

**THE WAYNE COUNTY BOARD OF
DEVELOPMENTAL DISABILITIES**



STRATEGIC PLAN

2018-2020

INTRODUCTION

This document summarizes the three year strategic plan for the Wayne County Board of Developmental Disabilities for the period of 2018 through 2020. It contains information related to the Vision, Mission, Services and Needs of the Wayne County Board of Developmental Disabilities.

The Wayne County Board of Developmental Disabilities has adopted a strategic business planning model that directly relates to the budget. The initiative seeks to clearly define the Board's vision, mission and results for the individuals served. The Board will seek to communicate the results or impact of its services on the lives of the people who have requested our services. The Wayne County Board of Developmental Disabilities will focus on how individuals express their goals and dreams and are able to live, work and learn in the Wayne County community. The Wayne County community will have a better understanding of the impact of our services to eligible individuals from birth through their senior years as well as the impact of their families and the community as a whole. The strategic business planning model includes several different programs, which include a purpose statement, description of services, performance measures and budget. The strategic business planning model serves as a road map for the Board, the individuals it serves, their families, and staff.

WHAT IS OUR VISION?

The Wayne County Board of Developmental Disabilities exists to serve Wayne County children and adults affected by developmental disabilities. This is accomplished by providing, administrating, and funding comprehensive programs in the areas of early childhood, school age, service coordination, behavior support, supports in the community, family support, and transportation services. To fulfill this vision, it is necessary to employ a strong dedicated staff committed to recognizing the rights and embracing the responsibility for meeting the individual needs and life goals of each enrollee. It necessitates providing resources that enable employees to complete their tasks in the most efficient and effective manner possible. It requires a community that is supportive of the program including its policies, practices, staff, administration, and Board. Most importantly, it requires everyone to have a consistent desire to enable persons affected by developmental disabilities to be responsible, make informed choices, indicate their preferences and desires, and work toward maximizing their independence through self determination.

WHAT IS OUR MISSION?

The mission of the Wayne County Board of Developmental Disabilities, in partnership with enrollees, families, staff, and the community, is to provide choice and options based on individual and family preferences enabling a quality of life satisfying to the individual in learning, living, working, and participation in the community.

WHAT IS OUR FUNCTION?

The Wayne County Board of Developmental Disabilities is a provider of educational, and support services to citizens of Wayne County who are eligible for county board services. The Wayne County Board of Developmental Disabilities collaborates with local school districts to provide appropriate educational services; is an employer in the Wayne County area including employment of persons with developmental disabilities; and is the administrator and funder for vocational, community supports and HCBS Waivers provided by private providers and other organizations working to fulfill the mission of the Wayne County Board of Developmental Disabilities.

PHILOSOPHY

The purposes of service for persons with developmental disabilities in our community shall be promoted through the Board's active commitment to the following principles:

- Each person with developmental disabilities is a human being first and an individual affected by disabilities second; he/she should have access to all the general community services that he/she can use in common with others. Only when integrated services fail to meet his/her needs, should there be specialized services.
- Every person with developmental disabilities and his/her family is entitled to the concern and assistance of the community, expressed through public and voluntary resources.
- There is potential for growth in every human being. For each person, society should provide the opportunity to develop to the limits of his/her capabilities.
- Services should be planned and provided as part of a continuum, which means that the pattern of facilities and eligibility shall be complete as to meet the needs of each person with developmental disabilities, regardless of age or degree of disability, and at each stage of life development. It also means continuity, including uniform eligibility standards, to ensure that no individual is lost in the transition from one service to another.
- Provision for training of professional persons to work with individuals with developmental disabilities should be built into service programs whenever appropriate and possible. Professional training is an essential component of the total program and a pattern of service is incomplete without it.

The Wayne County Board of Developmental Disabilities endorses the concept of self-determination to the extent that it results in an improved quality of life and ensures the health, safety, and welfare of the individual. When developing the Individual Service Plan, the following principals are addressed for each individual on an annual basis.

Principle #1 State-wideness - meaning that the individual has the freedom to move or live anywhere in the state and plan a life with supports, and that the supports and services are accessible anywhere the individual lives in the state. The individual has the authority to direct the use of a targeted amount of funds. The individual has the responsibility to talk to professionals about the things that are important to them and for them, their wants and needs, so they can be linked with the right people and resources.

