

Network Day Service Center

FY2023 - 2025 Strategic Planning and Outcomes Management Report

June 30, 2025 Annual Report



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OVERVIEW

INTRODUCTORY MESSAGE:

This report represents Network Day Service Center Inc.'s Outcomes Management Report which summarizes our efforts in continually improving our services to meet the needs of the individuals we support. The Performance Improvement process includes us asking for feedback from our entire stakeholders which include the individuals we support, their families, board of directors, support networks, staff, community partners and our funders. We take this input, review it, and set goals for improvement, and then evaluate how we are doing in meeting those goals.

Network Day Service Center, Inc. continued to strive in FY2023-2025 to meet all the mandates in the performance Contract with Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) Region 1. We are fully licensed by DBHDD and are an approved NOW/COMP Medicaid Waiver Provider. NDSCI receives an agency wide audit from an independent CPA firm annually. We met all requirements satisfactorily. We continue to utilize and improve all services to enable Network to meet the needs of individuals in a new direction.

With the assistance of the Network Day Service Center's (NDSCI) governing board and all NDSCI staff, the Strategic Planning Committee shall meet annually to:

- Review the previous year's accomplishments and assess contract compliance.
- Develop an ongoing strategic planning process for improving supports provided to individuals receiving services through NDSCI
- Determine NDSCI capacity for accepting new referrals from the Region 1 DBHDD office and Support Coordination agencies.
- Agree on a direction for the next year that ensures a positive strategic fit between NDSCI'S current capabilities and the requirements of DBHDD.
- Maintain the financial integrity of Network Day Service Center and its continued capability for providing services to persons with Developmental Disabilities who are residents of Floyd County and surrounding areas.

Performance improvement efforts should always work towards achieving our mission:

OUR MISSION

The purpose of Network Day Service Center, Inc. (NDSCI) is to provide a meaningful work environment and quality of life for the benefit of adults with intellectual and developmental disabilities. NDSCI believes that all people with intellectual and developmental disabilities should be able to live and participate in their communities.

OUR VISION

NDSCI is recognized as the choice provider agency of services for Individuals with intellectual and developmental disabilities, a premier employer in Floyd County, and a preferred partner in the business community.

STATEMENT OF VALUES

- Our vision is that every person who participates in our services leads a satisfactory, independent life with dignity and respect.
- Services offered by Network Day Service Center, Inc. should be designed with dignity and worth of the individual with intellectual and developmental disabilities.
- Services should be consistent with values of integration, use of generic systems, support to natural settings, individualized environment.
- Network Day Service Center, Inc. makes a commitment to excellence and quality through participating in continuing education to develop knowledge and enhance skills.
- Network Day Service Center, Inc. makes a commitment to excellence and quality through willingness to participate in self-evaluation and formal evaluation.
- Network Day Service Center, Inc. is committed to cooperation and coordination of services among agencies, which leads to quality programming.

Network Day Service Center, Inc. believes employees should be:

- Competent, committed, and compassionate
- Treated with dignity and respect
- Valued for their individual and collective contributions as we pursue our shared mission

Network Day Service Center, Inc. believes communities should be:

- Knowledgeable, accepting, and sensitive to the needs of persons with disabilities
- Demonstrate responsibility for all citizens
- Resourceful in providing support

ORGANIZATIONAL PROFILE AND HISTORY:

Network Day Service Center, Inc., as we know it today, had its origin in 1954 as the United Cerebral Palsy of Rome and Northwest Georgia, Inc. at the present site. The program was started by a small group of concerned parents seeking the development of meaningful services and community-based opportunities for persons with developmental disabilities. Currently, there are three buildings located at 402 West Tenth Street on property that was left to the Cerebral Palsy Center by Mr. and Mrs. John Jackson. The private, nonprofit agency, managed by a board of directors, was reincorporated in 1989 under the name Network Associates, Inc. to reflect a more positive image. Children were served until 1995. In 1998, the name of the agency was changed to Network Day Service Center, Inc.

The Georgia Department of Behavioral Health and Developmental Disabilities provides funding for services through NOW and COMP Medicaid Waivers. Services provided by Network include Community Access Group and Individual, Community Living Supports, Supported Employment Group and Individual, Respite, Specialized Medical Supplies and Specialized Medical Equipment and Transportation. Private donations also assist with program needs. Fund raising events, such as golf tournaments, silent auctions and pansy sales, sponsored by the Board of Directors, are held annually.

WHO WE SUPPORT:

All individuals presently served by NDSCI are adults (22 and older) referred by the Georgia Department of Behavioral Health and Developmental Disabilities Region 1 Intake and Evaluation Office. An intellectual/developmental disability is a chronic condition that develops before a person reaches age 22 and limits his/her ability to function mentally and/or physically. Services are provided to people with intellectual and other disabilities, such as cerebral palsy, brain trauma, and autism, who require services similar to those needed by people with an intellectual/developmental disability.

ENTRANCE CRITERIA:

Network Day Service Center serves Floyd county residents age 22 (and up) who have a diagnosis of an intellectual or developmental disability whose eligibility has been established by the Intake and Evaluation Office. Occasionally, due to unusual circumstances, a person is served under age 22 and/or from another county. Applicants funded with governmental resources must either meet state-established “Most in Need” criteria or have received a ‘criteria waiver’ from the Region 1 Board.

The Region 1 Office maintains both ‘short- and long-term planning lists’ for applicants awaiting services. The ‘order of referral’ to Network is determined by a variety of factors including the “Most in Need” status, availability of the requested service(s); identified funding for the placement; and the specific needs, requirements and stated choices of the individual.

Once referrals have been received by the I & E team and/or Planning List Administrator, the management team, comprised of the Executive Director, Program Managers, Instructors and Aides of requested programs, review them and make a decision concerning entrance into the program.

The internal ‘order of acceptance of a referral’ for all individuals who meet the established minimum threshold criteria shall be as follows:

1. the availability of staff coverage to accept the referral and remain in compliance with any state mandated staff/individual ratio requirements, then
2. the capacity for the desired program to meet the individual’s behavioral or medical support needs, and
3. the apparent stability of the home environment or primary caregiver situation.

The Executive Director (or person in charge) then notifies the referring agency and caregiver(s) regarding entrance decisions. Should Network be unable to provide services to an individual, the Planning List Administrator or Support Coordinator are notified and will seek services from other providers and/or keep the individual on the Planning List until services become available. Once a person is received into services, they may transfer, quit and/or reenter program services as changes/choices occur in their lives. No negative consequences occur if a person makes a choice to quit and later wants to reenter as long as Network can meet the specific needs of the person.

- Through hiring and retention of personnel consideration will be given regarding the assessed need of individuals as it relates to culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, and preferred language, among various other needs that person may have based on data collected on individuals supported and coming into services.
- NDSCI will strive to understand the culture of each person served and other stakeholders as well as what that culture understands about developmental disabilities and how that culture may vary from one to another.

OTHER STAKEHOLDERS:

- Parents, family members, guardians, and primary caregivers of the individuals who receive services from NDSCI are a key group of stakeholders essential to the holistic success of the individuals supported by NDSCI and the agency at large. NDSCI looks to these stakeholders for input on how NDSCI can continue to provide quality services, while serving a supportive role in their lives and the lives of their loved ones we support.
- NDSCI maintains a “partnership agreement” with the Floyd County School System and Rome City School System in ongoing efforts to educate graduating special education students and assisting to make transition from student to adult as smooth as

possible. NDSCI participates in transition meetings, educational transition fairs, and other functions that both educate adults students and their families.

- NDSCI contracts with DHS for Rome Transit System to provide transportation in the city. Network, along with Floyd Training Center, contract with DHS to provide transportation in the county.
- DBHDD's Region 1 Office is another essential stakeholder that provides most of the funding for Network through NOW/COMP Medicaid Waiver Program for persons with intellectual and developmental disabilities. At the regional level State Support Coordination, Intake and Evaluation, and the Regional Office provide support, technical assistance, intake screening, and a referral base, and technical support and feedback, which are all valuable inputs for NDSCI strategic planning.
- NDSCI works closely with the local Center for Independent Living (formerly Disability Link) to provide any assistance our adults can be advised on and utilize to becoming more independent.
- NDSCI works closely with DIGS (Developing Independence, Growth & Security) a local group of parents who started a program to raise funds to provide safe housing, work, and leisure opportunities for adults with developmental challenges. DIGS offers extracurricular activities for our adults such as The Just As I Am Choir, Art, Photography, and a Dance Club. The DIGS Art Club meets at Network once a month.
- NDSCI has a relationship with the local Berry College with the largest campus in the world. Berry's Bonner Scholar students and interns provide activities and host parties for Network's adults. Berry's Psychology Department professor and Director of Autism/Applied Behavior Analysis has a class who volunteers during the year.
- NDSCI operates under the guidance of an active, all volunteer board of directors, of which at least 50% are also parents or family members of individuals with I/DD. There is a retired special education director and a special education teacher. Other directors come from various business sectors of the community. The board is made up of men and women with a wealth of knowledge in different areas of expertise who serve as an ongoing resource and provide essential guidance in strategic planning.

FACTS ABOUT NETWORK DAY SERVICE CENTER, INC.

As a private nonprofit human services organization, Network Day Service Center, Inc. provides an array of training and support services primarily to Floyd County residents with Intellectual and Developmental Disabilities. We review program outcomes on a regular basis for efficiency and effectiveness, always seeking a better way to serve the individuals. The center maintains a campus owned by a Governing Board of a voluntary Board of Directors. The center consists of three buildings situated on three connecting lots. A community-supported Therapy Garden in the back yard was completed in March 2005 with many features to offer a serene place for individuals to enjoy. Raised flower beds offer the opportunity to learn about horticulture for those who choose to do so. The Governing Board continues to seek funds to maintain garden. The individuals, families and Board are happy with the garden. The Rome Federated Garden Clubs adopted it as their community project and the individual clubs (total Membership of over 200), headed by Seven Hills, are held fundraisers to assist with the cost, which was approximately \$50,000. A drive through, carport and

parking lot were completed in March 2008.

We invite the Rome community to be involved with the center and individuals. The individual computer lab with 11 computers is one the largest labs in the state. Many individuals have a computer goal of their choice. We are proud of the computer lab and comments from visitors, state monitors and other stakeholders. We are mostly proud of how it benefits our individuals and how they view their lab. Adaptive equipment, such as a touch window, is used as needed and Internet access is available. The 'community at large' is utilized on a daily basis to provide choice driven supported employment, recreation and community-based training opportunities.

