

THE EXCELLENCE NETWORK

FOSTERING COLLABORATIVE LEADERSHIP
TO DRIVE AGENCY EXCELLENCE IN
LICKING COUNTY



Meeting Minutes

3/18/22

• Old Business/Updates

○ Current County Board Provider support offerings:

- LCBDD Provider Staffing Assistance – CB staff helping fill DSP hrs. (Email to ProviderStaffingSupport@lcountydd.org)
- LCBDD pay DSP wages to take 60hr. training to qualify for rate add-on; lend iPads (Contact David)
- Med. Admin. training –initial certification & re-certifications (see upcoming date below)
- CPR/First aid training (see upcoming dates below)
- All required DODD training (Contact Teresa Whipkey if class needed)
- EVV training and assistance (Contact Teresa Whipkey)
- Financial assistance for training, business associations, strategic planning etc. (Contact David or Angie)
- DSP Employee Assistance Program (Contact Brandi Body)
- Referral bonus for CB staff who refer DSPs to provider agencies

• New Business

- **T.E.N. Tidbits-** quick “grab & go” training info. that can be shared with your staff (since everyone’s time is limited!)

T.E.N. Tidbit #1

Video- Be a Mr. Jensen https://www.youtube.com/watch?v=4p5286T_kn0 (3 minutes 12 seconds)

Key Takeaways- It only takes a single moment in time to change someone’s life, You can make someone realize there is a difference between being the best in the world and being the best for the world

Activity Type- Conversation- In a world where everyone is so busy, how do you maximize your “single moments in time” to engage staff?

Key Points from T.E.N. Meeting Conversation:

- We have all had times where we are moving on to our next destination then see someone and know the polite thing to do is say “Hi! How are you?” , but we keep on walking as we are asking- By continuing to walk, we are not giving the person a chance to say anything other than “Good” BUT what if they are not really good and what if you are the only person to have asked them???- Be prepared to stop and listen to their answer, if they aren’t okay then acknowledge that and ask if they want to touch base with you later to talk more about it (this way you are giving them a chance to talk, but you can also move forward to your next commitment allowing you to stay on top of your time management)

- Make touching base with staff a priority- pay attention to patterns of slowness within a given day are and use this time to plan engagement, even if it is 15 minutes at the start of the day, develop a frequency for when you touch base (will it be once a week? Will it be in person or virtually or by phone?)
- Incentivize them to come to you- think about adding a candy dish to the office (ask people what their favorite candies are and rotate them through the dish), make an effort to keep office doors open as it can be easier for someone to come in to talk vs. having to knock on a closed door
- Make recognition a priority- with all the things that can go wrong it is important to remember to highlight the good, make this personal (handwrite a note, figure out/remember their favorite candy/snack etc., figure out/remember favorite activities or TV programs/characters to award small prizes like stickers or stress balls related to their favorites- Google helps here “free ways to recognize employees”)
- Plan activities to get them out of their comfort zone- Get them out of home work environment or you go to them in the field, the goal is to see a different side of them

Have Feedback or Suggestions? Please share with us <https://forms.gle/nCZTc9bKzg9Qsc6DA>

○ **Policies, Procedures, and practices-**

- **Money handling-** do you have policies & procedures, do your staff know what they are, are you implementing them, and how are you auditing it (including how often)?
 - Agencies present all had procedures in place:
 - CSS recently added a position to allow monthly audits of accounts
 - CDS has does multiple trngs, audits done weekly
 - NRH’s finance dept. does regular audits; management does random checks to see if the system is working
- **Confidentiality agreements-** time-limited or open-ended to cover post-employment?
 - Agencies that had agreements said they were not open-ended
- **Photo Releases-** do they say the different ways photos may be used, and give opt out for each? Do they provide info. on how to revoke authorization?
- Do you have any policies around DSPs taking pictures of people they serve, and how they can use those pictures?
 - Most agency’s policies either did not allow pics. or required deletion off personal phones once shared with agency staff
- How do you monitor staff who work autonomously? Do you audit staff’s activities?

○ **We Thrive Together-** FREE online activities available to Licking Co. residents

<https://wethrivetogether.org/about-us/>

• **Miscellaneous**

- **Choking incidents-** ALWAYS send choking incidents to potential MUI, including ones that just sort of “smell like” choking
 - ask staff to describe what happened, and the person’s reaction (grabbed throat, made wheezing noise, or coughed and laughed?)
- Weekend excursions- has anybody ever considered offering trips to sports events, etc. on the weekends?
 - CDS has an upcoming trip to see a Clippers game on May 15th. Contact Amanda Amyx for info. amandaamyx@centerds.org

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- Welcome to Courtney Ellis, who you'll start to see emails from.

- **First Aid, CPR & AED trainings-** at County Board offices. Sign up at <https://www.signupgenius.com/go/4090e49aca92fa4f85-first1> or email Teresa.Whipkey@lcountydd.org
 - 5/3/22 1:00-3:30
 - 5/5/22 1:00-3:30
 - 5/10/22 9:30-12:00

- **Medication Administration 3 Renewal** class – Weds, 4/13/22 from 1:00-3:00 at County Board office. No cost for staff serving people in Licking Co.
Register at this link: <https://reg.planetReg.com/E318131550101840>

Next Mtg: 10:00, Friday, April 15th at LCBDD office