

Blueprint for Adult Day and Employment Services Work Group
Tuesday July 7, 2020 10:00 a.m. to 12:00 p.m.
Microsoft Team- Virtual
Meeting Summary

Members Present: JoElle Barath (OACB), Rick Black (OACB), Aaron Bracone (PALS), Carl Brass (Value and Faith Alliance), Chris Filler (OCALI), Vic Gable (APSE), Jerilyn George (APSI), Jessie Green (Ohio Statewide Coalition), Debbie Jenkins (OHCA), Carolyn Knight (DD Council), Shannon Komisarek (OOD), Scott Marks (OPRA), Meredith Mendoza (Arc of Ohio), Dan Ottke (SEC), Liz Owens (OPRA/Alpha Group), Kathy Phillips (OWN), Nancy Richards (OSDA), Michael Richards (People First), Mary Thompson-Hufford (Fuse Network), Gary Tonks (Arc of Ohio), Jeff Turner (OSDA), Chase Waits (FAC Core Group), Drew Williams (Summit Co. BDD), Annette Wood (OWN), Melissa Morelli (Provider Representative Adult Day Support), Anthony Hartley (OPRA/ARC Industries)

Members Absent: Peggy Connolly (Family Representative), Joe Kowalski (OHCA), Kyle Miller (Fairfield Co. BDD), Kraig Walker (People First of Ohio)

DODD and ODM Attendees: Lisa Ahlersmeyer, Stephen Begala, Steve Beha, Jericho Betton, Rachel Blick, Stacy Collins, Nyoka Cradolph, Corey Ferguson, Tamara Hartley, Kim Hauck, Nick Miller, Ashley Muhler, Lyndsay Nash, Lindsay Terry-Stine, Neil Townsend, Jeremiah Wagner, Ginnie Whisman **Absent:** Nicole Northrup, Debbie Hoffine, Jacquelyn Rigutto (ODM), Clayton Weidner

Consultant: Jacqui Romer-Sensky

Guests: Jessica Garrett and Carmen Shelton

Introductory Remarks

DODD Director Jeff Davis welcomed the group back after the break due to the Covid-19 pandemic. He voiced his appreciation for the continued commitment and optimism for the work.

The system has been working through issues associated with public health orders and the different phases of re-starting the system. The pandemic has changed the system, changed the environment for those we serve, changed the financial picture, and changed how adaptive and flexible we can all be when called upon to do good work under ever-changing conditions.

Today, it is essential to:

1. Ensure there is robust individual planning and system planning for the future. We are on the path for single assessments and individual service plans to bring consistency across the state and to help build additional skill sets for the Service and Support Administrator (SSAs) given the pressures of the work.
2. Adapt how we control the system of services and supports while actively listening to individuals and families and building relationships with them.
3. Find a balance between health and safety while honoring the choices of individuals.
4. Address the pressures on providers and the system due to the pandemic. We must also address current, justifiable fears to help people find a way to receive the services they desire.
5. Recognize the economic condition is in flux.

The talent of this group will carry us through to solid recommendations. We must listen and watch and ask what individuals want from our system and determine how best to make what they want to happen.

Blueprint Charter

Group members reviewed the revised Blueprint Charter. Changes were highlighted. The group agreed to the charter with one addition. Within the group genesis and agenda focus sections, additions will be made to acknowledge Covid-19 conditions and the impact of the pandemic on the system's current and future state.

Blueprint Updated Process Timeline

The updated process timeline was shared. All meetings are assumed to be virtual meetings. If pandemic conditions change, the group can shift its meeting format accordingly. Group members acknowledged that the timeline is aggressive. If crafting a quality product takes a little longer, the group knows the process can be adjusted accordingly.

Data & Context Updates

The Internal Support Team provided updated data for context of Blueprint planning. The data slides can be accessed on TEAMS for review.

SWOT

The current SWOT document is posted on TEAMS and reflects all meeting one inputs. The document does not reflect changes due to pandemic conditions. The full group will not update the SWOT for planning purposes. However, each subcommittee may wish to do so as part of their process to develop recommendations.

System Change Drivers

Change drivers are internal or external factors that exert pressure on the current position definition to change or alter today's approach. It's important to identify change drivers because the group's ultimate recommendations need to address the most important drivers to justify the time and resources associated with implementation. The design must address the demand.

Draft list for review:

1. The system must find balance between fiscal sustainability and individuals attaining a meaningful life in the community.
2. The system needs to help individuals lead a fulfilled life with flexible, quality supports. This includes individual choices and control.
3. Families need to have flexibility and clear options for proper support.
4. Federal regulation, compliance and accountability standards must be fully observed in a workable system.
5. The complex system must be simplified. Re-design must simplify supports, services and administrative operations while adhering to all relevant guidance.

