2014 Annual Plan
Stark County Board of Development Disabilities Executive Summary

We are happy to present our 2014 Annual Plan. The plan incorporates the five initiatives of our newly approved Strategic Plan that will guide us over the next three years. Our core values of choice, dignity and respect, accountability, stewardship, and integrity serve as the basis for the plan and how we serve people with disabilities. For 2014 – 2016 we will be striving to increase:

- The amount of community integration that people with disabilities have in our community;
- The number of people who are employed in our community;
- The number of people served by other providers through our enhanced choice initiative;
- The education to our stakeholders of our vision, mission, and values; and
- Our long term sustainability.

Within this annual plan, we continue to look at how we provide services and supports to people with disabilities while at the same time facing economic realities. We are making tough decisions, which include us being selective in our school age and adult services enrollment as well as nurturing supports outside of our agency. This plan focuses on equipping students and adults with the skills they need to be employed. The plan also recognizes that it is important to educate the public on the changes we are making while at the same time ensuring that we honor our prior commitments to individuals with disabilities and their families. We will continue to define our programmatic role to be a support to people interested in community employment. We will also serve as a safety net provider for those who have the most significant disabilities and who cannot be served elsewhere. These are necessary decisions so that we can serve more people with the available resources we have been given.

The development of our Annual Plan for 2014 considered the following: implementation of the initiatives of our 2014-2016 strategic plan, compliance with the Olmstead Supreme Court decision, implementation of Governor Kasich’s Employment First mandate, analysis of enrollment trends, input from our stakeholders that was garnered during the development of our new strategic plan, and the projected available resources. Any plan developed originates from our mission: To be the support that connects individuals and families with the services they need.

If you are interested in learning more about our agency and the program and services we provide to people with disabilities, please visit us at www.starkdd.org, like us on Facebook at www.facebook.com/starkdd, or give us a call at 330-479-3932. We are honored to be working on behalf of the citizens of Stark County and we are grateful for the support that we receive.
The Board was created by Ohio Law in 1967 to provide services to people with developmental disabilities. The name of the Board changed from the Board of Mental Retardation and Developmental Disabilities (MRDD) to the Board of Developmental Disabilities in 2009. The governing board is made up of 7 members that oversee the services provided. The governing board members receive no compensation and volunteer their time. Board members are appointed to four-year terms by the Stark County Commissioners and the Stark County Probate Judge.

Stark County Commissioners
Tom Bernabei
Janet Weir Creighton
Richard Regula

Stark County Probate Judge
The Honorable Dixie Park
The Stark County Board of Developmental Disabilities provides services from infancy onward to more than 3,400 Stark County residents with mild, moderate, severe, or profound developmental disabilities. These services include educational programs beginning with Early Intervention and Preschool, and continuing throughout the school-age years. For adults, we provide workshops and supported employment in the community. Senior citizens also benefit from specially designed programs. The Board also funds residential care in the community with appropriate supports based on individual needs. In addition to a variety of programs, the Board also provides yellow bus transportation throughout Stark County to almost 467 individuals, traveling more than 1,300,000 miles annually.

Support: Tax levies approved by the Stark County voters along with state and federal dollars support the services to participants, their families or caregivers.

Referrals: Program participants are generally identified through referrals from public schools, social service and human service agencies, hospitals, doctors, parents, friends, and relatives.

Staff: The staff of the Stark County Board of DD is highly qualified and committed. All staff providing direct services to individuals enrolled are certified/registered by either the Ohio Department of Education or the Ohio Department of Developmental Disabilities or a state licensing board. All employees of the Board also meet the rules and regulations of the State Department of Administrative Services.

Public Access to County Board Administrative Offices
Bill Green, Superintendent
Stark County Board of Developmental Disabilities
2950 Whipple Avenue NW
Canton, Ohio 44708
The Board’s Fiscal Health

The Stark County Board of DD continues its efforts to balance the service needs of the Stark County community with the current and evolving role of boards of developmental disabilities. Our mission continues to be “The support that connects individuals and families with the services they need”. Because of recent changes such as free choice of provider, community integration, age of persons with DD and changing diagnoses, the DD system needs to collaborate with a wide variety of agencies, providers and community members in order to ensure holistic and integrated services and supports for persons with DD. Through renewal of grant programs, maximization of federal Medicaid dollars by increasing the number of new Medicaid supported waivers for people going into adult services, and implementing cost saving strategies, we are reducing the burden on local taxpayers from having to bear the total cost of the increasing service needs.

The following represents the number of people currently served. We project for 2014 to serve a similar number of people.
The Board’s Fiscal Health

By executing on the last year of our previous 3 year Strategic Plan, Stark DD has maintained its budget, leveraged new technology to drive efficiencies in our processes, improved security within our buildings for the safety of individuals and employees, while adding new individuals to waivers and creating more employment opportunities for individuals within the community. This has been able to occur at the same time that the Board is losing $5.6 million in state funding in increments of around $1.4 million per year that began in 2011 and will end in 2015.

