

Regional Residential Crisis Support Plan

Purpose: To create a regional team structured to triage crisis issues that residential providers experience as a result of the COVID-19 pandemic.

The Regional Residential Crisis Support Plan is triggered when:

A residential provider does not have the staff or residential capacity to service a location regardless of whether there is suspected or confirmed COVID-19 transmission within the home.

The Regional Residential Crisis Support Plan operates as follows:

1. PROVIDER > 2. COUNTY BOARD > 3. DODD REGIONAL > 4. DODD STRIKE TEAM > 5. STATE EMA

STEP 1: PROVIDER Identifies Crisis Scenario and Attempts to Find Solutions

The provider shall try to use existing resources to address the need as best they can using local means within their control. This could include hiring new staff, incentivizing existing staff to return to duty, signing contracts with other residential providers for staffing “loans,” etc.

IF THAT DOES NOT ADDRESS THE CRISIS, PROCEED TO STEP 2.

STEP 2: PROVIDER Contacts COUNTY BOARD Provider Support Liaison for Help

After exhausting existing resources within their control, the provider should contact their county board provider support liaison for assistance. The county board liaison will make every effort to work within that county’s provider community to address the staffing shortage through any available means.

IF THAT DOES NOT ADDRESS THE CRISIS, PROCEED TO STEP 3.

STEP 3: COUNTY BOARD Contacts DODD REGIONAL Residential Support Liaison for Help

If a county board is unable to use existing resources within their county’s control, the board should contact the individual DODD residential support liaison assigned to their region to explore possible solutions from other providers outside their county. The DODD regional residential support liaison will report all residential crisis issues to Sara Lawson and will utilize any and all means available within their region to address the need. This may include contacting volunteer regional provider association representatives to identify additional capacity available based on the availability of resources within the timeframe the crisis is identified.

https://dodd.ohio.gov/wps/portal/gov/dodd/about-us/residential_crisis_support_map

Regional Residential Liaisons

Northwest – Duana Coleman, CRC	[backup Kim Mayne, Policy]
Northeast – Julie Gregg, OSASS	[backup Heidi Davidson, OSSAS]
Southeast – Ann Weisent, OSASS	[backup Kelly McGuire, CRC]
Southwest – Matt Bavlnka, Policy	[backup Lisa Ahlersmeyer, OSSAS]
Central – Angel Morgan, OSSAS	[backup Beth Chambers, OSSAS and/or Kyle Corbin]

IF THAT DOES NOT ADDRESS THE CRISIS, PROCEED TO STEP 4.

STEP 4: DODD REGIONAL Contacts DODD STRIKE TEAM for Help and Final Resolution

If DODD regional residential support liaisons cannot solve the problem with resources available to them, and all volunteer provider association representatives have been unable to identify additional capacity within the provider community, DODD regional staff should elevate the crisis to Sara Lawson who will engage the DODD Strike Team. The Strike team will consist of an “all hands-on deck” group of senior leaders at DODD who will work to take extraordinary measures using the all departmental resources to ensure the crisis can be solved.

IF THAT DOES NOT ADDRESS THE CRISIS, PROCEED TO STEP 5.

STEP 5: DODD STRIKE TEAM Contacts STATE EMERGENCY MANAGEMENT TEAM

If DODD exhausts all options available to it, the Department will contact the state’s top health officials and emergency management leaders to seek a final resolution outside the DD system’s control.

THE STATE EMERGENCY MANAGEMENT TEAM MUST PROVIDE FINAL RESOLUTION TO THE CRISIS. THERE IS NO OTHER OPTION TO ELEVATE THE CONCERN PAST THIS STEP.