Turnage
Date: 6/20/2022

Approved by Board: 6/23/2022