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Dr. Kevin Davis, Superintendent
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Updated Policies for Review
Batch 6
First Read

Administrative Policies

- Policy 61a – Technology Plan – Consider striking, as this is outdated and not necessary to be a separate policy.
- Policy 64 – Fraud Reporting – Consider striking, as it is proposed to incorporate this into Personnel Policy 4-5.
- Policy 66 – Emergency Response for Persons Not Served – Revised and renamed to specifically address persons not served in an emergency. Original policy was aimed at individuals served in emergencies, which is addressed in other policies.
- Policy 79 – Deposits – Reviewed for updates, only minor language changes.
- Policy 80 – Individual Request for Waiver Opportunity – Consider striking, as this is content that is addressed is other policies.
- Policy 88 – Electronic Signature – Consider striking, as this is already addressed in the ACBDD's HIPPA manual and not necessary to be a separate policy.

Personnel Policies

- Policy 4-5 – Staff Training and Professional Development – Updated to include information originally captured in Administrative Policy 64.

Manual: Administrative
Adopted: 6/23/15
Revised: _____
Effective: 6/23/15

Admin. Policy 61a. (Addendum to Policy 61)

Athens County Board of Developmental Disabilities

2015

Technology Plan

STRIKE

Athens County Board of Developmental Disabilities

2015 Technology Plan Table of Contents

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Hardware

In the Hardware section the following key issues were considered:

1. What hardware does the organization currently utilize?
2. Does this hardware meet the organization's current needs?
3. What additional hardware does the organization need in the next 18 months based upon the organization's three-year plan?

Current Environment	Current Plans	Recommendations
The organization currently has 12 Servers, 52 Desktops, 48 Laptops, and 14 Microsoft Surface Tablets. Most of the computers utilize Pentium Dual Core or Intel Core i3 processors with at 64 Bit Operating System, and have sufficient memory for the software that is installed on them. The surfaces have Core i5 processors. The organizations 14 Microsoft surfaces were purchases with a Grant in 2014. The majority of laptops were purchased in 2011 with a technology grant. The organization is equipped with an Apple Xserve which virtually runs 6 servers. A dedicated server runs our Gatekeeper system. One server runs the SQL database systems (Intellivue, Infallible, and FoodServ). Two servers hold our Active Directory and DNS. One dedicated server holds the file server and ATCO business applications, and one dedicated server for virtual desktops. There are three NAS devices throughout the agency; two are located in the main server room. One of which stores the windows backups on a 1TB drive. The other contains user files, Intellivue document storage, and server backup files on a 32TB drive. There is another 12 TB NAS located offsite that backs up the files nightly. The last 2 servers are for Faxes and network monitoring. In 2012, the organization received 8 DVR servers for recording video surveillance. All locations are also equipped with at least one VGA projector that can display at least 1024X768 resolutions. All locations have at least one copier and one color printer. Copiers are various generations of the Cannon brand, and the color printers are Xerox Phaser.	The organization has been able to replace many outdated devices during the 2015 year with the SSA surface tablet grant. All SSA laptops have been refurbished with a RAM upgrade to 4 GB. Many of the laptops also received a hard drive replacement to a solid state drive. By doing these two hardware upgrades the existing computers should have a lifetime of 5 additional years. Throughout the remainder of the year, existing hardware will be evaluated based on performance and upgraded to a standard of 4 GB RAM and new hard drives when needed. During the summer months all of the school programs computers will be refreshed and upgraded.	The organization needs a plan to replace the Apple Xserve within the next 1 to 2 years. The Xserve as stated above holds the mission critical servers and is very out of date, nearing End of Life (EOL). The organization has a plan to replace/upgrade the projectors. 2 have already been purchased, 3 more are needed for the other locations. The organization needs a plan to replace the School copier for the Teaching staff. The maintenance company has stated that it has passed EOL support and parts are no longer available As stated above, the organization needs to continue to replace the ageing hard drives and consider replacing all with solid state drives to prolong the longevity of the devices.

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Software

In the Software section the following key issues were considered:

1) What software does the organization currently utilize?
2) Does this software meet the organization's current needs?
3) What additional software does the organization need in the next 18 months based upon the organization's three-year plan?

