



2021 Annual Action Plan



Color Key

Early Intervention

Education

Service and Support Administration

Medicaid Services

Community Connections

Employment Services

Advocacy

Business

Human Resources

Community Relations

Administration

GOAL 1: People are welcome and supported in their communities.

Strategies	Objectives	2021 Action Steps	Update
<p>Ensure people are leading the lives they truly want in the communities they choose.</p>	<p>Provide a strong community connections program that has something to offer everyone.</p>	<ul style="list-style-type: none"> • Review and update Community Connections/Friends, Allies and Neighbors (FANs) Policy and Procedures. Define FANs and Community Connections. <i>March 2021, Community Connections</i> • Redesign FANs with updates and programs underway. Construct message that is branded and consistent about FANs opportunities v. Community Connections. <i>June 2021, Community Connections</i> • Coordinate speaking engagements with consistent message at churches and businesses to share information on services, initiatives, FANs, volunteer opportunities, etc. <i>December 2021, Community Connections</i> • Facilitate at least four Zoom classes each month for individuals to network and learn. <i>January 2021, Community Connections</i> • Plan and hold a Reverse Parade during Developmental Disabilities Awareness Month. Share resources about Community Connections, FANs and other opportunities. <i>March 2021, Community Connections</i> • Initiate a regular schedule for APPLE, Kids on the Block, and other outreach programs, once COVID-19 restrictions are lifted. <i>December 2021, Community Connections</i> 	

	<ul style="list-style-type: none"> Restart Employment Services as requested by self-advocates. Gather ideas for activities. Create a schedule of activities for the remainder of the year. Engage volunteers who expressed a passion for restarting this club in 2019-2020. Discuss transportation and volunteers needed to increase participation. <i>April 2021, Employment Services, Community Connections</i> 	
<p>Set priorities for Community Connections & FANs (Friends, Allies & Neighbors) to offer what people served want and determine how to best utilize employees to meet these needs.</p>	<ul style="list-style-type: none"> Assess information from 2020 Community Forum. Talk to individuals at Just Do It Crew and other virtual meetings, or in person, to determine what people want to see and do. <i>June 2021, Community Connections</i> Assess requirements for volunteers from the community who are willing to participate in Community Connections and FANS activities. <i>June 2021, Community Connections</i> Build volunteer list, based on interests, from community and Board employees. <i>December 2021, Community Connections</i> Network with other FANs or similar programs across the state to enhance local programs and opportunities. <i>September 2021, Community Connections</i> 	

	<p>Assess need for residents of nursing homes to receive Board services.</p>	<ul style="list-style-type: none"> • Connect with nursing homes at least monthly to check on residents served. Assess well-being and any unmet needs. <i>December 2021, Community Connections</i> • Determine how to best serve individuals in nursing facilities post pandemic, and identify the Board’s role. <i>December 2021, Community Connections, Administration</i> 	
	<p>Build a stronger self-advocacy system, including bringing back a People First Chapter.</p>	<ul style="list-style-type: none"> • Explore changing Just Do It Crew to a People First Chapter. <i>June 2021, Community Connections, Advocacy</i> • Attend at least one Just Do it Crew meeting to discuss ideas, concerns and other topics of interest. <i>June 2021, Community Connections</i> • Work with self-advocates to create a community-wide campaign. <i>December 2021, Community Connections, Business, Community Relations</i> 	
<p>Improve access to community employment for all</p>	<p>Assist individuals to move along the path to employment as they choose, creatively and in the ways they truly want. Increase employment by 10% annually.</p>	<ul style="list-style-type: none"> • Set up tracking of individuals on each path. <i>March 2021, Employment Services</i> • Work with teams on necessary steps to move individuals on their path. Review outcome progress reports, OOD referrals, Career Planning, jobs that more closely match interests and hours of work. <i>September 2021, Employment Services</i> • Increase the number of individuals employed in the community by 10%. <i>December 2021, Employment Services</i> 	

<p>Create volunteer and training opportunities in all service industries, so people have choices.</p>	<ul style="list-style-type: none"> • Establish volunteer sites where training for jobs can be done. Explore restarting Working Wonders started in FANS program. <i>August 2021, Employment Services</i> • Begin training program where individuals will learn transferable job skills out in the community. <i>September 2021, Employment Services</i> 	
<p>Be a leader in Ohio, as changes from the Blueprint workgroup and the redesign of Adult Day Services are implemented.</p>	<ul style="list-style-type: none"> • Ensure SSAs are trained to thoroughly communicate with providers and teams on opportunities of day service options. <i>April 2021, Service & Support Administration</i> • Ensure all individuals - who choose to do so – are back in day services, considering financial and safety ramifications of pandemic. <i>June 2021, Service & Support Administration</i> • After final draft of the Blueprint group changes are released, create a plan for implementation. <i>December 2021, Employment Services</i> • Work with vocational habilitation providers to determine what skills people need to move to community employment. <i>December 2021, Employment Services</i> 	