Additionally, in 2013 the Board has received a reduction of approximately $1 million in local property tax due to the property being valued less than 6 years ago. The County Auditor is responsible for valuing property every 6 years by statute. The Stark DD’s expenditures in the preliminary budget for 2014 include one-time costs of approximately $1.7M due to offering an Early Retirement Incentive Plan to eligible employees.

In conjunction with our evolving role, we are taking the opportunity to shift our service delivery model to be less of a provider of services and more of the connection to individuals and families for those services provided elsewhere in the community. This will enable us to address the needs of more people and at less cost. The anticipated related savings is at least $1M annually beginning in 2015.

The Board’s fiscal health extends through 2018. The Board acknowledges and appreciates the community’s support of the renewing levies as a major contributing factor in this fiscal health. A significant initiative within this annual plan is protecting the Board’s present funding level and thus sustainability beyond 2018. The Board will continue to examine how services are delivered and continue implementation of its strategic plan to ensure that long term funding projections are addressed proactively.
Community Feedback

Stakeholder Input Methodology

Stark County Board of Developmental Disabilities (Stark DD) sought out the input of self-advocates, caregivers, staff and community members several times during late 2012 through 2013 to identify internal and external perceptions and opinions about Stark DD’s communication efforts, funding challenges and level of service. Based upon this process, perceptions of Stark DD were quantified and goals were incorporated to attempt to address this feedback.

The Board, with the facilitation of Triad Research Group, the Center for Marketing and Opinion Research (CMOR) and Acorn Consulting, used the following strategies to obtain input from stakeholders: polling, a series of listening sessions, in-depth interviews with Board members, staff and stakeholders, and holding two public hearings.

The results of the stakeholder input follow by category. This year’s annual plan and the corresponding goals are largely based upon this feedback and the implementation of the agency’s new three year strategic plan that spans 2014 thru 2016.

Community Awareness Polling Results

Before going to the ballot box

As the Board looked toward placing a levy on the Spring 2013 ballot, the Triad Research Group helped the Board gauge voters’ opinions of the Stark County Board of Developmental Disabilities and their willingness to support a renewal and increase levy for the Board that would not increase their taxes. This phone survey was conducted with 400 likely voters in Stark County by TRIAD Research Group during August 2012.

Three-fourths (74%) have a favorable opinion of the Stark County Board of Developmental Disabilities.

Results showed only 6% said they have an unfavorable opinion of the Board of Developmental Disabilities while a fifth (19%) could not give an opinion of the Board. The high percentage of voters with a favorable rating of the Board was also a good sign for the levy.

But some people need more information about the Developmental Disabilities Board, and this includes undecided voters on the levy (34% said don’t know) and Weak For voters (21% don’t know).

In addition, about a fourth of 18 to 34 year olds (25%), Independents (28%) and those who don’t know anyone who uses the services (24%) could not give their opinion of the Board. In contrast, 82% of those who know someone receiving services have a favorable opinion of the Board.

Similarly, 71% agreed that the Board of Developmental Disabilities does a good job with its tax money.

Seventy-one percent (71%) agreed with this statement. Thus while this was a good result, the Board is somewhat vulnerable on its use of money. This perception can be strengthened with additional information about the services the Board provides.
Community Feedback

After the Levy

Additionally, over the past several years, the Board has partnered with CMOR to assess how familiar Stark County citizens are with the Board and the services provided. Conducted in the Spring of 2013, the CMOR Poll was a large-scale, random sampling survey of 800 households in Stark County.

Awareness of Stark DD

More than two-thirds of respondents, 69.2%, indicated they had heard of Stark DD. This was a slight increase from the previous year when 68.4% of respondents had heard of the agency.

Stark DD Service Awareness

Respondents who had heard of Stark DD were asked to indicate whether they were aware of any services provided by Stark DD. For 2013, more than half of respondents who had heard of Stark DD, 52.6% were aware of services provided. This was a decrease from the previous year when 60.7% of those who had heard of the agency were aware of agency services.

Overall Perception of Stark DD

All respondents who had indicated they had heard of Stark DD were asked their overall opinion of the agency. A significant proportion of survey respondents who had heard of Stark DD, more than one-third, or 35.6%, had no opinion of Stark DD in 2013. In total, 55.9% of all survey respondents had not heard of Stark DD or were unable to give an opinion of the agency. Of those with an opinion of Stark DD, most had a favorable perception of the agency. Those with a favorable perception of the organization amounted to 97.0% of respondents with an opinion.

