



Stark County Board of
Developmental Disabilities

2015 Annual Plan



Stark County Board of Development Disabilities Executive Summary

We are happy to present our 2015 Annual Plan. 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. The plan also incorporates the five initiatives of our Strategic Plan. We are striving to increase:



A handwritten signature in black ink that reads "Richard Hoffman".

Richard Hoffman
Board President

- 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 and to do it in the most integrated way. 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. We do plan to consolidate the number of workshops we operate from three to two.



A handwritten signature in blue ink that reads "Bill Green".

Bill Green
Superintendent

The development of our Annual Plan for 2015 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 through a customer satisfaction survey, 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, or about the external pressures on the service delivery system at this time, 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.

About the Board



Richard Hoffman,
Board President



Daniel Sutter,
Board
Vice President



Roger Gines,
Recording
Secretary



Stark County
Board of
Developmental
Disabilities



Todd Frank,
Board Member



Carlene Harmon,
Board Member



Larry Marcus,
Board Member



Rebecca Stallman,
Board Member

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



Core Values

The vision of the Stark County Board of Developmental Disabilities is:

CHOICE

People have the right to make an informed choice on how they will live their lives.

Ensuring opportunities for living, learning, working and pursuing dreams that will be self-directed by individuals served and/or their circle of support

DIGNITY & RESPECT

All people have the right to be valued as a unique individual, and be treated fairly, with the truth, care and compassion. We respect other's views, choices and decisions and do not make assumptions about what they want, like, or how they want to be treated.

ACCOUNTABILITY

We will conduct ourselves in a manner that is responsible and answerable to individuals with disabilities and their circle of support as well as to the Stark County community for the services that fulfill our mission. Accountability requires honest communication, personal ownership, mutual respect and acknowledgement of the important duties and responsibility each employee accepts.

INTEGRITY

We will make decisions that are consistent with our core values, with outcomes that meet or exceed the expectations of those we serve.

STEWARDSHIP

We respond to the public need and ensure that we are using public resources in an efficient and effective way.

The direction we are moving:



About Stark County DD and Our Services

The Stark County Board of Developmental Disabilities provides services from infancy onward to more than 3,300 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

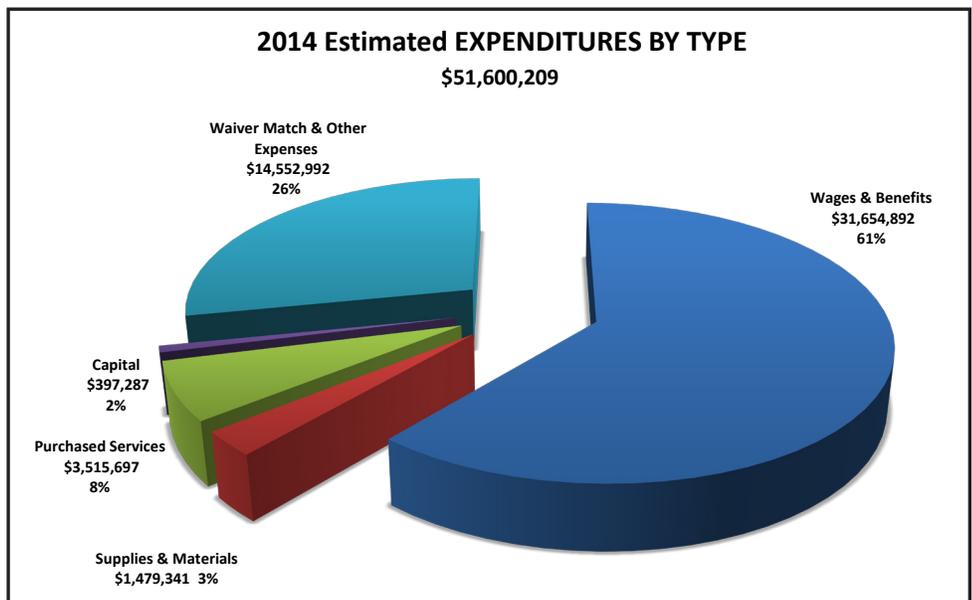
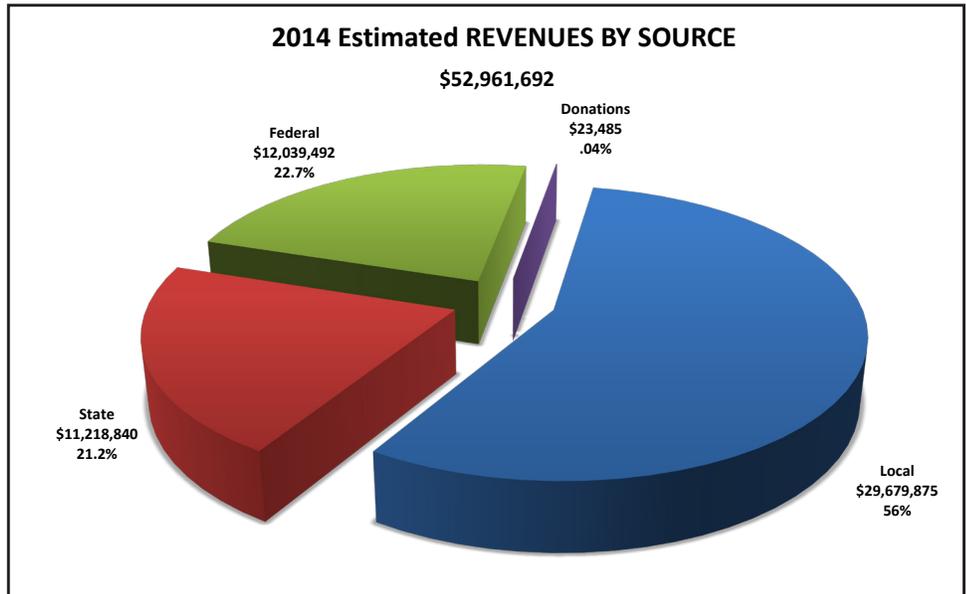
Bill Green, Superintendent
Stark County Board of Developmental Disabilities
2950 Whipple Avenue NW
Canton, Ohio 44708

The Board's Fiscal Health

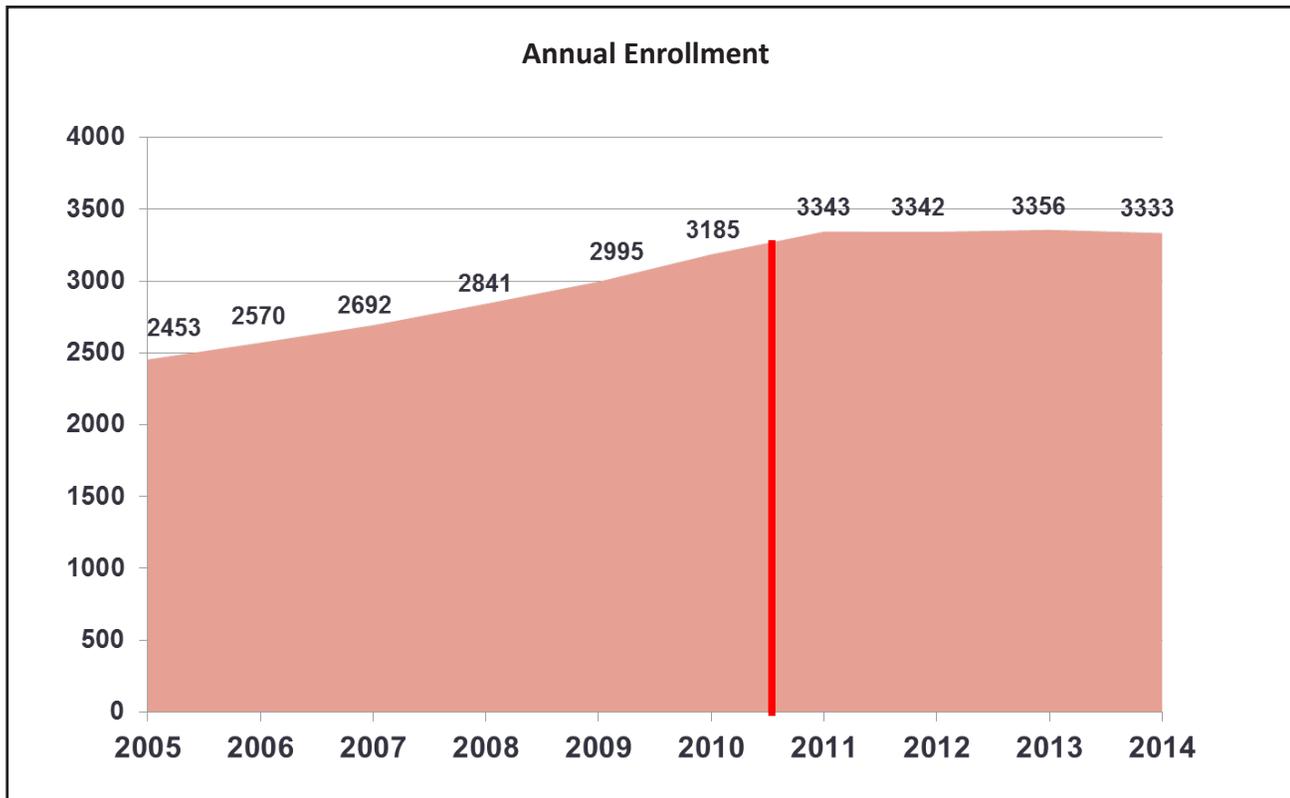
The Stark County Board of DD continues its efforts to balance the service needs of the Stark County Community with the current and evolving role of Boards of Developmental Disabilities. Our mission continues to be “The support that connects individuals and families with the services they need”. 2014 continued to be a year of change for Ohio’s Boards of DD and Stark DD developed its 2014-2016 Strategic Plan with these changes in mind.