Current Environment	Current Plans	Recommendations
The organization uses Microsoft operating systems for all of its desktop and laptop computers. All of the computers utilize Microsoft Windows 7, and all of the Surface Tables use Microsoft Windows 8.1. The organization uses Microsoft Office 2010 including, Microsoft Word for word processing, Microsoft Excel for spreadsheets, Microsoft PowerPoint for presentations, Adobe Acrobat for viewing PDF files, Microsoft Internet Explorer for browsing the World Wide Web, and Pidgin for instant messaging. All of the organization's Email are hosted through Google Apps for Education. A majority of the users' access email though Microsoft Outlook 2010. Since the organization is committed to HIPAA Security, email is also routed through ZixCorp Email encryption. The organization utilizes several databases: The organization uses Gatekeeper, which is from Primary Solutions, to process the billing for the Agency. The majority of all employees access the system on a daily basis for the client's demographics and case noting. The organization has committed to paperless as much as possible. In 2012 we installed Intellivue from Intellinetics. This software has allowed us to scan and store all documents and paper files in an electronic database. As of 2015, 1.5 Million pages have been stored in the database. The organization uses Infallible Software, from Primary solutions, for all accounting and HR tasks. For the school program, the organization contracted with FoodServ in 2013 for running and maintaining the school lunch program. The ATCO Inc. program supported by the organization also holds two databases on the network: Sage accounting and Payroll software. The PassionWorks program utilizes specialized software, including Adobe InDesign and Adobe Photoshop.	Currently the organization has plans to look into replacing Infallible with a more user friendly and stable system. Since Infallible holds two separate programs, Accounting and HR, it will most likely be replaced with two other software systems.	The organization needs to have a better system for HR. The main goal would be that it is user friendly for all users in the agency. This would include entering timecards and leave requests electronically on the web, and submitting directly from the system, rather than using and emailing forms.

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Network

In the Network and Internet section the following key issues were considered:

1. What networking technologies does the organization currently utilize?
2. Do these networking technologies meet the organization's current needs?
3. What additional networking technologies does the organization need in the next 18 months based upon the organization's three-year plan?

Current Environment	Current Plans	Recommendations
Since 2014 the organization utilizes a fiber based network. All locations connect through fiber to Beacon School. Within each building Category 5 Twisted Pair network cable is run throughout all locations. At Beacon all traffic is routed through a SonicWALL NSA 2600. All of the locations in the organization have at least one wireless access point. These are a mix of Linksys WRT54G B/G routers and Asus RT-AC66U A/C/B/G/N routers. All routers are configured for user access and guest access. Non agency owned devices cannot connect into the main network. The only access to the organization's network from outside the main building is selected users accessing through remote desktop. Primarily the 14 SSA's access the Gatekeeper software offsite and work on a Virtual desktop offsite so no data is stored outside the agency.	The organization upgraded the Firewall in 2015 for better throughput with 1 GB Connections throughout the locations. The firewall also provides network monitoring of all web activity, intrusion prevention, content filtering, and antivirus/spyware blocking.	The organization could benefit from rebuilding the wireless networks in all locations. The building layouts and locations often cause interference from nearby homes or electronic devices which often cause temporary loss of connections.

Virus Protection

In the Virus Protection section the following key issues were considered:

1) What virus protection does the organization currently utilize?
2) Does this virus protection meet the organization's current needs?
3) What virus protection does the organization need in the next 18 months based upon the organization's three-year plan?

Current Environment	Current Plans	Recommendations
The organization currently uses Microsoft Security Essentials on all of its computers. Updates are regularly provided by Microsoft. The SonicWALL also provides protection against viruses.	No changes are planned.	None.

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Security

In the Security section the following key issues were considered:

1) What security policies does the organization currently utilize?
2) Do these security policies meet the organization's current needs?
3) What additional security policies does the organization need in the next 18 months based upon the organization's three-year plan?