Network added a state of the art theater in 2025 which includes seating for sixteen which reclines, a high quality projection and sound system. Individuals run the Popcorn Theatre which includes snacks, popcorn and drinks. The Popcorn Theatre provides ADA accommodations which includes wheelchair accessibility with a ramp to enter the theatre, noise-cancelling headphones, weighted lap pads, fidget tools, etc. The community is invited to come hang out and watch a movie.

Network partners with local agencies and businesses in Rome and Floyd County. They partnered with the Rome International Film Festival to bring the movie, Homeward Bound, with a red carpet experience to the local Desoto Theatre. We also partnered with the U.S. Marine Corps Toys for Tots and received the "Commanders Award" for "outstanding support".

There are two employers in Floyd County who utilize our individuals' talents through Supported Employment Group and Individual. We also have a group of individuals who work for Legacy Commissary sorting condiments into packaging to be sold. We have an individual who works with West End Florist. All individuals make at least minimum wage with Legacy Commissary paying \$1.00 more per hour than minimum wage.

PHILOSOPHY

Network Day Service Center, Inc. services are premised on the belief of each individual's inherent dignity and worth. An intellectually/developmentally disabled child or adult is first of all a human being, and his handicap is of secondary importance. Each individual program plan and each personal interaction between staff should reflect this belief. All programs and expectations should encourage optimum physical and mental development. Expectations which society has for a non-handicapped person in regard to social, emotional, intellectual and physical independence should be the same for a handicapped person, insofar as that person is capable of achieving those expectations.

Network Day Service Center, Inc. desires to have an open communication channel with caregivers and authorized representatives. Opportunities to visit the program, and frequent opportunities for communication with instructors and administrative staff when

appropriate are all intended to accomplish this purpose.

SWOT ANALYSIS

Network Day Service Center, Inc. considers all input provided by stakeholders as it develops and implements strategic plans. NDSCI has solicited information from our stakeholders in analyzing the organizations internal strengths and weaknesses as well as external threats and opportunities which are likely to affect NDSCI's ability to uphold the mission.

Organizational Strengths

NDSCI's employees are our most valuable resource. As a group, they are competent in their jobs and in their commitment to serving persons with developmental disabilities to the best of their ability. They have a 'lot of heart' and genuinely care for our individuals. Staff and program longevity are definite strengths. They are well trained and equipped to provide the supports needed by our individuals.

Our community program is thriving. We've also added Respite, Specialized Medical Supplies and Equipment services. The Community Living Services with Private Home Care licensing to provide personal supports/companion sitter services continues to grow.

The individuals we serve have family members and caregivers who help us provide the best possible care to their person. Many individuals have developed long term friendships with peers and staff. NDSCI provides opportunities for families/ caregivers to get together informally. Program activities are choice driven and highly individualized.

During the past 71 years, the center has developed a network of community stakeholders who are supportive and can be called upon as necessary. The organization has a good reputation for dependability and stability. We have on going involvement with local employers, civic groups, church groups and governmental entities that appear eager to assist the center in helping individuals. We promote a strong 'teamwork' ethic and de-emphasize organizational hierarchy. We have on going community involvement such as actively participating in annual United Way fund drives.

Network Day Service Center, Inc. has a compassionate, involved and supportive governing Board of Directors comprised of individuals' parents and local citizens active in the community who are personally committed to improving the quality of life available to the developmentally disabled citizens that we serve. The Board's current annual fundraising activities began in 1994 and involve many 'friends' of Network and supporters. Monies rose from the annual golf challenge in the summer and annual pansy sale in October routinely fund capital improvements, building renovations in support of staff efforts. Network has had music

fund raisers that included a “Dancing with the Network Stars” and entertainment which included silent auctions. Network celebrated their 70 Year Anniversary in November 2025 and had a silent auction.

NDSCI maintains an attractive campus with excellent facilities that are easily accessible to anyone. It is conveniently centrally located near city bus stops, restaurants, businesses and medical offices. The fair market value for these ‘Board owned’ facilities has been estimated at \$600,000 during FY06. This means the center is able to spend dollars in support of our mission versus paying them to a landlord. The Board of Directors sponsors a Spring Fling and Christmas dinner.

Network contracts with a computer consultant who keeps computers upgraded and HIPAA compliant and in top working condition.

Internal Strengths

Good relationship with families and community members

Strong Board of Directors cross representation of businesses in Rome

Good rapport with Regional I Board, Intake & Evaluation and Support Services

Teamwork (like family)

Staff with tenure and expertise

One staff with a Doctorate, one with a Specialist degree, three with Masters degrees, two with Bachelor’s degrees

Staff who qualify as Developmental Disability Professionals

The variety of programs we offer

Excellent resources to do our jobs

Supervisors/administrators who are supportive and open to suggestions

Clean/attractive work environment

Use of volunteers and interns

Our facility/vehicles

Solid transportation system

Pleasant work environment

Own the property and buildings

Staff ability to order equipment etc. they need (with Director's approval)

Good consultants (legal, CPA)

Location-central, on bus lines

Good reputation in community

Long term (since 1954)

Ongoing referrals and waiting list for day services

Our Weaknesses

Post Covid, Network continued to slowly rebuild the individual caseloads. As new individuals entered into services, same number of individuals either moved out of Floyd Co. or passed. Through attrition as staff have left and as much as possible, responsibilities were redistributed.

The Department of Behavioral Health and Developmental Disabilities continued to encourage providers to get away from the day program model and focus on getting individuals more involved with community activities and connections. Network capitalized on Rome and Floyd available community resources and opportunities which are limited.

Following Network's Covid closing, there continued to be a reduced pool of applicants for job openings, especially part-time. There was also limited opportunity for staff to advance to more responsible, higher paying positions. With decreased individuals, funding was decreased which made it difficult to give significant raises. This has proven somewhat less effective incentive for

recruiting/employing people who have college degrees.

Medical insurance rates continue to escalate. Because the center seeks to assist staff by heavily subsidizing these rates, then we risk regression in our recent efforts to become more competitive with larger organizations.

Rome offers limited public transportation services and Rome Transit Department services are unavailable during evenings and weekends.

Internal Weaknesses

Additional qualified staff due to growth

Need additional vans with lifts

More demands from DBHDD

Increased building capacity

Continued increased paperwork making it difficult to balance supports and documentation

Need alternate plan to address unexpected staff absenteeism

What do we do with individuals who could work, but don't want to work (catch 22) (choice)

Funding reliant on DBHDD

Upkeep of buildings, vehicles and property expense

Increasing insurance costs for property and vehicles

Educating families to be more involved with current issues

Safety concerns regarding the intruders, tornados, locks

OPPORTUNITIES THAT ARE AVAILABLE TO US

We are located in one of the fastest growing counties in the state. We are one hour from Atlanta, thirty minutes from Cartersville and Calhoun. Bordering these counties, we receive inquiries about services in the facility and our supported employment services. For individuals who currently have funding assigned to them, this represents an opportunity for the ‘marketplace’ to work, as it should.

The fact that the governing Board does not have to lease our facilities provides us the opportunity to ‘add on’ to expand services.

NDSCI has developed an excellent reputation during its 71 years of community service and has an even larger potential network of supporters. The two annual fundraising events may be expanded.

NDSCI has a well-established history of developing collaborative working relationships with other service providers and this could be expanded upon.

To expand community services

Seek new funding sources and community projects

Expand public image through websites, collaborative efforts, new brochures and newsletters

Expand community employment and volunteer opportunities for the individuals we serve

Expand web-based documentation through Vypersoft

THREATS TO THE CENTER

Competition from other service providers. All providers are seeking the same funding sources that NDSCI relies upon - particularly large managed care organizations that may ‘politically’ negotiate assignment of the States’ Medicaid Waiver capacity to them under managed care initiatives.

The local economy and ‘rumors’ of more budget cuts by the State. Although we have recruited part-time direct support employees, the key staff positions are filled with long time competent, experienced employees. A loss of these staff, with their familiarity of a quickly evolving I/DD system, would negatively impact NDSCI’s service delivery for a period of time.

Limited transportation, unstable fund sources, increasing medical insurance costs.

External Threats

- Federal / State funding is limited
- Insurance challenges
- NOW/COMP waiver funding system is restrictive and documentation heavy
- Keeping up with evolving trends for service delivery

ORGANIZATION ACCOMPLISHMENTS

- Exceptional Rates were approved for individuals which allowed 1:1 staff to support them at the level they needed.
- Slack Communication System was set up for staff and has helped our communication.
- DialMyCalls communication system to communicate through text messages with families and caregivers was established.
- The Annual Golf Challenge fundraiser at Stonebridge Golf Club and Silent Auction monies will be used for any needed capital improvements projects.
- A 10-passenger bus and a 15-passenger van were purchased with a wheelchair lift.
- Network has been involved in a softball competition with other centers which the individuals have greatly enjoyed. There was a banquet to celebrate their year with championship rings and pins given to players and fans.
- After a Rome Transit bus caught fire in front of Network, staff was honored at the Rome City Commission meeting for acting swiftly and taking care of the individuals
- Director appears on the radio and speaks publicly to local civic clubs.
 - NDSCI Policies and Procedures are checked and updated at least annually.
 - NDSCI has had no grievances or complaints in twenty years.
- OSHA had 0 incidents to report.
- Health and Fire Inspections were 100% in compliance. All major heat and air, fire extinguishers and sprinkler systems were brought under maintenance agreement contracts.
- Individuals participated in the local Special Olympics.
- Berry College's Psychology Department had students provide a literacy program for our individuals.
- Berry College Bonner students developed a Network's website as well as activities for our individuals.

ACCOMMODATIONS

Listed are a few of the changes to accommodate special circumstances prompted by input/requests from stakeholders.

- Allowing individuals to come before center program opens. No fee charged.
- Allow individuals to remain after program hours due to rides arriving late. No fee charged.
- Allow individual's program hours to change due to unexpected situations at home.
- Staff stationed at door am & pm to ensure individual's safety getting on and off bus.
- Transport individuals to special events after hours in order for them to attend.
- Changed schedules at their request in order for adjust training in a.m. or p.m. session.
- Requested changing where and with whom one eats lunch. Change was worked out.
- Granted request to go to computer lab while waiting to go to work.