Principle #2 Comparability – meaning that a Medicaid service in one part of the state must be comparable to the same service in any other part of the state, not have its amount, duration or scope arbitrarily reduced or denied. Statewide limits can exist. It means that the individual, with their allies, have the freedom to have supports and services important to them and for them within agreed upon limits. The amount, scope, and duration of support and services they need are accessible anywhere they live in the state. They have the authority, within limits, to decide how much, how long and when. It is the individuals responsibility to ask only for what they need, pay only for what they get and accept a contributing role in the community.

Principle #3 Reasonable Promptness – means that reasonable service is provided within 45 to 90 days. It means that the individual has the freedom to have supports and services they need, when they need them and not be on a waiting list for a long time. The individual will receive the needed amount, scope and duration of support and services within a reasonable period of time. When the individual needs to, they have the authority to direct the funds in their budget to change how much, how long, and when. It is the individual's responsibility to ask only for what they need only when they need it.

Principle #4 – Free Choice of Provider – means any individual eligible for Medicaid may obtain Medicaid services from any provider who is qualified to furnish the service and willing to furnish them. It means the individual has the freedom to choose the provider they want and change the providers when they want as long as the provider is qualified. There are sufficient providers to support the individual at home and in the community, to work with equipment and technology. The individual has the authority to choose the provider they want within funding limits. It is the responsibility of the individual to treat providers, as they would like to be treated. The individual has the right to speak up about evaluating providers and discontinuing receiving services from providers that he/she does not like. The Self Determination process is contained in the development of the Individual Service Plan. The Plan specifies the types of services, the goals and objectives, the providers, frequency and duration of service.

OVERVIEW

Services of the Wayne County Board of Developmental Disabilities are provided to children and adults who are affected by a developmental disability and who qualify under standards established by the Department of Developmental Disabilities. Service and supports include services for children, Community Transition and Support Services, Service and Support Administration, transportation and administration.

The Wayne County Board of Developmental Disabilities is comprised of seven board members, five of whom are appointed by the Wayne County Commissioners and two of whom are appointed by the Probate Judge. At least three of the Board members are required by law to be parents or family members of individuals eligible for or receiving services from the Board. Board members serve on a voluntary basis.

Primary sources of income for services and supports include local property taxes, state reimbursements, and federal funds. Local levy funding comes in the form of three continuous levies and one five year levy that was passed by the voters in 2016. State reimbursements are received from the Ohio Department of Developmental Disabilities (DODD), the Ohio Department of Education (ODE), and Opportunities for Ohioans with Disabilities(OOD) Federal funds are received through the Medicaid waiver system and the Title XX Block Grant The County board continues to budget appropriately to meet the growing needs of the individuals served.

ELIGIBILITY AND REFERRALS

Services are provided to children and adults of all ages who have developmental disabilities and who qualify under standards established by the Ohio Department of Developmental Disabilities. Services are provided without regard to age, race, color, sex, religion or national origin,

Developmental disabilities are not emotional or psychiatric problems or illnesses, and there are many causes. These include metabolic disorders, abnormal chromosomes, infections or substance abuse during pregnancy, brain injury and disease, or complications prior to or at the time of birth.

Often times, several of these causes exist at the same time making it difficult to isolate a single cause and in the majority of cases the cause is unknown. Developmental disabilities affect families of all social and economic background.

A developmental disability is defined as a severe, chronic disability that is characterized by all of the following:

- Is attributable to a mental or physical impairment or a combination of mental and physical impairments, other than a mental or physical impairment solely caused by mental illness
- Is manifested before the person attains the age of 22
- Is likely to continue indefinitely
- Results in one of the following:
 - In the case of a person under the age of three, at least one developmental delay
 - In the case of a person at least three years of age but under the age of six, at least two developmental delays
 - In the case of a person age six or older, a substantial functional limitation in at least three of the following areas of major life activity: self care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, and, if the person is age 16 or older, capacity for economic self-sufficiency
- Causes the person to need a combination and sequence of special interdisciplinary or other type of care, treatment or provision of services for an extended period of time that is individually planned and coordinated for the person.