More specifically, those who had a very favorable perception of the agency amounted to almost two-thirds, 63.6%, of respondents with an opinion, 40.9% of respondents who had heard of Stark DD. In addition, those who had a somewhat favorable perception amounted to over one-third, 33.4%, of respondents with an opinion, 21.5% of respondents who had heard of the agency. As was the case for the 2007 to 2012 period, negative perceptions of Stark DD were rare in 2013 with only 3.0% of respondents with an opinion having a not at all favorable opinion of the agency, 1.9% of respondents who had heard of Stark DD.

Stakeholder Summary and Conclusions

Mel Marsh, of Acorn Consulting, met with several staff groups, individuals served, and parents, and interviewed additional family members and all board members to understand the perspectives of stakeholders about the current strategic plan and future needs. Over the course of several days, eight self-advocates, 30 staff members, 14 parents/family members and all seven Board members were interviewed in-depth.
The following items were noted as significant accomplishments in the past three years:

- Levy passed
- Increased the number of waivers available
- Increased options and choices for individuals served
- Improved operations and made progress toward long term sustainability
- Increased community integration
- Have become more proactive, anticipating coming changes
- Able to address emergency situations much faster
- Progress on moving to funder of providers
- Reduced waiting list
- Increased use of technology
- Improved union management relationships

No one highlighted anything that was not accomplished. However, some stated that continued progress was needed in all four of the current strategic directions.

The following accomplishments were identified as needing attention in the next five years.

- Continue focus on long term sustainability.
- Continue move to fund more private providers and increase options for individuals served.
  - Note that there were some who recommended this direction be slowed or discontinued.
- Continue focus on community integration.
- Increase options for community employment
- Continue focus on proactive decision making.
- Educate families and the community.
Initiative:
Increase Community Integration

What this means to us

In order for people with DD to have opportunities for living, learning, working, and pursuing dreams and to be valued for their contribution to the overall quality of life for the entire community they must be incorporated as equals into society. This goal gives specific attention to increasing the independence of people with disabilities through community integration in all aspects of Stark DD and provider services.

- Continue self-advocacy efforts with Project STIR participation as well as maintaining and expanding the People First initiative.
- Implement a stakeholder committee that has a charter to define community integration, assess the strengths and opportunities for improvement, and develop metrics so that success can be measured over time.
- Assess establishing a People First Chapter for School Programs and have students participate in Project STIR as eligible and appropriate.
- Develop a plan to recruit typical peers within toddler classes so classes are a more integrated experience.
Initiative: Increase Community Employment Options

- Enhance collaboration with schools and other training partners to share best practices supporting employment.

- Develop and implement marketing strategy to engage prospective employers.

- Develop incentives for employers to hire people with disabilities and pilot initiative.

- Develop on site Opportunities for Ohioans with Disabilities (OOD) consultant resource to expedite process of accessing supports for community employment.

- Enhance Employment First Participation - implement training to increase SSA effectiveness for assessing employment potential.

What this means to us

Ohio’s Employment First directive requires all county boards to implement a policy and plan that enables people with disabilities to obtain community jobs that may result in greater earnings, better benefits, improved health, and increased quality of life. Through this direction Stark DD will increase the number of people working competitively and increase the number of hours worked per week. We will decrease the number of people working in segregated environments, keeping in line with the U.S. Supreme Court decision Olmstead v. L.C., 527 U.S. 581 (1999).
Initiative: Increase People Served by Other Providers

- Revise and implement the policy and procedure for adult services intake to be in line with the agency’s 2014-2016 strategic plan.
- During 2014, TWI will assume operation of five enclaves providing staff and all related supports. TWI will need to adhere to all regulatory standards, complete service and support documentation, receive CARF accreditation, hire qualified and certified staff, and bill applicable local, state and federal funding sources. TWI, Inc. will insure transportation to and from work sites.
- Increase the number of providers and people participating in the enhanced choice initiative.
- For those within enhanced choice, have an independent entity assess consumer satisfaction of the services received. Based upon the feedback, share the positives as well as opportunities for improvement.
- Meet with private providers of day services and transportation to garner their input on how Stark DD can support them and then develop a plan to address.
- Expand the Vocational Public Private Partnership (VRP3) involving Goodwill Industries of Greater Cleveland and East Central Ohio, United Disability Services, Summit County Board of DD, and Portage County Schools. As the primary contractor, provide oversight to the outcomes of the subcontractors.
- Annual Provider Fair - continue facilitating the annual Provider Fair to educate and link individuals and families with provider resources.
- Provider Selection Process: Develop and distribute user-friendly communication material to better support families and providers to understand and access SCBDD’s provider selection process.
- Promote and increase use of the provider search tool on SCBDD’s website.

