

# 1<sup>st</sup> Quarter 2025 Strategic Plan Progress Report



FINANCIAL	CUSTOMER
<ul style="list-style-type: none"> <li>• CY25 Waiver Plan completed.</li> <li>• Reserve Utilization Plan finalized and approved.</li> <li>• Completed successful March Awareness campaign.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to connect with providers to have ongoing meetings to discuss needs and working/not working items.</li> <li>• Attended Ohio Provider Resource Association (OPRA) meeting with PerCo and New Lexington School District.</li> <li>• Met with On The Farm to provide supports through documentation process review and business change.</li> <li>• Communicated with 18 agency and 7 independent providers regarding local career fairs and the opportunity for joint efforts.</li> <li>• Connected with 7 providers regarding inquiries for independent and agency provider supports.</li> <li>• Utilized MEORC Provider Service Catalog.</li> <li>• Participated in 5 Supported Decision Making meetings to discuss guardianship and restrictive measures.</li> <li>• Pioneering Possibilities Executive Committee Elections were held for a 7-member Board.</li> <li>• Pioneering Possibilities attendance has increased and is back up to 20-30 people per session.</li> <li>• 33 people employed (target is 35).</li> <li>• Connected with 27 businesses. On track to complete the target outlined in the action plan.</li> <li>• Sent letters to every working individual to explain the importance of filing taxes and stopped wage garnishment for several.</li> <li>• Assessed tier lists and continue to improve data tracking with regarding to behavioral supports.</li> </ul>
INTERNAL PROCESSES	LEARNING AND GROWTH
<ul style="list-style-type: none"> <li>• 8 our of xx Emerging Leader Levels have been completed and deployed to the workforce.</li> <li>• Completed 18 process updates.</li> </ul>	<ul style="list-style-type: none"> <li>• Replaced 10 laptops based on 5-year replacement schedule.</li> <li>• 98% of staff participated in Intro to AI Training. Cost is fully reimbursed by Tech Cred Grant.</li> <li>• Purchased 1 Adobe AI Assistant license for testing.</li> </ul>

## CONCLUSIONS/RECOMMENDATIONS

The Perry County Board of Developmental Disabilities has six months remaining to finalize the initiatives in the current 2023 – 2025 Strategic Plan. Planning for the 2026-2028 Plan has begun. Some initiatives have already been identified as carryover items. The regular process includes the Strategic Planning Team meeting quarterly to review the plan and update progress, and the Senior Leadership Team continually reviewing this progress monthly. All staff support the strategic plan through their regular roles and responsibilities, in addition to being intentional about these efforts through the employee development process.

# Strategy Map

Vision	Community without Barriers			
Mission	Making connections to promote abilities and enrich lives			
Strategic Goals	Sustain Organizational Culture	Align Processes	Exceed Customer Expectations	Fiscal Responsibility
Strategic Objectives		Initiatives	Measures	Targets
Financial	<div>Financial Sustainability</div>	<ul style="list-style-type: none"><li>• Manage allocation of new waivers</li><li>• Educate community</li><li>• Manage emergency funding</li></ul>	<ul style="list-style-type: none"><li>• New waivers and authorized waiver costs</li><li>• People with immediate or current need waiting for services</li></ul>	<ul style="list-style-type: none"><li>• Meet service needs</li></ul>
Customer	<div>Improve Customer Experience</div>	<ul style="list-style-type: none"><li>• Support providers and partners</li><li>• Grow self-advocacy</li><li>• Expand community employment</li><li>• Assess service needs</li><li>• Build connections</li></ul>	<ul style="list-style-type: none"><li>• Customer engagement and satisfaction</li><li>• Community employment levels</li></ul>	<ul style="list-style-type: none"><li>• Develop baseline measures</li><li>• Increase 5% annually</li></ul>
Internal Processes	<div>Improve Organizational Performance</div>	<ul style="list-style-type: none"><li>• Develop process improvement system</li><li>• Develop data management process</li></ul>	<ul style="list-style-type: none"><li>• Baldrige application</li><li>• Results of process improvement</li></ul>	<ul style="list-style-type: none"><li>• Submission of 50-page Baldrige application by Dec 2023</li><li>• Decrease organizational costs and discrepancies</li></ul>
Learning and Growth	<div>Improve Operational Efficiencies</div> <div>Strengthen Workforce</div>	<ul style="list-style-type: none"><li>• Maximize existing technology</li><li>• Explore new technologies</li><li>• Improve recruitment and retention</li><li>• Define and promote organizational culture</li><li>• Evaluate for organizational growth</li></ul>	<ul style="list-style-type: none"><li>• Employee retention</li><li>• Employee engagement</li></ul>	<ul style="list-style-type: none"><li>• Staff retention rates at or below the BLS rates</li><li>• Goal of 4 for all employee engagement categories</li></ul>
Putting People First, Listening, Making Things Easier, Learning and Growing, Working Together, Promoting Creativity				