ADAPTIVE EQUIPMENT

Adaptive Communication

Non-Verbal

- iPad/Tablet programs
- Communication Pictures

Program

- Reach Extender
- Adjustable Tables
- Lap Boards
- Bowling Ball and Ramps
- Sit to Stand Lifts
- Wheelchairs
- Work Jigs
- Large Screen TV's for Visually Impaired
- New changing table

Computer Lab

- Large Screen TVs - (Monitor)
- Touch Screen Computers (2)
- Enlarged Keys (2)
- Earphones

ONGOING STRATEGIES:

BOARD OF DIRECTORS

NDSCI maintains a board of directors that meets on five times a year to oversee the ongoing activities of the organization to develop and maintain contractual agreements necessary to provide services, establish and enforce policy, and to ensure NDSCI is financially stable. The following are specific functions of the board's oversight:

- Maintenance of corporate documents and nonprofit (501c3) status
- Board committees including but not limited to Executive, Financial, and Nomination will be appointed by the Board President as required to manage the ongoing work of the board.
- Ensure the employment of an Executive Director to manage the day to day operations of Network Day Service Center through the allocation of varied financial and corporate resources.
- Ensure the completion of an annual agency-wide audit conducted by an independent Certified Public Accountant. This audit will be completed in a timely manner and include documents appropriate required by funders and regulatory entities.
- The board of directors serves as an advocate group and a community resource for individuals with intellectual and developmental disabilities in Floyd County and surrounding areas. This will be accomplished through communicating both current and future needs of the individuals receiving services to potential funds and community stakeholders.
- Work to enhance the existing facilities and ensure future service delivery capacities by developing expansion projects and additional facilities that enable more individuals seeking services to be supported.

OFFICERS AND DIRECTORS

JULY 1, 2024 - JUNE 30, 2025

OFFICERS

Gail Sherman, President (Registered Agent)

Virginia Hunter, Vice President

Mary Hardin Thornton, Treasurer

Dana Ewing, Secretary

Sara Barton

Scott Bentley

Patsy Cooper

Leigha Davenport

Tom Ewing

Ruth Forrester

Joy Jones

Janna Lacey

Mary Ann Long

Scott Preston

Kathy Proudfoot

Charles Schroeder

Nadine West

Ginny Word

ADVISORY BOARD

Ray Cox

Robert Norton, Jr. Ph.D.

Committees:**Quality Assurance:**

NDSCI employs the use of committees to ensure that there is a collaborative approach to quality assurance, strategic planning, and risk management. A collaborative approach ensures buy-in from stakeholders, the board of directors, employees of the center, and individuals supported. Collaborative efforts for planning also gives ownership of initiatives to the members of the committees providing for an increased likelihood that the initiatives will be seen to fruition. Meeting minutes are kept during committee meetings to ensure there is not a loss of knowledge after the discussion and planning activities.

Quality Improvement Committee:

The QI Committee is composed of subcommittees as well as the entire staff of NDSCI. In addition to subcommittees, the Executive Director or designee conducts regular meetings as a part of staff development. Through these meetings, staff will have opportunity to brainstorm about ways to improve supports to individuals, be made aware of areas of concern where quality needs improvement, and opportunities for staff to share concerns.

- Regularly staff meetings will have a discussion time for concerns. It will be the charge of the management staff to ensure resolution of these concerns.
- Regularly staff will be asked to provide input around specific quality improvement from initiatives in a structured format that will yield outcomes to be pursued.

Subcommittees:**Financial and Billing/Administrative –**

- Obtain annual independent audits in compliance with Act 1359
- Ensure annual employee performance appraisals are completed
- Annual fiscal report
- Monitoring of Medicaid Standards/Billing Procedure/Contractual Requirements
- Quarterly financial reports signed and approved by Board President prior to Center submission to Office of Financial Services
- Reviews and/or revises all Finance and Billing policies annually
-

Health & Safety

- Schedule all external annual fire, health, and safety inspections
- Review safety and environmental reports and develop recommendations for needed corrections or improvements
- Conduct emergency drills as scheduled and evaluate results of drills annually
- Provide or arrange training on health and safety issues for participants
- Reviews and/or revises all Health and Safety policies annually

Human Resource Development/Training

- Ensure all Staff Performance Evaluation forms are reviewed and updated as needed and, at minimum, annually
- Ensure Performance Evaluations are completed annually.
- Reviews and/or revises all Human Resource policies annually
- Annual review of all personnel files
- Maintain Human Resource board for all posters required by law

Human Rights Committee

- Provide services and supports in the least restrictive environment
- Emphasize the use of positive communication and less restrictive interventions based on DBHDD Standards
- Review complaints/grievances and suggestions received from individuals
- Advocate for individuals by assisting with filing complaints when needed
- Provide, or arrange training for individuals, families, caregivers and staff on individuals' rights, responsibilities
- Ensure humane treatment or habilitation that affords protection from harm, exploitation or coercion
- Coordinate with the Health and Safety Committee, when appropriate, to address issues that affect health and safety, as well as accessibility.
- Reviews and/or revises all Human Rights policies annually
- Ensure cultural differences, such as, social, cultural, religious, or other differences are respected.

Emergency Management Team

- Develop and review, or revise Annual Emergency Response/Disaster Plan for Network Day Service Center, Inc.
- Coordinate Emergency activities with EMA Director and other community emergency response agencies

- Ensure maintenance of letter of agreement with off-site safe locations for use during evacuation drills
- Review annually results of Health and Safety Committee Emergency Drill Reports, and address any identified difficulties encountered during drills

Transportation/Building and Grounds

- Conduct weekly inspections of building and weekly inspections of grounds and make recommendations as needed
- Complete vehicle inspections as required following DHS Transportation and Center Guidelines
- Schedule and monitor the maintenance of all vehicles
- Maintain vehicle logbooks, monthly reports
- Maintain the required license and safety certification for drivers
- Monitor, review and/or revise all transportation policies based on DHS, NDSCI, CARF, Federal and State Standards
- Review and/or revise all Transportation /Bldg and Ground policies annually

Technology Committee

- Ensure all computers are password protected
- Backup server weekly and change password annually
- Research and update all software as needed
- Maintain a list of staff keys and pass codes for the alarm system
- Monitor, review and/or revise all Technology policies based on DHS, NDSCI, CARF, Federal and State standards
- Maintain all passwords/username for all computers

Training Committee

- Assess and identify employee training needs
- Provide, arrange, schedule and ensure documentation of employee training
- Arrange and document orientation to new employees.
- Reviews and/or revises all Training policies annually

Credentialing and Privileging Committee

- Receive all application packets, for credentialing, based on DBHDD and Medicaid Standards, and meet to approve individual credentials.

In addition, Network addresses the following areas:

HIPAA:

NDSCI management team provides HIPAA Privacy oversight and manages the authorized release of individual supported information according to policy. NDSCI Privacy Officers (designated by the Executive Director) work closely with the Security Officer (Executive Director) and designated staff to oversee ongoing activities related to the development, implementation, maintenance of, training for, and adherence to NDSCI policies and procedures covering HIPAA. Privacy Officers and Security officer ensure NDSCI complies with federal and state laws and NDSCI privacy practices.

Records:

NDSCI takes measures to ensure accurate, confidential, appropriate, and timely record keeping through a system of checks and balances and internal audits. In addition, records are reviewed by outside entities such as Qlarant, Support Coordination, CARF, and others to maintain compliance with DBHDD and other mandated entities. HIPAA compliance is also an important function of NDSCI record management activities.

Records of Individuals Supported:

The Billing Clerk/Administrative Assistant (BC/AA) conducts record reviews to ensure accuracy and completeness of each individual's record at least annually. Currently these records are hard copied as well as housed in a secure, web based, relay server through a Data Management System, Vypersoft. Vypersoft provides a number of safeguards for the privacy and integrity of the records.

The BC/AA utilizes a checklist that serves as a reminder to ensure that all appropriate documentation is maintained in the record, and each checklist is to be maintained for 6 years at minimum. The Executive Director double checks individual files for accuracy before they are filed.

The Quality Improvement Committee samples records to review annually using the same checklist. The purpose is to assess the content and quality of documentation contained in the individual's records. The Committee will be looking at accuracy, timely entry of data, proper structure, and signatures and job titles of the reorder and completes of service delivery as it relates to the ISP.

Employee Records:

The Executive Director, or designated staff, shall review the contents of each personnel file at least annually.

The Executive Director will utilize a checklist that serves as a reminder to ensure that all appropriate documentation is maintained in the record can be used to maintain the file.

The purpose of this activity is to assess the content and quality of documentation contained in the employee's personnel record and to ensure compliance to state and federal law and known best practice measures as related to human resource management.

Records shall be kept complete and contain all required documents as determined by DBHDD contracts and CARF Accreditation Standards.

Risk Management Activities:

Routine risk management activities are completed by the Executive Director and others designated staff. The Executive Director is responsible for assessing the status of overall risk management activities on an ongoing basis including but not limited to:

- Reviewing all insurance policies with insurance agent at least annually.
- Review and follow through on risk management concerns brought forth by individuals supported, family members, employees, or other stakeholders.
- Ensure the following are carried out:
 - Pest control and garbage services are maintained on an ongoing basis
 - Safety inspections occur annually with corresponding documentation
 - Universal precautions and infection control training and materials are provided to staff annually at minimum
 - Vehicles used by NDSCI are maintained regularly and inspected annually and contain necessary safety and insurance equipment and documentation
 - Ensure only employees who are cleared to do so operate NDSCI vehicles
 - Ensure new employees meet criteria for employment as documented in policy
 - Ensure employees receive appropriate training per the required training outline as prescribed by DBHDD and CARF

- Ensure insurance coverage is maintained to protect the organization, individuals supported and staff which includes at minimum.
 - General Liability
 - Directors & Officers Liability
 - Fire & Property Replacement
 - Fire & Theft on Contents
 - Motor Vehicle Insurance Coverage via State of GA
 - Individual Supported Accident
 - State Unemployment
 - Workers Compensation
 - Employee Benefit (medical, life, dental)

Outcomes Management Report:

Annually, at the close of each fiscal year, Network Day Service Center completes a comprehensive Outcome Management Report that addresses the areas addressed below, and serves as an assurance that NDSCI upholds its mission and moves toward meeting the objectives NDSCI prescribes for Strategic Planning purposes, and/or modifies the plan as needed based on trends and SWAT analysis.

- Executive Director's Summary Statement
- Accessibility Plan
- Current Year Entrance Criteria
- Identification of Barriers to Service Delivery
- Outcome data on program specific goals and objectives
- Updates on Strategic Planning Activities
- Satisfaction of individuals supported and other stakeholders

NDSCI recognizes the requirements of the CMS final rules, and the value of true person-centered practices and community-based services. In the coming years, goals will continue to focus on helping people we support grow and connect. We will explore how to assure people supported have access to, are valued by, and may seek employment in their local community. NDSCI will also assure that people supported play an active role in participating in programmatic planning. Individuals supported participate

through the development of their one-page profile, completion of the Personal Focus Worksheet, and the ISP process. Where it is difficult to get input from a supported individual, NDSCI will lean on the support of people who know that person best and who demonstrate genuine care, concern, and affection for the person supported.

