

# THE EXCELLENCE NETWORK

**OUR PURPOSE:  
IGNITING AND FUELING A PASSION FOR LIVING  
LIFE TO THE FULLEST THROUGH LEARNING,  
INNOVATION AND COLLABORATION**



## Meeting Minutes

11/17/17

River Road coffee – On the Square

### • Old Business/Updates

- Outcomes & Action Plans Workgroup - Meeting on 12/12/17, 10:30 at ES Weiant Center. Bring specific plans you have questions on, along with questions and concerns about the Provider's role in the person's ISP.

### • New Business

- Success stories- Amy related that someone was trying out services at the Donna Jean Center. They hoped to be able to at first stay for a short time, and then extend time as they became comfortable. Staff sent pictures of themselves and the Center to help the person acclimate to the new situation. Their efforts were so successful that the person exceeded they and their team's targets!
- Learning Logs- discussed how they're being used. Two agencies said that during recent reviews DODD reviewers were specifically looking for learning logs that connected to a person's outcomes, and reflected progress towards the outcome. A reviewer reportedly told one agency they would be issuing citations around this issue in the future.
- Workforce Stability Training- Thursday, 1/18/18 at Xenos Center (Columbus) – We currently have 10 free slots available. More details coming. Contact David or Angie to register.
- DSPOhio is open for business! Many providers have already entered profiles on the website that connects job seekers to their websites! (NRH, CSS, Mosaic, Viaquest, CDS, MHS, Alvis, and more) The website is still under construction so there will be changes and added features.
- Employment to GED program – For providers who would like to advertise the option for people to work for them while they earn their GED, Anna Jefferies is willing to create messaging packages for social media, fb, website, etc. Let David know if interested.
- DSP Appreciation- discussed ways to show appreciation to Direct Support Professionals, who are the ones doing the real work in our system! Suggestions included gift cards, gas cards, sweatshirts, hoodies, and t-shirts. More to come on this topic.

- Request for Providers process- Service Coordination staff expressed concern that many postings are not receiving responses. Providers said they are receiving the alerts for new postings. TEN members said: Level 1 waivers are difficult to staff (tend to all need to happen at the same times), lots of administrative time involved (ex: 65 phone calls and 40 texts from one person scheduled for 5 hrs/wk.), frequently team has too high of expectations of what can actually occur in a few hrs.
  - Teams may want to consider whether a requested service could occur at a different time, and Providers may want to let teams know they're interested but cannot do it at the requested time. (Recognizing that some services are time-specific and cannot be changed.)
- Changes in people's services- discussion around getting service changes authorized and assuring you get paid. County Board on-call staff has access to their work e-mail so is fine to request specifics in writing around emergency services and how they will be funded. SC on-call back-up staff has been made aware that this will be requested.

- **Miscellaneous**

- Hiring referral programs/bonuses – Sounds like just about all agencies are currently offering these.
- Sign-up for hosting in 2018- Feb, April, May, Aug, Sept, & Nov. still available!

**Next Mtg. – 10:00, Friday, 1/19/18 at CSS's Training Center**

(No December mtg, so *Merry Christ mas!*)