Recent and ongoing changes include: employment initiatives, community integration, conflict free case management, informed choice of provider, threats on sheltered workshops, age of persons with DD and changing diagnoses. All of these changes necessitate the DD

system to continue to evolve and adapt these changes while providing the greatest benefit for the greatest number of people. Through maximization of federal Medicaid dollars by increasing the number of new Medicaid supported waivers for people going into adult services, renewal of grant programs, and implementing cost saving strategies; we are continuing to balance the system changes, while limiting the burden on local taxpayers from having to bear the total cost of the increasing service needs.



The Board's Fiscal Health



In 2014, Total Individuals served was 3,333 which was relatively flat from 2013, however, the number of new individuals and families served has increased from 2013. Enrollment in our workshops declined from 438 in 2013 to 399 in 2014.

2014 was the first year of our new 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, entered into a new 3 year contract with its represented 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 has lost \$8.4 million cumulatively in State funding between 2011 and 2013. Stark DD's expenditures in 2014 include the execution of an Early Retirement Incentive Plan offered to eligible employees in 2013. The one-time costs of approximately \$1.7M were largely incurred in 2014. This ERIP allowed the Board to reduce and/or shift its most valued assets, its employees, to align with the evolving system. 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 \$1.M annually beginning in 2015.

The Board's Fiscal Health

Due to both the pressures on sheltered workshops and the success of community employment and integration, Stark DD's buildings are currently at 54% attendance capacity. The Board is moving forward with its plan as part of the 2014-2016 Strategic Plan to consolidate its three workshops into two by the end of 2015. The Board anticipates yielding a net savings after renovation costs beginning in 2018.

The Board's fiscal health extends through 2019. 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 2019. The Board will continue to examine how services are delivered and continue implementation of its strategic plan to ensure that its addressing long term funding projections are addressed proactively.

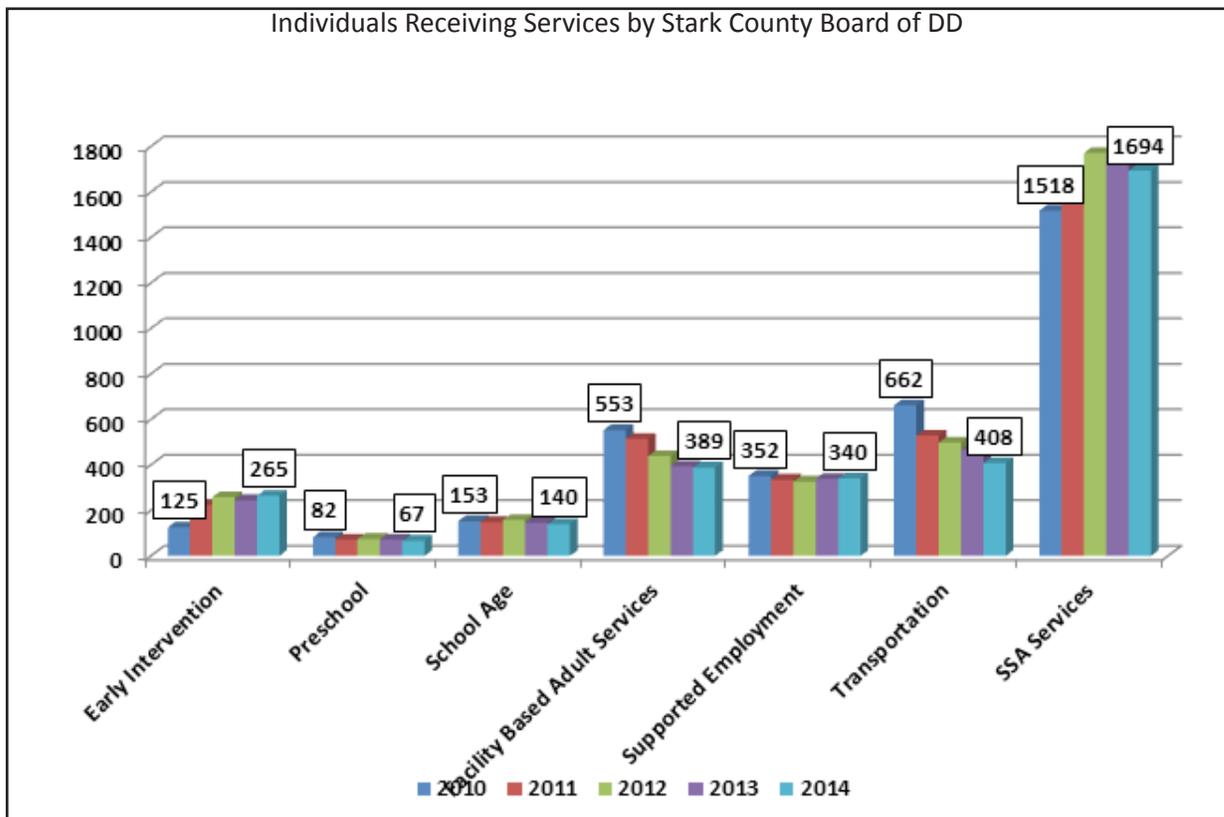
Targeted Case Management data

(submitted for Medicaid reimbursement for SSA services)

Annual Averages 2009 – 2014

YEAR	2009	2010	2011	2012	2013	2014 YTD
Individual monthly avg. (hrs/month)	106.9	104.8	104.4	101.3	105.70	101.24

Individuals Receiving Services by Stark County Board of DD



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 2014 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 the Center for Marketing and Opinion Research (CMOR) used the following strategies to obtain input from stakeholders: polling, a series of interviews, and holding two public information sessions.

2014 Stark County Poll

In the Spring, Stark DD participated in the 2014 Stark County Collaborative Poll is a large-scale, random sampling survey of households in Stark County. Stark DD asked Stark County residents five questions specific to the awareness of our services. The final sample of the poll consisted of a total of 800 respondents.

Waiting List and Eligibility Administration

November 2014

- 75 YTD new eligibility determinations completed
- 1431 individuals on IO waiting list
- 897 individuals on Level 1 waiting list
- 149 individuals on the SELF waiting list
- 1542 individuals on waiver services waiting lists (unduplicated count)

EXECUTIVE SUMMARY

• Awareness of Stark DD

Nearly three-quarters of respondents, 74.2%, indicated they had heard of Stark DD. This was a significant increase from the previous year when 69.2% 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 2014, roughly half of respondents who had heard of Stark DD, 48.3% were aware of services provided, 35.8% of all respondents. This was a decrease from the previous year when 52.6% of those who had heard of the agency, 36.3% of all respondents, were aware of agency services.