	<p>Advance Employment First initiatives.</p>	<ul style="list-style-type: none"> • Hire Employment Navigator to assist with overall movement towards increased employment. <i>December 2021, Employment Services, Human Resources</i> • Create an “Employee of the Month” concept to recognize individuals and share on social media. <i>June 2021, Employment Services, Community Relations</i> 	
<p>Facilitate transportation for people to access their communities.</p>	<p>Build a collaboration and task force with the Regional Planning Commission and/or other community partners to increase the options for people to go where they want, when they want, for what they want.</p>	<ul style="list-style-type: none"> • Research and develop transportation possibilities, such as RTA and Lyft, for advocacy events and employment. Consider contracting with provider agency for transportation to events. <i>June 2021, Community Connections</i> • Encourage teams to look at travel training for those who can use the RTA. <i>June 2021, Community Connections</i> • Investigate how FANs programs across the state are meeting transportation needs. <i>June 2021, Community Connections</i> 	

	<p>Create volunteer transportation options with the FANs network.</p>	<ul style="list-style-type: none"> • Determine what state database checks are required or recommended for community volunteers who are willing to provide transportation for Community Connections/ FANs events. If required, establish a budget to pay for background checks. <i>June 2021, Community Connections, Administration</i> • Build a network of volunteers, consisting of community members and Board employees, willing to provide transportation for Community Connections/FANs events. <i>December 2021, Community Connections</i> 	
<p>Improve student access to educational services provided by their home school districts.</p>	<p>Explore least restrictive educational environment with families at the initial meeting for placement at Marimor School. Set benchmarks for student to return to home school.</p>	<ul style="list-style-type: none"> • At entrance IEP meeting, discuss the goal for each student to transition back to local school district. Set timeline for transition back. <i>September 2021, Education</i> • Discuss the least restrictive environment at annual IEP meetings. <i>September 2021, Education</i> • Schedule tours with families of school district’s special education options. Accompany family on tours. <i>December 2021, Education</i> 	
	<p>Partner with local school districts for Marimor School students to join gym, music or art classes at the school buildings.</p>	<ul style="list-style-type: none"> • Meet with three school districts to learn about extracurricular options for 2021-2022 school year. <i>July 2021, Education</i> • Explore option of additional van drivers and/or public transportation to transport students to and from districts for activities. <i>December 2021, Education</i> 	

Assess leadership roles in the Education and Early Intervention Department at the Board, and determine how to best meet student needs in the changing environment of special education. *

- Meet with all stakeholders to begin discussing leadership roles, student needs, and school structure.
May 2021, Administration, Education

GOAL 2: People receive support from a system of strong and healthy partnerships.

Strategies	Objectives	2021 Action Steps	Updates
<p>Partner with parents, advocates and others to improve community employment options.</p>	<p>Form an advisory council with parents and advocates, who have a business background, to advance new initiatives in Employment First.</p>	<ul style="list-style-type: none"> Gather names of potential council members with diverse backgrounds (parents, employers, OOD, employment providers, individuals employed or seeking employment), who would be interested in helping move employment forward in Allen County. <i>August 2021, Employment Services</i> Plan for initial startup meeting in Fall 2021. <i>October 2021, Employment Services</i> 	
	<p>Partner with Ohio Means Jobs in new ways to foster an environment where people with developmental disabilities are thought of for positions available in Lima/Allen County.</p>	<ul style="list-style-type: none"> Tour Ohio Means Jobs and discuss how our agencies can work together to increase employment for individuals with disabilities. <i>May 2021, Employment Services</i> 	
	<p>Be an active member of the Lima/Allen County Chamber of Commerce to build community relations for employment for individuals served.</p>	<ul style="list-style-type: none"> Talk with Chamber about becoming more involved in committees/groups related to hiring employees in Allen County. <i>July 2021, Employment Services</i> 	