Current Environment	***Current Plans***	***Recommendations***
In 2010-2012, the organization contracted with Eagle Consulting to develop a HIPAA Policy as well as audit the existing network. New employees receive HIPAA privacy and security manual at the time of hire, and all employees receive annual HIPAA privacy and security training. Employees must change their password every 180 days, the password must be at least 8 characters long, and the password must conform to Microsoft's complexity requirements. Employees must secure their workstations when they walk away from them. When they return, they must enter their password. All computers also have screen savers that require a password. The screen saver engages after 15 minutes of inactivity. The general public, which is primarily individuals at ATCO and School age children, may use specific computers on the network, which are designated for public use. The Network IDs used on those computers significantly limit access to the organization's network. Access is limited to files necessary to audit those computers and provide anti-virus updates, to a folder that is used to store resumes and other data for clients using those computers, and to the World Wide Web. Users are not permitted to access Email on their personal devices without prior authorization. The Network Administrator is notified whenever someone attempts to sign into a mobile device. The organization uses SpiceWorks software to audit every computer every time it logs into the network. The Network Administrator reviews changes that are detected	The organization will continue to follow HIPAA recommendations.	None.

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Confidentiality

In the Confidentiality section the following key issues were considered:

1) What confidentiality practices does the organization currently utilize?
2) Do these confidentiality practices meet the organization's current needs?
3) What additional confidentiality practices does the organization need in the next 18 months based upon the organization's three-year plan?

Current Environment	*Current Plans*	*Recommendations*
Our network and data security are designed to provide for confidentiality of data that is stored on the network. Employees do not store confidential data on their workstations nor do they store confidential data in shared folders on the network. Each associate has a private folder on the network to store confidential data. The organization developed a HIPAA Privacy Manual in 2010. New employees receive HIPAA privacy and security training at orientation, and all employees receive annual HIPAA privacy and security training.	None.	None.

Backup Policies

In the Backup Policies section the following key issues were considered:

1) What backup policies does the organization currently have?
2) Do these backup policies meet the organization's current needs?
3) What additional backup policies does the organization need in the next 18 months based upon the organization's three-year plan?

Current Environment	*Current Plans*	*Recommendations*
The organization has a backup policy. It is located in the Policies for Executive Management & HIPAA Security Officer section of the 2010 HIPAA Confidentiality and Computer Security Policies. All servers are fully backed up at 11:00 PM Monday through Friday. Every night the backups are also backed up to an offsite location. Monthly the Network Administrator stores one monthly backup on the offsite location. Also mission critical databases are zipped and stored in the cloud. The Network Administrator routinely checks the backups and is immediately notified from the server if anything happens.	Continual monitoring and verification of backups.	The organization should do a full disaster recovery scenario. This would involve shutting down the entire network and attempting to recover all backups.

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Assistive Technologies

In the Assistive Technologies section the following key issues were considered:

1) What assistive technologies does the organization currently utilize?
2) Do these assistive technologies meet the organization's current needs?
3) What assistive technologies does the organization need in the next 18 months based upon the organization's three-year plan?

Current Environment	*Current Plans*	*Recommendations*
The organization currently has some assistive technologies. Most of these are for the clients served in the school and workshop. These vary from switches to iPads with communication software. We also have Zoom text and Dragon available for two individuals.	The IT Committee will review any requests related to assistive technologies.	None.

Disaster Recovery Preparedness

In the Disaster Recovery Preparedness section the following key issues were considered:

1) What disaster recovery policies does the organization currently have?
2) Do these disaster recovery policies meet the organization's current needs?
3) What disaster recovery policies does the organization need in the next 18 months based upon the organization's three-year plan?
4) What mission critical software applications are hosted on the organization's file servers?

Current Environment	*Current Plans*	*Recommendations*
Copies of the backups are maintained off-site. The organization's three NAS servers use Raid 5 technology, with full data striping. The hard drives are hot swappable.	The organization has developed a disaster recovery and Data Backup policy in the Policies for Executive Management & HIPAA Security Officer section of the 2010 HIPAA Confidentiality and Computer Security Policies.	None.

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Appendix A – Conclusion

This technology plan is an integral part of the organization's business strategies and practices. This technology plan is a proactive plan that will assist the organization to avoid potential threats, to ensure uninterrupted access to systems, and to achieve their technology plans in a cost effective and efficient manner.