Summary Results: Agency Awareness and Service Awareness- All respondents

		2007	2008	2009	2010	2011	2012	2013	2014
Heard of Stark DD	Yes	na	na	na	na	73.8%	68.4%	69.2%	74.2%
	No	na	na	na	na	26.2%	31.6%	30.8%	25.8%
Aware of Services*	Yes	54.8%	66.3%	73.2%	41.8%	38.2%	41.3%	36.3%	35.8%
	No/Not Heard of	45.2%	33.7%	26.8%	58.2%	61.8%	58.7%	63.7%	64.2%
Overall Opinion of DD Board*	Very Favorable	26.7%	31.2%	36.6%	34.4%	37.8%	38.5%	40.9%	37.4%
	Somewhat Favorable	22.4%	26.6%	26.0%	26.6%	25.3%	25.8%	21.5%	25.5%
	Not At All Favorable	1.3%	1.9%	1.2%	2.2%	1.5%	1.1%	1.9%	1.0%
	No Opinion/Not heard	49.6%	40.3%	36.2%	36.8%	35.4%	34.6%	35.6%	36.2%

*Only asked of respondents that had heard of Stark DD 2011 - 2014

Community Feedback

- 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 36.2%, had no opinion of Stark DD in 2014. In total, 52.9% 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 98.4% of respondents with an opinion. More specifically, those who had a very favorable perception of the agency amounted to over half, 58.5%, of respondents with an opinion, 37.4% of respondents who had heard of Stark DD. In addition, those who had a somewhat favorable perception amounted to over one-third, 39.9%, of respondents with an opinion, 25.5% of respondents who had heard of the agency. As was the case for the 2007 to 2013 period, negative perceptions of Stark DD were rare in 2014 with only 1.6% of respondents with an opinion having a not at all favorable opinion of the agency, 1.0% of respondents who had heard of Stark DD.

2014 Customer Satisfaction Survey

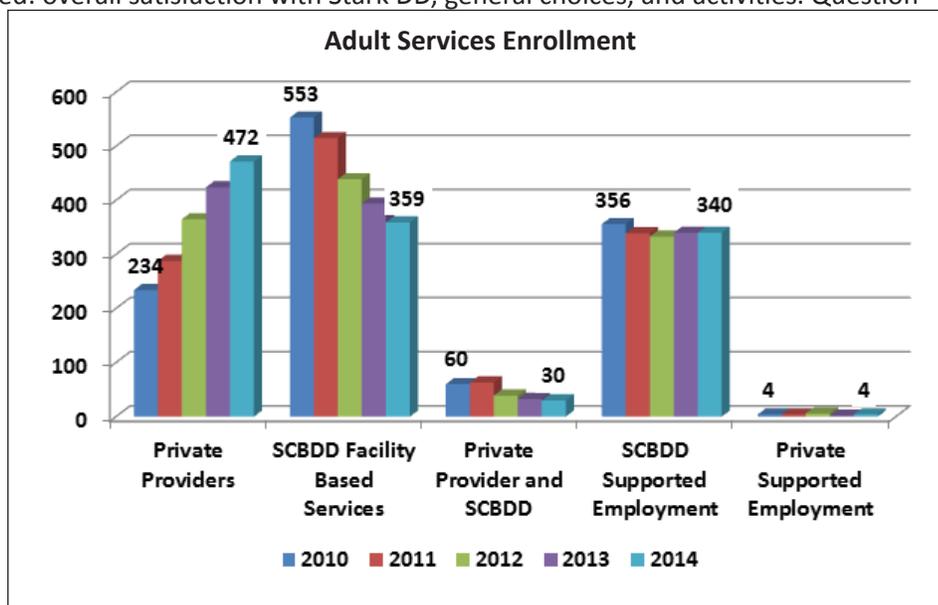
During the summer, CMOR conducted the 2014 Service Satisfaction Study on behalf of Stark County Board of DD. The Service Satisfaction study consisted of two phases: (1) a telephone survey of parents and guardians of Individuals Receiving Services and (2) a survey of individuals receiving services from Stark DD.

For the **Parent/Guardian survey**, a total of 186 respondents drawn at random from all parents/guardians of individuals receiving services from Stark DD completed the survey. Questions that were asked included: interaction and communication with Stark DD, overall perceptions of Stark DD, and satisfaction with specific service offerings, residential services, adult services, community employment, children’s services, transportation services, and SSA services.

For the **Individuals Receiving Services Survey**, 94 respondents drawn at random from all individuals over the age of 18 receiving services from the Board of DD. Questions asked of all survey respondents in the **Individuals Receiving Services Survey** included: overall satisfaction with Stark DD, general choices, and activities. Question series that were asked of a portion of respondents based on the services received included satisfaction with: residential services, adult services, community employment, and transportation services.

EXECUTIVE SUMMARY AND A FEW KEY FINDINGS

The 2014 Service Satisfaction Study found that the Stark County Board of Developmental Disabilities (Stark DD) enjoys a high level

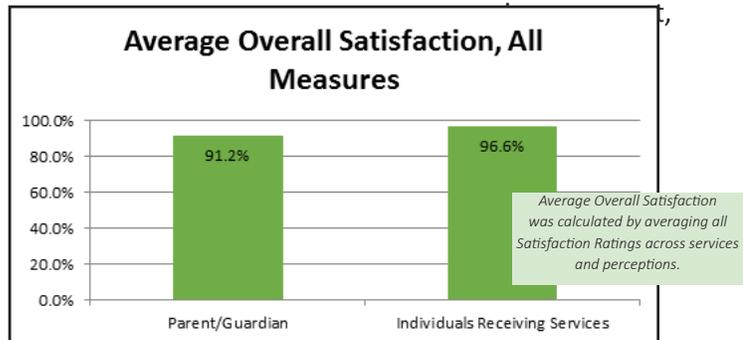


Community Feedback

of satisfaction from both individuals receiving services and their parents and guardians in all service areas.

- Parents and Guardians feel the greatest strengths of Stark DD are good care, concern and helpfulness (35.0%). The second most frequently named strength was communication and follow-up, 14.0%.

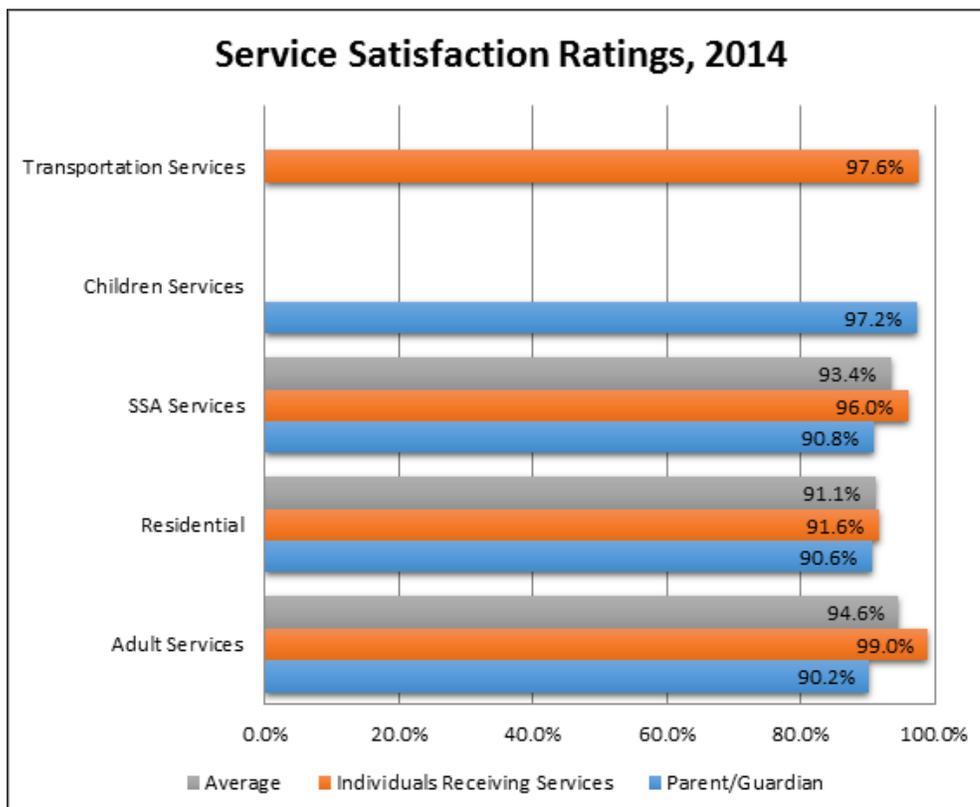
- Parents and Guardians cited areas of include better communication with parents (23.0%) and the ability to add/retain quality staff (10.0%).



