

Goal A: Ensure the provision of a wide array of choices/options to individuals.			
Department	Objective/Actions/Status	Due date	Responsible
FF MUELLER	<p>1. During the current budget biennium (1/1/12-6/30/13) the Residential Center will not fill vacancies. As vacancies occur we will close the bed at the Residential Center and a Medicaid/State funded IO Waiver will become available.</p> <p>Status:</p>	Ongoing	Residential team
ADULT SERVICES	<p>1. Continue ongoing monitoring of the QUEST Refresh Project</p> <p>a. Meetings will occur to discuss the implementation of the QUEST Refresh Project. Adjustments will be made as needed.</p> <p>Status:</p>	Monthly	Adult Services Coordinators, Nursing Coordinator, and Supervisors.
	<p>2. Continue the development of the QUEST Art Studio and Gallery</p> <p>a. The Art Studio and Gallery will serve a total of 130 individuals.</p> <p>b. The Art Studio and Gallery will begin selling art work as an alternative way for individuals with developmental disabilities to generate income.</p> <p>c. The Art Studio and Gallery will bring in one artist in residence.</p> <p>Status:</p>	<p>a. December 2012</p> <p>b. January 2012</p> <p>c. June 2012</p>	<p>a. QUEST Art Studio and Gallery team</p> <p>b. QUEST Art Studio and Gallery Team and Adult Services Director.</p> <p>c. QUEST Art Studio and Gallery Team</p>
	<p>3. Provide well established services at QUEST Adult Services that enable individuals to have a variety of life experiences.</p> <p>a. The Adult Learning Areas will partner with QUEST for Adventure to increase individuals' participation in community outings.</p> <p>b. Two grants will be submitted to generate alternative funding to support the QUEST Horticulture Group.</p> <p>c. The QUEST Horticulture Group will serve 60 individuals.</p> <p>d. QUEST for Adventure will offer between 15 to 20 outings per month.</p> <p>e. QUEST will evaluate service options available to individuals served who have shown interest in receiving ancillary services.</p> <p>f. One grant will be submitted to generate funds to develop a Snoezelen Room. (Grants will be explored through Turner Foundation, Springfield Foundation, United Way, and The Ohio Department of Natural Resources.)</p> <p>Status:</p>	<p>a. Ongoing</p> <p>b. December 2012</p> <p>c. December 2012</p> <p>d. Monthly</p> <p>e. September 2012</p> <p>f. December 2012</p>	<p>a. QUEST Team</p> <p>b. Adult Services Director and Adult Services Coordinators</p> <p>c. RSW Supervisor and RSW Lead</p> <p>d. QUEST for Adventure Team</p> <p>e. Adult Services Coordinators</p> <p>f. Adult Services Director and Adult Services Coordinators</p>
	<p>4. QUEST ShredMill will be well established and profitable.</p> <p>a. Increase number of ShredMill paper shredding contracts to 30. One contract will be a new contract with 10 or more bins.</p> <p>b. QUEST ShredMill's revenue will increase by 10%</p> <p>c. QUEST ShredMill will develop a marketing plan</p> <p>d. Two grant applications will be completed</p> <p>e. Develop a QUEST ShredMill website</p> <p>Status:</p>	<p>a. December 2012</p> <p>b. December 2012</p> <p>c. June 2012</p> <p>d. December 2012</p> <p>e. June 2012</p>	Contract Procurement Specialist, Adult Services Coordinator, and Adult Services Director