FY 2023-2025 STRATEGIC PLAN

In response to the influence of external and internal influence and critical issues facing Network Day Service Center Inc., the management team has formulated a strategic plan to plan for the future direction of supports and services as they relate to NDSCI. The strategic direction of Network Day Service Center attempts to strike a balance between our mission, vision, and guiding principles while working within our capabilities and our environment. Specific goals are developed for each of these strategies and will be updated annually. The goals are broad based statements that will guide Network Day Service Center into the future. Specific and measurable objectives will support the achievement of these goals we have set forth and can be found throughout some of the other plans in this document (Risk Management, Accessibility, Program Specific Outcomes, Technology, and Cultural Competency).

Network Day Service Center will focus on the following Strategies:

- A. Effective Leadership
- B. Community Awareness
- C. Financial Solvency
- D. Provider of Choice
- E. Community Partnerships

To uphold the mission of NDSCI, the Strategic Planning Committee along with the Board of Directors establishes a Strategic Plan. This document will identify in specific terms the tasks to be completed in the coming year to respond to the strategic goals and objectives. Strategies outlined in the Strategic Plan may be further outlined in other more specific plans further into this document.

Effective Leadership	Description	Timing	Barrier	Progress
1. Invest in our people Responsible Party – Executive Director, Admin team and Board of Directors	Tailoring services to meet the needs of each individual requires highly trained and specialized staff.	As needed	~ Training opportunities are expensive and scarce.	Staff received multiple areas of training to including required annual training through Relias online which trains specifically to individuals needs. They also receive training which is tailored for each individual needs, such as Healthcare Plans and Risk Mitigations with specific health needs of each individual. In addition, staff participate in individual ISPs and provide input into the SISs and HRSTs.
1a. Ensure that high quality professional development opportunities are available at all levels of the organization so that highly trained and skilled staff are in place.	As our services continue to grow and change, to benefit our individuals served, staff need training to do their jobs effectively	As needed	~ Time to research what is effective and available.	Based on training requirements specified by the Georgia Department of Behavioral Health and Developmental Disabilities Office, Network has ensured that all staff receive training needed to meet the needs of each individual. In addition, staff received annual training on Healthcare Plans and Risk Mitigation Plans to

				ensure individuals are healthy and safe. Staff also attended trainings offered by DBHDD. Three staff and three individuals also participated in the Sangha Unity Network, Inc. (SUN) offers a "Learning Journey" program in collaboration with the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD), and facilitators Michelle Schwartz, M. Ed. CCC-Sp, and Katie Chandler, LCSW. Focus: This was a six-month commitment designed for provider agencies in the self-advocacy and person-centered practices field. Purpose: The program aimed to help provider organizations better support individuals in becoming active decision-makers in their own service provision,
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				empowering them to move from a "client" role to a "citizen" role focused on community opportunities Two participants attended the Sun Learning 2024 Wisdom of Leadership Conference in September at the Mariott Macon City Center.
1b. Explore possibilities for implementation of wage incentives to retain employees.	We must ensure we provide competitive wages and benefits to attract and retain qualified team members who can advance our mission.	As needed	~It is getting more difficult to find qualified employees in this competitive market. ~ Funding	Network continues to provide competitive wages. Each year, providers in the same field are contacted to compare salaries and benefit packages. Post Covid-19 Pandemic, funding also affected the ability to increase salaries. Network's Board of Directors approved a 3% increase in FY25. As was shown throughout the country with other businesses as well, there has been a

				shortage of applicants which impacted the community living services and community access individual positions. Both services utilize part-time employees which continue to be very difficult to recruit. Network continues to offer free health insurance, dental and vision insurance and a \$10,000 life insurance policy to full time staff.
2. Increase participation of individuals supported in day to day operational decisions. Responsible Party – Executive Director and Board of Directors	Supported individuals should play a key role in determining how their services look and are delivered. NDSCI will increase the ways individuals can provide input.	~Annual satisfaction surveys will be conducted. ~2Xannually at minimum advisory mtg comprised of individuals receiving services. ~Annually each individual will have input into individual specific program through ISP process and meeting.	~Ensuring satisfaction surveys measure what NDSCI is trying to capture. ~Keeping momentum going around monthly individuals supported meetings.	Annual satisfaction surveys are conducted with individuals to measure satisfaction with their services. Individuals meet monthly for their input on program needs and what they would like to see happening at Network. Individuals continue to be a part of their ISP meetings with staff encouraging them to

				participate by stating their wants and needs.
Strategic Partnerships	Description	Timing	Barrier	Progress
1. Increase collaboration efforts to attract resources and enhance mission impact. Responsible Party: Executive Director, NDSCI Staff	Expand collaborations throughout Floyd County to attract more individuals to Network services. To ensure smooth transition of young adults with I/DD from the public school system.	~ Ongoing ~ Attend IEP meetings at local schools ~ Schedule times to speak with school admin and teachers explaining services and opportunities	~ Competition with other providers	Administrative staff continue to attend IEP meetings and encourage local special education programs and students to tour Network. Administrative staff continue to stay in contact with the Georgia DBHDD office discussing possible individuals who are entering the services. Staff have reached out to the local school special education programs about collaboration (i.e. inviting students to visit Network and watch movies and play games, individuals go to the classes and play games and have parties).
2. Maintain and cultivate existing relationships with other I/DD providers.	Expand collaborations with other I/DD providers to continue to explore	~ Ongoing ~ Visit other programs	~ Time	Network administrative staff meet on a semi regular basis with other providers in Region 1.

Responsible Party: Executive Director, NDSCI Staff	innovative ways to meet the needs of individuals with I/DD.	~ Meet with other providers		Emails and phone calls are more frequent. Discussions include ways to improve services and how to deal with challenges coming to providers as DBHDD and Medicaid change the way services are provided and billed.
3. NDSCI openly invites oversight, accreditation, and auditing agencies to review services delivered per our contract. Responsible Party: Executive Director, NDSCI staff, Board of Directors	NDSCI hosts various oversight, monitoring, and auditing agencies and utilizes the information they provide to improve quality and scope of services.	Current regular oversight: Support Coordination – ongoing Qlarant – every 1-3 years CARF – every 3 years Health Inspections – every year Vehicle Inspections – every year Fire Inspections – every year	~ It can at times be difficult to reconcile the various expectations of various accreditation, oversight, and auditing agencies, as well as keep in line with the NDSCI mission.	Post Covid, oversight of support coordination and other agencies started back coming into the center in FY24. The health department no longer provides health inspections, so Network is pursuing another provider to complete health inspections. Vehicle and fire inspections and were completed annually.

C. Community Awareness	Description	Timing	Barrier	Status
1. Strengthen and clarify the brand of Network Day Service Center, Inc. Responsible Party: Board of Directors, Executive Director, Managers, DDP	Develop and implement a brand awareness strategy that leads to greater return on investment. Develop and implement a social media marketing plan and ensure the necessary qualified staff to support.	~Ongoing and as needed ~Update brochure, website and social media to meet current needs	~ Monies to fund the implementation	Network has a vibrant FaceBook page with activities continuously going on. To strengthen Network's brand, changes were made to update the website and brochures/program information. The Supported Employment brochure was updated to make it more current and relevant. With the improvement of color copiers/printers, Network prints their own brochures and letterhead which has saved on printing costs.
2. Increase community integration activities. Responsible Party: Executive Director, Managers, DDP	NDSCI will identify community integration opportunities for staff and the individuals receiving services at NDSCI	~Research community events where Network staff and individual can present brand and service opportunities to community. ~Continue growing volunteer opportunities	~Transportation provided through local transit limits the time of day we can provide support to individuals who need transportation. ~The NOW/COMP waiver programs we currently have provider numbers under limits the times of day we can provide	Network has expanded community opportunities as well as volunteer opportunities. Network volunteers at the Community Kitchen, the Journey Food Pantry, and Toys for Tots.

			supports to individuals receiving residential supports. ~The cost of operating vehicles and gas limits the number of individuals supported who can access the community daily.	
D. Provider of Choice	Description	Timing	Barrier	Status
1. Provide Services and Supports in a way that makes NDSCI a preferred provider of services. Responsible Party: Program staff and Admin	~ NDSCI will strive to maintain supports for over 100 individuals each year ~NDSCI will strive to complete intake on at least one person per month ~NDSCI will try to grow the program by two individuals each year	~ Ongoing	~There are things that affect attendance and attrition that may not be related to supports provided such as familial issues, and individual health ~NDSCI is at the mercy of Support Coordination, both Private and State funded referrals.	Post Covid, Network's return of individuals was gradual. The current number served is 80. Nine individuals were discharged in FY23; 9 individuals left services in FY24; and 11 individuals discharged in FY 25. 7 new individuals started services in FY2023; 8 new individuals started services in FY2024; and 7 new individuals started services in FY2025. Individuals left services for various reasons, i.e., moving out of Floyd Co. or passing away.

				Admin staff stay in contact with the DBHDD Intake and Evaluation Office and support coordination agencies inquiring about possible new individuals. In addition, Network attends local students IEPs and transition fairs to provide information about services.
2. Continue to increase employment opportunities for the people we support by an average of one new job per quarter. Responsible Party: Program Supervisor, Supported Employment Team	NDSCI continually evaluates the community for opportunities for employment for the individuals we support ~NDSCI participates in initiatives to increase employment opportunities by 10% for all IDD individuals	~Ongoing	~ Competition for jobs is very competitive in this market	A couple of issues have slowed down supported employment in the past years. Post Covid, businesses continued to be slow to hiring individuals. There continued to be misconceptions including the potential for negative stereotypes, a lack of employer knowledge about accommodations, and perceived costs associated with providing accommodations. Secondly, the requirements to get supported employment

				added to an individual's services now requires more hoops to jump through even when a position is readily available. Network's Legacy Commissary supported employment group has maintained 10 workers.
3. Continue to develop meaningful programs for the people we support. Responsible Party: Executive Director/Program Supervisors	~A powerful component of our success is based on the quality of the programs and services we offer. We are seeing a greater diversity amongst the needs and wants of adults with I/DD. Adapt our program through surveying individuals and their families and determining what they want to do. ~Use the ISP process to determine how to change programs to fit the needs of people supported	~Ongoing	~People get bored with things quickly, creativity runs out. ~There is a cost associated with many activities. ~Traditional hours sometimes do not meet the needs of the people we support as related to their preferred hours ~Traditional hours may not meet the needs of family and is when transportation is available.	DSPs continue to be encouraged to access Pinterest, the Autism Helper website and others for new, innovative activities. DSPs are also encouraged to look for new places to go in the community for individuals to allow new experiences. Ideas for improving individual services are discussed in ISPs.

