Knox County SSA Department Efficiencies

OACB Conference

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Community Based

- Allows us to more efficiently meet the needs of our individuals by being able to go to them
- Able to easily monitor and follow up with multiple individuals at one location
- Able to work from home on days with inclement weather
- Provides visibility in the community
- Community monitors

Community Based - Laptops & Cell Phones

- Don't have to travel to office to work
- Can work anywhere in the community
- Accessibility of information
- Virtual Desktop
- Easily accessible which allows for issues to be remedied or addressed quickly
- Texting

Community Based – Flexible Schedules

- Able to flex schedule to meet the need of individual and/or family
- Benefits SSA by giving them some autonomy in developing work schedule

Specialized Efforts - Caseloads

- SSA Teams & Specialization within teams
- Broader department coverage
- More focused resources
- Direct contacts and relationships
- Community recognition

Specialized Efforts - Project Leading

- Builds competency & pride in staff
- Prepares staff to step into management roles
- Builds trust in the department
- Builds a broader base of knowledge
- Develops troubleshooting experts
- Builds confidence in co-workers

Community Efforts - Local Agency Trainings

- Cross trainings of local agencies: we learn about community resources and educate our community partners about us
- Saves time in the long run because we're better able to serve our individuals
- Less time spent pointing fingers

Community Efforts - County Collaboration Trainings

- More efficient than traveling to Columbus or Cleveland if we're able to bring them local
- Builds regional relationships
- Able to bring in free trainings for our staff

Professional/Positive Culture

- SSAs have the 1 of the toughest jobs in our system, let's not make it any harder than it already is.
- Builds trust
- Increases employee morale
- Increases productivity

Professional/Positive Culture

- Staff buy-in of efficiencies & initiatives
- Creates team atmosphere
- Open door environment

Effects

- A more user friendly agency
- Positive outcomes for individuals & their families
- Better working relationships with community partners
- High & consistent TCM units

Contact Info

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