Create new and innovative options for people.	Partner with local businesses or a provider to invest in new employment or day services options in Lima/Allen County.	<ul style="list-style-type: none"> • Meet with interested parties and consider grants to help with startup costs. June 2021, Administration • Approve a project that will invest in employment for people served to begin. October 2021, Administration 	
	Improve access to technology for all levels of home support services. Explore Tech Ambassador training and options for a physical environment that showcases tech options.	<ul style="list-style-type: none"> • Create a remote support/tech workgroup. <i>April 2021, Medicaid Services</i> • Explore Tech Ambassador training opportunities. <i>June 2021, Medicaid Services</i> • Train SSAs in technology first thinking. <i>September 2021, Medicaid Services</i> 	
	Offer a multitude of options for transition-aged youth to explore employment.	<ul style="list-style-type: none"> • Look for creative options for a successful career camp. <i>August 2021, Advocacy</i> • Coordinate opportunities for future transition planning, such as Project SEARCH, Apollo Career Center 411Blast, virtual job shadowing and resource fairs. <i>December 2021, Advocacy</i> • Discuss pre-employment transition services at all ISP/IEP meetings. <i>December 2021, Advocacy</i> 	

	<p>Expand Supported Decision Making concepts and create a Guardianship Board with community partners, so local options are available.</p>	<ul style="list-style-type: none"> • Restart the Supported Decision Making Team. <i>July 2021, Administration</i> • Partner with Allen County Probate Court and Mental Health & Recovery Services to develop a Guardianship Board. <i>July 2021, Administration</i> • Choose a representative of the Board to sit on the Guardianship Board. <i>May 2021, Administration</i> 	
<p>Improve access to services for school-age children by building strong local and state partnerships.</p>	<p>Partner with the Mental Health & Recovery Services Board to offer behavior support training, positive culture awareness and trauma-informed care practices to all local school districts.</p>	<ul style="list-style-type: none"> • Establish need for behavior support services in local schools. Determine grant funding available for partnership. <i>March 2021, Administration</i> • Create position for nine-month Behavior Support Specialist to reorganize duties and meet requirements of the grant. <i>April 2021, Administration, Community Connections, Human Resources</i> • Begin public school behavior support services. <i>September 2021, Community Connections</i> 	
	<p>Be a leader in statewide multi-system youth initiatives and the Ohio Rise project. Work closely with the Allen County Family and Children First Council (FCFC) on developing options for families with youth who have many needs.</p>	<ul style="list-style-type: none"> • Watch webinar and become educated on Ohio Rise and discussion about multi-system youth. <i>April 2021, Service & Support Administration</i> • Engage in discussions through local FCFC and on statewide level about improving services for multi-system youth. <i>July 2021, Service & Support Administration</i> 	

	<p>Define the role of the Board in matters that are not picked up by children services, and the needs of the child are more than the family can provide alone. Build supports around these children and families.</p>	<ul style="list-style-type: none"> • Build a strong system of supports around children and families with multiple calls to children services. Create a plan and resources that may be able to assist families with high needs. Create an acuity scale of risk factors for higher intensive Board services. <i>July 2021, Service & Support Administration</i> • Develop an advocacy system for families that need more supports to be successful. Work closely with Investigative Agents on this action. <i>July 2021, Service & Support Administration</i> 	
<p>People want a strong staff network. Providers need a strong workforce to meet this need.</p>	<p>Establish a community of support for providers and direct support professionals (DSPs).</p>	<ul style="list-style-type: none"> • Assess the use of the provider grant program and determine if it should continue. <i>June 2021, Medicaid Services, Administration</i> • Prepare and send a survey to agency providers, asking how the Board can support them. <i>September 2021, Medicaid Services</i> 	
	<p>Partner with Marimor Legacy Foundation to help recruit and retain DSPs.</p>	<ul style="list-style-type: none"> • Collaborate with Marimor Legacy Foundation on ideas for DSP recruitment and retention. <i>June 2021, Medicaid Services, Administration</i> • Plan a celebration for DSP recognition week. <i>September 2021, Medicaid Services, Community Relations, Administration</i> 	
	<p>Develop team-building curriculum (with a provider partner) for all providers.</p>	<ul style="list-style-type: none"> • Develop team-building curriculum with an identified provider. <i>September 2021, Medicaid Services</i> 	

Create a healthy and supportive relationship with Independent Providers and ensure they are well-trained and provide quality services. Will meet with all new independent providers within 60 days of being selected for services.