E. Financial Solvency	Description	Timing	Barrier	Status
1. Operate within the agency budget to ensure quality supports and services. Responsible Party: Business Manager, Executive Director, Board of Directors	~ NDSCI like any organization has a budget to maintain. The health of the agency relies on NDSCI to be fiscally healthy for quality service delivery, ensure all staff receive pay and benefits as expected, and to prepare for anticipated growth. ~Continue to follow the recommendations of the auditors	~Ongoing	~Increasing cost of living, cost of insurances, etc. ~ Attendance is affected through attrition and things that may not be related to supports provided such as familial issues, and individual health	Network continued to remain solvent and fiscally sound through FY25. The budget was affected by the number of individuals lost during and following the pandemic. As individuals have left for reasons such as moving out of Floyd County and from passing away, Network has been able to absorb caseloads when DSPs left employment which has preserved the budget. Network participated in a rate study through Burns & Associates, a division of Health Management Associates (HMA-Burns). The study was administered as part of a review of payment rates for the New Options

				Waiver (NOW) and Comprehensive (Comp) Waiver services. The goal is to incentivize providers to provide services in their community and bill at a higher tier rate. While this discussion was to be implemented in July 2024, at the end of FY2025, the plan had not been implemented.
2. Increase fundraising opportunities as well as our philanthropic investment from donors and funders in order to maintain the quality of our programs and services. Responsible Party: Board of Directors, Executive Director and Business Manager	~Cultivate additional funding sources to strengthen Network's financial sustainability when Medicaid Waiver reimbursements do not cover program costs. ~Increase earned revenue potential by evaluating and communicating the value of the programs and services.	~Ongoing	~ Competition of other nonprofits in the area	Network continues to hold an annual golf tournament and Dancing under the Network Stars fundraising events. Network continued providing DHS transportation services and increased the number of trips which has continued to increase transportation funding. Network continues to participate in SPADD (Service Providers Association for

				Developmental Disabilities) which advocates for providers which includes increases funding.
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RISK MANAGEMENT PLAN

The Risk Management Plan was developed in recognition of the fact that risk is inherent in providing supports and services to people in a number of areas. This Risk Management plan involves specific goals and objectives to deal with uncertainty and potentially harmful future events.

Network Day Service Center, Inc. will focus on risk in the following areas:

- A. Individuals Supported
- B. Personnel
- C. Property
- D. Technology
- E. Financial
- F. Organizational
- G. Reputation

On a daily basis, NDSCI works to minimize risk through training, policies and procedures, equipment and tools to do the job, and supervision. Additionally, the following techniques are used to manage risk. The following risk management plan is one more tool that NDSCI uses to ensure a reduced level of risk for all individuals receiving services, staff of NDSCI, volunteers, interns, and guests who may be involved with NDSCI functions. It should serve to address risks and increase awareness about what they might be and how to identify them. This plan should serve to prevent harmful events and ensure continuity of services provided by

NDSCI. The plan will utilize a practical common-sense approach to Risk Management that focus first on the needs of the individuals receiving services and their families.

A. Individuals Supports	Description of Risk	Level of Concern	Strategies to Manage Risk	Status
1.Fire and other Disasters	It is possible that an individual receiving services could sustain an injury or be involved in an accident while receiving services or be involved in a disaster. NDSCI has a responsibility to ensure that there is a plan in place and measures are taken to reduce the severity of this risk.	Moderate	~Policies and Procedures as well as Safety Plans available to all staff and updated at least annually for accuracy and new procedures. ~ Use Relias for training regarding safety procedures including bringing in outside resources to train staff in First Aid/CPR, and other disaster procedures ~Modify Drills and training to individual per DBHDD and NDSCI policies to prepare individuals supported and staff for the potential of a disaster in more varied situations, include debriefing, and allow for supported individuals to be more involved in the	Goal Met. NDSCI works diligently to make sure that individuals are in a safe environment when in the day program, working, or in the community. The Health and Safety Subcommittee meets quarterly to assure drills and policies are up to date. 5/6/25 First Aid/CPR training was completed on (current for 3 years). TB Tests were also conducted. Monthly fire and quarterly tornado drills are conducted with individuals and staff.

			coordination and actual carrying out the drills. ~Fire Safety Audit by Fire Department	Fire Inspections are conducted by the Rome Fire Department annually. Rome-Hydro-Test, Inc. inspects fire extinguishers annually.
2.Health of Individuals Supported Responsible Party: DDP/Case Management/Program Manager/Direct Support Staff	It is possible for individuals supported by NDSCI to become ill while receiving services. NDSCI has a responsibility to maintain a clean environment and request that individuals supported are free of communicable diseases.	Moderate	Supported individuals are required to have annual physicals and 3 attempts to obtain that must be in record. ~Individuals who are determined to have an infectious disease are required to have a medical release to return to NDSCI. ~NDSCI utilizes universal precautions when engaging in assisting with healthcare activities. ~Health Inspections ~Health Risk Screening Tool must be completed at least annually and when are changes to identify risks to the individual supported ~Individuals must be trained on their	Goal met. Individuals are required to have annual physicals. Staff communicate with caregivers often to ensure individual(s) are properly receiving healthcare. HRSTs are updated annually and as needed with any change in health needs. Staff received trained in infectious diseases concerns. Individuals are trained on their medications and their side effects, as well as staff training for side effects of medications. Healthcare and Risk Mitigation Plans are updated annually, and

			medications, reason they take it, and side effects at min. annually and documentation kept in record ~Time for staff to receive training on individual's medications/side effects annually and ongoing healthcare plans ~Any accidents or injuries are reported and monitored for trends ~Serious or unusual incidents are reported to DBHDD as required by policy	staff received training as updated. Safety plans, for those required, are also updated annually. The Health and Safety Subcommittee meets quarterly to assure policies are up to date. Network contracts with a company named Intellectualability that provides Registered Nurses who clinically review HRSTs annually. Network works with Pledger Behavior Consulting, LLC and Applied Behavioral Advancements to provide Behavior Support Plans when needed. Network provides enhanced staffing (1:1 staff:individual ratios) for an individual with behavior support needs. The Health and Safety Subcommittee monitors
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				incident reports for trends. 2023 – 5 Critical Incident reports submitted Covid) 2024– 4 Critical Incident reports submitted FY25 – 4 Critical Incident reports submitted
4. Rights of Person Supported	Individuals with IDD are at risk of having their rights violated for a number of reasons, include lack of education. NDSCI has a responsibility to educate supported individuals on their rights and refrain from rights violations without just cause.	High	NDSCI provides right and responsibilities training to staff and individuals annually and records to support it. ~NDSCI continues to update training material as required by DBHDD ~NDSCI has posted rights posters throughout the facilities and varying heights to be accessible for anyone to read.	Goal met. Individuals discussed their rights weekly as a group in addition to discussing their rights individually with staff. Their rights and responsibilities are also gone over annually at their ISP meeting. Staff receive training on individual and human rights on Relias annually. Individual rights are posted throughout the program. Rights are discussed monthly in Individual Rights committee

				meetings which individuals are in charge.
B. Employee	Description of Risk	Level of Concern	Strategies to Manage Risk	Status
1.Accident or Injury	Staff could become injured on the job both due to improper procedures as well as unexpected incident. NDSCI has a responsibility to provide a safe work environment.	Moderate	~Staff are trained in proper techniques related to their specific job tasks. ~Proper work attire is part of the employee handbook ~Staff have access to all safety plans and policies and procedures related to safety and are trained on an ongoing basis.	Goal met. Staff received numerous safety trainings for supporting individuals. There are additional trainings required for individuals who need physical assistance transferring. This includes lift equipment (sit to stand) which assists with transferring individuals from wheelchair to toilet. Staff are trained on Safety Plans which are created and revised as needed for individuals who require them. 5/6/25 First Aid/CPR training was completed on (current for 3 years). TB Tests are also administered at hire and annually.
2.Job Satisfaction	NDSCI has a responsibility to	Moderate	~Staff are provided a generous benefits package	Goal met. As is exemplified by NDSCI's

	provide a positive work environment that allows for creativity and flexibility for staff. A happy, healthy staff is a more productive staff and yields less turn over		inclusive of free insurance, accumulated leave, life insurance, dental and vision insurance. ~ Staff review at least annually policy and the handbook related to job related issues such as anti-harassment, grievances, and other job place related items. ~Staff are recognized for National DSP week.	reputation and satisfaction surveys, plus very low staff turnover, NDSCI's staff demonstrate they are happy with the work environment. Surveys are used to direct services as well as program ideas for staff and individuals, Staff were encouraged to find creative supplies and information. Staff were honored FY 23, 24, and 25 during the National DSP Week with multiple accolades from time off, gift cards, t-shirts, and meals, etc. FY2025 DSPS received new jackets with the Network emblem. In addition to annual and sick leave, DSPs are given time off for their birthday.
3. Staff Health Responsible Party: Executive Director, DDP team, Program Supervisors	Staff must be in good health to be productive at work, NDSCI provides	Moderate	~Annual TB Tests performed annually	Goal met. Physicals are required at employment.

	resources to staff to assist staff in maintaining good health		~ Staff are required to have annual physical examinations ~Staff encouraged to take vacations throughout the year and use the PTO for good mental health	TB Tests are conducted annually. Network is certified under the State Board of Workers' Compensation as a Drug-Free Workplace annually.
C. Property	Description of Risk	Level of Concern	Strategies to Manage Risk	Status
1. Vehicles	NDSCI vehicles are at risk of being involved in accident and wear and tear related to age and mileage, and theft of vehicle or items maintained inside vehicle	Moderate	~Annual vehicle inspections to assure good working condition ~Policy and Procedure for vehicle checks and maintenance followed ~Aging vehicles replaced with newer vehicles	Goal met. Ongoing. NDSCI works diligently to make sure vehicles are in good working order, clean and receive annual inspections/oil changes, etc. A record of vehicle maintenance is maintained. Vehicles are washed quarterly. Staff receive Drivers Improvement Training annually.