The network administrator developed the technology plan by interviewing the management team, documenting their responses, and developing recommendations. The IT Committee and the management team reviewed the technology plan.

This plan will be reviewed on an annual basis.

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Manual: Admin
Adopted: 5/22/12
Revised:
Effective: 5/22/**12**

~~64. FRAUD REPORTING~~

All new hire employees will be made aware of the Ohio Fraud Reporting System maintained by the Ohio Auditor of State's office in accordance with applicable state law, and are required to sign a form confirming they have been made aware of such.

Any employee suspecting fraudulent activity, including misuse or misappropriation of public money within the Athens County Board of Developmental Disabilities may anonymously report such activity to the Auditor of State's office by use of the toll free number (1-866-372-8364), the State's web site or by U.S. mail.

Additionally, any employee utilizing such reporting mechanism is protected by the Whistle Blower protections contained within the Ohio Revised Code.

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66. EMERGENCY RESPONSE FOR PERSONS NOT SERVED

Adopted	12/17/12
Status	Draft – pending approval
Historical Versions	12/17/12
Initiated by	Katie Evans, MUI Coordinator
Approved by	pending

Purpose
It is the policy of the Athens County Board of Developmental Disabilities (ACBDD), to ensure the health, safety and welfare of individuals not served (who may be eligible for service) during potential emergency circumstances and situations.

Emergency Response
When the ACBDD is notified of a potential emergency involving a person not currently served, the SSA On-Call will assess and coordinate any immediate actions needed to ensure the individual's immediate health and safety needs.

Actions taken could include but are not limited to:

- Telephone or home visit contact to assess situation and identify needs
- Contacting local law enforcement or emergency services if necessary
- Contacting local children services if the person(s) involved is a minor
- An initial assessment to determine if the person may be eligible for services
- Providing information regarding other resources that may be available to the person
- Coordinating with other social service agencies if appropriate
- Coordinating with the MUI Coordinator if appropriate

If the person is interested in going through the eligibility process, an intake packet will be provided and assistance given in completing the packet if requested.

If the person is not a resident of Athens County, an initial assessment to ensure health and safety will be done and any necessary immediate actions such as calling law enforcement, emergency services or children services will be taken followed by referral(s) to the appropriate social service agency or county board of DD in the correct county.

DRAFT

Manual: Admin
Adopted: 12/17/12
Revised:
Effective: 12/17/12

66. Emergency Status Policy

It is the policy of the Athens County Board of Developmental Disabilities (ACBDD), to ensure the health, safety and welfare of the individuals served during potential emergency circumstances and situations.

Emergency Responded to and Resolved Immediately:
When the ACBDD is notified of a potential emergency, the Service and Support Administration staff person taking the initial information (first response will assess and coordinate any immediate actions needed to ensure the individual's immediate health and safety needs. When the first responder and or others contacted to assist are able to meet the individual's immediate health and safety needs in such a manner that the emergency is averted, the individual is no longer in an emergency status. Assistance provided may include appropriate medical care, removal of threat, assistance through family, others, law enforcement, etc. With a plan in place, then the emergency is considered resolved. the correct

More Resources or Assistance Needed:
When the first responder/Service and Support Specialist is unable to avert the emergency, an Emergency Task Force (ETF) will be convened as soon as possible to determine if the circumstances meet the criteria for "Emergency Status."

To determine an emergency, both 1 & 2 and one or more of the letters a-f below must apply to constitute an emergency as defined in OAC 5123:2-1-08:

1. The individual does have intellectual or a developmental disability.
2. The situation poses a risk of substantial self-harm or substantial harm to others if action is not taken within thirty days.
    a. Loss of present residence for any reason, including legal action;
    b. Loss of present caretaker for any reason, including serious illness of the caretaker, change in the caretaker's status or inability of the caretaker to perform effectively for the individual;
    c. Abuse, neglect or exploitation of the individual;
    d. Health and safety conditions that pose a serious risk to the individual or others of immediate harm or death;
    e. Change in the emotional or physical condition of the individual that necessitates substantial accommodation that cannot be reasonably provided by the individual's existing caretaker.
    f. A child subject to juvenile court order under ORC121.38.