To determine if one is eligible for services, background information may be requested and, if required, an assessment called the Ohio Eligibility Determination Instrument (OEDI) is conducted by the SSA/Intake Department. Developmental disabilities may result from a number of conditions, such as cerebral palsy, head injury, epilepsy and autism. The Wayne County Board of Developmental Disabilities, through early diagnosis, special individualized programming, and training for people of all ages, is dedicated to minimizing the effect of developmental disabilities.

REFERRALS

Referrals for services are made through the Wayne County Board of Developmental Disabilities Service and Support Administration department.

NEEDS

The Wayne County Board of Developmental Disabilities has experienced an increase in enrollment from 2006-2017. As federal and state funds slowly decrease, there is an increase in the use of local funds. The revenues and expenditures of the county board are closely monitored and a planning list for services is developed to leverage federal dollars for services and supports paid for by local dollars, reducing the cost by approximately 60 percent.

Year:	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
#Enrolled	609	612	607	648	594	629	747	686	694	684	698	728

All services will be provided based on individual needs assessments and plans in a person centered format. The Wayne County Board of Developmental Disabilities will be looking to assist individuals in accessing community based services whenever feasible to allow the individual to live, work, and participate in the community in the most independent manner possible.

SERVICES FOR CHILDREN

Services for children include Early Intervention and school age educational programs for eligible children who have multiple disabilities or other disabilities and who range in age from birth to age twenty two.

Mandates

- Provide early childhood services and supports and supportive home services, according to the developed plan and priorities. O.R.C. 5126.05 (A).
- Provide or contract for special education programs according to O.R.C. 3323 and ensure that related services, as defined in O.R.C. 3323.01 are available (a county board may elect not to participate during a school year in the provision of contracting for educational services provided that notice of the election is given to the superintendent of public instruction, each school district in the county and the educational service center. O.R.C. 5126.05 (A)).
- Consult with boards of education and assist in the identification, location, and evaluation of all children with disabilities residing within the districts and to help in determining which children are not receiving appropriate special education and related services. O.R.C. 3323.03
- Comply with standards of state board of education as related to education of children with disabilities.

Current Service

The Early Intervention program is provided for children under the age of three who are at risk or are affected by a developmental disability. The Wayne County Board of Developmental Disabilities staff, contracted professionals and families work together in a home-based early intervention environment to individualize age and developmentally appropriate experiences for young children. Individual Family Service Plans (IFSP) or Individualized Educational Plans (IEP) are developed with the family for each child.

Services for school-age children are provided for students who are affected by developmental disabilities ranging in age from six through twenty-one. Students are assessed and determined eligible for the Wayne County Board of Developmental Disabilities school-age programs through a multi-factored process conducted by the local educational agency, with the expectation of providing commensurate content area standards instruction with an emphasis on functional skills development and vocational training leading to long-term job placement. The objective of the school is to provide students with skills, which will help them to be more involved members of their communities. School-age services are provided at both the Ida Sue School facility and through collaborative classroom settings within the child's home school district.

Projected needs

Services for children will continue to require strategies to meet the complex and diverse needs of students and families. Increased family involvement and coordination, greater use of technology, continued awareness and preventive efforts, increased opportunities for children to learn and play alongside their typically developing peers, improved transitions from early intervention/community based pre-school programs to school programs and the development of a transitional school to work program with an emphasis on community work/employment opportunities will occur.

Goal

To provide an increased focus on the needs of early intervention and school age programs to meet the complex and diverse needs of children affected by developmental disabilities with an emphasis on interaction with typically developing peers through development of collaborative school and community based training settings.

Strategies

- Explore program initiatives to accommodate enrollment demands for early intervention
- Explore and implement collaborative efforts with the eleven school districts, including initiatives to support students in local school district buildings and regular classrooms.
- Develop and monitor, on a regular basis, individualized educational or family service plans for all children receiving services in the early intervention and school age programs
- Coordinate professional development programs for instructional and therapeutic staff and collaborate on staff development with school districts and contract agencies

- Serve as a resource for school districts by collaborating and offering to contract, as necessary and requested, to provide extended school year services for some children with multiple disabilities.
- Increase the number of opportunities for children who have special needs to learn with children who are developing typically
- Participate in prevention activities, such as dental and nutrition services for children enrolled for services
- Continue to operate quality services for children, meeting appropriate standards of the Ohio Department of Education, the Ohio Department of Developmental Disabilities and the Ohio Department of Health
- Continue to provide effective response and linkage for families, in cooperation with the Help Me Grow program and the Wayne County Family and Children First Council
- Aggressively support transitions from school to work for senior level (age 14-22) students with focus on students entering employment first or vocational/habilitation activities
- Utilize technology to better meet the complex needs of students and their families
- Develop specialized units within the Ida Sue School focusing on the medically fragile, severe and profound range of developmental disabilities and autism
- Reassess facility requirements to operate in the most efficient manner