What this means to us
We will continue to expand our capacity to support individuals and families’ unique needs by increasing the number of individuals getting services through private providers. Through this goal we will enhance choice through the availability of a wide variety of quality services and redirect funds to enable us to serve more people.
Initiative: Increase People Served by Other Providers

- Maintain Effective Community Collaborations with Agency Partners and Stakeholders:
  - County ICFFs - continue and increase collaborations with all Stark County ICFs to help foster administrative relationships and knowledge of both systems; continue participating on ICF HRCs.
  - Court System - participate in quarterly HOPE meetings.
  - DJFS Children’s Services – continue to collaborate in planning transition services for youth “aging out” of foster care.
  - Mental Illness/Developmental Disability Team – continue to coordinate needs-based services for individuals receiving services from both systems.
  - MUI Stakeholder Committee - continue to facilitate semi-annual meetings with stakeholders to discuss MUI trends and patterns.
  - Service Review Collaborative and Service Coordination Committee – continue to participate on committees involved in serving youth involved in multiple systems.
- Provide on-going technical support to providers:
  - Path 2 Connectedness Trainings - provide quarterly (or as requested) P2C trainings to providers to increase awareness of Positive Behavior Supports and the importance of the caregiving relationship.
  - Provider Meetings - continue monthly informational Provider Meetings.
  - Incident Reporting - provide ongoing informal consultation regarding incident management and reporting.

What is Enhanced Choice?

Enhanced Choice began in July 2011. This allows individuals and their families to select the day services they want and the provider who will provide those services.

To be eligible an individual must:

- Be a recent school graduate or newly enrolled into adult services
- Be Medicaid eligible
- Agree to actively pursue and accept a Home and Community-Based waiver when offered
- Attend at least 10 days a month until receiving a waiver
Initiative:
Increase Communication to Families and Community

- Work with parents, guardians and stakeholders to develop a support network.
- Create and conduct a survey of individuals, families and stakeholders of preferred communication methods.
- Create a communications committee that incorporates individuals, staff, public school personnel, caregivers, and stakeholders to begin mapping out multi-media tools to help families navigate the DD system, including state and local information.
- Based on survey results, recruit/create a speakers bureau of staff, individuals, family members or service providers that is topic specific (i.e. Crisis intervention, People First, waiver services, community employment)-first quarter.
- Have a speakers group address at six public forums - second - fourth quarters.
- Update public website to add video links and blog posts-first quarter.
- Based on survey results, launch social media blog and post industry or support related stories one time per month - second-fourth quarters.
- Based on survey results, produce three service related short videos to be accessible on the website and YouTube.
- Produce three new public service announcements to air on cable TV.
- Conduct quarterly public Town Hall meetings on various agency specific updates. Meetings will be conducted at two sites on various days.
- Based on survey results, host three mini-workshops on industry related topics - second-fourth quarters.
- Enrich the Community Calendar of Events to include more non-Stark DD community events, workshops, and support groups that are accessibility-friendly or supportive of individuals with DD.
- Revise the Volunteer Orientation to reflect changes in the new Volunteer Policy approved by the Board in 2013 - first quarter.

What this means to us

Family members and guardians, school districts, the business community, and members of the community at large are important partners with Stark DD in helping individuals with DD achieve their dreams. This goal will help us prepare the different stakeholders to accept and support individuals with DD to be successful members of their families, their schools, their work, and their community.
Initiative:
Increase Communication to Families and Community

- Using the revised Volunteer Orientation curriculum, re-orient all existing Board volunteers, including updating each volunteer’s paperwork and job descriptions – first quarter.

- Expand efforts to promote disability awareness into the public schools and seek to provide at least 5-8 trainings for the 2013-2014 school year.

- Revisit the Primary Service Provider model, determine our current service level within this model, and develop a plan as to our next steps to ensure we are proceeding in the correct direction to be coaching parents and other caregivers on how to work with their children.

- Review current packet of information that is given to parents upon enrollment as to what needs updated, replaced or removed all together.

- Pursue grant funds for the toy lending library: so toys may be upgraded, replaced, repaired; to purchase an electronic check in/out system to maintain better control of inventory; and to launch a community awareness program of library items that may be checked out by anyone, not just SCBDD staff and parents.

- Coordinate and complete Spanish translation of select HIPAA documents to include the Privacy Notice, Authorizations to Release information and the Media Release.

- Behavior Support Trainings:
  - Behavior Support Collaborative meetings - continue quarterly trainings (with opportunities for case reviews) to SSAs, committee members, providers, and ICF staff.
  - Review Committee Trainings - provide 2-4 trainings for BSRC/HRC members.
  - Electronic Assessment - Driven ISP Trainings - train stakeholders regarding the electronic ISP process and related access issues.

What they said

“Improve education for family members about options and implications of options. Educate them from the birth of their child about the options. Have a package for parents with options and information.”