Satisfaction with Services

- Respondents in both surveys were asked about specific services received from Stark DD. These services include residential, adult services, children services, transportation, and SSA services. For Individuals Receiving Services, the service area that had the highest satisfaction rating was adult service (facility based and community employment), with a 99.0% service satisfaction rating. Following adult services were transportation (97.6%), SSA Services (96.0%), and Residential Services (91.6%).

- For parents and guardians, the service area with the highest satisfaction rating was Children Services with a satisfaction rating of 97.2%, followed by SSA services with a satisfaction rating of 90.8%. Following these services were residential services (90.6%) and adult services (90.2%).



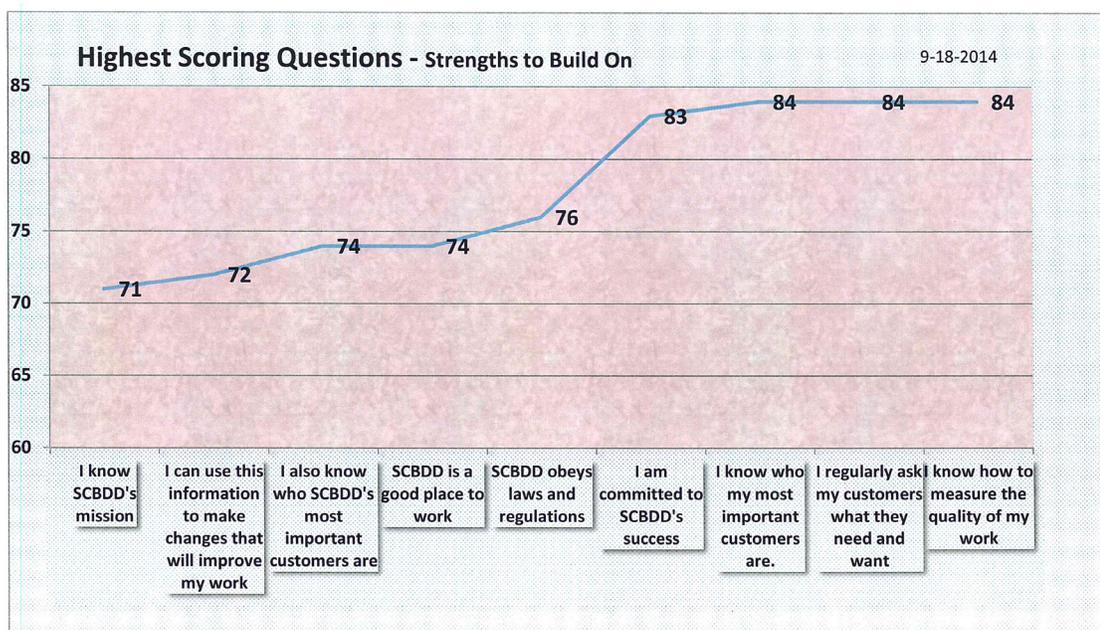
Community Feedback

Employee Input

An employee survey was conducted during the staff in-service that was held on August 29, 2014. All employees were issued a clicker to answer the questions and results were provided in real time. It was a 40 question survey and the survey was titled "Are We Making Progress?"

The ten questions that scored the highest showed that our employees have a very strong knowledge of who our customers are and are committed to the success of the Board. Also, the majority of our employees feel the Stark County Board of DD is a good place to work and feel it is a safe place to work.

As a follow up to the all employee survey, the Superintendent and the Director of Human Resources held 17 employee Focus Groups from October to November. Employees were provided with a copy of the survey results and had the opportunity to provide additional feedback. More than 201 employees participated in the 2014-15 Focus Group initiative. The focus group process provided employees a forum to voice concerns and issues, as well as make recommendations on how to improve the services we provide. They also gave us the opportunity to better comprehend the survey responses and provided us with suggestions on how we can make improvements.



Annual Plan Informational Meetings

Stark DD held four informational sessions pertaining to this Annual Plan on November 13, 2014. Two-hundred seventy-four people attended, representing individuals served, parents, guardians, providers and employees. During these public meetings the Superintendent reviewed the 2014-2016 Strategic Plan, the federal, state and local decisions impacting the DD system and our plans for 2015.

This year's annual plan and the corresponding goals are largely based upon this feedback and the continued implementation of the agency's three year strategic plan.



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.

- Develop a comprehensive plan to increase the number of people with disabilities participating in the community.
- Plan and execute the 18th Annual Great Pumpkin Race on October 31, 2015. Goal is to raise \$8,000 and have 700 participants.
- Training initiatives and models will be sought that will equip teachers and assistants with increased competencies to establish collaborative learning experiences which promote community integration.
- Creation of a matrix that will track student transitions year-to-year from the school program. This will allow Stark school programs to gather data regarding successful community integrations and potential areas to improve.
- Establish component to the transition curriculum to address self-advocacy for students in our School Programs and have students participate and expand communication with their parents/guardians.
- In light of changes within the new ODE operating standards; continue to work with school districts to develop new procedures for preschoolers when they are eligible to transition to kindergarten and put procedures into practice.
- Continue partnership with Stark County Head Start to offer preschool families and students non-educational services not available through SCBDD.
- Continue transition to full Primary Service Provider Evidence Based service delivery model.
- Discontinue center based toddler classes as of 12/31/14 so all services will be delivered in natural environments.

Initiative: Increase Community Employment Options

- Create a new model of operation for Supported Employment through the LEAN process.
- Establish an initiative using SE Job Coaches that would develop active Job Clubs within each workshop to identify individuals who are candidates for community employment.
- Work to identify and eliminate barriers to community employment.
- Identify and implement goals focused on transition aged youth with community employment being the first outcome.
- Implement the Local Leader's grant initiatives as well as build upon them. Hold Local Leader's meeting at least every other month as well as ensure that the Stark County Business Network Group meets monthly.
- Expand school to community employment integration by creating opportunity for students to connect to counselors, utilize transition curriculum and role release model for therapy services.
- Transition curriculum and services expanded to include referrals for job evaluations, assessment of students through the Support Intensity scale and regional trainings on transition, and PBIS. The community education program will provide parents and students tours and information of choices prior to school departure.
- Enhance Employment First Participation:
 - Behavior Support – identify needed supports/ resources to enhance employment possibilities and success.
 - Continue training efforts to assure SSA effectiveness for assessing employment potential.
 - Network with Local Public Schools - implement Transition Specialist SSA relationships in all local public school districts.



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 Community Employment Options

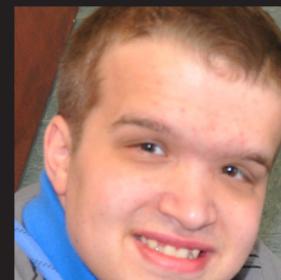
Satisfaction Survey Results: Adult Services

• For community employment, all individuals receiving services reported that they like what they do and that the staff who help them at their job treat them with respect. The majority, over 80%, helped choose where they work and what they do at work. Only a small percentage of respondents, 9%, reported that they would like to do something else. Overall, Individuals Receiving Services had favorable opinions of their community employment experience indicating that they work enough hours, are happy with their pay, have friends at work, like working in the community, and feel more independent because they work in the community.