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	<p>5. Adult Services will participate in the BRIDGES Program through the Ohio Association of County Boards from October 1, 2011 to September 31, 2012.</p> <ul style="list-style-type: none"> a. The average number of days from referral to Order of Selection- 30 days b. The planned capacity will be 25. c. 22 individuals will be served to capacity. d. The BRIDGES Coordinator will maintain a caseload of 50 e. 30 applications will be processed f. 25 applications will be deemed eligible for services g. 22 Individualized Plans of Employment will be developed h. 2 individuals will obtain successful employment outcomes. <p>Status:</p>	October 1, 2011 through September 31, 2011	Adult Services Director and BRIDGES Coordinator
OPERATIONS	<p>1. Actively participate and coordinate with Clark Co. transportation providers.</p> <ul style="list-style-type: none"> a. Participate in meetings sponsored by Clark County Transportation Coordinating Committee. b. Explore possibility of providing County-wide public transportation in accordance with the County Public Transit-Human Services Plan. c. Coordinate transportation services with Elderly United, SCAT, Job and Family Services, Salvation Army and other transportation partners. <p>Status:</p>	<ul style="list-style-type: none"> a. Ongoing b. March c. Ongoing 	<ul style="list-style-type: none"> a. Director/ Transportation Supervisors b. Director c. Director/ Transportation Supervisors
	<p>2. Review and adjust transportation services as needed.</p> <ul style="list-style-type: none"> a. Conduct customer satisfaction survey. b. Review survey results c. Review routes. d. Adjust services as needed. <p>Status:</p>	<ul style="list-style-type: none"> a. March & August b. April & September c. ongoing d. ongoing 	<ul style="list-style-type: none"> a. Transportation Supervisors b. Director/Supervisors c. Supervisors d. Supervisors
	<p>3. Provide safe and secure facilities for individuals and staff.</p> <ul style="list-style-type: none"> a. Ensure all facilities and grounds are properly maintained for safety, cleanliness and attractiveness. b. Complete repairs and work orders in a timely manner. c. Conduct facilities inspections as required. d. Develop Emergency response plan e. Maintain and update agency's 5-year Capital Improvement Plan. <p>Status:</p>	<ul style="list-style-type: none"> a. Ongoing b. Ongoing c. Monthly, Quarterly and annually d. October 2012 e. October 2012 	<ul style="list-style-type: none"> a. Director/ Maintenance Supervisors b. Maintenance Supervisors c. Maintenance Supervisors d. Director/ Maintenance Supervisors e. Director

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EARLY INTERVENTION	1. Provide families with a listing of options for evaluation and provision of services. <ul style="list-style-type: none"> a. Develop a handout to describe the evaluations used in the EI program b. Develop a handout to describe how services can be provided c. Include handouts in Intake and Annual family packets d. Provide information describing options for therapy support Status:	a. January 2012 b. January 2012 c. By March 2012 d. February 2012	a. Supervisor and staff b. Supervisor and staff c. Supervisor and staff d. Supervisor
	2. Train new staff in Responsive Teaching program to use with children with suspected Autism Status:	By Dec. 2012	Supervisor and New Staff
COMMUNITY LIVING SERVICES	1. Implement actions and develop strategies that provide cost containment and/or reduction options for individuals currently served through the waiver and locally funded services. <ul style="list-style-type: none"> a. Seek alternative resources and strategies to assist in maintaining costs. b. Explore grant options to address independent living needs. Status:	a. Ongoing b. Ongoing	a. CLS team b. CLS team
	2. Collaborate and network with other local community agencies in order to foster natural supports. <ul style="list-style-type: none"> a. Research volunteer agencies (Big Brothers/Big Sisters, Boy Scouts, Red Cross, churches, nursing facilities etc.) within Clark County and encouraging and assisting individuals to actively participate in volunteerism. Status:	a. Ongoing	a. CLS team
	3. Collaborate with surrounding local county boards in order to explore service sharing. <ul style="list-style-type: none"> a. Focus on services and funding tied to children. b. Focus on sharing county board specific resources (ie. training opportunities). Status:	a. Ongoing b. Ongoing	a. CLS team b. CLS team
BUSINESS SERVICES	1. Work with Residential Staff in analyzing the cost benefit analysis of Mueller Transition occurring in 2012. Status:	June 2012	Comptroller, Business Services staff, Residential Director
	2. Provide ongoing reports to Community Living Services Director and staff of waiver funding utilization to enable them to choose the most cost effective options to serve individuals Status:	Ongoing	Comptroller, Business Services Supervisor, Business Services Staff, CLS Director
QUALITY SUPPORT & SAFETY (QSS)	1. Conduct training for providers over new delegation rules Status:	Within 3 months of rule's acceptance	MAQA Specialist/ Training Specialist
	2. Design and implement values statements for Behavior Support / Human Rights committee. Status:	March 2012	Behavior Support/Human Rights Committee Chair