COMMUNITY TRANSITION AND SUPPORT

The Community Transition and Support Department aims to combine several current strategies and ideas with new services, in partnership with state and federal mandates. The department will continue to attend and develop ISP/My Plans for individuals 14 years and older until the last day of school, while assisting all local school districts throughout the WCBDD referral and the eligibility process. With new initiatives, the department will provide employment navigation for individuals currently who are in school and with adults navigating through the pathway to employment.

Mandates

- Provide service coordination services in a person centered format in accordance with ORC. 5126.15
- Provide service and support administration by directly employing service and support administrators or by contracting entities for the performance of service and support administration who are certified in accordance with Chapter 5123:2-5 of the Ohio Administrative Code (OAC).
- Comply with rules of the Ohio Department of Developmental Disabilities defining community employment: 5123.022
- Follow guidelines and provide services in accordance to the Employment First Administrative Rule: 5123: 2-2-05

Current Services

The Wayne County Board of DD offers transition and service coordination to individuals within all local school districts. These services consist of:

- Attending IEP meetings for all individuals from 14 years old until graduation,
- Developing a transition plan in the context of the My Plan.
- Coordinating assistance with the Guardianship process, if necessary.
- Providing guidance and information regarding Medicaid/SSI application.
- Analyzing/utilizing information from recent evaluations & assessments.
- Providing information for an informed choice of service provider typically during the spring semester of the final year of school; including tours, descriptions and breakdowns of local service providers.
- Facilitating a discovery process to accurately identify interests, abilities, skills, personal development goals and dreams of the transitioning student, and applying this information to inform employment choices and increase quality of life through participation in meaningful activities.

Projected Needs

Due to the new initiatives included in this program, it is expected that more resources will be needed in regards to space, staffing and material items, in order to expand currently offered services as the number of students served increases. Also there will be needs of ongoing staff development in areas pertaining to developmental disabilities as well as those relating to best practices in secondary education and the policies and requirements of the Ohio Department of Education. Finally, there will be a need to be in an ongoing relationship with state partners and with the local school districts to ensure positive structures in the delivering of all services.

Goal

The goal of the department is to continue to grow and evolve community integration and inclusion while providing strong person centered planning with students and adults. It will also provide new programming to young individuals so that they can develop strong pre-employment skills in order to reach their dreams and desires. This will all be done utilizing our community and our school districts to grow, expand and encourage independence and choices for all of the individuals served.

Strategies

- Review the Individual Service Plan (ISP)/My Plan to reflect an ongoing person centered approach.
- Continue to build new community employment/inclusion partners while fostering current relationships, to meet the needs of the growing population and dynamics of those served.
- Leverage relationships with local employers to facilitate and increase community based employment opportunities, in partnership with community employment providers and OOD.
- Continue development of new career planning providers for adults and recent graduates.
- Provide the five pieces of pre employment transition and activities: Job exploration counseling, work-based learning, counseling on post-secondary opportunities, workplace readiness training and instruction in self-advocacy.

- Assist local school districts with referrals and eligibility by attending IEP meetings with families and providing follow up as necessary.
- Maintain presence with State Support Team 9 and OOD for best practices for individuals in transition.
- Implement technology resources that can be used for assessment and programming.

SERVICE AND SUPPORT ADMINISTRATION

Service and Support Administration (SSA) is a service and process that focuses on supporting, empowering, and advocating for individuals enrolled and eligible to be enrolled in the Wayne County Board of Developmental Disabilities. SSA is designed to assist individuals with pursuing life goals in a person centered format through working with families, guardians, and natural supports to access, provide or enlist the supports needed in the individuals' life areas including protective intervention and maintaining the individual as the focus while coordinating services across multiple service systems.

Mandates

- Provide service coordination services in a person centered format in accordance with ORC. 5126.15
- Provide service and support administration by directly employing service and support administrators or by contracting entities for the performance of service and support administration who are certified in accordance with Chapter 5123:2-5 of the Ohio Administrative Code (OAC).