2. Furnishings and other work-related equipment	NDSCI furnishings and other work-related equipment are at risk of damage or theft	Low	~Broken or damaged furnishing are reported to Executive Director for repair or disposal ~Broken or damaged equipment is reported to Executive Director for repair or disposal ~Buildings are secured under locks and security system equipped to call 911 in the event of emergency or break in.	Ongoing. Being in business for over 70 years, equipment and furniture has to be frequently replaced. Continued to discuss what type of outdoor surveillance system would be needed.
3. Facilities	Description of Risk	Level of Concern	Strategies to Manage Risk	Status
Responsible Party: Executive Director, Safety Committee, Managers	NDSCI Facilities are at risk of damage due to disaster, break ins, and wear and tear due to age.	Low	~External fire, health, and safety audits are completed. ~Daily and Monthly safety checks are completed by staff per policy. ~Any items in need of repair are reported to the Executive Director for follow up. ~Buildings are secured under locks and security system equipped to call 911 in the event of emergency or break in. ~Offices and other spaces containing confidential	Goal met. Network received a “face lift” in 2024 with a fresh paint job plus additional embellishments to enhance the outside. A local painter also painted three murals. Burglary and fire alarm systems are maintained. Extinguishers are checked monthly to make sure they are within date and working correctly.

			information are kept locked when not in use.	For hearing impaired individuals, a strobe light was installed in the restrooms to alert in the event of a fire alarm. Monthly pest control is conducted by Cooks Pest Control. Floors are stripped and waxed biannually and buffed quarterly. Ware Mechanical maintains heating air by checking for problems and changing filters biannually.
Technology	Description of Risk	Level of Concern	Strategies to Manage Risk	Status
1. Hardware	Damage to computers and IPads due to misuse and damage, theft, and disaster	Moderate	Upgrade computers every 5 years or as needed. Maintain hardware repairs when needed, currently work with TDS Inc. See Technology Plan for more detail.	Ongoing. Computer upgrades are a continuous challenge. All computers need to be upgraded at minimum every 5 years. All staff use a computer to document, track goals, etc.
2. Software and Document Recovery	Risk of losing software and electronic document due to disaster, theft,	Low	~ Back up to cloud storage and/or use USB drives kept in fire safe cabinets. See	Goal met. NDSCI contracts with TDS Inc. to maintain computers and

	and wear and tear, as well as identity theft.		Technology Plan for more detail.	technology compliance and requirements. Staff meet with TDS, Inc. provides monthly information as to the wellness of Network's computer operating systems. TDS, Inc. is very responsive to any technology issue Network has.
3. Theft of Personal Information of Staff and People Supported	Risk of cyber theft of data	Moderate	~Use cloud storage, practice safe passwords. See Technology Plan for more detail.	Goal met. NDSCI contracts with TDS, Inc. which maintains computers and technology compliance and requirements. Passwords are maintained in a cloud storage.
Financial Risk	Description of Risk	Level of Concern	Strategies to Manage Risk	Status
1. Fraud Responsible Party: Executive Director, All Staff, Administrative Staff	NDSCI is at risk of Fraud as is any workplace. NDSCI takes steps to reduce the chance of Fraud and misuse of funds.	Low	~Follow policies and procedures that cover this matter. See Financial Policy and Procedures.	Goal met. NDSCI uses a certified public accounting firm to provide financial assistance through preparing financial statements and payroll, tax preparation, etc.

				NDSCI also uses a local audit firm to conduct the annual audit as required by DBHDD.
2. Legal Requirements to Record and Report	NDSC is at risk of loss of revenue if legal requirements for recording and reporting are not maintained in terms of payback or financial penalties as imposed in a court of law.	Low	~Follow up with staff exhibiting fraudulent behavior with proper disciplinary actions. ~Provide ongoing training about what fraud is and the consequences ~Maintain appropriate records both administrative and programmatic ~Report whenever there is a reportable occurrence to DBHDD and other regulatory entities. ~Document all things in the legally appropriate format and follow regulations	Goal met. NDSCI has staff to check daily documentation and goal tracking to make sure it meets standards required by CMS and DBHDD.
3. State and Federal regulations	NDSCI is at risk of loss of funding if it does not meet the state and federal audit standards as NDSCI may be made to pay back funds in a recoupment.	High	~Attend provider meetings, SC provider meetings, participate in initiatives at the Regional level to ensure knowledge of the most recent changes and expectations ~Attend mandatory trainings, other important trainings, and conferences	Goal met. DBHDD Manuals are updated quarterly. Admin staff are required to read updates and report any new information which can affect the program. Network administrative staff attend DBHDD

			to maintain a current knowledge of changes and expectations ~Administrative staff read and maintain current knowledge of NOW and COMP wavier standards, provider manuals and DBHDD policy. ~Join SPADD to stay current on emerging Issues	provider meetings quarterly. Network maintained an annual subscription to SPADD.
F. Organizational	Description	Level of Concern	Strategies to Manage Risk	Status
1. Record Management Responsible Party: Quality Compliance Manager, ID/D Director of Support Services, Executive Director	NDSCI is required to maintain records accordance with DBHDD, CARF, HFR, and other regulatory requirements, failure to do so could result in a loss of funding, and decreased satisfaction, and poor programming.	Moderate	~Utilize Quality Improvement committee to ensure records are kept accurate ~Ensure individual files are checked at a minimum of 5% per month to assure accurate records ~Stay current on DBHDD policy and other policies to ensure records are maintained per expectations. ~Executive Director reviews employee files annually for accuracy and completeness.	Goal met. Billing Clerk/ Administrative Asst. checks and updates every file annually to ensure everything meets DBHDD NOW/COMP requirements. DBHDD Manuals are updated quarterly. Admin staff are required to read updates and report any new information which can affect the program.

2. Satisfaction Responsible Party: All Staff, Executive Director	The health of NDSCI relies on the satisfaction of our individuals receiving services and how satisfied they are with services.	Low	~ Push annually for surveys from all stakeholders ~ Gather informal data during conversations with stakeholders	Goal met. Satisfaction surveys were completed annually and returned by individuals, staff and stakeholders.
3. Regulatory Responsible Party: Executive Director, DDP/Case Management Team	In order for NDSCI to meet high ethical standards and provide quality of services, NDSCI must be able to demonstrate competency to regulatory entities to maintain funding and accreditation.	Moderate	~Attend provider meetings, SC provider meetings, participate in initiatives at the Regional level to ensure knowledge of the most recent changes and expectations ~Attend mandatory trainings, other important trainings, and conferences to maintain a current knowledge of changes and expectations ~Administrative staff read and maintain current knowledge of NOW and COMP wavier standards, provider manuals and DBHDD policy. ~Implement recommendations from Qlarant and Support Coordination as it makes since based on policy and	Goal met. All provider meetings were attended each fiscal year by either Executive Director or IDD Director of Support Services. Recommendations from Qlarant and Support Coordination were implemented.

			the needs of the people we support.	
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FY 2023- 2025 ACCESSIBILITY PLAN

Network Day Service Center, Inc. actively seeks to identify and remove barriers that may prevent individuals from fully accessing center services or participating in community activities. Network provides an array of activities in each accredited program area that promotes increased community presence for individuals. Our goal is to ensure training and support services are available for every individual who meets the eligibility criteria and that any reasonable accommodation is made to enable that individual to participate in the programs of their choice - either within the facility or in community settings.

Network surveys individuals, family members, staff, employers and other stakeholders annually to help identify potential or real barriers and takes action to remove same.

The following areas are addressed:

Architectural Barriers – Any physical factor that makes accessibility difficult for an individual. (ex. Buildings not safe or secure, location of services hard to find)

Attitudinal Barriers - Negative attitudes that people may have toward persons served.

Communication Barriers – The possible absence of devices available to persons served or personnel to be able to be understood by others.

Employment Barriers – Indication that a workplace does not provide sufficient flexibility or equipment to ensure a productive and satisfying workplace for employees.

Environmental Barriers - Any factor in the environment where the person receives services that may render services ineffectual

for the person supported. (ex. Parking lot area unsafe for walking, too much noise in work area)

Financial Barriers – Anything that may, at an organizational level, mean that a service is restricted because of lack of sufficient financial resources.

Transportation Barriers – Situations in which service recipients are unable to reach or participate fully in services because of the lack of suitable and available transportation.

Accessibility plan is reviewed annually to ensure effectiveness of the plan. The plan will be modified as necessary. Information is gathered informally and formally from individuals supported and other stakeholders through satisfaction surveys, the ISP process, and by other means to be utilized in the ongoing efforts to make NDSCI services accessible to individuals who receive them.

A.Architectural Barriers	Solution	Priority	Cost	Funding Source	Due Date	Responsible Party	Date Completed	Comments
1. Security of buildings	Maintain current building structure and make repairs and updates as needed, focus on community initiatives. Consider video surveillance of property	Low	\$7,099.00	Donated funds, Board funds, Operating funds	Ongoing as needed	Executive Director and Board of Directors	Ongoing	Network received a “face lift” in 2024 with a fresh paint job plus additional embellishments to enhance the outside. A local painter also painted three murals. Unfortunately, several ac/heating units required repairs

								and maintenance. Ongoing lawn and property maintenance. Network continues to consider video surveillance with the cost being prohibitive.
B.Environmental Barriers	Solution	Priority	Cost	Funding Source	Due Date	Responsible Party	Date Completed	Comments
Accessing the community.	Purchase additional vehicles to transport individuals, especially for wheelchair individuals.	Moderate	Unknown	Operating funds	6/30/25	Executive Director and Managers		In 2024, Network purchased a 2016 Ford Econoline bus with a wheelchair lift which seats 13 and has 2 wheelchair spots.

C. Attitudinal Barriers	Solution	Priority	Cost	Funding Source	Due Date	Responsible Party	Date Completed	Comments
1. Community members do not understand how to interact with people with disabilities	Continue to update our webpage and FB page for the community and partners to see the wonderful things going on at Network	High	Donated	Operating funds if needed	By 6/30/22	All staff, Managers, Executive Director, and People supported	Ongoing	The website and FB are updated often to reflect the exciting things going on at Network. This gives a positive view for those who do not interact with special needs adults. The FB page gets very positive feedback. Network has also been a part of a softball program which has been an exciting opportunity for the individuals as well as staff to play with other programs.

2. Increase community awareness of program	Participate in collaborative initiatives and partnerships, local colleges, and other agencies	High	Unknown	Operating Funds	Ongoing	Executive Director, Managers, All Staff, Board of Directors	Ongoing	Partnered with Berry College, Georgia Highland College, Rome International Film Festival, Desoto Theater, Rome Rotary, Rome/Floyd Library, Coosa Valley Credit Union, Rome/Floyd EMA and Rome Transit
D. Financial Barriers	Solution	Priority	Cost	Funding Source	Due Date	Responsible Party	Date Completed	Comments
Loss of billing due to absenteeism, and loss of Medicaid status	Encourage participation and attendance. Follow Person Centered Planning Guidelines to help people supported have meaningful days.	Moderate	Varies by service person receives. CAG for 20 days = \$420 a month per person	DBHDD NOW and COMP / State Funded	Ongoing	All Staff	Ongoing	This will always be a threat/risk as it is difficult to control absence due to moving, illnesses, etc.

