



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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