Current Services

The Service Coordination purpose is to link individuals to needed supports and resources throughout the community setting. Service Coordinators assess individual needs, goals, and desires, write individual service plans based upon expressed dreams and goals, facilitate and arrange for services and monitor the provision of those services. All services are provided based upon the individuals assessed need, dreams, goals and desires. Service plans are written in a person centered format to support each individual in achieving the life goals they deem most meaningful.

The SSA Department receives reports on major unusual incidents involving individuals affected by developmental disabilities. Service Coordinators participate in investigations and monitor individuals to ensure health and safety for each person served. The SSA department has a twenty-four hour on call system to facilitate response to emergency situations.

Projected Needs

Due to increased numbers of individuals requiring services and to the increased complexities of those requiring support, the demand for SSA services continues to grow. Better use of technology to provide and manage services will be needed. Creative and collaborative services with community partners will be required to meet the unique needs of an increasing and more complex group of individuals served in a person centered manner.

Goal

To enable eligible individuals with developmental disabilities and their families to express their dreams, goals and desires and acquire the resources and supports necessary to achieve their life goals in the most efficient and cost-effective manner in a collaborative effort with all Wayne County community partners.

Strategies

- Review the Individual Service Plan (ISP) to reflect an ongoing person centered approach.
- Continue review of Service Coordination caseloads to support facilitation of appropriate caseload size.
- Transfer all supported living funds to Level 1 waiver programs as feasible and appropriate to individual need.
- Educate and develop Self Waivers to fulfill emergency waiver needs as appropriate.
- Continue to seek Shared Living family placements as appropriate.
- Provide waiver opportunities as appropriate to individual need and available funding allows.
- Implement technology resources that can be used for assessment and programming.
- Seek additional certified residential and day program providers to grow choice within the Wayne County Board of Developmental Disabilities network.

TRANSPORTATION

Adult Transportation is currently provided by numerous private providers to various day services programs as well as community job sites throughout Wayne County. The Wayne County Board of Developmental Disabilities provides transportation in yellow school buses and school vans for all school aged enrollees attending the Ida Sue School as well as all associated collaborative classrooms in partnering school districts.

Mandates

- 3301-83 Pupil Transportation Operation and Safety Rules
- Ensure in accordance with section 5126.04 of the Revised Code that an array of transportation services is available for all individuals enrolled in the county board program.
- All transportation services funded under Medicaid shall comply with all federal and state regulations governing Medicaid (in particular, 5123-2-9).
- All locally funded transportation services must comply with 5123-2-1.

Current services

Door to door transportation services are provided from home to and from school facilities, adult day services sites, and community job sites. All school age transportation is provided by the County Board. Adult transportation services are provided by private providers and funded either through Medicaid Waivers with WCBDD providing the local match or via sub-contract between the County Board and private providers, and funded fully with local tax dollars. Our individuals generally have multiple transportation providers from which to choose as our provider pool has grown steadily.

Projected needs

As the County Board Transportation Department has transitioned out of direct services for adults, we have added administrative duties and oversight responsibilities to this department. These responsibilities include working with the provider pool to insure compliance with the locally funded transportation rule as well as verifying accuracy of all submitted invoices. This generally is accomplished through review of documentation and close communication with the providers. The processes need to evolve to include some form of desk and on-site audits to insure services are provided in the safest and most efficient way possible. Additionally, with the County Board's direct services role shrinking, we must continue to review our vehicle and facility needs.

Goal

To facilitate the provision of safe and reliable transportation for all eligible individuals based on individual need and choice with specific emphasis being placed on efficiency, health and safety.

Strategies

- Work with current Wayne County Waiver Providers to ensure non-medical transportation opportunities are being effectively communicated with an emphasis on community based trips.
- Develop systems to verify documented locally funded transportation services are being provided safely and efficiently based on relevant rules and laws. Develop audit system for random reviews of required documentation.
- Continue efforts to recruit and develop new transportation providers with an emphasis on the much needed area of community based trips.
- The remaining County Board fleet of vehicles will be evaluated and opportunities to replace vehicles to improve efficiency will be explored. Existing facility use will continue to be reviewed and opportunities to reduce operating overhead will be pursued where appropriate.