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HUMAN RESOURCES	1. Strengthen support for Independent providers a. Offer a variety of training opportunities for both new and established providers Status:	Ongoing	Training Specialist
	2. Maintain effective support for county board staff a. Offer a variety of training opportunities for both new and seasoned staff Status:	Ongoing	Training Specialist
Goal B: Enhance service options in response to changing needs of individuals.			
Department	Objective/Actions/Status	Due date	Responsible
FF MUELLER	1. Evaluate Occupational Therapy, Speech, Music, Dietary and Psychology services to meet individual's needs. Status:	Ongoing	Residential team
	2. The Residential Kitchen will continue to adapt to the varied and different dietary needs of the individuals we serve while maintaining budget. Status:	Ongoing	Residential Director, Dietitian, Kitchen staff
ADULT SERVICES	1. The Clark County Board of Developmental Disabilities in collaboration with TAC Enterprises will develop a strategic plan on increasing community employment options for individuals with developmental disabilities in Clark County. a. Strategic Plan will be developed b. QUEST, Inc. will apply to become an RSC Vendor to provide community employment opportunities to individuals with developmental disabilities. c. QUEST, Inc. will begin to provide community employment opportunities to individuals with developmental disabilities. Status:	a. June 2012 b. June 2012 c. December 2012	a. Adult Services Director b. Adult Services Director and Coordinator (employment) c. Adult Services Director and Coordinator (employment)
	2. Assess need for, costs, and benefits of providing Adult Services in other parts of the county. a. If appropriate, facilitate the development of services at locations that will allow community integration in home community. Status:	December 2012	Adult Services, CLS, and Transportation Directors
	3. Senior Services a. Senior Services will develop 3 new partnerships with community organizations. b. Senior Services will partner with the volunteer department to recruit 5 volunteers to complete visiting activities with the individuals served. Status:	a. 1 st Quarter, 2 nd Quarter, and 3 rd Quarter b. 2 nd Quarter and 4 th Quarter	a. Adult Services Coordinator and RSW Supervisor b. Adult Services Coordinator and RSW Supervisor

Goal B: Enhance service options in response to changing needs of individuals.			
Department	Objective/Actions/Status	Due date	Responsible
	4. Total Body Wellness <ul style="list-style-type: none"> a. QUEST will begin to provide training to individuals served on Total Body Wellness. b. QUEST will offer adapted wellness training 2x per month c. Individuals served and employees jointly will participate in a wellness initiative. d. QUEST will evaluate healthier vending options for employees and individuals served. e. QUEST will develop a relaxation space for individuals served who would benefit from a quieter environment. Status:	<ul style="list-style-type: none"> a. Ongoing b. Monthly c. December 2012 d. June 2012 e. March 2012 	<ul style="list-style-type: none"> a. QUEST Team b. Adult Services Coordinator, RSW Supervisor, RSW c. QUEST Team d. Adult Services Coordinators, Supervisors, Oasis Team e. QUEST Management Team
EARLY INTERVENTION	1. Collect email addresses for all families Status:	Ongoing	Supervisor and staff
	2. Develop a list-serve to provide ongoing information about EI activities and related information Status:	March 2012	Supervisor and staff
	3. Develop an EI eNewsletter to distribute to families <ul style="list-style-type: none"> a. Develop style of newsletter – topics, ongoing issues, calendar, frequency b. Determine contributors to newsletter Status:	July 2012	Supervisor and staff
COMMUNITY LIVING SERVICES	1. Offer training to aging caregivers in the areas of supports and future planning. Status:	June 2012	CLS team
	2. Explore more FSS respite provider options by tapping into the Supported Living and Waiver Provider pool. Status:	Ongoing	CLS team
	3. Explore transportation options for community access. Status:	Ongoing	CLS team
BUSINESS SERVICES	1. Work on changing the payroll system to allow the 24 hour staff scheduling with least cost Status:	April 2012	Comptroller, Business Services staff
AGENCY WIDE	1. Utilize Neubert-Webb Trust Grant to assist individuals with developmental disabilities and organizations that assist individuals with developmental disabilities in Clark County. <ul style="list-style-type: none"> b. Receive grant applications from individuals. c. Award grant funds for individuals. d. Receive grant applications from individuals and organizations. e. Award grant funds to individuals and organizations. Status:	<ul style="list-style-type: none"> a. February 2012 b. March 2012 c. August 2012 d. September 2012 	<ul style="list-style-type: none"> a. Committee/ Superintendent b. Committee/ Superintendent c. Committee/ Superintendent d. Committee/ Superintendent

