

DEVELOPMENTAL SERVICES OF NORTHWEST KANSAS, INC.

2008-2010 Strategic Plan

Highlights of the Second Quarter Progress Report
Fiscal Year 2008 - 2009
October 1 to December 31, 2008

Following is a list of highlights from the Second Quarter Progress Report for Fiscal Year 2008 - 2009. This information will be presented to staff, legislators, state officials, affiliates and other interested individuals. Complete copies of the quarterly progress report are shared with the DSNWK Board of Directors. Each director and each DSNWK office location will have a complete copy of the report. *Some of the information contained in the Quarterly Report is confidential and may only be shared with Board members and staff due to the HIPAA Regulations.*

SERVICE DELIVERY IMPROVEMENT PLAN

1.0 Recruit, develop, and retain a skilled and satisfied workforce.

- No highlights this quarter.

2.0 Maximize use of available resources (financial, staff, facilities/equipment) to meet the needs of persons served.

- A meeting was held on November 14, 2008 with Vaughn McMurtrie (father of JM, person served) and DSNWK staff to discuss the possibility of building "Esther's Home" for the women currently residing at 1306 E. 17th in Hays, Kansas. Esther's wish (mother of JM), prior to her passing, was to build a new home for her daughter to live out her days, along with her five roommates. With that said, plans have been laid to build a six bedroom, accessible home for the ladies of 17th street. Funding for the home will come from a multitude of sources to include grant opportunities and a community support strategy. Once floor plans have been finalized, along with secure funding, a lot will be located with a goal of construction to begin sometime in the fall of 2009.
- In the event of inclement weather, the staff and persons served coming from Colby will do one of the following. If the Colby schools are closed they will remain at their residence. If Atwood schools are closed and Colby schools are open then the staff and persons served will go to the Colby Public Library or the Colby Recreation building for Day Service activities. The Atwood College for Living Teacher has obtained verbal agreements with both entities. A letter was sent to parents and guardians so they are aware of these arrangements. Further, parents and guardians were informed that persons coming to Atwood from Colby may leave later from Colby to get to Atwood or leave Atwood early to get home to Colby in the case of inclement weather. Either way, parents will be notified. Because safety is paramount, DSNWK has taken precautions to be prudent in making decisions on traveling during inclement weather. To assist in this decision process, DSNWK has purchased a NOAA radio, has contracted with Decision Weather (same

service many school systems use) and utilizes the Highway Patrol hotline. Also, there may be times when both schools are open but it is determined that it would be unsafe to travel from Colby to Atwood. In this event, the staff and individuals served will stay in Colby at one of the facilities mentioned previously. Persons served and staff safety are to remain paramount in these situations.

- As stated in the first quarter report of 2008, the elimination of funds from the 2008 legislative budget for persons with disabilities, has resulted in the need for DSNWK to restructure some of its services in order to balance the 2008/2009 budget. Along with the restructuring that occurred within the western region this past fall, a change of address will occur in February, 2009 for those persons residing at 207 S. 3rd Street and 719 W. Cherry Street in Hill City, Kansas. Currently there are three men who reside within the Cherry Street home and three woman who reside within the S. 3rd Street home. Due to the increase in referrals for males vs. females, it was decided to switch locations of the individuals in Hill City, so as to create the opportunity for expansion of the male population. The S. 3rd Street home is a much larger home with five bedrooms and three bathrooms vs the Cherry Street home which only offers three bedrooms and one bath. Preparations for the move are occurring to include guardian and person served contact, the installation of an alarm system at the Cherry Street home and carpet cleaning of both homes. DSNWK staff and persons served will take responsibility for the physical move of furnishing and belongings, with a targeted move date of February 2, 2009.
- Due to two full-time equivalent (FTE) positions being eliminated at the Reed Developmental Center the need to combine Levels 200 and 300 at the Reed Developmental Center was essential. It was decided that 5 Teaching Paraprofessionals and 2 Hall Monitors are needed in order to provide the appropriate levels of supervision and support for the 41 individuals receiving this particular service. This will allow for four classes each period, with approximately 10 persons served in each class. Further, the paraprofessionals will now be responsible to provide transportation to and from Community classes, as their schedules allow.

3.0 Secure and develop resources to position DSNWK toward greater financial stability.

- Developmental Services received a grant from the Dane G. Hansen Foundation for necessary repairs and remodeling to various locations for the improvement of health, safety, and accessibility. Some of the issues that DSNWK is planning to address through this grant award include: Repairing of exterior walls at both Reed Developmental Center and Kobler Developmental Center due to water seepage; replacement of a women's shower at Kobler Center due to rusting; replacement of concrete ramps at both DSNWK's Krug Street home and 16th Street home in Russell; installation of an egress window at DSNWK's Country Club Drive home in Hays; remodeling of the bathroom located at the Douglas home in Hays to improve accessibility; replacement of kitchen floor at the Prout Street home in Hill City due to water damage; replacement of bathtub with an accessible shower at DSNWK's Highway home in Hill City; remodeling of a laundry area located at Plumb Street home in Atwood to make wheelchair accessible; and conversion of two small bathrooms into one large accessible bathroom at DSNWK's South 6th home in Atwood.

