

LAKE COUNTY BOARD OF DD/DEEPWOOD

BOARD POLICY

Reviewed and Adopted by the Board:

Date: August 24, 2020

Signature on File

Elfriede Roman, Superintendent

I. SUBJECT: COMPREHENSIVE AGENCY PLANNING AND OUTCOME MEASUREMENT SYSTEM

II. PURPOSE:

To establish a formal mechanism for the review of Board services based upon clearly identified outcomes. To identify the system for incorporating outcome measures into the Board's planning process.

III. REFERENCES:

Ohio Revised Code 5126.04 Planning and Setting Priorities

Ohio Administrative Code 5123-4-02 Administration of County Boards of Developmental Disabilities

IV. POLICY

- A. The Outcome Measurement system will be used to assess the appropriateness, availability, accessibility, and accountability of Board services.

The Outcome Measurement system will provide a mechanism to monitor, evaluate, and enhance program functioning and development.

The Outcome Measurement system will provide systems assessment and feedback to Board administrators, managers, and staff in identifying opportunities for quality enhancements and program improvement. The information generated by this system will be used to influence and guide agency decision making at all levels regarding:

1. Service delivery models
2. Programmatic functions
3. Administrative functions, such as:
 - a. The annual action plan
 - b. The long-range strategic plan
 - c. Policy setting
 - d. Resource allocation

LCBDD/Deepwood Policy A-32
COMPREHENSIVE AGENCY PLANNING AND
OUTCOME MEASUREMENT SYSTEM

Page 2

- B. The Outcome Measurement System will address:
1. The characteristics of individuals served and those waiting for service; to plan future services and assess the appropriateness of current service models.
 2. The effectiveness (defined as benefits achieved by individuals served) of services/programs as determined by measurable outcome data.
 3. The efficiency of services/programs in terms of demonstrated effective use of allocated resources.
 4. The satisfaction of primary and secondary individuals, with benefits achieved and/or services received (at least annually, and/or at program completion).
 5. The quality enhancement through timely reports to support decisions regarding services/programs.
 6. Access to Board services through review of use and need for service
 7. The adequacy, effectiveness and efficiency of the Outcome Measurement System through continuous review.
- C. The range of the Outcome Measurement system shall include information from services/programs operated by the Board and those under contract with the Board as well as other external stakeholders. Outcome Measurement activities will be integrated and coordinated to present a comprehensive picture of the entire range of Board services.
- D. The Outcome Measurement system shall include the following components that will be collected, reviewed and analyzed on an annual basis:
1. Summary of demographic data of all individuals served by the Board or on a waiting list for Board services.
 2. Summary of Annual Plan accomplishments and management reports.
 3. Summary of satisfaction surveys and Input Hearings of primary and secondary individuals, their caretakers, contracted service providers, community service agencies, and other stakeholders.
 4. Summary of compliance with regulatory expectations including formal and self-surveys.

V. DISTRIBUTION:
Board Members
All Managers
All Staff (via Department Manager)
LEADD President,

VI. REVIEWED:
8/20, 8/18, 8/16, 8/15, 8/14, 8/13, 8/12, 8/10, 09/06, 9/04, 10/02, 8/00, 4/99