Goal C: Improve the quality and effectiveness of the DEVELOPMENTAL DISABILITIES Board operations and provision of services in order to be as efficient and effective as possible at meeting the needs of the individuals we support.			
Department	Objective/Actions/Status	Due date	Responsible
FF MUELLER	1. Achieve continued accreditation and licensure from ODH (Medicaid) and State Licensure (DODD). Status:	Ongoing	Unit Coordinators, Residential Director
	2. As the Residential Center downsizes, we will evaluate our budget to be as cost effective as possible, while still meeting individual's needs. Status:	Ongoing	Residential team
ADULT SERVICES	1. Reduce operating cost and improve efficiency of QUEST Adult Services. <ul style="list-style-type: none"> a. Evaluate staff ratios and Program Assistant usage based on building acuity and individual attendance. b. Develop a tool for Supervisors to obtain daily census. c. Continue to work with Transportation to set hours of operation. d. Evaluate vendors of nursing supplies and food/dietary supplies to ensure we are receiving the most competitive prices. e. Evaluate all medical services provided and outline which services permit delegation versus medication administration certification. Status:	a. March 2012 b. March 2012 c. December 2012 d. February 2012 e. June 2012	a. Adult Services Director and Coordinators b. Adult Services Coordinator c. Adult Services Director, Coordinator, and Transportation Department d. Adult Services Director and Nursing Coordinator e. Adult Services Director and Nursing Coordinator
	2. Develop a new system to maintain/organize the main files at QUEST Adult Services <ul style="list-style-type: none"> a. Research paperless options and evaluate cost b. Develop a paperless implementation plan c. Implement new file system Status:	a. June 2012 b. September 2012 c. December 2012	a. Adult Services Coordinator and Support Team b. Adult Services Coordinator, Support Team, and Business Services Office c. Adult Services Coordinator and Support Team
	3. Continue ongoing development of a QUEST Operating Guideline Manual <ul style="list-style-type: none"> a. Develop operating guidelines and/or reference sheets as necessary. Status:	Ongoing	Adult Services Director and Coordinators