Cost of doing business increases faster than the rate of reimbursement	Diversify Funding: Look at additional fundraising opportunities, Grant Writing	High	Undetermined	Operating	Fundraisers	Executive Director, Management team, Board of Directors	Ongoing	Continue to bid insurances and other expenses which can be reduced Grant opportunities continue to be explored by the Board of Directors
E.Employment Barriers	Solution	Priority	Cost	Funding Source	Due Date	Responsible Party	Date Completed	Comments
1.Current hours of operation do not support employment assistance after 4:00 and on weekend	Consider changing hours of operating or flexing staff schedules in the employment program to meet the needs of individuals supported.	Moderate	Low	Operating	Ongoing	Management team and Board of Directors	Ongoing	It continues to be very difficult to find staff who will work after traditional hours.

2.Finding Employment opportunities/ openings in the community	Educate the community on supported peoples' abilities / work ethic.	Moderate	Low	Operating	Ongoing	Supported Employment staff, Executive Director, Board of Directors	Ongoing	Network continues to connect with community businesses to help them become aware of the advantages of employing I/DD individuals. Post-Covid, employers are more resistant to employing individuals. In addition, DBHDD has installed a requirement to utilize Vocational Reb before considering a supported employment through the waiver. This requirement has stalled employment opportunities for a few of
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								Network's individuals when positions were readily available for them to start.
F.Communication Barriers	Solution	Priority	Cost	Funding Source	Due Date	Responsible Party	Date Completed	Comments
Communication with staff and caregivers	Look into communication opportunities to improve distribution of necessary information.	Moderate	Moderate	Operating	Ongoing	Executive Director, Managers	Ongoing	Two programs continue to be utilized to distribute information to staff and caregivers which has been very successful. DialMyCalls is used to distribute information to families and caregivers. Slack is used to distribute information to staff. In addition, the website and FB

								are utilized to communicate,
2. Many Individuals we support use alternative means of communication. Gathering their hopes, dreams, daily choices, and desired outcomes can be difficult	Develop and use regularly the communication apps that have been installed on the iPad. Receive ASL training to communicate with hearing impaired individuals	High	None	Operating if Cost incurs	Ongoing	DDP, Program Managers, Executive Director, Direct Support Staff	Ongoing	NDSCI has contacted numerous resources to find apps to use as alternative means of communication to include iPads and other communications apparatuses such as picture books to utilize in the center and in the community. Network employs an ASL trained staff to work with three hearing impaired individuals.
3. Provide information about programs and	Connect with possible new	Moderate	To be determined	Operating funds	Ongoing	Executive Director,	Ongoing	Network connected with additional partners in the

services to the public	community partners					Managers, Subcommittees		community to include the Berry College, Rome International Film Festival, Desoto Theater, Journey Food Pantry, and Toys for Tots.
G. Transportation Barriers	Solution	Priority	Cost	Funding Source	Due Date	Responsible Party	Date Completed	Comments
1. Network partners with Floyd Training Center and Rome Transit department to provide transportation to and from services. Barriers include the continuous maintenance and repairs of vehicles.	This has worked well	Moderate	Unknown	Operating Board of Directors funds	Within Strategic Cycle	Executive Director	6/30/25	Floyd County is a large land mass with Network providing transportation to one half of the county. Two vehicles travel as much as 200+ miles each day which puts wear and tear on vehicles. RTD continues to provide

								transportation in the city.
2. Many families rely on RTD for no cost transportation	Maintain a positive relationship with RTD transportation system.	High	Unknown	Operating	Ongoing	Executive Director, All Staff	Ongoing	Goal met and will continue.
F. Community Integration Barriers	Solution	Priority	Cost	Funding Source	Due Date	Responsible Party	Date Completed	Comments
1. People we support want a variety of opportunities to participate in the community	Continue to develop community opportunities to volunteer, engage in social groups and classes, and develop relationships	High	Low	Operating	Ongoing	DSP Staff and Program Managers	Ongoing	Ongoing. Staff continue to look for new opportunities in the community for individuals to participate. e.

H. Technology Barriers	Solution	Priority	Cost	Funding Source	Due Date	Responsible Party	Date Completed	Comments
Technology advances very quickly, remaining reasonably current can be difficult	Update computers and iPads approximately every 5 years.	Moderate	\$10,000 +/-	Operating	Ongoing as needed	Executive Director, Staff using devices	Ongoing	Computers become obsolete in addition to outdated and unable to update for new programs. FY23 - One computer was replaced. FY 24 – Two computers were replaced. FY 25 – Two computers were replaced.

PROGRAM SPECIFIC OUTCOMES

Network Day Service Center, Inc. looks at outcomes specific to our program areas and how to improve each program unique of the agency as a whole. Some objectives may overlap across programs, however often there are specific objectives related to each program based on the uniqueness of the program. The program areas NDSCI focuses on are Community Employment, Day and Employment Services, Community Access (Group and Individual).

Network Day Service Center will focus program specific outcomes as it relates to for each program area:

- A. Program Efficiency
- B. Program Effectiveness
- C. Satisfaction of Individuals Receiving Services
- D. Access to Services

Community Employment

Goals/Objectives	Measures	Applied To	Time of Measure	Data Source	Obtained By
Efficiency					
Staff will meet with local employers to develop potential job opportunities 2x per month.	Individual Documentation will Reflect Visiting Employers of Choice	Employment Staff DDP	Quarterly	Vypersoft Documentation	Program Manager
Effectiveness					
One new job placement per quarter	Number of jobs created each quarter	All community job sites	Annually	Employment records	Program Manager

Staff will receive at least 16 hours of staff development training	Number of staff development hours	All staff	Annually	Staff development record	DDP, Program Managers
One individual in Employment will receive a wage increase during the year	Earnings of individuals in community employment	Individuals in employment	Annually	Record of earnings	Program Manager
75% of people working will remain in their chosen job for 1 year	Length of maintaining job	Persons employed	Annually	Employment Records	Program Supervisor
Satisfaction					
Of employees responding, 95% will indicate satisfaction with services	Percentage of satisfied or very satisfied employers responding	Employers	Annually	Stakeholder Satisfaction Survey	DDP
Supported Individuals identified as working or wanting to work express satisfaction with services at a rate of 95% of respondents.	Percentage of satisfied or very satisfied individuals responding	Individuals Supported	Annually	Satisfaction Survey for People Supported	Executive Director and Volunteers
Service Access					
Increase staff for Supported Employment based on billable hours	Number of staff hired or re-assigned	All staff	Annually	Employment Records	Program Manager
Update media as services grow and change, particularly when services are added (voc rehab) or deleted	Completed new media	Executive Director or Designee	As Needed	Updated Media	Executive Director or Designee

Community Access

Goals/Objectives	Measures	Applied To	Time of Measure	Data Source	Obtained By
Efficiency					
Records are audited at a rate of 5% per month to assure they are complete and accurate (all supported persons)	Audit Record	Quality Compliance Manager	Monthly	Vypersoft/Files	Executive Director
CAI is billed at 90% of allocated hours each month	Billing Utilization report	Community Connection Team	Monthly	Vypersoft/Files	Admin Team
NDSCI will streamline processes for documentation, training, policies 1. Complete process map for key processes that have changed since Vypersoft and Relias were added.	Completion of process maps and incorporation into procedures	Staff	Complete by June 30, 2019	Continue to work on Process Map	Executive Director Management DDP Team All Staff
1. DDP oversight of tracking reviewed quarterly based on birthday cycle	DDP Reports Vypersoft Records	DDP Team	Ongoing Quarterly	DDP Reports	Executive Director Management DDP Team All Staff
Effectiveness					
100% of supported Individuals contribute to the Personal Focus Worksheet to assure	Audit of PF completed based on birthday cycle	All individuals receiving NOW &/or COMP funding	Monthly	DDP Reports	Program Manager

services are driven by desires.					
Determine a more effective way to track attendance within Vypersoft –Absent, present, not scheduled daily.	Attendance Record	All individuals in services	Monthly	Vypersoft Attendance Record	Direct Care Staff, Program Manager, DDP
Increase opportunities for individuals to develop valued social roles as evidenced by one new relationship identified on the relationship map	Relationship Map	All individuals in services	Monthly	Relationship Map	DDP and Program Staff
Full time staff will receive at least 16 hours of staff development training annually through use of Relias	Number of hours	All Full Time Staff	Annually	Relias record	All Staff
Satisfaction					
95% of stakeholders responding will indicate satisfaction with services provided	Percentage of Individuals, families responding	All Stakeholders	Annually	Satisfaction Surveys for families, stakeholders, and people supported	DDP

Service Access					
Provide information to families and teachers at Floyd County School System Information Fair	Number of Persons expressing interest	All persons expressing interest	Annually	Attendance at information fair	DDP, Program Managers, Executive Director
Participate in community awareness activities at least 5x per year (Chamber Events, first Fridays, festivals, fund raisers etc.)	Number of events attended	All staff and people supported invited	Annually	Employment Records	Executive Director or Designee

TECHNOLOGY AND SYSTEM PLAN

Network Day Service Center utilizes computers for day to day operations of business. DSPs track goals and daily notes on Vypersoft Documentation System. The technology plan is reviewed annually and updated as needed.

The NDSCI Technology and System Plan covers the following areas:

- A. Hardware
- B. Software
- C. Security
- D. Confidentiality
- E. Backup
- F. Assistive Technology
- G. Virus Protection
- H. Disaster Recovery
- I. Future Planning

Hardware: NDSCI will properly maintain current hardware and will continue to access the needs of the programs. If service agreements are in existence, they will be utilized for replacement and/or routine maintenance. Each computer has a password to protect it. Computers have Executive Director and/or Director of Support Services installed with an administrator account to view activity and deactivate upon termination.

Software: The Executive Director and Business Manager must approve all software applications or purchases in advance. Downloading, duplication or infringing on software copyrights is strictly prohibited. NDSCI currently utilizes the Cloud Based Servers to store data safely. Vypersoft is an industry recognized electronic documentation management system designed to store securely all required documentation and PHI information in a relay server cloud-based format that requires a secure password.

Future Planning: NDSCI has continued to make great strides in the area of technology in the past 3 years. NDSCI will continue to watch technology for trends and changes and will utilize reasonably current technology to maintain and provide services to the people we support. The next phase in Technology Planning will be to continue to develop record keeping and business practices as many of these functions are done with printed files.