New Proposals

6. *The system carefully weighs how to accommodate individual rights and choices within necessary health and safety parameters, including Covid-19.*
7. *Racial equity, diversity and cultural humility are fundamental to maintaining a just system.*

Discussion:

- For #6
 - Acknowledge Covid-19 in some way since it will be a factor for the next 18-24 months.
 - Perhaps change end: “that meet the health and safety parameters of the times, i.e. Covid-19.”
 - Add “provider needs” to the proposal.
 - Consider “the system needs to be agile enough to quickly respond to environmental conditions.”
 - Or, is it “recovery of our system to ensure capacity for essential supports.”
- For #7
 - This is a major topic that is worthy of more in-depth conversation, so we may need some time to reflect on the appropriate language.
 - In the past, equity and diversity considerations have played out at a level of detail that probably wasn’t optimal and caused some divisions amongst people with different types of developmental disabilities.
 - This is an important guiding principle. Consider if this statement should be a driver or guidance for developing recommendations.
 - Cultural humility can be defined as putting professionals and clients in a mutually beneficial relationship and attempting to diminish damaging power dynamics.
- Overall
 - Relationship dynamics are central to success. The word “relationship” needs to show up in our drivers. Perhaps weave this concept into #2. The system must build bridges and connections between all service partners and with individuals and families.
 - The economy is a big driver. Consider if economic conditions should it be called out as a driver or if it should become part of recommendation considerations.

The Internal Support Team will use the group’s input to generate an updated System Change Driver proposal for the August meeting.

Pandemic Adjustments: Applicable lessons or innovations to apply going forward?

Group members briefly shared some preliminary lessons emerging from the system’s response to the Covid-19 pandemic.

- There were a lot of things that had never been done, that have been done over the last few months that have now set a precedent. People will point back and say, “we did it during Covid-19, but now we can’t do it that way” (i.e. remote services, virtual services, meetings no longer had to be in person, parents as service providers). We should sort through the system’s short-term adjustments to see which ones should stick.
- From the SSA perspective the processes have been challenging. There are lessons learned toward simplification. We moved quickly to put services in place. There was flexibility in what we could authorize and authorize fairly quickly. There have been good conversations with people because we knew we needed to act. The workforce proved it could be a mobile and accessible workforce, perhaps more approachable to individuals. All this shows that the system can operate without all the complexity.
- STEP services are not easy. It is not easy to keep people’s attention. Not easy to engage everyone. It can take a provider several hours to set up a 45-60m STEP. So, does virtual work in a day habilitation setting? People want to see their friends; they want social support. It takes a lot of work. People use Zoom because they want to come back, even if they are not learning a skill.
- Now people have fallen off the employment track, and like staying home, they may not want back in competitive employment. It could take a long time to get the jobs mindset back.

- There are some examples of individuals finding employment during Covid-19 when essential businesses were hiring. Changing expectations is still important.
- People with developmental disabilities can do technology better than previously presumed. There remains a huge lack of affordable, accessible and easy technology for all the people who need it.
- People feel empowered from using Zoom and learning a new way to communicate and socialize.
- Higher acuity individuals requires a different level of staff involvement. Staffing patterns have changed under Covid-19 conditions. We need to continue acknowledging and supporting a staffing spectrum needs based on acuity.
- We know the system must have plans in place for “unthinkable situations.” The system needs to be flexible and nimble when things are upended.
- The collaboration to get services to people has been great. For example, day services helping out HPC staff. It has been impressive to watch the teamwork.
- Relationships are so important to our work - relationships with person's served, families, County Board, community, etc. The pandemic clearly identified those relationships that were good and those that weren't very strong. We should all work very diligently to build bridges and connections - no one can predict the future

Framing the Future: In 2025 this is the scenario...

Group members reviewed the 2025 Future Scenario assignment worksheet. The goal is to garner Blueprint members’ reflective insights into what the future system should look like. The exercise builds on meeting one ideas and major shifts since then.

Please return your 2025 Future Scenario Concepts to Jacqui Romer-Sensky by noon, on July 21st at Jacqui@thejrsgroupltd.com. If you have any questions, feel free to email Jacqui or call 614-975-0261.

The Internal Support Team will coalesce all member input into a 2025 Future System Proposal to review, discuss, and adopt at our next meeting

Next Blueprint Meeting:

August 11th from 1:00-4:00 p.m. on TEAMS.

Action Item Log

ID	Activity / What	Who	When
1	Post revised Charter and System Drivers for final group input	JRS	07-21
2	Share Provider Assurance Form	KH	07-07
3	Submit completed Scenario Worksheets to Jacqui Romer-Sensky	All Members	07-21