--Family member

We need psycho-social education to help family members understand how to deal with behaviors because there are not waivers for everyone. There will be individuals who will live with their family forever. We need to help families succeed and change the systems to set up natural supports rather than making them dependent on us.

--Staff member
How does the community learn about what we do?

The leading source of information on the agency in 2013 was family and friends, with nearly two-thirds, 64.7%, of respondents indicating they have heard of the work of Stark DD through this source. Other common mediums for hearing about Stark DD in 2013 include, in order of importance, newspapers (55.8% of those who had heard of the agency), radio (39.1%), billboards (38.0%), something mailed (33.1%), TV (28.6%).
In a time of decreasing resources while serving a significantly larger number of individuals than in the past, Stark DD is at risk of exhausting all of their resources. Through this goal, Stark DD will ensure that Stark County residents with developmental disabilities will be able to continue receiving supports they need in perpetuity. We will facilitate and deliver services within our resources while aligning services with community needs and with federal and state system changes.

**Initiative:**
Increase Long Term Sustainability

- Engage all Board employees in cost saving initiatives and actions that can be taken.
- Evaluate building utilization with decreases in board operated adult services and develop a plan for consolidation.
- Achieve three year CARF accreditation.
- Continue to have MEORC assess and provide the Board feedback on compliance to accreditation standards.
- Continue to upgrade the building security, adding Eastgate and Southgate to Brivo system. Add additional card readers to exterior doors and IT server rooms and additional cameras at WSC, WDC, and SG.
- Upgrade the current HVAC system at West Stark Center to possible roof top units.
- Re-seam the roof at West Stark Center.
- Work with the Communications Department on improving building signage.
- Change out current Southgate gym lighting to a more energy efficient T5 lighting.
- Update Whipple Dale Centre lunchroom A with new cabinets, flooring, paint and appliances.
- Obtain a roof top generator to WDC to run the server room during power outages.
- Training initiatives and models will be sought that will equip teachers and assistants with increased competencies to “establish collaborative learning experiences that promote inclusive environments.”
- Implement the new school age services policy and convey this to districts as students are referred to the Board for school age services. This includes charging school districts excess costs for new students entering Rebecca Stallman Southgate School.
- With funding procedures from ODE changing from unit to weighted funding; work with districts to make sure students who are referred for preschool services are those categorized at levels 5 (multihandicapped) or 6 (Autism, TBI, deaf/blind).

**What this means to us**

In a time of decreasing resources while serving a significantly larger number of individuals than in the past, Stark DD is at risk of exhausting all of their resources. Through this goal, Stark DD will ensure that Stark County residents with developmental disabilities will be able to continue receiving supports they need in perpetuity. We will facilitate and deliver services within our resources while aligning services with community needs and with federal and state system changes.
Initiative: Increase Long Term Sustainability

- Pursue information on use of technology, i.e. iPads, by E.I staff in performance of their duties in the community, such as maintaining notes, writing IFSPs, etc.
- Maintain all current licensing and accreditations—ODE, DODD, CARF.
- Implement the electronic leave request module of KRONOS to improve efficiencies and decrease manual processes.
- Develop a finance calendar for accounts payable and receivables. Inclusive within this goal is establishing metrics to monitor the timely payment of bills.
- Implement the scheduling module of KRONOS to improve efficiencies and decrease manual processes.
- Access the DODD data warehouse to evaluate Home and Community Waiver costs and look for opportunities to improve efficiencies as well as generate cost savings.
- In conjunction and in partnership with the Stark County Auditor’s Office, evaluate a county-wide human resources and payroll processing system that will improve efficiencies.
- Calculate the adult services cost per person and adult services costs as a department in relation to the Medicaid reimbursement rates.
- Revise the agency’s five year projections based upon ERIP and other cost reduction strategies.
- In implementation of charging excess costs for 2014-2015 school year, calculate the per pupil costs minus reimbursements.
- Evaluate in conjunction with Human Resources the scheduling and utilization of program substitutes.
- Continue implementation of the medication administration initiative to include development of a training schedule to certify all direct service employees, both established and newly hired, in the schools and adult services.
- Reduce the number of nurse administered medications and tube feedings by 30% per clinic.

What is the Medication Administration Initiative?

DODD has set parameters to assure the health/safety of the individuals served through medication administration and delegation practice and Stark DD works within those parameters to better serve the individuals. Medication administration is the process by which DD Personnel are trained and certified to administer medications and perform health related tasks at the direction of the licensed nurse.

