



BALANCED SCORECARD REPORT

2020



Ohio Network for Innovation

Connecting Strong Communities

A MESSAGE FROM OUR DIRECTOR



Cathy Henthorn

Dear Stakeholders:

We are grateful to be able to present the first Annual Report and Balanced Scorecard for the Ohio Network for Innovation (ONI), a non-profit organization formed in 2018. This report will focus on 2020 activities and progress towards the initiatives of ONI's 2020-2022 Strategic Plan. There are highlights about the 4 primary goals of: *relationship development, increase product options, increase customer and financial sustainability.*

We appreciate your time to review and digest the data in this report and look forward to continuing current partnership while expanding new opportunities. If you have any questions about the information, please contact us.

Respectfully submitted,

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ONI Project Coordinator

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FINANCIAL

I N I T I A T I V E S

IMPROVE ONI BRAND



ONI created and continues to use Facebook and a dedicated YouTube Channel as ways to improve its brand. This includes the videos made about ONI. The Employer of Record video was sent to County Boards. The ONI Facebook and YouTube pages were created on April 1st, 2020, and ONI's first YouTube video was posted April 20th. Currently, there are 110 followers of the Facebook page and 408 views of the 6 videos posted on YouTube. ONI also has a dedicated website.



ONI purchased promotional items (cell phone holders and stress balls in the shape of light bulbs) and will be giving these out. Check out the unboxing video here: [ONI Unboxing-Promotional Items](#)



We developed 7 documents/resource guides that have been distributed for the Supported Decision-Making project.



We attended (and continue to attend) several monthly advocacy meetings which are opportunities to promote ONI. One of these opportunities, via a People First meeting, led to Butler County joining the SDM Project. We also set up a virtual exhibit at the recent Transition Bootcamp event.

IMPROVE KNOWLEDGE OF NONPROFIT OPPORTUNITIES



ONI Joined the Ohio Association of Non-Profit Organizations which can provide us with resources and mentor connections. We also have access to additional trainings and networking opportunities through this membership.



We explored a partnership with another non-profit organization called Wellness Wishes which allowed for relationship building and future opportunities.



ONI received a demo from Stewardship Technologies to learn about online fundraising.

IMPLEMENT FUNDING MODEL



An out of region county, Butler, purchased Supported Decision-Making. This is a new funding stream.



ONI increased the number of customers purchasing Housing.



ONI increased the number of contracts for Employer of Record.



We also began the process to become a certified waiver provider through DODD.

FINANCIAL MEASURES

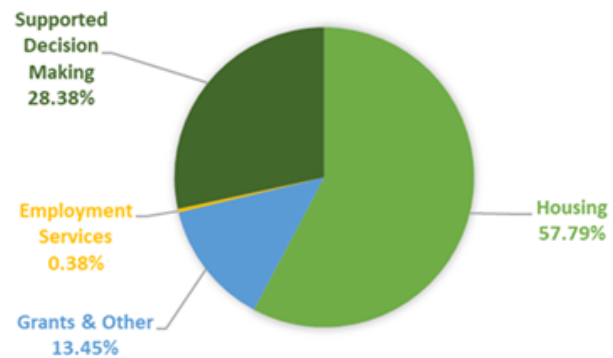
NEW FUNDING STREAMS

TARGET: INCREASE FUNDING STREAMS

- ONI ADDED 4 NEW FUNDING STREAMS IN 2020



2020 FUNDING STREAM BREAKDOWN BY PERCENTAGE



AUDITS

TARGET: CLEAN AUDIT REPORTS

- AN EXTERNAL CPA FIRM REVIEWS AND COMPLETES THE ANNUAL 990 FOR ONI.



CUSTOMERS

INITIATIVES

SUPPORTED DECISION-MAKING IMPLEMENTATION



ONI started the Supported Decision-Making Project with 14 customers and ended 2020 with 15 customers. This service is implemented in the purchasing counties.



Of the participating counties, we have completed discovery meetings with 11 of them.



We have completed more than 30 trainings across the purchasing counties. These audiences included self-advocates, families, Special Education Directors, SSAs, Waiver Providers, and Transition Teams.



ONI developed 7 visual aids that were shared with all project partners.



We have received 4 referrals from another county to support people to make their own decisions. 2 of these are still active/ongoing. As part of these referrals we have helped people make decisions about retirement, medical treatment, budgeting, and moving to a new home and choosing a roommate.

INCREASE CUSTOMER BASE FOR HOUSING & EMPLOYER OF RECORD



Housing - We added Muskingum County in May, and have since added 6 houses for Muskingum County. In total, we added 15 homes and maintained the other 8. A home was also purchased in Guernsey County.



Employer of Record - We added 2 new contracts/employees in Knox County, and we maintained in Carroll County.



CUSTOMERS

MEASURES

CUSTOMER RETENTION LEVEL PER PRODUCT

TARGET: MAINTAIN CUSTOMER LEVELS


- ONI RETAINED 100% OF ITS CUSTOMERS IN 2020.



100%

OF NEW CUSTOMERS PURCHASING PRODUCTS

TARGET: INCREASE NUMBER OF CUSTOMERS PER PRODUCT

- 
- HOUSING: + 1
 - EMPLOYER OF RECORD: +1
 - SUPPORTED DECISION-MAKING: +15

INTERNAL PROCESS

INITIATIVES

NEW PRODUCT DEVELOPMENT



We began implementation of the Supported Decision-Making project in March of 2020.



ONI also focused on becoming a certified waiver provider through DODD in 2020.



Along with several interested counties, ONI has explored the path for forming a Multicounty Guardianship Board.

ONI/MEORC PRODUCT GUIDELINES



We created the graphic, *A Tale of Two Sisters*, to illustrate the differences and similarities between ONI & MEORC.



We also created *MEORC/ONI Guideline Questions*, a tool designed to help us determine which entity is best suited to provide new products and services.



INTERNAL PROCESS

MEASURES

NEW PRODUCTS LAUNCHED

TARGET: INCREASE ONE NEW PRODUCT ANNUALLY

- ONI ADDED ONE NEW PRODUCT (Supported Decision-Making) IN 2020.

33%



LEARNING & GROWTH

INITIATIVES

DEVELOP WORKFORCE CAPABILITIES & CAPACITY



In March of 2020, ONI hired Josh Young as the Project Coordinator, who brought with him the needed capability and expertise.



ONI also developed and implemented an onboarding process for new employees in 2020.



We also developed and refined personnel policies.

ONI BOARD MEMBER ENGAGEMENT



We have continued to meet quarterly utilizing virtual meeting platforms.



ONI added a new board member from Knox County in 2020.



We have 6 board members total. The bylaws were changed to allow ONI to have between 5 and 7 members.



ONI has a quorum and participation from the board at each board meeting.



For future consideration and use, we located and have saved a guide to increasing board member engagement.

ONI EMPLOYEE DEVELOPMENT



We revised the employee development process through 2020 and will implement this in 2021.

LEARNING & GROWTH

MEASURES

BOARD MEMBER ENGAGEMENT

TARGET: QUORUMS FOR BOARD MEETINGS ATTAINED

- 100% OF ONI BOARD MEETINGS HAD A QUORUM



EMPLOYEE ENGAGEMENT

TARGET: INCREASE EMPLOYEE ENGAGEMENT

- COMPLETED WEEKLY TACTICAL MEETINGS WITH ONI PROJECT COORDINATOR
- COMPLETED QUARTERLY STRATEGIC PLANNING MEETINGS WITH EMPLOYEES
- ONI PROJECT COORDINATOR ATTENDED MEORC ALL-STAFF MEETING

