

CLERMONT COUNTY BOARD OF DEVELOPMENTAL DISABILITIES

2024-2026



TABLE OF CONTENTS

GOAL 1	
Staff Recruitment and Retention	P.3
GOAL 2	
Provider Support	P.5
GOAL 3	
Communications	P.9
GOAL 4	
Services for Individuals and Families	P.12
GOAL 5	
Fiscal Management and Operational Excellence	P.14
GOAL 6	
Facilities and Technology	P.16



CLERMONT COUNTY BOARD OF DEVELOPMENTAL DISABILITIES GOALS AND OBJECTIVES

GOAL 1

Programs and Supports

GOAL 1

Programs and Supports

Objective 1

Investigate transportation options and implement effective strategies to enhance transportation support for people with developmental disabilities.

Objective 2

Develop and implement a comprehensive strategy to address the housing needs of people with developmental disabilities.

Objective 3

Continue actively exploring and identifying meaningful employment opportunities for individuals with developmental disabilities within the community, fostering their inclusion and participation in the workforce.

Objective 4

Conduct a thorough investigation of various methods and resources available to effectively support families of individuals with developmental disabilities, particularly in providing respite support services.

Objective 5

Develop comprehensive and targeted resources to effectively address the needs of the growing multi-system youth (MSY) population encountered by the county board.

Objective 6

Explore and implement ways to support private service providers to maintain their staffing levels and continue providing quality services to individuals with developmental disabilities



CLERMONT COUNTY BOARD OF DEVELOPMENTAL DISABILITIES GOALS AND OBJECTIVES

GOAL 2

Communications (Internal and External)

GOAL 2

External Communication

Objective 1

Develop and implement a comprehensive communications program that employs diverse mediums, including social media, and traditional methods, to effectively convey the value and impact of the county board of developmental disabilities, fostering increased public awareness, understanding, and support.

Points of Consideration:

Many desire the Clermont County Board of Developmental Disabilities to be viewed as a thought leader specifically in innovation and technology.

It is desired that the communication efforts foster a deeper understanding and increased acceptance of individuals with developmental disabilities within the community.

There is a desire to build upon the present successes at community events. It was noted that the PR Department does a good job with bulletins and mailings and that many activities within the community such as family fun events, retirement health and wellness events and a 5k race are examples of a good job.

Objective 2

Actively cultivate and expand positive partnerships/collaborations within the community, focusing on strengthening existing partnerships and fostering new collaborations to further enhance the County Board of Developmental Disabilities' impact and support for individuals with developmental disabilities and their families.

Point of Consideration:

A focus is desired to maintain and expand partnerships with entities that provide employment opportunities for individuals supported by the County Board, ensuring increased opportunities for their successful integration into the workforce and community.

GOAL 2

External Communication

Objective 3

Conduct an audit of the existing website, evaluating its functionality, design, and user experience, with the goal of providing comprehensive recommendations to determine whether an upgrade of the current site or the development of a new website is the most appropriate course of action.

Objective 4

Implement a targeted communication effort that focuses on individuals with developmental disabilities, ensuring they receive clear and accessible information about upcoming events they can participate in, along with comprehensive guidelines on how they can utilize their waivers.

Objective 5

Implementing standardized internal communication practices and encouraging compliance among all administrators and staff members. The strategy includes establishing, distributing, and reinforcing specific expectations and protocols for internal communication, providing clear guidelines for communication etiquette and professionalism, and offering training and support to all staff members.

Points of Consideration:

There is a perception that information does not “trickle down” from director’s meetings.

No communication consistency between departments.

GOAL 2

External Communication

Objective 6

Establish a process that allows Clermont County Board of Developmental Disabilities staff members to interact and network with colleagues from other departments. The aim is to enhance mutual understanding of the functions and purposes of different departments to foster greater collaboration and cooperation among employees.

Point of Consideration:

People feel siloed. Interdepartmental collaboration is lacking.

Objective 7

Through data-driven reporting, testimonials, and targeted outreach efforts, showcase the tangible and positive impact of the county board of developmental disabilities on the community, with a primary focus on raising awareness and garnering recognition of the board's significant value among local political leaders.



CLERMONT COUNTY BOARD OF DEVELOPMENTAL DISABILITIES GOALS AND OBJECTIVES

GOAL 3

Staff Development

GOAL 3

Staff Development

Objective 1

Provide a staff training and professional development program within the Clermont County Board of Developmental Disabilities, encompassing a diverse array of learning opportunities, workshops, and resources, with the aim of enhancing the knowledge, skills, and competencies of staff members within the organization.

Points of Consideration:

Staff members are dealing with complex situations which are perceived to be with greater frequency than ever before. Issues such as drug addiction, mental health dual-diagnosis, behavior issues, etc. Training and support for staff is desired to assist with these issues.