The benefits of medication administration are:
- Removes limitations from the individual
- Expands staff knowledge of individuals served
- Less disruption in programming time
- Decreased behavioral events
- Promotes community integration
- Maintains staff ratios
- Increases IEP/IP participation by nurses

Initiative:
Increase Long Term Sustainability
Initiative: Increase Long Term Sustainability

- Human Resources and Health and Therapy Services work collaboratively to implement an electronic learning management system for required annual trainings and medication administration certification renewals.
- Successfully execute all aspects of the Early Retirement Incentive Plan Project.
- Effectively negotiate both collective bargaining unit agreements by June 1, 2014. (Included with this goal is the completion of a wage survey for the professional union.)
- Implement PeopleTrak Upgrade and resolve any import issues by the end of the 1st quarter of 2014.
- Develop a plan for the January 1, 2015, requirements under the Affordable Healthcare Act to address those employees that work an average of 30 hours per week.
- Further develop the Adult Services Certification program to include a mentoring component and other required training.
- Continue mobility options to improve staff efficiency and effectiveness in serving clients by piloting electronic solutions and tracking progress and issues.
- Increase Funded Services to Individuals:
  - Enroll 60 L1 Waivers (Adult Services Refinancing)
  - Enroll 25 IO/SELF Waivers (Emergencies)
  - Enroll 10 IO/SELF Waivers from waiting list needs-based priority groups.
  - Enroll 15 IO Waivers for DC Reduction and ICF Conversion Initiative.
- Provide Service Coordination:
  - Add necessary staff to support coordination of services (based on net HCBS Waiver enrollment growth): 1.0 FTE Payment Authorization Specialist (PAS) and 4.0 FTE SSAs.
  - Support waiver growth of 12 - 15 net annual county transfers.

What they said

Free choice of provider should be changed to informed choice of provider.

--Provider

If we have informed choice, we must have a report card for providers. You have nursing home report cards; we should have local report cards in each county. Set benchmarks for providers and share who meets the benchmarks.

--Provider

We must ensure providers have the same high level quality that we have, that they follow the same level of standards that we must adhere to.

--Staff member
Initiative: Increase Long Term Sustainability

- CARF Accreditation - achieve Service Coordination CARF standard.

- Continuous Service Review and Quality Improvement:
  - ISP Distribution - assure compliance with the ISP distribution standard in the new SSA rule.
  - Monitoring Procedures - develop and implement new continuous review process.
  - Respite Process - develop and implement procedures and tools for increasing the efficiency and effectiveness of the respite placement process.
  - Rule-based Requirements - assure new assessment/ISP process is compliant with new SSA rule.
  - Self-Advocacy - increase SSA effectiveness in discussing and assessing self-advocacy with individuals.
  - Assure individuals enrolled on TDD Waivers are included in the new continuous review process.

- Maximize Medicaid Revenue:
  - Capture Medicaid Reimbursable Billable Activity: Add 4.0 FTE SSAs to support waiver enrollments and maintain TCM productivity of at least 100 average hours per SSA per month.
  - Maximize use of available local funding by leveraging state and federal monies through meeting HCBS Waiver enrollment targets.

- Reduce Contract Costs:
  - Explore costs associated with NEON for SCBDD-funded provider payment authorization services.
  - Add 1.0 FTE Payment Authorization Specialist (PAS) to complete work currently contracted to NEON.

- SSA/IA Staff:
  - Certification - develop and provide training attached to annual requirements for county board certification.
Initiative: Increase Long Term Sustainability

- Trainings - provide on-going best-practice trainings to staff (e.g., new MUI/UI rule, new SSA rule, etc.).

- Develop and Increase Utilization of Available Technology to Improve Work Efficiencies:
  
  - Electronic Assessment-Driven ISP: Prepare and train providers to use the electronic assessment-driven ISP process (web based access for stakeholders, providers) and develop, implement and train providers to use a provider documentation tool.

  - NP Leadership & IT Meetings - continue meeting regularly with IT representative(s) to identify new electronic initiatives and identify/oversee existing ones to completion.

  - On-Call Support - develop an implement a mobile (remote) electronic on-call procedure utilizing the most cost-effective technology. Add electronic information that allows for a more efficient and effective respite placement procedure.

  - On-going Technical Support - assure IT Department is engaged in preparing and training stakeholders to use the electronic assessment-driven ISP process (web based access for stakeholders, providers).

  - Resources - identify and add technological resources for staff use that allow increased efficiency and mobility, and reduced costs associated with travel.

  - SharePoint - identify and utilize SharePoint technology to assist with additional paperless work routines to increase work efficiencies (e.g., MSS workflow, Transfer Status Forms, Referral Process, etc.).

  - TDD- develop Monitoring, Electronic ISP, Provider Selection process protocols for these caseloads.

- Complete Annual Bus Inspection with 100% compliance.

- Re-evaluate and improve systems performed by front office staff.

- Consolidate the number of routes by January 2014 to better reflect total passengers served. Update as necessary.

- Continue to improve route efficiencies by increased use of GPS. Conduct routine audits no less than bi-monthly.

What is the Electronic Individual Service Plan?