Technology	Description of Risk	Level of Concern	Strategies to Manage Risk	Status
1. Hardware: NDSCI will properly maintain current hardware and will continue to assess the needs of the programs.	Keeping software and hardware current and properly maintained.	Moderate	Upgrade computers every 5 years or as needed. Maintain hardware repairs when needed, currently work with TDS, Inc.	Ongoing. Computer upgrades are a continuous challenge. All computers need to be upgraded at minimum every 5 years. All staff use a computer to document, track goals, etc. Each computer has password protection. Computers have executive Director and/or Director of Support Services installed with an administrative account to view activity and deactivate upon termination.
2. Software and Document Recovery	Risk of losing software and electronic document due to disaster, theft, and wear and tear, as well as identity theft.	Low	Use cloud storage. See Technology Plan for more detail.	Goal met. NDSCI contracts with TDS, Inc. to maintain computers and technology compliance and requirements. Staff meet with TDS, Inc.

				quarterly to discuss any issues, what needs to be updated, etc. NS Korp is very responsive to any technology issue Network has. Vypersoft is utilized for documentation of individual progress. Vypersoft is an industry recognized electronic documentation management system designed to store securely all required documentation and PHI information in a relay server cloud-based format that requires a secure password.
3. Theft of Personal Information of Staff and People Supported	Risk of cyber theft of data	Moderate	~Use cloud storage, practice safe passwords. See Technology Plan for more detail.	Goal met. NDSCI contracts with TDS, Inc. who maintains computers and technology compliance and requirements. Passwords are maintained in a cloud storage.

4. Email is utilized by administrative staff.	Accessing unprotected email.	Low	~ Use cloud storage, practice safe passwords. See Technology Plan for more detail.	All administrative staff are assigned a secure email which requires password access. NDSCI contracted with TDS, Inc. to maintain computers and technology compliance and requirements.
5. Relias is a training management system with a training library of over 25 courses.	Risk of cyber theft of data	Moderate	~DBHDD maintains the safe usage of Relias.	Passwords for Relias can be reset by the Relias Administrator assigned by NDSCI Executive Director upon request. Relias is backed up on the cloud.
6. Confidentiality	Risk of cyber theft of data	Moderate	~Use cloud storage, practice safe passwords. See Technology Plan for more detail.	Goal met. NDSCI contracts with TDS, Inc. who maintains computers and technology compliance and requirements. Passwords are maintained in a cloud storage. Computers go into sleep mode if left idle for more than 10 minutes.

				Employees should make sure that screen is not visible by others walking into the offices and shrink the work that is in progress to prevent a breach of confidentiality.
7.Assistive Technology: IPads and tablets are utilized by and with the individuals supported to provide assistance during the day or to use independently. They are equipped with communication boards that can be customized.	Risk of cyber theft of data	Moderate	~Allow to access Guest access of Wi-Fi only.	Goal met. Guest Wi-Fi password provided to avoid access to main Wi-Fi.
8.Virus Protection	Risk of cyber theft of data	Moderate	~Computers are equipped with current subscriptions to cost effective anti-virus approved by IT professionals.	Goal met.
9. Disaster Recovery	Risk of cyber theft of data	Moderate	~Critical data is backed up regularly in cloud storage, and in some situations stored in fireproof cabinets.	Goal met. Staff will retrieve backup discs or log into cloud servers and work from temporary shelter location or individuals' homes to reestablish records in the event of a structural disaster to the facility until a typical workspace can be

				restored and materials can be replaced.
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WHO WE SERVE

Cultural Competency and Diversity Plan

Culture Indicators	Supported Persons	Staff	Action Steps	Outcomes
Race/Ethnicity	8 African American 71 White 2 India 2 Hispanic	13 African American 16 White	NDSCI staff will understand the cultural differences related to race through training to become more sensitive to the perspectives of others. Use sensitivity training provided on Relias. Individuals we support are provided training monthly related to a variety of cultural differences.	Achieved – staff receiving training on Cultural Diversity annually. They demonstrate their sensitivity to cultural differences with individuals served as well as other coworkers.
Age	18-40 – 49 41-65 – 29 66-85 - 5	18-40 –5 41- 65 –21 65-85 - 3	NDSCI will review demographics to determine programing that is age appropriate NDSCI will consider age as an indicator of preferred activities and trends for new enrollment Age of staff may serve as one of a variety of indicators for matching staff to individuals supported.	Achieved
Gender	45 Males	7 Male	NDSCI will take into consideration gender of participants when hiring new staff	Achieved

	38 Females	22 Female	as it relates to preferences of individuals supported NDSCI will continue to strive to employ as many male staff as possible.	
Sexual Orientation	Sexual orientation of individuals is unknown unless supported person chooses to disclose	Sexual orientation of staff is unknown unless staff choose to disclose	NDSCI will attempt to gather information on sexual orientation so staff can be sensitive to differences and understanding of preferences as it relates to staff and individuals supported. Human sex and intimacy are not topics often broached with the individuals we support though we recognize the expectation from DBHDD and CMS.	Ongoing
Spiritual Beliefs	2 Muslim, majority assumed Christian or agnostic	Staff spiritual beliefs are not documented	NDSCI will attempt to gather information regarding spiritual beliefs of staff and persons served. When religions and cultural preferences are known, NDSCI will make efforts to build in those cultural preferences into the individual support plan as appropriate. NDSCI provides training to staff to ensure sensitivity and understanding as it relates to	Ongoing

			spiritual beliefs and how it relates to different religions and even subcategories of religions (Baptist, non-denominational, Catholic etc.)	
Socioeconomic status	All individuals supported receive Medicaid NDSCI is currently unaware of household income	NDSCI is currently unaware of household income	NDSCI will attempt to gather data in this area and provide training to staff regarding how SES can affect culture.	Ongoing
Language	80 English 3 ASL	29 English	NDSCI is willing to hire staff and enroll individuals who speak a variety of languages as the needs arise. Where multilingual staff cannot be found, NDSCI will use technology such as Google Translate to communicate with individuals with a primary language different than English.	Ongoing 1 staff is being trained in ASL

Network Day Service Center, Inc. recognizes that each person is culturally diverse and unique unto themselves. NDSCI strives to maintain cultural competence as an agency. Cultural competence is the process by which individual people and systems respond respectfully and effectively to people of all cultures, languages, socioeconomic statuses, races, ethnic backgrounds, spiritual beliefs, age, gender, sexual orientation, and other various cultural indicators. NDSCI strives to integrate knowledge about the individuals we support into agency practices and attitudes to increase the quality of services we are able to provide. This knowledge will allow for better outcomes for our employees, the individuals we support, and our larger community. NDSCI understands and respects the diversity of persons served, personnel, families, care givers, and other stakeholders and that is reflected in NDSCI organizational structure, policy, and service delivery. NDSCI will utilize Person Centered Practices as a foundation from which to build upon with regard to Cultural Diversity and will strive to meet the following criteria.

- Through person centered planning NDSCI Inc. gathers all cultural and other demographic preferences that supported persons and their family may want to share and makes appropriate accommodations to ensure respect of those preferences.
- Through training all staff working with individuals is trained on the diverse needs of each person supported and the preferences that each person may have and how to accommodate any assessed needs.
- Staff will receive ongoing training through a variety of materials regarding cultural diversity and what it means. Concepts staff will receive training on will include:
 - Ethics
 - Self-Awareness and how a person's values affect how we see others
 - Other- Awareness – relating to seeing things from others perspectives and what that might look like
 - Cross Cultural Knowledge Staff will be made aware of cultural differences and how that may relate to developmental disabilities services in different cultures

FY2025 Budget

Private Pay	\$11,096
Medicaid-CAG NOW	\$433,298
Medicaid-CAG COMP	\$482,232
Transfer in XX	\$1,235
Medicaid-CLS COMP	\$48,489
Medicaid-CAI NOW	\$57,635
Medicaid-CAI COMP	\$67,075
Medicaid-SMS & SME NOW	\$11,558
Medicaid-SMS & SME COMP	\$10,299
Transport NOW-Medicaid Income	\$46
Income-Enhanced Staffing Comp	\$43,118
Total Revenue	\$1,166,082

Grant Account - Expenses

Regular Salaries	\$723,238
Part Time Receptionist	\$3,279
Instructional Aide	\$22,573
Transport Wages	\$80
CAI-Wages PT	\$36,840
CLS-Wages PT	\$12,525
CAG-Wages PT	\$2,728

Training	\$76
Total Expense	\$801,340

Fringes	
Social Security	\$60,398
Employee Insurance	\$188,348
Unemployment Insurance	\$95
Workers Compensation	\$4,094
Total Expense	\$252,935

Contracted Services	
Accountant	\$11,795
Consulting Fees	\$840
Contract Service	\$327
Computer Consultant	\$9,600
SMS & SME - NOW	\$15,042
SMS & SME - COMP	\$11,320
Audit	\$8,182
Total Expense	\$57,106

Other Operating Expenses	
Travel	\$291

Equipment Purchases	\$5,000
Equipment Less than \$1,000	\$3,000
Training	\$30
Computer Hardware	\$4,000
Health Supplies	\$1,556
Office Supplies	\$3,233
Program Supplies	\$4,146
Phone Service	\$1,920
Software Communication	\$4,637
Dues & Subscriptions	\$6,408
Postage	\$334
Utilities	\$23,999
License Fees	\$920
Printing	\$4,175
Property Maintenance	\$18,952
Required Staff Screenings	\$863
Retirement Administrative Cost	\$3,556
Banking Fees	\$311
Gross Food Cost	\$1,200
Bus Insurance	\$5,976
2003 GMC Van	\$2,034
2003 Chevy Venture	\$682

Insurance & Bonding	\$7,383
Transfer out title	\$1,235
Total Expense	\$105,841

Supported Employment Revenue	
Medicaid SEG NOW	\$26,017
Medicaid SEG COMP	\$30,091
Medicaid SEI NOW	\$829
Medicaid SEI COMP	\$9,747
SEG Mobile Legacy Income	\$46,091
Total SE Revenue	\$112,775

Supported Employment Expenses	
SEG Salaries - P/T Staff	\$14,397
SEG Cleaning Crew NDSCI	\$5,920
SEG Mobile Legacy Packaging	\$46,170
SEI Salary Staff	\$5,273
SE Fringe Staff	\$1,049
SE Bus Insurance	\$2,182
INSURANCE & BONDING	\$280
Total SE Expense	\$75,271

DHS / TRANSPORTATION

REVENUE

DHS Income	\$187,421
Total Revenue	\$187,421

DHS EXPENSES

DHS Bus Driver Salaries	\$49,898
Training	\$86
SOCIAL SECURITY-DHS	\$3,658
UNEMPLOYMENT INSURANCE	\$166
	\$103,793

DHS OPERATING EXPENSES

BUS INSURANCE-DHS	\$7,169
BUS GAS	\$23,822
BUS SUPPLIES	\$14
BUS MAINTENANCE-2019 FORD	\$3,232
BUS MAINTENANCE-2017 FORD	\$2,363
BUS MAINTENANCE-2001 FORD	\$6,583
BUS MAINTENANCE-2016 FORD	\$3,000
Total Other DHS Operating Expense	\$54,022
TOTAL DHS EXPENSES	\$100,205