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Department	Objective/Actions/Status	Due date	Responsible
	<p>4. Gather input from stakeholders</p> <ul style="list-style-type: none"> a. 50% of individuals served will complete annual satisfaction surveys b. 90% of individuals surveyed will show satisfaction with the services they receive at QUEST Adult Services. c. Staff Advisory Board will continue to hold monthly meetings and serve as an advisory committee to the leadership team at QUEST. d. Workers of QUEST Advisory Board will meet monthly and serve as an advisory committee to the leadership team at QUEST. e. QUEST Leadership Team will attend 4 events per year to develop relationships and solicit feedback from stakeholders. <p>Status:</p>	<ul style="list-style-type: none"> a. Ongoing b. Ongoing c. Monthly/Ongoing d. Monthly/Ongoing e. December 2012 	<ul style="list-style-type: none"> a. Habilitation Specialists b. Habilitation Specialists c. Staff Advisory Board and QUEST Management Team d. Workers of QUEST Advisory Board and QUEST Management Team. e. QUEST Leadership Team
	<p>5. QUEST will prepare and obtain a 3 year CARF Accreditation by October 2012.</p> <ul style="list-style-type: none"> a. QUEST Management will complete CARF Training. b. CARF Preparation. c. CARF Survey completed. <p>Status:</p>	<ul style="list-style-type: none"> a. January 2012 b. Ongoing c. October 2012/ November 2012 	<ul style="list-style-type: none"> a. QUEST Management Team b. QUEST Team c. QUEST Team
	<p>6. Continue to move forward the integration of Positive Culture into Adult Services.</p> <ul style="list-style-type: none"> a. DTRT Committee will meet. b. The DTRT Committee will develop a plan to improve workplace communication at QUEST. <p>Status:</p>	<ul style="list-style-type: none"> a. Quarterly b. December 2012 	<ul style="list-style-type: none"> a. DTRT Committee b. DTRT Committee
OPERATIONS	<p>1. Reduce operating cost and improve efficiency of the Operations department.</p> <ul style="list-style-type: none"> e. Research and apply for grants f. Review supplies and material costs for competitive pricing. g. Utilize the cooperative government purchasing programs. h. Revise transportation procedures to improve efficiency by reducing telecommunication demands and establishing more consistent bus routes and pickup times. <p>Status:</p>	<ul style="list-style-type: none"> a. Ongoing b. Ongoing c. Ongoing d. March 	<ul style="list-style-type: none"> a. Director b. Director/ Maintenance Supervisors c. Director/ Maintenance Supervisors d. Director/Transportation Supervisors, QUEST Director
	<p>2. Develop long term facilities and transportation plans to ensure our services meet the need of individuals that we serve.</p> <ul style="list-style-type: none"> a. Provide continuing training for maintenance and transportation staff. b. Review maintenance and transportation contracts annually for cost reductions and service levels. c. Maintain 5 and 10 year Capital Improvement plan for facilities and transportation. d. Upgrade transportation fleet, ensuring safe and reliable service. <p>Status:</p>	<ul style="list-style-type: none"> a. Ongoing b. October 2012 c. October 2012 d. Ongoing 	<ul style="list-style-type: none"> a. Director/Operations Supervisors b. Director c. Director/ Operations Supervisors d. Director/Mechanics

Goal C: Improve the quality and effectiveness of the DEVELOPMENTAL DISABILITIES Board operations and provision of services in order to be as efficient and effective as possible at meeting the needs of the individuals we support.

Department	Objective/Actions/Status	Due date	Responsible
EARLY INTERVENTION	<p>1. Update policies and procedures to reflect current means of providing services to families with children under the age of three.</p> <p>Status:</p>	By June 2012	Supervisor
	<p>2. Work with CLS to provide a smoother transfer of families from Early Intervention to CLS:</p> <p>a. Meet with CLS Supervisor for young children</p> <p>b. Meet with Path Coordinators for young children to develop a plan for improving the transfer to CLS</p> <p>Status:</p>	<p>a. By March 2012</p> <p>b. April 2012</p>	Supervisor and staff
COMMUNITY LIVING SERVICES	<p>1. Continue to enhance and promote the positive support specialist through collaborative training and networking.</p> <p>a. Work with BSP template to streamline/simplify of the template in conjunction with other BSP authors.</p> <p>Status:</p>	Ongoing	CLS team, Residential Team
	<p>2. Maximize Medicaid reimbursement for TCM.</p> <p>Status:</p>	Ongoing	CLS team
	<p>3. Review FSS policies and procedures in order to maximize services in the most cost effective way.</p> <p>Status:</p>	Ongoing	CLS and EI team
	<p>4. Increase respite apartment options with the increase of one handicapped accessible unit.</p> <p>Status:</p>	June 2012	CLS and Board Operations
BUSINESS SERVICES	<p>1. Utilize MSS system and new capabilities to monitor cost of Individuals, including when there is under and over utilization and provide feedback to the CLS Management Team.</p> <p>Status:</p>	Quarterly	Comptroller, Business Services Supervisor, Business Services staff
	<p>2. Research and review the website offered by Primary Solutions that allows providers to enter their billing for Supported Living and Individual budget allowing the providers to see how they are delivering services in accordance with authorized services.</p> <p>Status:</p>	September 2012	Business Services Supervisor, Business Services staff
	<p>3. Continue to develop the new role for staff recently transitioned from BSO fiscal office to BSO (CLS) with regard to reviewing billing for TCM, ADS, NMT.</p> <p>Status:</p>	March 2012	Comptroller, Business Services Supervisor, Business Services staff
	<p>4. Utilize GateKeeper to quickly allow the processing of PAWS from the MSS download function</p> <p>Status:</p>	June 2012	Business Services Supervisor