The new electronic Individual Service Plan (ISP) process is driven by a comprehensive assessment completed on behalf of each individual served. The “About Me, For Me” (AMFM) assessment launches an electronic process that presents service statement choices based on the individual’s assessed needs. Both the AMFM and the ISP are electronic tools. The resulting ISP meets rule-based requirements, is unique for each individual, and is based on the assessed needs of each individual. The ISP process provides efficiency in plan writing and approval, interfaces with SCBDD’s client database (Gatekeeper), is available to stakeholders electronically (finalization scheduled for 2014) and enhances the quality and appropriateness of services.
Other Initiatives
We Are Working On:

- Research Health/Wellness programs that connect Ohio Content Standards and reflect collaboration with the Health Services Department. Implementation of Health classes that complement the Health Matters series used by the adult services program in the 2013-2014 school year.


- Follow timelines established to submit CCIP and student counts in accordance to ODE requirements.

- Ensure that all DD school program employees know the reporting requirements for MUI/UI incidents. Review the process by completing a quarterly professional development and role play of incidents to develop the skills to have 100% compliance for protocol cases for the 2013-2014 school year. Begin roll out of and training to prepare staff for the implementation of the electronic incident reporting system.

- Continue to review and revise School Age policies and procedures. Eliminate any school age policies and procedures that should be an agency policy.

- Assist and facilitate the change to one Behavior Support Review Committee for the agency.

- Gather current information in regards to implementation of the new performance evaluation review system through ODE and the requirements for DD program participation.

- In light of changes within the new ODE operating standards; work with school districts to develop new procedures for preschoolers when they are eligible to transition to kindergarten.

- Continue high quality services by aligning our practices with the new ODE Step Up To Quality standards that are in effect as of the 2013-2014 school year.

- Review current Early Childhood program policies and update as needed.

- Continue education of staff in providing a safe environment in all aspects for children and staff, whether in center based or home/community based settings.

What they said

They must find additional job opportunities in the community, versus workshop setting. Come up with a better way to do the waiver for people who work in the community.

--Family member

Increase focus on employment first – community employment must take precedence. Ensure there are transportation options to support community employment.

--Family member

I want to get a job in the community working all year round, have my own place and get married.

--Individual served
Other Initiatives
We Are Working On:

- Agency RN Trainers will complete the DODD training module and instruction on responsibilities related to required data entry into the DODD Medication Administration Information System (MAIS). Target date for SCBDD nurses to begin data entry is January 2014.

- Select and implement an electronic health record program for the agency clinics. Determine the timeline for training, transition and implementation.

- Collaborate with the IT department to evaluate electronic technology needs of clinics and program sites to facilitate a secure implementation of the electronic health record.

- Continue monthly ISP audit of a minimum of 13 plans for compliance to the medication administration rules.

- Increase the percentage of total minority employees over the next two years (2014 and 2015) by at least 1.25% in total while developing a diversity committee for the Board.

- Implement a new Employee Assistance Program throughout the agency.

- Implement a Human Resources intranet page on the agency intranet site.

- Complete the implementation of the top six safety priority recommendations in conjunction with the Administrative Safety Committee and site specific safety committees.

- Re-engineer new employee orientation to reduce costs while implementing a job/department specific orientation.

- Continue to implement an Employee Recognition banquet on an annual basis.

- Create a tracking and reporting system to objectively assess the progress and gaps in the Central Records area.

- Provide electronic solution for the sending of PHI to external parties in a secured manner. Establish policy in support of this capability.

- Guide the IT SharePoint Governance initiative to support the communication and collaboration needs of the agency.

What is SharePoint?

SharePoint is the technology behind the INTRANET that serves as a primary tool to the employees of Stark County DD.

This tool enhances timely communications to employees. Some examples include upcoming Agency events, employee impacting system changes, benefits and training information, policies and procedures, Superintendent messages, and news worthy industry events/occurrences.

The intranet gives staff a means of storing, updating, and sharing collaborative information.

A primary benefit of this tool will be the automation of forms and processes to replace or minimize a legacy of paperwork. To provide mandated record keeping, electronic forms and databases will provide for tracking and auditing needs of a dynamic workplace in a much more consistent and expeditious way.
Other Initiatives
We Are Working On:

- Roll out departmental sites on the INTRANET using the SharePoint platform.
- Upgrade the phone system within the agency. Leverage the present capabilities to provide enhanced visibility of user availability, internal messaging, and conference call capabilities.
- Extend the Help Desk to provide reporting to support improved visibility of progress, work backlog, and decision making by department leadership.
- Implement work flow automation on processes (using the WINSHUTTLE software) within the SharePoint platform.
- Work with the Governance Committee to add or enhance electronic forms and make them available to the users.
- Develop an exception process in place of the New Employee Setup, to accommodate unplanned changes of a urgent nature. E.g. Addition of teachers during school year.
- Increase Utilization of State Plan Services - implement staff training to assure maximization of assessment and referral for State Plan services; coordinate services for qualifying individuals.
- Continue curriculum development of customer service training for the March 2014 in-service.
- Begin random quarterly spot inspections of wheelchair securement.
- Work closely with Human Resources to improve the hiring process for drivers and riders in anticipation of vacancies due to the ERIP.