- Ensure Independent Providers are well-trained and understand the role of the Board, contacts and other pertinent information. Maintain regular contact.
June 2021, Medicaid Services,
- Prepare and send a survey to independent providers, asking how the Board can support them.
September 2021, Medicaid Services

GOAL 3: People receive support in an environment that is person-centered, high quality, and fiscally responsible.

Strategies	Objectives	2021 Action Steps	Update
<p>Improve access to services for children ages 3-5.</p>	<p>Bridge the gap of services for children after Early Intervention (EI), during the preschool years.</p>	<ul style="list-style-type: none"> • EI staff and children’s SSAs develop strategies on how to address services after a child exits EI. <i>May 2021, Education, Early Intervention, Service & Support Administration</i> • Service Coordinators implement new strategies and evaluate effectiveness via parent input and staff survey. <i>December 2021, Early Intervention</i> • Implement new strategies for transitioning children out of EI and successfully to preschool with no gap in services. <i>August 2021, Early Intervention</i> 	
	<p>Improve access to behavior support services for preschool children.</p>	<ul style="list-style-type: none"> • Research Teaching PLAY for preschool curriculum. <i>December 2021, Early Intervention, Education</i> • Collaborate on the possibility of Teaching PLAY for preschoolers. <i>December 2021, Early Intervention, Education</i> 	
	<p>Collaborate with the Early Childhood Education Committee of FCFC to improve community screenings for children ages 3-5.</p>	<ul style="list-style-type: none"> • Evaluate the effectiveness of community screenings. Consider redesign, if necessary, to better meet the needs of families and volunteers. <i>May 2021, Early Intervention, Education</i> 	

	Determine the best Board service provider for children ages 3-5, and expanded services.	<ul style="list-style-type: none"> Survey five counties that provide EI services for children up to age 5: funding source, DS or EISC, services provided, eligibility, etc. <i>May 2021, Early Intervention, Education</i> Meet with SSA leadership to determine best service plan for children ages 3-5. Consider fiscal implications. Seek Administration input. <i>September 2021, Early Intervention, Education, Service & Support Administration</i> 	
Increase parent engagement in the transition process for students who attend Marimor School.	Host meetings for parents to meet the Transition Coordinator and begin learning process for future services.	<ul style="list-style-type: none"> Schedule separate parent meetings to introduce Transition Coordinator and transition process for students, age 14 and older. <i>September 2021, Education, Advocacy</i> Teach families early about transition services, guardianship, supported decision making, community employment, and post high school service options. <i>September 2021, Education, Advocacy</i> 	
	Assist the Intervention Specialists and Transition Coordinator to collaborate on important transition services on the IEP.	<ul style="list-style-type: none"> Transition Coordinator will meet with Intervention Specialists at Marimor School, as a team and individually, to review student transition goals. <i>March 2021, Education, Advocacy</i> Schedule tours of all adult services options for students, age 14 and up, and their families. <i>September 2021, Education, Advocacy</i> 	

<p>Increase community outreach and build a person-centered thinking culture with all employees.</p>	<p>Build a partnership between Community Connections and the Business/Operations employees.</p>	<ul style="list-style-type: none"> • Meet with Community Connections team on how to connect employees to individuals with low to no individual or family contact. <i>June 2021, Business, Community Connections</i> • Develop an internal list to share with employees on the volunteer opportunities that exist. Update annually. <i>June 2021, Business, Community Connections</i> 	
	<p>Engage non-direct support staff in one-on-one relationships with individuals and families served.</p>	<ul style="list-style-type: none"> • Ask Community Connections to present to non-direct support staff. Share what they do and benefits of connecting with the people we serve. <i>July 2021, Business, Community Connections</i> • Train interested employees on Visitor, Volunteer & Intern policy, FANs handbook, and related forms. <i>September 2021, Business, Community Connections</i> 	
	<p>Partner non-direct support staff with Community Relations and Connections staff to host one, large-scale community event to build partnerships & raise awareness.</p>	<ul style="list-style-type: none"> • Plan and hold one community event – ideas include food pantry, clothing or winter coat drive, back to school event, Christmas Party, etc. <i>August 2021, Business, Community Connections, Community Relations</i> 	

