



# Planning and Services Meeting Minutes

## March 21<sup>st</sup>, 2018

### Call to order

Ms. Kemp called the meeting to order at 5:30pm.

### Attendance

Tammy Kemp, Tedi Rowland, John Humphrey, India Williams Committee Members, Jake Jacobs, Mark Riley, Bob Rice, Nancy Nicolaus, Amanda George, Sylvia Greene eitas Staff.

### Updates

#### Transportation

##### **Bob Rice DOT gave update.**

During this past winter season, we had four days where DOT transportation was cancelled. The automated calling service seemed to work well in sending a recorded message to most of our riders or their families. DOT received 11 transportation requests during the period 1/16/18 through 3/20/18; 4 were completed and placed on DOT routes, 5 are still being worked on and 2 were placed on the waiting list. The wait list is being reviewed and to date we have removed 7 individuals. We have hired the second Driver Supervisor which increases the time each route driver can be observed and coached using the live audio / video system now operating on all vehicles. Each Driver Supervisor has a team of route drivers (Routes one through fourteen and fifteen through twenty-eight). Our vehicles held up well in this winter thanks to a fine effort by DOT's maintenance department. Maintenance continues to be very short staffed and we have had a difficult time finding candidates. Maintenance provided to outside agencies has been reduced and the reporting portion of the new tracking system is behind due their staffing shortage.

Mr. Riley gave an update on the open positions at DOT and asked the Committee for feedback. We have two open Lead Technicians. We have posted on several employment websites. Some costing as much as \$375.00 per month for a posting. We received 3 applications. Two applicants are the sons of Joe Bink, DOT Shop Supervisor. The other was not interested when we reached out. One of Mr. Bink's sons is no longer interested either. Mr. Riley asked the committee their thoughts on hiring relatives. Mr. Bink's son that is still interested has the exact skill set that we need in the position. Mr. Bink would not be directly supervising his son. We would have Roger Montero be his direct supervisor. Ms. Kemp asked what Mr. Rice thinks about this situation. Mr. Rice feels that it would not be an issue. Mr. Rice also informed the Committee that Mr. Bink and his son have been employed at the same place before and report that there has been no issue. The Committee unanimously felt that the need for help outweighs the small chance that an issue would arise with them working in the same shop.

#### Agency Relations

##### **Nancy Nicolaus from Agency Relations presented update.**

##### Information/funded agencies

JobOne Careers – continues to develop successful competitive jobs and provides on-going support. They now have 6 Employment Specialists; and have added a staff position to assure that all required documentation is completed. They sponsored and coordinated a very successful reverse transition and employment fair the week of March 5th. Forty employers participated with 185 employment seekers engaged. As mentioned previously, they are collaborating with Blue Valley Industries and CDD where they will have office space for an Employment Specialist. Job One employees are also providing custodial services at CDD.

Southeast Enterprises - The Director of Southeast Enterprises is retiring in July after 42 years at Southeast.

Open Options – Tracy has been facilitating a collaboration between Open Options and Support Coordination to address some longstanding concerns. A three-month follow-up meeting was held and indicated that there has been some improvement. Communication regarding the remaining issues is open and concerns are being addressed by all involved.

RHD – There are management changes with RHD. The Regional Manager – Missouri is leaving the position on March 23<sup>rd</sup>. The local Kansas City Director position has been vacant for some time. Both positions are being covered on a temporary basis.

##### Agency Relations Staff Activity

We enjoyed participating in the Board Orientation on February 3<sup>rd</sup> and 10<sup>th</sup>.

We participated in meeting with Scott Helm of UMKC Bloch School of Management to discuss revisions to the funding process and outcomes determination. Tracy is also participating in the UMKC "Evaluation Learning Cohort –Making Sense of your program impact" training program.

We were part of the first group of eitas employees to complete the on-line portion of ALICE training.

We participate in the new employee orientation which is now designated to a specific day each month.

We are temporarily doing eligibility determinations for SB 40 funding for agency services.

##### Gentle Teaching

The next Introduction to Gentleness training will be April 11<sup>th</sup> and 12<sup>th</sup> from 9 AM to 3 PM. We continue to provide mentoring and consultation with agencies and individuals. We also continue to be involved in group work as members of the Gentle Teaching International Board of Directors.

**Amanda George - Organizational Development Department Report**

Ms. George shared that there are over 20 Staff Development opportunities that we have employees registered to attend, 5 of those are specific to SC's.