- Outcomes Data Tracking:
 - Develop and implement tools to track data and outcomes related to Transition Specialist SSA services.
 - Collect information to further refine the role of the Transition Specialist SSA (with the schools and as it impacts referrals into the department).
- Procedures and Oversight:
 - Develop procedure for Assessment/ISP/Review process for Transition Specialist SSAs.
 - Develop supervisory supports and processes to assist in building Transition Specialist SSA competency.
 - Implement the new Enabling Community Employment Through Transportation Support policy funding process.

Initiative: Increase People Served by Other Providers

- Maintain Effective Community Collaborations with Agency Partners and Stakeholders:
 - County ICFs - 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 with the court.
 - DJFS Children’s Services - continue to collaborate in planning transition services for youth “aging out” of foster care.
 - Heartland Behavioral Health (HBH) – develop/improve relationships with HBH to increase support for services for individuals when HBH services are deemed appropriate.
 - Local Public Schools – establish Transition Specialist SSA relationships with local public schools.
 - Mental Illness/Developmental Disability (MI/DD) – 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.
 - Stark County Crisis Management Team – continue participation in reactivated collaborative to address multi-system emergent situations.”
- 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.



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.



Satisfaction Survey Results: Residential Services

Nearly all parents and guardians reported that the home that the individuals receiving services lived in was accessible for all of their needs, that it is a safe and healthy environment, that they are currently receiving services from the residential provider of their choice, and that their residential provider involves them in important decisions.

Initiative: Increase People Served by Other Providers

- Incident Reporting:
 1. Provide ongoing informal consultation regarding incident management and reporting.
 2. Facilitate UI logs being generated out of a Gatekeeper report across Stark DD.
 3. Finalize electronic MUI (Gatekeeper) reporting for all of Stark DD.
- Provider Selection Process:
 - Promote and increase use of the provider search tool on SCBDD's website.
 - Finalize the provider selection process for TDD waiver services.
- Provider Welcome Packet - develop an informational "Welcome" packet for new providers to assist them with navigating the DD system.
- Electronic Assessment-Driven ISP Trainings – finalize all providers being trained and able to utilize the web-based system.
- Behavior Support Trainings:
 - Behavior Support Collaborative meetings - continue quarterly trainings (with opportunities for case reviews) to SSAs, committee members, providers, and ICF staff.
 - Behavioral Support Strategies that include Restrictive Measures Rule Trainings – provide trainings to staff and providers on the new behavior support rule.
 - SCBDD Procedures:
 1. Update SCBDD's behavior support procedures to align with the new behavior support rule.
 2. Provide 2-4 trainings on the updated SCBDD behavior support procedures to staff and providers.
 - Review Committee Trainings – provide rule-required initial and on-going trainings for committee members.

Initiative: Increase Communication to Families and Community

- Implement a multi-media map addressing navigation through the DD system.
- Publish All in the Family quarterly. Content to include focus on: Strategic Plan initiatives, Employment First, and issues affecting our industry on the federal, state and local level. Investigate launching an e-mail newsletter.
- Continue with updates to the Stark DD website to include a Navigation Tool for families, informational videos, policies and procedures.
- Through the Communications Committee: continue to monitor, create new, and update agency information in print, public website, and inner-agency intranet. New information to include FSS information sheet, Very Important Papers Starter File kit for families, Employment First, and Transition Planning.
- Publish the Community Report in the Repository.
- Work with the Centers for Marketing and Opinion Research to conduct an annual Customer Satisfaction Survey and an Employer Satisfaction Survey.
- Create and execute awareness promotions and activities in March and October.
- Complete mandatory enrollment of all families/stakeholders in the agency notification system.
- Expand efforts to promote disability awareness into the public school programs where students are transitioning back and provide support for those transitions.
- To provide better communication to parents of all students about special events happening at school through e-mail groups, using Alert Now for more than calamity notices, additional information on backs of menus, etc.
- To provide better communication to parents of typically developing peers regarding what students are doing academically at school and the expectations of skills that districts are looking for when entering kindergarten.
- Preschool therapists will develop a questionnaire to determine which families would like information about how to do “therapy” at home and then develop a plan to implement with these families.
- Develop communication plan to community stakeholders regarding new service delivery model.



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.



Satisfaction Survey Results: *Decision Involvement and Communication*

• *Most parents and guardians, 87%, agreed that Individuals Receiving Services are involved in decisions regarding their services. Significantly fewer, 73%, agreed that Stark DD newsletters and publications keep them well informed.*

• *Most parents and guardians (85%) received information from Stark DD in the past year in the form of letters. Only a small percentage (26%) received information from the Stark DD website.*

• *Parents and guardians prefer to receive information from Stark DD through mailings.*

Initiative: Increase Communication to Families and Community

- Annual Provider Fair – continue facilitating annual Provider Fair to educate and link individuals and families with provider resources.
- Family and Caregiver Trainings:
 - Early Childhood Services Spring Information Station Events – provide information about SSA services and behavior support to families.
 - Family Meetings - develop and implement quarterly informational meetings (similar to monthly provider meeting format) for families and caregivers of individuals with DD.
 - RSSS Event – provide information about SSA services and waivers to parents and families.
 - Employment First Events – provide information on waivers to families.”
- Provide Training:
 - Law Enforcement Trainings – continue semi-annual training on DD population to law enforcement via collaboration with Stark County Crisis Intervention Team.
 - MIDD Collaborative Trainings – develop cross-system trainings to increase community awareness and familiarity with MIDD issues.
 - New Providers - Develop an informational “Welcome” packet for new providers to assist them with navigating the DD system.
 - New Review/Monitoring Process Trainings – provide training for providers on the new review/monitoring process.
 - Self-Advocacy - Provide training to increase SSA effectiveness in discussing and assessing self-advocacy and self-determination awareness with individuals, families and teams.
 - SSA Rule – provide training to providers on the new SSA Rule.
 - Transition Specialists - develop communication materials to support constituents in understanding the role of Specialized Services SSA (Transition Specialist SSAs).

Initiative: Increase Long Term Sustainability

- Assist TWi in transitioning the acquisition of additional enclaves.
- Provide quarterly training for Adult Services Management Staff.
- Contract with MEORC to perform an accreditation readiness survey. Also, hold accreditation review meetings throughout the year to ensure that the agency is on target for the 2016 DoDD Accreditation Survey.
- After a public hearing process, announce the adult services consolidation plan in January 2015 that will result in Stark DD moving from three to two workshops. The vacated workshop will then be re-purposed and the Service and Support Administration operation will be relocated.
- Develop a comprehensive risk management plan that will build upon the existing process.
- Plan and execute a Moonlight event that will raise \$50,000 for Citizens Who Care for People with Developmental Disabilities.
- Plan and execute the Fifth Annual Citizens Who Care Golf Outing in May 2015 that raises \$22,000 for Citizens Who Care for People With Developmental Disabilities.
- Continue to expand 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.
- Hone E.I. team members' skills in developing routine based outcomes for IFSPs.
- 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.
- Complete the implementation of the electronic leave request module of Kronos to improve efficiencies and decrease manual processes.
- In conjunction with the roll out of the electronic leave request module of Kronos, work with the related management team member to access the job responsibilities, post Kronos upgrade, for the Clerk positions performing time keeping responsibilities historically.
- Continue to develop the education and use of the DODD Data Warehouse to evaluate Home and Community Waiver costs and look for opportunities to improve efficiencies, as well as generate cost savings.



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.