ADMINISTRATIVE SERVICES

Administrative Services include financial, human resources, technology, safety, communication, legal and environmental services necessary to support the overall operations of the Wayne County Board of Developmental Disabilities.

Mandates

- Administer and operate facilities, programs, and services as provided by ORC 3323 and 5126 and establish policies for their administration and operation
- Assess the facility and service needs of eligible persons who are residents of Wayne County.
- Plan and set priorities based on available resources to provide for facilities, programs, and services to meet the needs of Wayne County residents.
- Coordinate, monitor and evaluate existing services and facilities.
- Adopt a budget, authorize expenditures, and exercise such other powers and duties as prescribed by the director of the DODD.
- Comply with accreditation standards adopted by the DODD under ORC 5126.081
- Comply with DODD rules regarding administration of county boards under OAC 5123: 2-1-02

- Where available resources are insufficient to meet the needs of those it serves, establish planning lists in accordance with ORC 5126.042

Current services

Administrative services include communication, human resources, financial, technology, and planning services. Administrative services are designed to insure that related mandates and standards are met and that quality services are provided to consumers in a cost effective manner. Administrative services include responsibility to secure funding to provide services, to expend funds as budgeted and to plan strategically for the long term in the budgeting process.

Projected needs

Additional revenue will be required to accommodate growth along with new cost effective community resources. Collaborative contracts and shared services will be a focus as natural attrition of staff continues in the future. Fiscal prudence and new service delivery models will be required to meet to ever changing needs of the individuals served.

Goal

To assure stable funding and effective administrative leadership to support the mission of the Wayne County Board of Developmental Disabilities to meet the long term needs of consumers and families in a cost effective manner in collaborative with all community service providers.

Strategies

- Assess current and future needs for qualified staff, adequate to meet the needs of Board operated programs.
- Seek maximum benefit of federal funding opportunities including Medicaid waivers and other appropriate federal programs as they become available.
- Utilize all funds in a fiscally responsible manner.
- Ensure all contracts with outside providers include clear performance measures and accountability provisions.
- Create a capital plan to maintain and renovate facilities in the future.
- Continue to foster and grow volunteer efforts.
- Foster accountable, positive relationships with contract providers and collaborative organizations.
- Maintain positive communications with community leaders and a positive public image, including increased awareness and acceptance of persons with developmental disabilities.
- Explore any opportunities for shared services.
- Continue information technology development to improve efficiency, accountability, and enhance consumer services.
- Ensure compliance with related statutes and ensure that basic health and safety needs are met.
- Maintain communication with families served, staff, media and community leaders on the status of the Wayne County Board of Developmental Disabilities, and provide community awareness efforts.
- Provide resources to all Wayne County public school systems which will assist children in receiving the best quality education in their least restrictive environment.

- Encourage the development of new community service organizations to improve choices offered to all consumers.

OUTCOMES (2018-2020)

- Children will show measurable improvement on the goals as established on their Individual Family Service Plan or Individual Education Plan.
- Adults will show measurable improvement in their life as established in their Individual Service Plans and as provided by qualified providers they have chosen.
- Establishment and growth of the Community Transitions and Support Department in coordination with federal, state and local partners.
- The Ida Sue School will focus on providing resource services to all county school districts
- Provide all eligible individuals with multiple choices in service providers.

AGENCY OUTCOMES

- The Wayne County Board of Developmental Disabilities will have stable funding to continue basic quality services to meet the needs of all consumers and families served.
- The Wayne County Board of Developmental Disabilities will monitor federal and state Medicaid options to benefit consumers and to match local dollars for expanded services.
- The Wayne County Board of Developmental Disabilities will monitor waiting lists consistent with state and federal law.
- The Wayne County Board of Developmental Disabilities will plan for space utilization based on service delivery needs.
- The Wayne County Board of Developmental Disabilities, in partnership with community organizations, will ensure quality of service by meeting or exceeding local, state, and federal regulations and accreditation standards.
- The Wayne County Board of Developmental Disabilities will implement any shared services initiative which is cost effective and efficient

SUMMARY

The Wayne County Board of Developmental Disabilities is committed to meeting the goals outlined in this strategic plan. The Board is also committed to seeking feedback from consumers, families, staff, providers, and the community regarding needs and service delivery systems. All comments and questions regarding this plan or any of the services provided by the Board can be directed to:

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