<p><u>Staff Development</u>                  HR Training for Supervisors, February 2, 2018                  Trauma Informed Support of People with IDD and Secondary Trauma, February 15, 2018 (4 staff – Lyndee Willoughby, Training Supervisor presented Project Equality – Diversity and Inclusion conference, February 21, 2018 (two staff attended – 4 registered)                  Evaluation Learning Cohort, UMKC Center for Non-Profit Leadership/UMKC Bloch School February 23<sup>rd</sup> – several sessions (2 staff attending)                  Health Matters – MO AAIDD workshop, March 12, 2018 (1 staff)                  Disability Advocacy Day, Jefferson City - Capitol (3 staff, 16 people we support)</p>	<p><u>Future Opportunities</u>                  Supervisor Lunch 'n Learn, March 23, 2018                  Disability Inclusion Summit, April 19, 2018 (2 staff)                  LifeCourse Show Case, April 19-20, 2018 (4 staff presenting, additional 4 attending)                  National Task Group – Dementia Capable Care of individuals with IDD (train the trainer), April 18-20 – free to staff – 1 attending so far                  National AAIDD Meeting, St. Louis, June (1 eitas presenter, recruiting staff to attend)                  The 2018 Transition Training Institute will be held from June 26-28, 2018, at the Holiday Inn Executive Center, 2200 Interstate 70 Drive SW in Columbia, Missouri (at least 3 SC's are planning to attend)                  Microsoft Office Word 2016 – Centriq (2 staff June 25, 26)                  ALICE training – Response to Active Intruder                  Safety training – eLearning and small group training (first round – 15 staff)                  Supporting Individuals with Intellectual and Developmental Disabilities Through Grief and Loss (self-study available to all staff)</p>	<p><u>Support Coordination Training Priority</u>                  GOAL: Provide individualized training and coaching for new SC's that increases 1:1 field training and reduces classroom training time                  Develop 8 eLearning modules in place of classroom training – self-directed learning                  Refocus classroom training time to application (including gamification) and discussion                  Access person centered thinking eLearning in place of 14 hours of classroom training                  Focus majority of time to 1:1 time to apply learning in the field and check competency.                  Restructure Field Trainer positions to free up time for 1:1 training                  4 out of 8 eLearning modules completed, tested by new SC's Person-Centered Thinking eLearning in place                  MOCABI Field Trainer – restructured responsibilities of one Field Trainer to focus on MOCABI certification of all SC staff and coordinating training schedules for new SC's, and maintain training data base                  Provider/Community Training                  National Task Group Dementia Capable Care – April 18-20, 2018                  53 people registered as of March 16, 2018 – max of 70.                  Trauma and Supporting Individuals with Intellectual and Developmental Disabilities, May 17 by Lyndee Willoughby</p>
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**Ms. George gave a summary on our active grants.**

<p>Improving Oral Health for People with Intellectual and Developmental Disabilities (Year 1)</p> <p>Summary: Oral Health Training for dentists – 31 dentists and staff two day training. One day of classroom training and one day in clinic. 19 people with disabilities participated and received free dental care. Truman Lakewood, Swope, Samuel Rogers among participants</p> <p>January – Oral Health Coalition Meeting – 20 participants and 6 organizations represented including dental hygienist students/program director from UMKC.</p> <p>1500 oral health gift bags packaged on February 16, 2018 – to be distributed to individuals, families, staff with limited access to dental care/benefits.</p> <p>Oral Health Grant for people with Developmental Disabilities Year 2                  Project start date: January 2018                  Grant Total: \$ 85,482                  Partners: IHD, Missouri Primary Care Association, Dr. John Dane, Director of Dental Services - Missouri                  Funder: Health Care Foundation                  Project summary:                  The goal of the proposed project is to “ensure an oral health care system for individuals with intellectual and developmental disabilities (IDD) that provides easy access to quality dental care, resulting in better oral health, better dental care, and lower costs.”</p>	<p>Kansas City Collaborative to Enhance Access to Behavior and Physical Activity Supports for Individuals with Alzheimer's Disease and Related Dementias</p> <p>Project start date: 12/16                  Grant – 3 year grant                  Partners: KU Alzheimer's Disease Center and 5 sub-awardees: University of Missouri-Kansas City Institute for Human Development, Shepherd's Center of Kansas City Central, Jewish Family Services of Greater Kansas City, Alzheimer's Association – Heart of America Chapter, and Developmental Disability Services of Jackson Co. Missouri – Eitas.</p> <p><u>Activities:</u>                  Hosting Dementia Capable Care for people with Intellectual and Developmental Disabilities Training April 18-20 developed by the National Task Group on Intellectual Disabilities and Dementia Practices. <a href="https://aadmd.org/ntg">https://aadmd.org/ntg</a>                  2 - day training provided by nationally recognized professionals in field of aging and disability. 3<sup>rd</sup> day is a Train the Trainer workshop to train within your region or organization. Goal is to have 60 attendees at the 2-day and 20 attendees at the 3<sup>rd</sup> day. Attendance will be recruited from MO and KS from disability, aging, and Alzheimer's and dementia organizations. Continue to offer Dementia training bi-monthly for eitas staff and providers.</p>
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### Support Coordination

Erin Epperson is out of the office due to health issues. She is working remotely. Mr. Riley will be giving the update on her behalf.

### Blue Springs office –

Katy Carter will be the supervisor. We have a list of 10 SC's who are interested in moving to the Blue Springs Office.

We have posted two of the six UR positions that are approved for this year.

We will post the team 7 Supervisor position soon

We have had 6 new SC's start since the beginning of 2018.

We discussed with KCRO about everyone supported through TCM would be transferred here. We will be discussing with them about recruiting their case managers for our open SC positions.

Success Story: There is a woman who works as an administrative assistant at a local hospital who was having issues with a new co-worker. She has Cerebral Palsy. She took the opportunity with the co-worker to develop an informational poster about CP and her challenges.

### **Deputy Director Report – Mr. Riley**

#### Personnel Plan

Mr. Riley has provided a copy of the plan in the packets.

#### Emergency Plan

We are in the development stages of the emergency plan. We have sent our ideas to the Safety Committee and waiting for feedback.

We are working on an Active Shooter plan. We have gotten feedback and are finalizing the plan. We will do the ALICE training. Some of our employees have started this process. We have formed an internal crisis response team for the people we support. Any SC can bring issues to the group for assistance.

#### Community Resource coordination.

We met with the regional office and decided to do a couple of meet and greet for individuals who will not be covered and will be able to get support from us. We plan to do these events in the spring. We have an intern starting in the spring that will help with this process.

#### **New Business**

**None**

#### **Old Business**

**None**

**Ms. Kemp adjourned meeting at 6:55pm**