Satisfaction Survey

Results:

Recreation

- *More than half of individuals receiving services, 60%, reported participating in recreational activities. One-sixth, 17%, participate in recreational activities with people they live with, 45.5%, participate in recreational activities with people they work with, and 38.2% with other friends.*

- *For parent and guardians, more than half, 52%, reported that their child participates in recreational activities. Bowling and Special Olympics were the most common recreational activities cited. Over three-quarters of respondents, 78.5%, were very satisfied with the recreational activities that their child participates in.*

Initiative: Increase Long Term Sustainability

- Work in conjunction with related Management Team members to develop estimates and tracking means for the cost impact of consolidating Stark DD workshops.
- Develop Key Reporting Metrics for Stark DD in conjunction with the relevant Management Team members and the Superintendent.
- Develop Departmental Reporting of Actual spend to Budgets.
- Develop periodic reporting of Stark DD funds at NEON and paid for by NEON.
- Continue development of self-directed electronic staff training modules for required annual trainings and medication administration certification renewals.
- Coordinate and schedule a DODD Medication Certification Train-the-Trainer course for SCBDD RNs and those working in the DD community.
- Improve efficiency of MAIS data collection and entry through cross training of nursing staff to assure accuracy of records, data entry and DD Personnel certification status.
- Continue collaboration with IT Department to determine mobile technology needs for program sites.
- Continue development of self-directed electronic staff training modules for required annual trainings and medication administration certification renewals. Enhance Supervisor Training on RELIAS system as well as complete employee training with Transportation Department.
- Develop an agency wide learning council in order to identify annual training needs and goals to fully utilize the RELIAS Learning Management System.
- Re-engineer new employee orientation to reduce costs while implementing a job/department specific orientation utilizing the RELIAS checklist option.
- As a result of completed focus group employee feedback sessions, pertaining to the August 29, 2014, Annual Employee Survey, develop action plans and facilitate the development of action plans to address opportunities for improvement as well as strengths to build upon.
- Develop a plan to address substitute employees in the Adult Services Department, as far as moving to a full time equivalent model, to achieve ORC compliance.

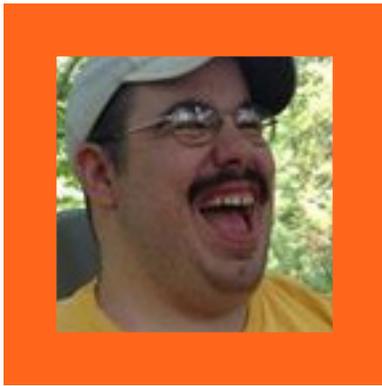
Initiative: Increase Long Term Sustainability

- Support of Technology Goals by all departments. A summary list follows to provide visibility (by department) and collaboration:
 - Aid Health & Therapy on mobile device needs
 - Advise HR developing Electronic Learning Modules
 - Apply LEAN techniques to develop new SE model
 - Migrate new forms for Adult Services to Intranet
 - Notification system interfaces for mandatory enrollment
 - Internet Site advisor/support
 - Automate school forms
 - Transportation staff computers, training, access
 - Enhance onboarding process and user profiling
 - Support Electronic Incident reporting with training and tools (Gatekeeper and computers)
- Establish methodology for 'followup' visibility on Help Desk support tickets.
 - Formalize and follow-up on vendor services and ETC dates.
 - Utilize 'due dates' for follow-up and user updates.
 - Provide reporting to department on key metrics.
- TWi transition actions and planning. Provide for the short term needs of TWi with consideration of establishing long term transition plans."
- Extend Computer Access throughout the Agency.
 - Build a plan to provide computer access for all levels of users, from daily users as well as novice/infrequent users.
 - Execute the plan by providing resources, security, access, and means of training/documentation.
 - Research options for limited access (e.g. KIOSKS, shared workstations, computer replacements with tablets, BYOD approach/policy)



Satisfaction Survey Results: Providers, Funding, and Staff Changes

- *Changes in staff were not indicated to be a problem.*
- *Less than half of parents and guardians, 49.7%, reported knowing how money is spend by Stark DD on behalf of their child. The majority of respondents, 79%, reported that they or the individuals receiving services get to decide how this money is spent.*
- *Most parents and guardians, 80%, were aware that transportation and day services that are funded through Stark DD are provided by both private providers and by Stark DD.*



Satisfaction Survey Results: **Barriers to Service**

- *The majority of Individuals receiving services, 96%, reported that they get all the services and supports needed, while 11% stated that they were unable to all the get services or supports they needed. A notable portion, 22%, reported that there were things that make it difficult to do what they want.*

- *Parents and guardians were read a list of barriers and asked if their child faced any. The barriers cited most frequently were barriers to employment (28%), environment problems (25%), difficult for them to do what they want (21%), and how people treat them (17%).*

Initiative: Increase Long Term Sustainability

- Create proposal for SAN upgrade to future proof agency data storage requirements.
- Increase Funded Services to Individuals:
 - Enroll:
 1. 60 L1 Waivers (Adult Services Refinancing)
 2. 5 IO/SELF Waivers (Emergencies)
 3. 10 IO/SELF Waivers from waiting list needs-based priority groups
 4. 12 IO Waivers for DC Reduction and ICF Conversion Initiative
 - Support waiver growth of 12-15 net annual county transfers
- Provide Service Coordination:
 - Add 4.0 FTE SSA's to support coordination of services (based on net HCBS Waiver enrollments).
 - Assess SSA Administration Assistant's capacity in relationship to increasing number of enrolled waivers.
 - Support waiver growth of 12-15 net annual county transfers.
- CARF Accreditation – continue to maintain Service Coordination CARF standard.
- Continuous Quality Improvement:
 - Accreditation Preparation – initiate pre-Accreditation Self Review(s) in preparation for 2016.
 - Continuous Review/Monitoring Process Procedures:
 1. Complete implementation of the new review/monitoring process.
 2. Discover needs for modification of the new review/monitoring process.
 3. Assure individuals enrolled on TDD Waivers are included in new review/monitoring process.

Initiative: Increase Long Term Sustainability

- File Management – complete reorganization of SSA/IS files on the Share Drive.
- ISP:
 1. Distribution – continue to monitor and assure compliance with the timely ISP distribution standard (20 days prior to the span start date).
 2. Person-Centered Planning - review ISP process to identify person-centered planning enhancements.
- New Staff Orientation:
 1. Review orientation program to identify improvements.
 2. Assess what parts of the orientation program can be put into the Relias training system.
- Respite Process – develop and implement procedures and tools for increasing the efficiency and effectiveness of the respite placement process.
- SSA/IS Department Relocation Planning - continue planning for the relocation of the SSA/IS department.
- Develop and Increase Utilization of Available Technology to Improve Work Efficiencies:
 - Electronic Assessment-Driven ISP (E-ISP):
 1. Train providers to use the E-ISP process (web-based access for stakeholders, providers).
 2. Develop and implement a provider documentation tool.
 3. Implement MSS and change notices being generated via the E-ISP tool.
 4. Finalize the E-ISP for TDD waiver individuals.
 5. Enhance and further develop the assessment and E-ISP process for Specialized Services SSAs.
 6. Develop and implement a review/monitoring process for Specialized Services.
 7. Explore opportunities for development of a web based application for the review/monitoring process.



Satisfaction Survey Results: SSA Services

- *Satisfaction with SSA services was higher among individuals receiving services (96.0%) than parents and guardians (90.8%).*
- *Just one-fifth of individuals receiving services reported choosing their SSA. The majority of individuals reported meeting their SSA or knowing their name (94%) and that they know who to talk to if they are not happy (96%). Most reported helping develop their ISP (85%) and that their SSA asks them what they want (88%).*



Initiative: Increase Long Term Sustainability

- Intranet – continue to develop SSA/IS Department Intranet Home Page.
- NP Leadership & IT Meetings – continue meeting regularly with IT representatives to identify new electronic initiatives, and identify/oversee existing ones to completion.
- On-Call Support - develop and implement a respite placement procedure via the mobile (remote) electronic on-call technology.
- Resources – discover and add technological resources for staff use that allow increased efficiency and mobility, and reduce costs associated with travel.
- TDD – develop electronic applications for Review/Monitoring, ISP development, and Provider Selection.
- Maximize Medicaid Revenue:
 - Capture Medicaid Reimbursable Billable Activity. 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 HCBS Waiver enrollment targets for refinancing and emergency situations.
- Reduce Contract Costs. Develop strategy for importing County Board funded service authorization (currently completed by NEON).
- Consolidate the number of routes to reflect the total number of passengers served.
- Revisit pros and cons of utilizing smaller vehicles.
- 100% Compliance - Computer training with the transportation staff to complete all incident reporting online, utilize Relias training tools, and go paperless with payroll.