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The ETF consists of the Superintendent, Director of SSA, UI/MUI Coordinator, Behavioral Specialist (when applicable), the individual's Service and Support Specialist (SSS) and two additional SSSs. This committee will review the facts and make the determination as to what resources can be directed (and how) to meet the needs of the individual including funds, service, accommodations, etc. and utilizing "Alternative Services" whenever possible. Alternative Services means the various programs, services, and supports, regardless of funding source, other than community-based services, that exist as part of the developmental disabilities service system and other service systems.

To implement the recommendations of the ETF, occasionally, access to funds is needed on short notice (usually the same day) to meet the individual's health, welfare or safety issues. Immediate needs may include purchasing groceries, acquiring temporary hotel accommodations, paying utilities or rent to avert shut-off or eviction, or buying various items that meet the emergency need of an individual.

ORIGINAL

76. DEPOSITS

Adopted	7/24/07
Status	Draft – pending approval
Historical Versions	7/24/07
Initiated by	Steve Kramer, Director of Finance & Operations
Approved by	pending

It is the policy for money received by the ACBDD to be deposited with County Treasurer on the next business day following the day of receipt when the amount exceeds $1,000. If the total does not exceed $1,000, the money is to be deposited within three business days following the date of receipt. All checks are to be stamped "For Deposit Only" and secured in a locked safe.

DRAFT 1

Manual: Admin.
Adopted: 5/27/14
Revised:
Effective: 5/27/14

80. Individual's Request for Waiver Opportunity

The Athens County Board of Developmental Disabilities (ACBDD) is committed to maximizing resources available to serve individuals with developmental disabilities who are eligible for services from the ACBDD and is committed to maximizing the flow of federal tax dollars back to the citizens of Athens County, ensuring that local tax dollars are stretched further and additional tax burden is not placed on county taxpayers. The ACBDD further supports the provision of services to as many eligible individuals as possible and within applicable budgetary constraints.

When the ACBDD determines that available budgetary resources are not sufficient to meet the needs of all individuals who request Home and Community-Based Services (HCBS) waivers, the ACBDD will only request waiver opportunities for individuals who meet "emergency status" or "priority status". This includes those individuals who do not have a waiver and those who currently have a waiver but need more service than their current waiver will support. Individuals in "emergency status" will take precedence over those in "priority status".

A. "Emergency status" means an individual is facing a situation that creates for the individual a risk of substantial self-harm or substantial harm to others if action is not taken within thirty days. Emergency status may result from, but is not limited to, one or more of the following:

    1. Loss of present residence for any reason, including legal action;
    2. Loss of present caretaker for any reason, including serious illness of the caretaker, change in the caretaker's status, or inability of the caretaker to perform effectively for the individual;
    3. Abuse, neglect, or exploitation of the individual;
    4. Health and safety conditions that pose a serious risk to the individual or others of immediate harm or death; or
    5. Change in emotional or physical condition of the individual that necessitates substantial accommodation that cannot be reasonably provided by the individual's existing caretaker.

    The ACBDD's Emergency Task Force Committee will determine on a case by case basis whether a situation meets the definition of an emergency and how best to deal with the potential emergency situation (see Administrative Policy #66 Emergency Status for more detail).

B. Priority status refers to those individuals receiving county board services funded totally by local tax dollars in one of the following categories of service 1) supported living and family support services; 2) adult services and the individual is eligible for HCBS waiver;

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or 3) has an aging caregiver or intensive needs, and their health, welfare or supervision needs are not being met.