<p>Improve Service & Support Associate (SSA) training and mentoring for person-centered services in the best working environment.</p>	<p>Improve the SSA orientation program and ensure SSAs have well-developed and competent leadership at all levels.</p>	<ul style="list-style-type: none"> • Revise orientation to allow for additional training time. <i>March 2021, Service & Support Administration</i> • Ensure Lead SSAs understand the training needs of SSAs. <i>March 2021, Service & Support Administration</i> • Develop training opportunities. <i>May 2021, Service & Support Administration</i> • Develop an ongoing training schedule for SSAs. <i>December 2021, Service & Support Administration</i> 	
	<p>Provide a strong training program with excellent technology to roll out the new Ohio Individual Support Plan (OISP). Advance person-centered thinking theory at all levels of the Board.</p>	<ul style="list-style-type: none"> • Choose a software program that is easy to use to develop person-centered Individual Service Plans (ISP). <i>May 2021, Administration, Service & Support Administration</i> • Rollout new Ohio Individual Service Plan. <i>October 2021, Service & Support Administration</i> • Complete new OISP training with all staff and Outcomes training with MEORC. <i>December 2021, Service & Support Administration</i> 	

<p>Strengthen organizational effectiveness & efficiency.</p>	<p>Determine which employees have an interest in leadership development and future leadership positions. Create opportunities for leadership development, both formally and informally.</p>	<ul style="list-style-type: none"> • Research leadership and professional development opportunities. <i>June 2021, Human Resources</i> • Create a list of employees who have an identified interest in leadership development in the next five years. Create an application for employees to complete to request leadership opportunities. <i>June 2021, Human Resources</i> • Offer five employees a leadership opportunity. <i>December 2021, Human Resources</i> 	
	<p>Grow relationships with county leadership and fiscal oversight authorities.</p>	<ul style="list-style-type: none"> • Contact the Allen County Auditor and Allen County Treasurer, quarterly and via email, to inquire about business transactions and see if improvements can be made. Suggest an in-person meeting. <i>March 2021, Business</i> • Schedule lunch with the Allen County Auditor and Allen County Treasurer, at least annually, to make professional, in-person contact. <i>October 2021, Business</i> • Update Allen County Commissioners on the financial health of the Board at Appointing Authority meetings. Look for creative, easy-to-understand ways, especially for newer Commissioners and Judge, to share a new part of Board finances each meeting. <i>March 2021, Business</i> • Inquire about attending an Allen County Budget Commission meeting. <i>October 2021, Business</i> 	

<p>Create and implement plans for increased efficiency in records, technology, business office functions and facilities.</p>	<ul style="list-style-type: none"> • Create, document, train and implement an efficient Records Retention Compliance Process, with internal monitoring. <i>June 2021, Business</i> 	
<p>Assess the redesign of SSA services, implemented in January 2021, for effectiveness and efficiency.</p>	<ul style="list-style-type: none"> • Analyze efficiency of SSA staff, caseload size, hours worked by management and leads. Determine if redesign is having an impact on organizational efficiency. <i>July 2021, Administration</i> • Recommend changes as indicated. <i>September 2021, Administration</i> 	

GOAL 4: People recognize and understand the role of Allen County Board of Developmental Disabilities.

Strategies	Objectives	2021 Action Steps	Updates
<p>People will know who we are and what we do.</p>	<p>Create ways to be more visible in the community.</p>	<ul style="list-style-type: none"> • Partner with local businesses to provide skills lessons or activities. <i>June 2021, Community Relations, Community Connections</i> • Participate in Allen County Fair parade or sponsor a booth. <i>August 2021, Community Relations, Community Connections, Early Intervention</i> • Attend or sponsor a major community event – related to disabilities or chosen by self-advocates. <i>December 2021, Community Relations, Community Connections</i> • Feature 30 staff members on social media throughout the year. <i>December 2021, Community Relations</i> 	

<p>Feature more people served in Board communications.</p>	<ul style="list-style-type: none"> • Meet, interview and photograph one person we serve per month. <i>December 2021, Community Relations</i> • Use photographs and interviews in social media, newsletter, and annual report. <i>December 2021, Community Relations</i> • Visit one day program, every other month, to take photos and interact. <i>December 2021, Community Relations</i> 	
<p>Create videos to educate the community on Board services.</p>	<ul style="list-style-type: none"> • Schedule, shoot and finalize a video about Early Intervention services. <i>June 2021, Community Relations, Early Intervention</i> • Brainstorm and shoot footage for a general video that introduces our agency. <i>December 2021, Community Relations, Administration</i> 	
<p>Update the Board website, acbdd.org.</p>	<ul style="list-style-type: none"> • Schedule a photography session for board employees with professional photographer. <i>June 2021, Community Relations</i> • Update copy on website and send to subject matter experts for review. <i>December 2021, Community Relations</i> 	