A resistance to change has been identified by multiple respondents. "Many are stuck in a mindset of doing things as they have always been done." Training to help with changing this mindset is desired.

Objective 2

Sustain and enhance a two-way communication process within the Board that cultivates a culture of open dialogue, actively listens to employee perspectives, and fosters a sense of value and inclusion, resulting in increased employee engagement, collaboration, and overall organizational effectiveness.

Objective 3

Implement a targeted initiative to enhance the existing positive culture within the Board, focusing on boosting staff morale and fostering a sense of connectedness and engagement among all employees.

Point of Consideration:

Employee retention was often cited as a major need.

GOAL 3

Staff Development

Objective 4 | To develop and implement a comprehensive retention program for SSA's, with the aim of reducing turnover rates among SSA personnel.

Objective 5 | Develop a succession plan to establish a structured and effective process that ensures as staff members retire, there is a pool of qualified and skilled employees ready to step into their roles. This succession plan aims to identify and develop potential successors, facilitate knowledge transfer, and foster a culture of continuous learning and growth within the organization, ultimately safeguarding its operational continuity and sustained success.

Objective 6 | Continue revising the employee evaluation process to ensure that staff members receive meaningful and constructive feedback, and to establish a framework for setting and working towards professional goals.

Point of Consideration:

Training is desired around the evaluation process.



CLERMONT COUNTY BOARD OF DEVELOPMENTAL DISABILITIES GOALS AND OBJECTIVES

GOAL 4

Technology

GOAL 4

Technology

Objective 1

Develop a comprehensive technology infrastructure plan to enable the County Board to effectively upgrade its technological capabilities, thereby enhancing support for individuals with developmental disabilities and the dedicated staff.

Points for Consideration:

Technology was frequently mentioned in relation to challenges faced by the County Board. Issues such as the infrastructure being poor, the walls being too thick for cell phones, and the overall technology being out of date.

There is a desire to increase technology use internally and for families/individuals.

Objective 2

Conduct a comprehensive assessment of the County Board's cybersecurity measures, including policies and procedures, to identify areas that require improvement and develop recommendations based on best practices.

**CLERMONT COUNTY BOARD OF DEVELOPMENTAL DISABILITIES
GOALS AND OBJECTIVES**

**GOAL
5**

**Buildings, Facilities, and
Infrastructure**

GOAL 5

Buildings, Facilities, and Infrastructure

Objective 1 | Establish and adhere to a systematic facility repair and preventative maintenance schedule for the Board's facilities, ensuring proactive upkeep to maintain a safe, functional, and welcoming environment while optimizing fiscal responsibility by prioritizing cost-effective maintenance practices and efficient resource allocation.

Objective 2 | Conduct a thorough assessment of physical security measures for the Board's facilities and events, and based on the findings, recommend policy changes and implement best practices where necessary to enhance the safety and security of people in need, staff members, and the community.

**CLERMONT COUNTY BOARD OF DEVELOPMENTAL DISABILITIES
GOALS AND OBJECTIVES**

**GOAL
6**

**Fiscal Accountability and
Business Operations**

GOAL 6

Fiscal Accountability and Business Operations

Objective 1 | Continue to implement sound fiscal management practices and accountability measures within the Clermont County Board of Developmental Disabilities, ensuring responsible financial stewardship and efficient resource allocation that aligns with the Board's mission and strategic goals.

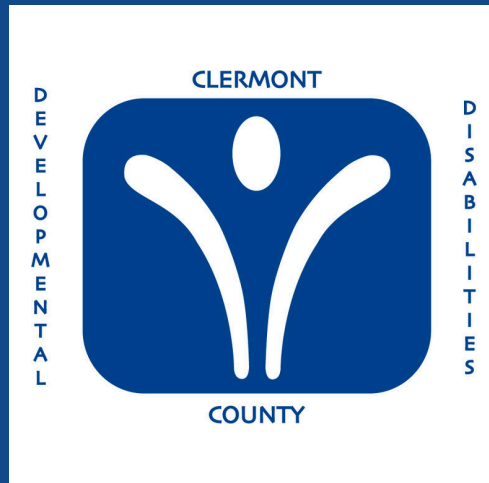
Objective 2 | Develop and execute a communication strategy aimed at delivering transparent and easily comprehensible information to the community about the current financial standing of the Clermont County Board of Developmental Disabilities.

Point of Consideration:
Participants in the strategic planning process emphasized the need to prepare the community for future levy considerations. This objective will be accomplished by implementing a systematic dissemination of facts concerning the Board's responsible financial stewardship, ensuring transparency and building trust.

Objective 3 | Review (when necessary revise) policies and procedures so they may best support the mission of the county board.

Points of Consideration:
A need for centralized forms and standardization was identified.

There is a sense that the board has "grown too fast." It has outgrown its policies, procedures and processes.



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