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Department	Objective/Actions/Status	Due date	Responsible
	5. Ensure that the servers are replaced and transition of operating system on most of the computers to Windows 7 Status:	July 2012	Comptroller and Information Systems Specialist
	6. Complete the Voiceover IP telephone system installation program-wide Status:	April 2012	Comptroller and Telephone committee
	7. Implement a document management system (paperless document imaging) Status:	September 2012	Management Team
QUALITY SUPPORT & SAFETY (QSS)	1. Continue to meet state required levels of conformance. a. 24 hour conformance - 98% b. Late answering Questions - 98% c. Incidents closed late - 98% Status:	a.thru c. Quarterly	QSS Supervisor
	2. Update MUI template for protocol and non-protocol investigations. Status:	August 2012	QSS Supervisor
	3. Collaborative training between QSS and CLS in regards to money management Status:	March 2012	QSS Supervisor / CLS Supervisor
	4. MUI 200 training for providers: offering more in depth training on MUIs. Status:	Quarterly	Investigative Agents
HUMAN RESOURCES	1. Increase safety awareness as means to keep workplace injuries minimized a. identify/train members of Risk Management on one topic b. share safety outcomes with staff in meetings/newsletters/etc Status:	a. March, 2011 b. Ongoing	a. Safety Specialist/ Training Specialist b. Safety Committee
	2. Enhance supervisor/management training program a. Offer safety training for supervisors Status:	March 2012	Training Specialist/ Safety Specialist
	3. Hire qualified employees in a timely manner a. Advertise openings b. Process applicants c. Coordinate interview process d. Process final candidates for hire Status:	a. Ongoing b. Ongoing c. Ongoing d. Ongoing	a. HR Assistants b. HR Assistants c. HR Assistants d. HR Assistants
	e. Support all Board employees a. Assist with insurance needs/questions b. Assist with FML/Workers' Comp c. Assist management with procedural issues Status:	a. Ongoing b. Ongoing c. Ongoing	a. HR Assistants b. Safety Specialist c. HR Director, HR Assistants

Goal C: Improve the quality and effectiveness of the DEVELOPMENTAL DISABILITIES Board operations and provision of services in order to be as efficient and effective as possible at meeting the needs of the individuals we support.

Department	Objective/Actions/Status	Due date	Responsible
	5. Raise awareness of benefits/opportunities/events available for employees a. Quarterly Newsletter b. Monthly Employee Events Calendar Status:	a. Ongoing b. Ongoing	a. Recognition Committee b. HR Assistants
	6. Boost morale a. Implement new Program-wide recognition program b. Organized Fun days program-wide Status:	a. Ongoing b. Ongoing	a. Recognition Committee b. Recognition Committee
AGENCY WIDE	1. Develop an agency-wide Communication Plan a. Work with Wilt PR to identify areas of strength, weaknesses and needs in the area of community outreach and communication b. Gather input from employees, community, families regarding modes of communication utilized and expectations of information provided. c. Compile input and create a communication plan including implementation needs and action steps. d. Begin implementation. Status:	a. January-March b. March-May c. June d. August	a. Management Team b. Management Team c. Superintendent d. Superintendent and designees

Goal D: Increase community education and awareness about the DEVELOPMENTAL DISABILITIES Board and its services.