	<p>Expand speaking opportunities in the community.</p>	<ul style="list-style-type: none"> Brainstorm new places/events where Board employees might present. <i>June 2021, Community Relations, Community Connections</i> Track presentations by Board staff to the public, in the Speaker's Bureau. Ensure there are 10 presentations per year. <i>December 2021, Community Relations</i> 	
<p>Increase community awareness of Early Intervention services.</p>	<p>Expand outreach to all pediatricians, primary care physicians and day cares, explaining the unique differences of Early Intervention and Help Me Grow.</p>	<ul style="list-style-type: none"> Deliver flyers for screenings and EI services to personal pediatricians and primary care providers. <i>May 2021, Early Intervention</i> 	
	<p>Partner with the Community Relations Coordinator to increase visibility at community events.</p>	<ul style="list-style-type: none"> Invite Community Relations Coordinator to EI team meetings to become familiar with services. <i>May 2021, Early Intervention, Community Relations</i> <p>Participate in one community event to highlight EI services. <i>December 2021, Early Intervention, Community Relations</i></p>	

	<p>Create a Pinterest page with developmental activities and educational resources for parents of young children.</p>	<ul style="list-style-type: none"> • Gather appropriate Pinterest pages and activities to post. <i>May 2021, Early Intervention</i> • Create Pinterest page and link to ACBDD website. <i>December 2021, Early Intervention, Community Relations</i> • Create graphics on EI topics with content created and branded by ACBDD. <i>December 2021, Early Intervention, Community Relations</i> 	
<p>Improve diversity, recruitment, and retention of the Board workforce.</p>	<p>Create a task force to work on diversity initiatives and promote cultural competence in implicit bias.</p>	<ul style="list-style-type: none"> • Gather resources. Measure current diversity and set benchmarks. Identify challenges and obstacles to diversity. <i>June 2021, Human Resources</i> • Form a task force of employees who are passionate about diversity. Together, develop a Board diversity plan. <i>December 2021, Human Resources</i> • Coordinate implicit bias training for all employees. <i>December 2021, Human Resources</i> 	

	<p>Improve the well-being of employees to lead to increased retention. Enhance wellness initiatives.</p>	<ul style="list-style-type: none"> • Survey employees regarding their well-being, mental health and job satisfaction. <i>May 2021, Human Resources</i> • Research ways to improve employee well-being and retention. <i>September 2021, Human Resources</i> • Offer two classes per year on various health and wellness topics, identified by employees. <i>December 2021, Human Resources</i> 	
	<p>Find innovative ways to recruit employees with a Bachelor-level requirement.</p>	<ul style="list-style-type: none"> • Research new and innovative ways to recruit employees. <i>June 2021, Human Resources</i> • Implement one new way to recruit employees. <i>September 2021, Human Resources</i> 	
<p>People will not wait for services.</p>	<p>Eliminate waiting lists for all services.</p>	<ul style="list-style-type: none"> • Review individuals needing additional services and the timeline to meet those services, during Resource Allocation Committee (RAC) meetings. <i>March 2021, Medicaid Services</i> • Enroll 12 Individual Options waivers, 4 SELF waivers, and 16 Level One waivers in 2021. <i>December 2021, Medicaid Services</i> • Set benchmarks for immediate need and current need, so people are not waiting on the Board. <i>December 2021, Medicaid Services</i> 	

<p>Improve timelines for service entry at all levels. Be better than the rule requires.</p>	<ul style="list-style-type: none"> • Set clear parameters at all levels for enrollment, including waiting list to waiver enrollment. <i>June 2021, Medicaid Services, Community Connections</i> • Provide additional training for SSAs on the purpose of the waiting list. <i>June 2021, Medicaid Services</i> 	
<p>People will hear “What is your need and how can we help you?” at all levels of the organization.</p>	<ul style="list-style-type: none"> • Waiting List Assessor will begin working with teams on using language, track requests, needs, alternatives used to meet identified needs. <i>March 2021, Medicaid Services, Community Connections, Service & Support Administration</i> • Create a guide sheet to empower employees and encourage them to problem solve, especially when helping people in crises. Help people meet needs and maximize wants as quickly and efficiently as possible. <i>December 2021, Medicaid Services, Service & Support Administration</i> • Create a guide for all employees that empowers them to serve others and think outside the box. <i>December 2021, Medicaid Services, Service & Support Administration</i> 	

