

THE EXCELLENCE NETWORK

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



Meeting Minutes

4/13/18

L. C. Aging Program, 1058 E Main St, Newark

• Old Business/Updates

- DSP hiring – *Things still not going as well as we'd like. One provider had 8 interviews scheduled, and 1 person showed up. Another had a similar experience.*
- Providing info. to Service Coordinators on people's progress? *How are agencies updating teams on people's progress towards Outcomes? Some SCs reporting they don't receive any documentation from Providers. TEN members ask if SCs are asking for input, or if they're only looking for it at the times specified in the ISP (typically every 6 months).*

• New Business

- Collaborating around vehicle inspections- *all dates are different. Most TEN members have a working system in place, so no need currently.*
- Provider Guide Plus- *website is rolling out state-wide on **May 14th**. Provider CEOs received log-in credentials on March 28th. *Would be a great idea to encourage people to post reviews, since you'll likely have more good ones that way!**
- Staffing issues- *everybody fully staffed now? See comments on first item.*
 - *how are you dealing with coverage issues? Members said they are: paying overtime, having Admin. staff fill in, maintaining a floater position, having transportation staff help out*
 - *how many people serve folks who have remote monitoring? Two agencies currently do.*
 - *if people have alone time in their plans, do they typically use it all? Some yes, some no.*
 - *what do average coverage ratios look like? Agencies doing all they can to assure people have the services in their ISP; are generally successful in mtg. needs.*
 - *Discussion re: avoid staff pulling extended hours, due to concerns about both staff burnout and diminishing service quality.*
- Electronic Visit Verification- *slated to roll out for DODD services this fall, but details still in flux. Recent indications are that it will not be required for 24/7 sites and congregate sites. (Don't run with this yet, though.)*

- Success stories- who had something exceptional happen recently?
 - The Center for Disability Services will be celebrating their 65th Anniversary (!) on Wednesday, April 25th from 2:00-5:00 at their new offices, 667 Hopewell Drive, Heath OH 43056
 - Informal connections help young man find a job! A young man served by SPARK landed a job recently thorough his friendship with the maintenance staff at the mall. And he wasn't even really looking!
 - Random acts of kindness appreciated by the community! People served by the Donna Jean Center recently started perpetrating random acts of kindness (free popcorn on movie machines, air fresheners on car windshields, and quarters on gumball machines). Amy said the reaction from the public has been really positive!

- **Miscellaneous**

- Anybody working with someone who likes horses? Independent Provider offering to work with people on her horse farm for free.
- Shadowing opportunities for high school students? (20hrs/semester, possibly a variety of jobs)
 - *CDS, SPARK Gathering Place, LCAP all may be interested*
- Building a Better DSPOhio Provider Profile- FREE training 4/25/18
- NEWS FLASH! The monthly New Staff Orientation training will be moving to the Licking County Administration building- lower level (20 S. 2nd Street Newark, OH 43055), effective for the May 7th class. Please contact Teresa Whipkey for info. teresa.whipkey@lcountydd.org
- **Medication Certification 1 class offered 4/25 & 4/26** at CLE's Newark office, 97 Granville St, Newark. Cost -\$125. Contact Erica Booth, Viaquest Nursing Services Mobile: 740.602.0699 Fax: 614.339.8638

Next Mtg. – 10:00, Friday, 5/18/18
at LCBDD offices
195 Union St, Newark