- Legislative Advocacy Efforts -- Participation (through donations) in the InterHab Media campaign planning and support to build up public awareness of the crisis in the community and calling our Legislators to action to meet the needs. Reference: Invisible Kansans (TV, Radio, Billboards, Viral strategy - Internet).

4.0 Enhance and/or expand service delivery models to be responsive to the changing needs of persons with disabilities.

- Michelle Storz, Social Worker, made her final visit to the Host Family homes to assure all were in compliance with the new regulations. As a result, there were no citations from KDHE staff at the annual child placement agency license review, for the thirteenth year in a row.

5.0 Develop a new life planning process: 1) that is user friendly and streamlined; 2) focuses on a person's preferred lifestyle, separate from the routine daily supports in each service area; 3) where the outcome documents are clear and concise based on the user's need; 4) is a tool that helps staff cover all the aspects of the person's life; and 5) identifies progress.

- The adult ISC's completed the transfer of information in the life plan database to the Service Planning database. The Life Plan database will be available as a resource for archived information as needed. No new information will be entered in this database. The Life Plan Teams have access and author access to members of their caseloads and service areas.

Other Highlights:

- Monte Spiller, Quality Assurance Coordinator, created a business card with the contact phone number for reporting Abuse, Neglect or Exploitation to be handed out to new employees when they attend New Staff Orientation. Starting in January 2009 and through 2009, the business card will be provided to the employee as part of their performance appraisal. After 2009, every employee of DSNWK should have received a business card and they will only be handed out at New Staff Orientation training for new staff.
- After a review of the curriculum for CPR/AED Review Courses and weighing all the pros and cons it was determined to offer a CPR/AED Review Course pilot project in the Hays/Russell area for those staff that have a valid CPR certification. This course will be a two hour course that is offered twice monthly in Hays/Russell area. After a few months the staff training department will review surveys, training attendance, results, and levels of interest in the class to decide if it will be feasible to continue to offer this course. DSNWK is still planning to conduct the full CPR with AED courses in Hays and Russell as they have been noted on the Calendar of Events. These review courses are offered in addition to the full CPR with AED courses.

The goal of Education and Training Services is to provide quality training to staff so they feel confident in their abilities and willing to use the training provided should the need arise. Staff feel the Review Course meets our goal and if after the participant completes the

Review Course, the Instructor is not confident in their abilities, the Instructor will not pass them and will encourage the participant to either sign up for the next Review Course or enroll in the full CPR/AED course.

- Over the years DSNWK has utilized Workgroups, Teams, and Committees to address specific areas of concern, improve processes, create more efficient ways of completing tasks, or providing oversight. This approach is a more efficient way of completing projects which require knowledge and input from multiple staff and departments.

Some of these groups may only need to meet a few times to complete the task assigned, whereas it may take other groups multiple years. In some situations, even if the group has accomplished their goal, there may be small subcommittees of the original group membership which meet for a short period of time to resolve any new issues which arise. The length of time these groups are established is dependent on the project or the goal to be accomplished.

Membership in these groups occurs in a number of different ways depending on the purpose of the group. Some examples of how members are identified to participate in these groups are:

- Elected
- Job responsibility
- Selected by Director
- Selected due to their area of expertise or experience
- Recommended by their supervisor
- Solicitation of volunteer participants (with supervisor approval)

Sue Stephens created a listing of current DSNWK Workgroups/Teams/ Committees which was shared with staff. It is also available for viewing by staff on the bulletin boards located at each DSNWK developmental center or office and on DSNWK's electronic bulletin board.

- DSNWK's 2008 Annual Report was developed and included a new theme entitled "Daring to Dream ... Calling to Action ... Changing the World". The report includes information on all of DSNWK programs and services, as well as DSNWK's financial report which shows DSNWK's revenue and expenses for Fiscal Year 2007-2008. The Annual Report also contains a letter from DSNWK President, Jerry Michaud, and Board Chairman, Pat Wessel; a list of all donors from the past fiscal year; and DSNWK's mission and philosophy statements. The Annual Report also includes four pages with information on DSNWK as the CDDO. This section includes various services provided by the CDDO, as well as a financial report pertaining to only the CDDO function of DSNWK.