1. Refinancing supported living and family support services: an individual who is eligible for HCBS and meets both of the following requirements shall be given priority on a waiting list established under OAC 5123:2-1-08 Section D.
    a. The individual is 22 years of age or older; and
    b. The individual receives supported living or family support services.
2. Refinancing adult services: an individual who is eligible for HCBS and meets both of the following requirements shall be given priority on a waiting list established under OAC 5123:2-1-08 Section D.
    a. The individual resides in the individual's own home or the home of the individual's family and will continue to reside in that home after enrollment in HCBS; and
    b. The individual receives adult services from the ACBDD.
3. Aging caregiver or intensive needs: an individual whose health, welfare, or supervision needs are not being met, and who is eligible for HCBS and meets either of the following requirements shall be given priority on a waiting list established under OAC 5123:2-1-08 Section D.
    a. The individual does not receive residential service or supported living, either needs services in the individual's current living arrangement or need services in a new living arrangement, and has a primary caregiver who is sixty years of age or older; or
    b. The individual has at least one of the following service needs that is unusual in scope or intensity:
        i. Severe behavior problems for which a behavior support plan is needed;
        ii. A mental health diagnosis for which medication has been prescribed;
        iii. A medical condition that leaves the individual dependent on life-support medical technology;
        iv. A condition affecting multiple body systems for which a combination of specialized medical, psychological, educational, or habilitation services is needed; or
        v. A condition the ACBDD determines to be comparable in severity to any condition described in section (3)(b)(i)-(iv) above and places the individual at significant risk of institutionalization.

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4-5 STAFF TRAINING & PROFESSIONAL DEVELOPMENT

Adopted	11/19/1996
Status	pending review
Historical Versions	9/16/1997; 4/18/2006; 11/23/2010; 8/22/2017; 11/12/2019
Initiated by:	Gwen Brooks, Director of Human Resources
Approved by:	ACBDD

Overview

The Athens County Board of Developmental Disabilities (ACBDD) supports and encourages staff development activities such as formal course work, workshops, conferences, seminars, participation in professional organizations and observations of other programs.

All staff members shall be required to complete training and professional growth hours necessary for maintenance of his/her required registration, certification or license. Although an employee may be fully certified, registered and/or licensed, the ACBDD may require additional training for staff development or to remain abreast of changes within the relevant profession. Cost of any required training shall be incurred by the ACBDD.

ACBDD Provided Training

Training shall be provided by the ACBDD via staff meetings, in-service trainings, seminars and conferences. Internal in-service training shall be documented by the Superintendent/designee and maintained in the respective employee's personnel file.

Regularly scheduled, mandatory staff meetings will be scheduled within each department. Staff meetings allow for discussion of topics of current concern such as new policies, procedures, methods of training, instruction, curriculum, and other matters as needed.

Staff training provided by the ACBDD shall include, but not limited to requirements as per the Ohio Administrative Code Chapter 5123 or other regulating bodies:

A. Safe lifting, carrying and moving, and prevention aspects of body mechanics
B. Behavior Supports
C. Blood-borne Pathogens
D. Hazardous Communications
E. Abuse/Neglect – Abuser Registry Notice
F. Consumer Bill of Rights
G. 14-Day Notice of Felony Conviction
H. Ethics
I. UI/MUI
J. Computer security awareness and usage

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External Professional Development

In addition to any ACBDD required or provided training, employees may be granted with supervisor approval professional leave time up to four days annually to attend external professional development opportunities. Reimbursement of expenses incurred up to $500 must have the approval of the appropriate supervisor; expenses above $500 or requests of more than four days must be approved by the Superintendent.

Employees attending external professional development may be requested to submit a report or give a presentation concerning their observations and learning experiences. It is the staff member's responsibility to submit documentation to human resources to be maintained in the staff's personnel file.

New Staff

Each new employee will be provided with an orientation in accordance with Ohio Administrative Code 5123 and other regulating bodies such as Ohio Department of Developmental Disabilities and Ohio Department of Education. Orientation shall include, but not limited to an agency introduction, an overview of developmental disabilities, health and safety precautions, Ohio Fraud Reporting System maintained by the Ohio Auditor of State and Whistleblower protections per Ohio Revised Code 124.341, and job specific training in accordance with OAC 5123.

EDITED

4-5 STAFF TRAINING & PROFESSIONAL DEVELOPMENT

Adopted	11/19/1996
Status	ACBDD APPROVAL 11/12/2019
Historical Versions	9/16/1997; 4/18/2006; 11/23/2010; 8/22/2017; 11/12/2019
Initiated by:	Gwen Brooks, Director of Human Resources
Approved by:	Athens County Board of Developmental Disabilities

Overview

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G. 14-Day Notice of Felony Conviction
H. Ethics
I. UI/MUI
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ORIGINAL

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