Satisfaction Survey Results: *Children's Services*

• *Satisfaction levels among parents and guardians were slightly higher for Education Services (98.7%) than Early Intervention Services (95.6%).*

• *There was a high level of interest in joining a children's group where other children from their community participate. The types of groups that parents/guardians were most interested in were swimming groups and zoos.*

• *The majority of parents and guardians reported that they receive information about their child's development and that the information that they receive is easy to understand.*

Other Initiatives We Are Working On:

- Complete an update of all non-bus vehicle policies and procedures.
- Introduce a new indexing system and begin archiving data using Intellivue for all Adult Services sites.
- Improve the communication process between staff and the Adult Services Office.
- Update and eliminate redundant forms within the Adult Services Department. Place updated forms on the intranet.
- Implement the Good Life training for all management.
- Building and Grounds Department and Communications Department work on improving building signage. (Eastgate)
- Continue to upgrade the building security at all sites.
- Patch and seal the parking lots at Higgins and Eastgate.
- Replace the scissor lift dock at Southgate School.
- Begin replacing cabinets and flooring in classrooms at Southgate School.
- Repair/replace dock retaining wall at West Stark Center.
- Work with Harris Day and SSA Management on the layout, drawing and permits for the new SSA building location.
- Maintain the agency volunteer program; conduct orientations for new volunteers three times per year.
- Create and monitor database of student Behavior Support Plans and contracted ISA staff to support plans to assess effective process to fade and possibly eliminate support.
- Review current policies and update in light of new service delivery model.
- Pursue grant funds for the toy lending library and a shade structure on preschool playground.
- Implement a Bedbug task force that will assess agency environments and identify interventions to effectively manage and minimize incidents.
- Implement an Incident Command Center (ICC) approach to address disaster preparedness.
- Re-institute the “Fostering Diversity Scholarship” program in 2015.



Satisfaction Survey Results: *Health and Safety*

- *When Individuals receiving services were asked about their health and safety, a small percentage ranging from 14% to 24% indicated that they were afraid either at home, in their neighborhood or at their adult services program.*
- *Most individuals, 91% indicated there was somewhere they could go for help if they were afraid and 91% indicated they could see a doctor when they wanted.*



Satisfaction Survey Results: Choices, Activities and Friendships

• *The majority of individuals receiving services were able to choose their schedule, how they spend their free time and what they buy.*

• *The activities that individuals were most likely to do included visiting restaurants or coffee shops, going shopping, or running errands.*

• *Most individuals have friends and family that they can see when they want. A third of individuals receiving services, 33%, reported feeling lonely.*

Other Initiatives We Are Working On:

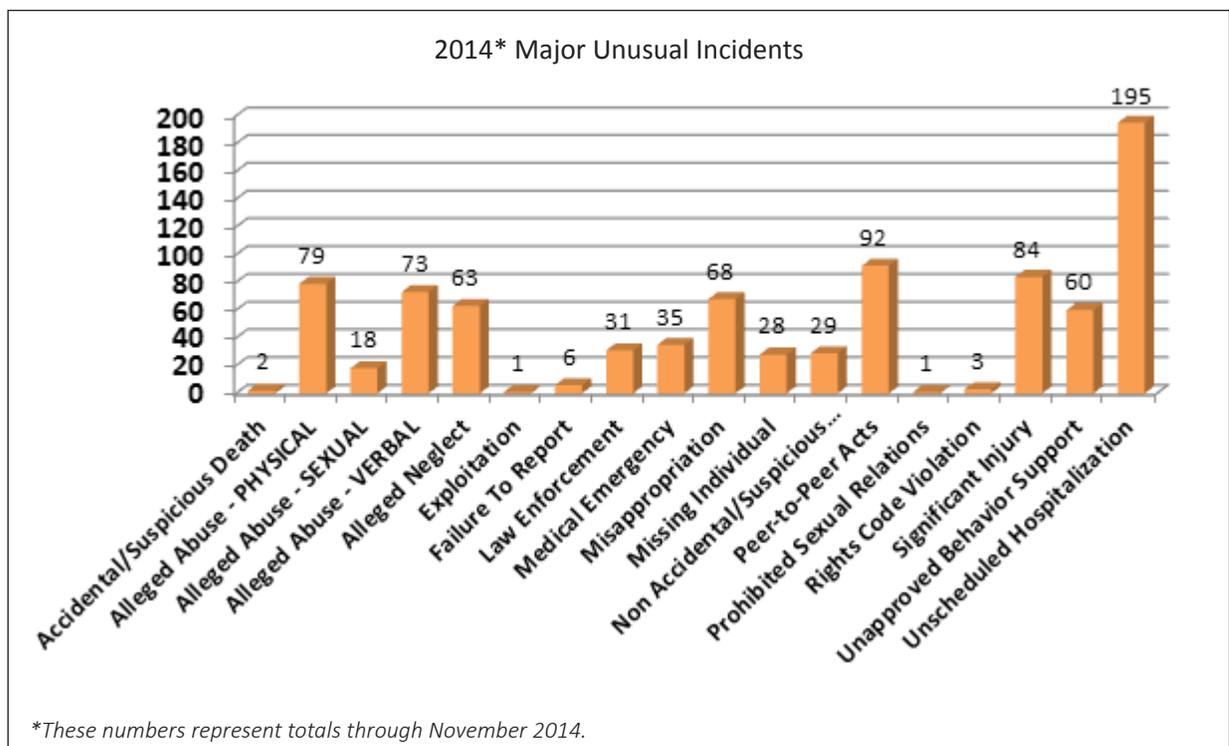
- Update the 2013 Employee Handbook.
- Complete a Written Safety Program document that encompasses all aspects of our Employee Safety Program at the SCBDD.
- Complete IT policy updates and add new policies as appropriate.
- Collaboration with DODD to streamline security affidavit process.
- Provide enhanced communication/collaboration using the Intranet at the Department and Group levels.
- Enhance agency training options.
 - Assist Human Resources with Relias course formatting.
 - Provide agency wide information on recurring problems documented by the IT Help Desk.
 - Train staff on use of search capability on the Intranet.”
- SSA/IA Staff Trainings:
 - Certification – continue to provide training specified by annual requirements for county board certification.
 - Provide on-going best-practice trainings to staff (e.g., new MUI/UI rule, new SSA rule, etc.).
 - “The Good Life”:
 1. Complete the introduction of the 12 modules of The Good Life training to behavior support staff.
 2. Introduce concepts of the 12 modules of The Good Life training to the entire SSA staff.
- Review and update Transportation Policies and Procedures.
- Establish an evaluation process and follow up for all vehicle accidents.
- Complete Annual Bus Inspections with 100% compliance.
- Improve front office staff knowledge through training and open communication.
- Continue focus on Customer Service training.
- Develop a strong OBI team.
- Reduce preventable accidents and injuries.

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 major unusual incidents (MUIs). The SCBDD Investigative Services Unit established 841 MUIs during the first eleven months of 2014.

A MUI (major unusual incident) is an alleged, suspected or actual occurrence of an incident when there is reason to believe the health or safety of an individual with mental retardation and/or developmental disabilities may be adversely affected, or may be placed at a reasonable risk of harm; if such individual is receiving services through the DD service delivery system or will be receiving services as the result of the incident. Reports of abuse, neglect, exploitation, misappropriation, or death are filed in all cases regardless of where they occur. All other MUI's are filed only when the incident occurs in a program operated by a county board or when an individual is being served by a licensed or certified provider.

The MUI system is set up for the purpose of identifying the cause or factors leading up to the incident and developing prevention plans to reduce the likelihood of the incident occurring again and to improve the quality of life for individuals.