What they said

Start with parents to educate them about adulthood much earlier than the end of high school. They need to start thinking about this much earlier.

--Family member

We need a transition program for the parents – help them understand, prepare for, and deal with transition.

--Family member

We need to educate the school districts about how to educate the students with DD. We also need to educate people how to support their family members; teach parents how to support their kids.

--Staff member
Investigative Services
The Stark County Board of Developmental Disabilities is required by Ohio Administrative Code 5123:2-17-02 to investigate and file a report on all allegations of abuse, neglect, misappropriation, exploitation and rights code violations occurring against an individual with developmental disabilities.

Technical problems with DODD’s Cognos database continue. Accurate data regarding established Major Unusual Incidents (MUIs) and the related investigations is unavailable at this writing. Our local data for the month of November 2013 indicates a County-wide total of 60 new MUIs were established. This represents a decrease from the November 2012 total of 84. Of the 60 new MUIs in November 2013, SCBDD was the provider in 3 of the incidents.

The expansion of electronic incident reporting via Gatekeeper continues. All WSC and Higgins employees have been trained and are submitting incident reports electronically. Whipple-Dale Workshop managers have been trained and employees at that site will be trained during the upcoming holiday shut-down period. SCBDD nursing staff completed a training tailored to its unique needs, particularly as relates to utilization of the injuries tab. Preliminary discussions are scheduled for expansion to Community Employment staff, thus completing implementation of all Adult Services program sites.
Specialized SSA Services – October and November 2013 and YTD 2013
Among other functions, the SSA Specialized Services Unit supports all individuals who are referred for services but have no identified funding source for services.

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>Oct 2013</th>
<th>Nov 2013</th>
<th>YTD 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Triaged</td>
<td>186</td>
<td>160</td>
<td>1947</td>
</tr>
<tr>
<td>New Referrals for SSA Services</td>
<td>26</td>
<td>16</td>
<td>231</td>
</tr>
<tr>
<td>New Referrals for Eligibility Determination</td>
<td>15</td>
<td>18</td>
<td>170</td>
</tr>
<tr>
<td>Individuals Determined Eligible for Services</td>
<td>20</td>
<td>16</td>
<td>194</td>
</tr>
<tr>
<td>Individuals Determined Not Eligible for Services</td>
<td>15</td>
<td>8</td>
<td>97</td>
</tr>
<tr>
<td>New Guardianship Appointments Supported</td>
<td>3</td>
<td>7</td>
<td>54</td>
</tr>
<tr>
<td>Average Caseload Size</td>
<td>25</td>
<td>20</td>
<td>28</td>
</tr>
</tbody>
</table>

SSA Caseload Size – November 2013
Average caseload size is at 32 for the funded services units and 28 in the specialized services unit. In SSA Units serving individuals with funding, we monitor caseload size with regard to the type of funding source.

<table>
<thead>
<tr>
<th></th>
<th>Level One</th>
<th>IO</th>
<th>Mixed (IO, L1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Caseload Size</td>
<td>39</td>
<td>27</td>
<td>34</td>
</tr>
<tr>
<td>Recommended Size</td>
<td>40-45</td>
<td>25-30</td>
<td>30-35</td>
</tr>
</tbody>
</table>
1.) West Stark Center  
7891 Hills & Dales Rd. NE  
Massillon, OH 44646  
330-479-3970

2.) Whipple-Dale Centre/  
Just Imagine Gift Shop  
2950 Whipple Ave. NW  
Canton, OH 44708  
330-477-5200

3.) Taft Elementary School  
3829 Guilford Ave. NW  
Canton, OH 44718  
330-491-3760

4.) Service & Support Information,  
North Place  
1278 S. Main Street  
North Canton, OH 44720  
330-479-3570

5.) Warstler Elementary School  
2500 Schneider St. NE  
Canton, OH 44721  
330-491-3770

6.) Eastgate Early Childhood and  
Family Center  
2121 Ashland St. NE  
Louisville, OH 44641  
330-479-3440

7.) Lester Higgins Adult Center  
3041 Cleveland Ave. SW  
Canton, OH 44707  
330-484-4814

8.) Rebecca Stallman  
Southgate School  
3057 Cleveland Ave. SW  
Canton, OH 44707  
330-484-2547

9.) Transportation/Bus Garage  
3059 Cleveland Ave. SW  
Canton, OH 44707  
330-484-6451