Department	Objective/Actions/Status	Due date	Responsible
FF MUELLER	1. Through mixers and parties we will provide opportunities for people from the community to visit our campus. a. Yellow will hold their annual Christmas party and Luau. b. Red will hold their annual Christmas party. c. Blue will hold a Mueller Homecoming party. Status:	a. December/summer b. December c. Spring/summer	a. Yellow team b. Red team c. Blue team
	2. We will provide opportunities for individuals and staff to maintain a community presence through varied activities (visits to physicians, stores, restaurants, recreational activities, speaking engagements, etc.). Status:	Ongoing	Residential team
ADULT SERVICES	1. Continue outreach to high schools within Clark County a. Implement Summer Youth in Transition Program. Status:	May thru August 2012	Adult Services Coordinator and Supervisor

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Department	Objective/Actions/Status	Due date	Responsible
	<p>2. Conduct Yearly Events at QUEST Adult Services that will be open to families and community members.</p> <ul style="list-style-type: none"> a. Semi Annual Brown Bag b. Annual "Dancing with the Stars" to celebrate DD Awareness Month c. QUEST, Inc. Silent Auction d. Summer Outing e. QUEST Community Yard Sale f. Annual Chili Cook Off to celebrate National Disability Employment Awareness Month. g. Holiday Party <p>Status:</p>	<ul style="list-style-type: none"> a. June 2012 and December 2012 b. March 2012 c. April 2012 d. June 2012 e. September 2012 f. October 2012 g. December 2012 	<ul style="list-style-type: none"> a. Brown Bag Committee b. QUEST Team c. Silent Auction Committee d. Summer Outing Committee e. Yard Sale Committee f. QUEST Team g. QUEST Team
	<p>3. Continue to offer county-wide mixers</p> <ul style="list-style-type: none"> a. Mixers will be offered 3-4x per month b. One event per quarter will be planned in partnership with Mueller Residential Center and will occur at the Main Campus- Activity Center. <p>Status:</p>	<ul style="list-style-type: none"> a. Monthly b. Quarterly 	<ul style="list-style-type: none"> a. QUEST for Adventure/Volunteers b. QUEST for Adventure/Mueller/Volunteers
	<p>4. Participate in active volunteer recruitment</p> <ul style="list-style-type: none"> a. Offer four internship opportunities b. Continue ongoing recruitment of volunteers and attend 4 resource fairs/networking opportunities c. Recruit 120 volunteers <p>Status:</p>	<ul style="list-style-type: none"> a. thru c. December 2012 	<ul style="list-style-type: none"> Volunteer Supervisor
	<p>5. Market QUEST Adult Services and the QUEST ShredMill</p> <ul style="list-style-type: none"> a. Outreach to one new agency per month b. Submit news story and/or picture to local newspaper four times. c. Publish the <i>QNews</i> 6 times. d. Online <i>InBetween</i> Publication will be distributed 6 times e. Increase opportunities for Workers of QUEST Advisory Board to speak to community members 2 times. f. Develop marketing videos highlighting the county board services, including QUEST Adult Services and the QUEST ShredMill. <p>Status:</p>	<ul style="list-style-type: none"> a. Monthly b. March 2012, June 2012, September 2012, and December 2012. c. January, March, May, July, September, and November 2012. d. February, April, June, August, October, and December 2012. e. June 2012 and December 2012. f. September 2012. 	<ul style="list-style-type: none"> a. Adult Services Director and Coordinator (ShredMill) b. Adult Services Director c. Knowledge and Adventure and Support Staff d. Adult Services Director and Support Staff e. Adult Services Coordinators f. Adult Services Coordinators and Volunteer Supervisor