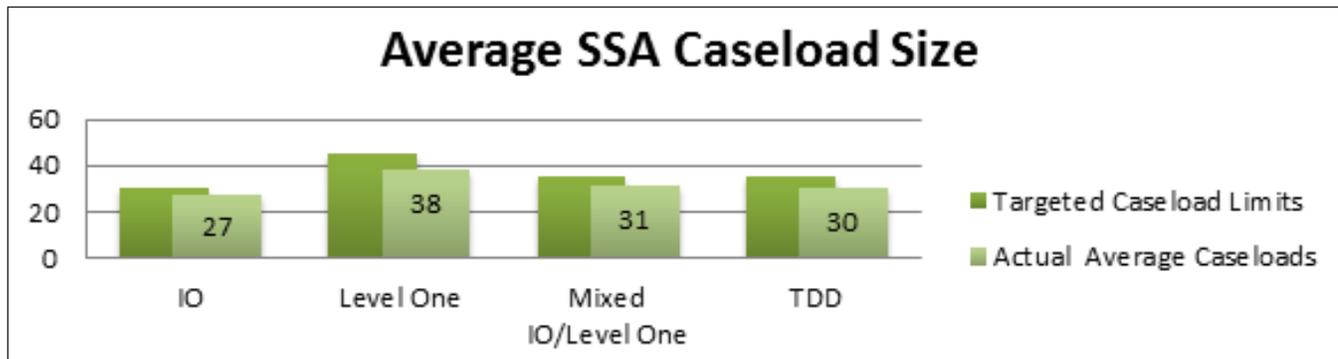
Specialized SSA Services – October and November 2014 and YTD 2014

Among other functions, the SSA Specialized Services Unit supports all individuals who are referred for services but have no identified funding source for services.

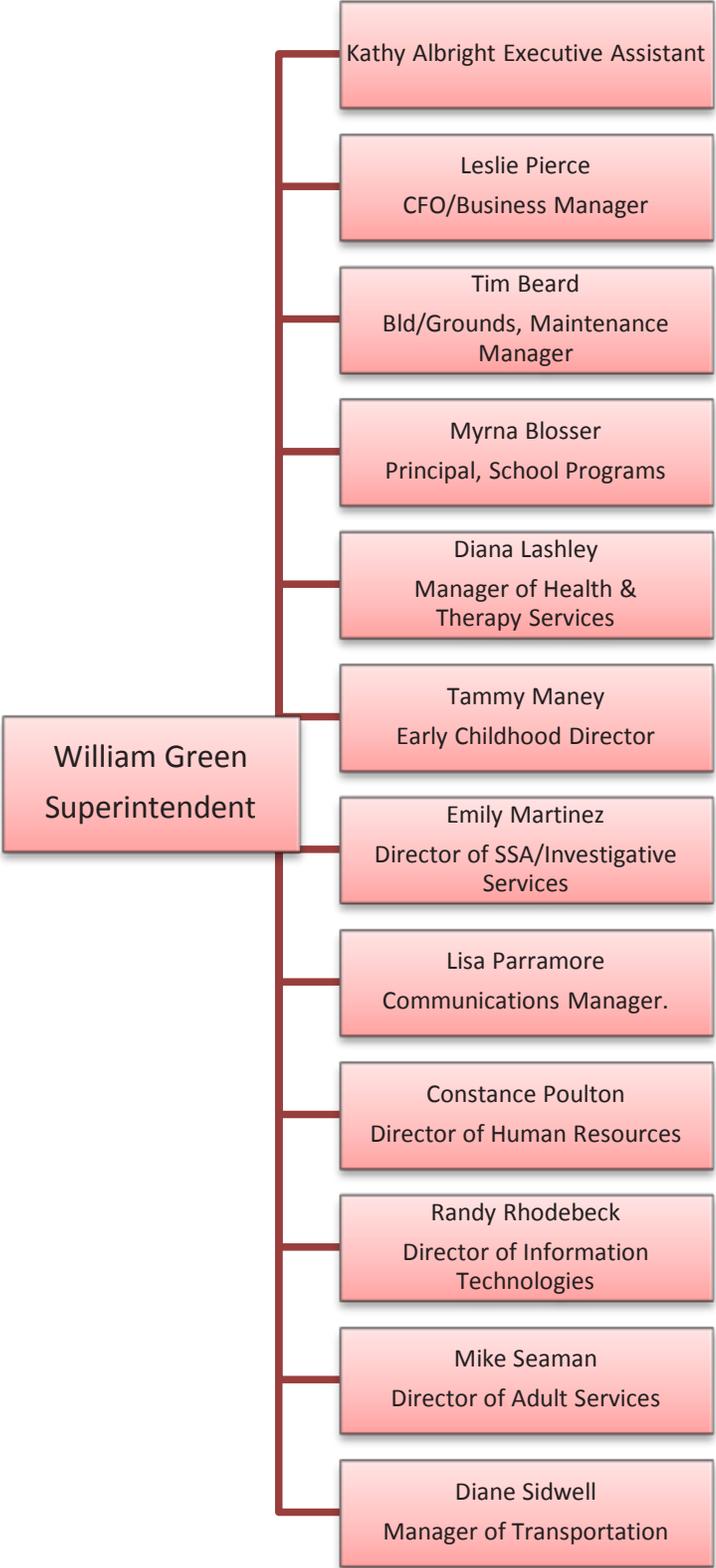
CATEGORY	Oct 2014	Nov 2014	YTD 2014
Calls Triageed	187	137	2432
New Referrals for SSA Services	24	37	321
New Referrals for Eligibility Determination	7	9	266
Individuals Determined Eligible for Services	9	33	142
Individuals Determined Not Eligible for Services	12	22	142
New Guardianship Appointments Supported	1	5	53
Average Caseload Size	35	35	N/A

SSA Caseload Size– November 2014

Average caseload size is at 32 for the funded services units and 35 in the specialized services unit. In SSA Units serving individuals with funding, we monitor caseload size with regard to the type of funding source.

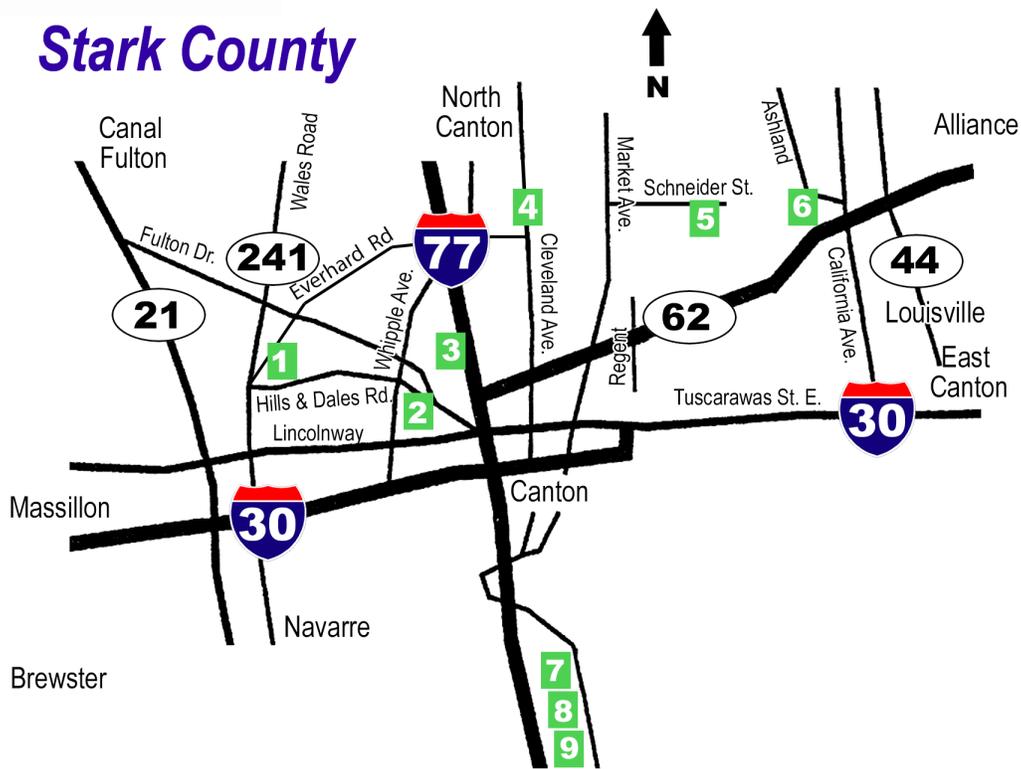


Stark County DD
Management Staff
Organizational Chart





Stark County



- 1.) West Stark Center
7891 Hills & Dales Rd. NE
Massillon, OH 44646
330-479-3970



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



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



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



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



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



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



- 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