Goal D: Increase community education and awareness about the DEVELOPMENTAL DISABILITIES Board and its services.			
Department	Objective/Actions/Status	Due date	Responsible
	6. Organize and Advocate for community betterment and community building <ol style="list-style-type: none"> Participate in one community event per month/quarter Individuals will be offered 3-4 activities outside of normal business hours. Status:	<ol style="list-style-type: none"> Monthly Ongoing 	<ol style="list-style-type: none"> Adult Services Director Adult Services Coordinators and Supervisors
OPERATIONS	1. Attend community and transportation functions to promote the agency. <ol style="list-style-type: none"> Attend monthly school transportation meetings. Participate in Clark County Transportation Coordinating Committee meetings. Attend county meetings and functions related to facilities and transportation. Conduct presentations about the agency to service organizations in Clark County Join service organizations in Clark County to promote the agency. Status:	<ol style="list-style-type: none"> Ongoing Ongoing Ongoing Ongoing ongoing 	<ol style="list-style-type: none"> Transportation Supervisors Director Operations Supervisors Director/ Operations Supervisors Director/Operations Supervisors
EARLY INTERVENTION	1. Work with HMG to increase Child Find activities in Child Care Centers <ol style="list-style-type: none"> Contact with Child Care Director Schedule regular visits to screen infants and toddlers in Child Care setting Status:	February 2012	Supervisor and staff
	2. Use community activities to promote Early Intervention Services <ol style="list-style-type: none"> Social Services 101 Clark County Fair Developmental Disabilities Month Other events targeted to families with young children Status:	Ongoing	Supervisor and staff
	3. Assure that all EI families are provided with information about EI's connection to Developmental Disabilities by talking with families and reviewing brochure at regular plan update meetings Status:	Ongoing	EI Supervisor and Staff
COMMUNITY LIVING SERVICES	1. Continue to give back to our community by volunteering at local community resource agencies. Status:	Ongoing	CLS team
	2. Presentations and trainings within local school districts and universities. Status:	Ongoing	CLS team
	3. Focus on individual accomplishments by writing and submitting articles in the living section of the Springfield News-Sun and in the front office of CLS. Status:	Quarterly	CLS team
BUSINESS SERVICES	1. Provide information in regard to individuals served, cost and other pertinent information in reference to Individual Options waiver, Level One waiver, Supported Living, Individual Budget and Family Support Services. Status:	April 15 th July 15 th October 15 th Jan 15 th	CLS Business Services Team

Goal D: Increase community education and awareness about the DEVELOPMENTAL DISABILITIES Board and its services.			
Department	Objective/Actions/Status	Due date	Responsible
	2. Provide key financial information in the Paxson Press of 2011 activities Status:	June 15	Comptroller and Business Services Team
AGENCY WIDE	1. Promote Community Awareness and Education through the following: <ul style="list-style-type: none"> a. Redesign the clarkdd.org website to be easier to input information and more user-friendly. b. Develop two 30-second stories featuring individuals receiving services that can be used for website, social media, training opportunities, and as television PSA. c. Utilize the County Board's 60th Anniversary as continual opportunity to communicate who we are, what we do, and who we serve. Status:	<ul style="list-style-type: none"> a. July b. August c. ongoing 	<ul style="list-style-type: none"> a. Superintendent Management team b. Volunteer Coordinator c. Management Team and other designees
Goal E: Prepare for and pass the next levy.			
Department	Objective/Actions/Status	Due date	Responsible
BUSINESS SERVICES	1. Provide financial and statistical information on board operations as educational material for the community. Status:	June 15th	Comptroller and Management team.
	2. Develop a one page fact sheet that provides the community with clear, concise information related to the Board and financial impact of levy dollars. Status:	May 2012	Superintendent
AGENCY WIDE	1. Organize and hold a Cornhole tournament as a Levy fundraiser.	March 1, 2012	CLS
	2. Conduct Fifth Annual Kenton Caper <ul style="list-style-type: none"> a. Disseminate work to designated committees b. Enlist sponsors c. Hold event Status:	<ul style="list-style-type: none"> a. April - August b. May – August c. September 	<ul style="list-style-type: none"> a. Co-Chairs (Kyle C. & Becky K) b. Sponsorship committee and Committee Chair
	3. Assist the Levy Committee with obtaining volunteers for speaking engagements, signage, fundraising, and educational material necessary to complete a successful Levy Campaign. Status:	Ongoing	Management Team