Stark County Board of Development Disabilities Executive Summary

Our 2016 Annual Plan is about how we provide services and supports to people with disabilities. This past year we received news from the Centers for Medicare and Medicaid Services that there is a conflict of interest for us being a provider of waiver services and being the author of the person centered plan through our service and support administrators. Although we have some time to address this issue, we will develop a specific plan this year to reduce the number of people we serve directly at Higgins, West Stark Center, and within supported employment. Information will be provided to individuals and families about other provider options.

While this required change can bring stress and anxiety, our focus will be living out a time honored Socratic saying: “The secret of change is to focus all of your energy, not on fighting the old, but on building the new.” This past year we opened an Arts Studio in downtown Canton, developed relationships with senior centers, and increased the number of people working in competitive employment. These actions were all steps we took to make our services more inclusive. We can expect more of the same in 2016 for everything we do in early intervention, preschool, school age education, and our service and support role.

Our annual plan is ultimately about deploying strategies to support people with disabilities so they can live a good life as determined by them and their circle of support.

To learn 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.
The Stark County Board of Developmental Disabilities provides services from infancy onward to almost 3,500 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 360 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 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”. 2015 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.
In 2015, 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 related savings was just over $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 has completed its plan to consolidate its three workshops into two by the end of 2015 as outlined in its 2014-2016 Strategic Plan. The Board anticipates the renovation costs related to the continued renovation of Whipple Dale Center and consolidating its administrative offices with its SSA services will offset these costs by the elimination of its lease payments, and other operational expense related to the North Place facility. Ultimately, yielding a net savings beginning in 2018.

Program Enrollment for Individuals Receiving Services by Stark County Board of DD

Targeted Case Management data
(submitted for Medicaid reimbursement for SSA services)

<table>
<thead>
<tr>
<th>YEAR</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual monthly avg. (hrs/month)</td>
<td>104.8</td>
<td>104.4</td>
<td>101.3</td>
<td>105.70</td>
<td>94.22</td>
<td>89.6</td>
</tr>
</tbody>
</table>
## Adult Services Enrollment

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Children</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Early Intervention (Ages 0-3)</td>
<td>106</td>
<td>134</td>
<td>126</td>
<td>124</td>
<td>193</td>
<td>282</td>
</tr>
<tr>
<td>Preschool (Ages 3-5)</td>
<td>68</td>
<td>70</td>
<td>69</td>
<td>72</td>
<td>67</td>
<td>55</td>
</tr>
<tr>
<td>Total Early Childhood Services</td>
<td>174</td>
<td>204</td>
<td>195</td>
<td>196</td>
<td>260</td>
<td>337</td>
</tr>
<tr>
<td>Southgate School (ages 6-22)</td>
<td>173</td>
<td>159</td>
<td>147</td>
<td>146</td>
<td>140</td>
<td>129</td>
</tr>
<tr>
<td>Total Children</td>
<td>347</td>
<td>363</td>
<td>342</td>
<td>342</td>
<td>400</td>
<td>466</td>
</tr>
<tr>
<td><strong>Adults</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lester Higgins Adult Center</td>
<td>151</td>
<td>121</td>
<td>97</td>
<td>81</td>
<td>74</td>
<td>76</td>
</tr>
<tr>
<td>Cohen Joliet Industries</td>
<td>146</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>West Stark Center</td>
<td>214</td>
<td>142</td>
<td>132</td>
<td>122</td>
<td>114</td>
<td>113</td>
</tr>
<tr>
<td>Whipple-Dale Centre</td>
<td>338</td>
<td>252</td>
<td>210</td>
<td>191</td>
<td>171</td>
<td>149</td>
</tr>
<tr>
<td>Home and Contracted Services</td>
<td>21</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total Adults Attending Board Workshops</td>
<td>870</td>
<td>515</td>
<td>439</td>
<td>394</td>
<td>359</td>
<td>338</td>
</tr>
<tr>
<td>Board and Private Provider</td>
<td>0</td>
<td>63</td>
<td>39</td>
<td>33</td>
<td>30</td>
<td>32</td>
</tr>
<tr>
<td>Private Provider</td>
<td>0</td>
<td>288</td>
<td>366</td>
<td>424</td>
<td>472</td>
<td>549</td>
</tr>
<tr>
<td>Adult Day Support/Vocational Habilitation Total</td>
<td>870</td>
<td>866</td>
<td>844</td>
<td>851</td>
<td>861</td>
<td>919</td>
</tr>
<tr>
<td><strong>Supported Employment</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Board Supportive Employment</td>
<td>313</td>
<td>335</td>
<td>327</td>
<td>338</td>
<td>336</td>
<td>357</td>
</tr>
<tr>
<td>Private Supportive Employment</td>
<td>0</td>
<td>4</td>
<td>6</td>
<td>2</td>
<td>4</td>
<td>19</td>
</tr>
<tr>
<td>Supportive Employment Total</td>
<td>313</td>
<td>339</td>
<td>333</td>
<td>340</td>
<td>340</td>
<td>376</td>
</tr>
<tr>
<td>Adults Grand Total</td>
<td>1183</td>
<td>1205</td>
<td>1177</td>
<td>1191</td>
<td>1201</td>
<td>1295</td>
</tr>
<tr>
<td>Adult Services Waiting List</td>
<td>38</td>
<td>44</td>
<td>10</td>
<td>10</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td><strong>Service and Support Administration</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SSA Services Only</td>
<td>570</td>
<td>1345</td>
<td>1567</td>
<td>1575</td>
<td>1508</td>
<td>1507</td>
</tr>
<tr>
<td>SSA Services - Developmental Centers</td>
<td>42</td>
<td>35</td>
<td>26</td>
<td>27</td>
<td>22</td>
<td>22</td>
</tr>
<tr>
<td>SSA Services and Family Support Services</td>
<td>122</td>
<td>308</td>
<td>178</td>
<td>170</td>
<td>164</td>
<td>164</td>
</tr>
<tr>
<td>Total SSA Services</td>
<td>734</td>
<td>1688</td>
<td>1771</td>
<td>1772</td>
<td>1694</td>
<td>1693</td>
</tr>
<tr>
<td>Family Support Services Only</td>
<td>79</td>
<td>43</td>
<td>42</td>
<td>41</td>
<td>36</td>
<td>30</td>
</tr>
<tr>
<td>Grand Total Non Duplicated</td>
<td>2381</td>
<td>3343</td>
<td>3342</td>
<td>3356</td>
<td>3333</td>
<td>3484</td>
</tr>
</tbody>
</table>
Waiting List and Eligibility Administration

November 2015

<table>
<thead>
<tr>
<th>Category</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>New eligibility determinations completed</td>
<td>75</td>
<td>91</td>
</tr>
<tr>
<td>Individuals on IO waiting list</td>
<td>1431</td>
<td>1512</td>
</tr>
<tr>
<td>Individuals on Level 1 waiting list</td>
<td>897</td>
<td>969</td>
</tr>
<tr>
<td>Individuals on the SELF waiting list</td>
<td>149</td>
<td>262</td>
</tr>
</tbody>
</table>
Community Feedback

Stakeholder Input Methodology:

2015 Stark County Poll

In the Spring, Stark DD participated in the 2015 Stark County Collaborative Poll which is a large-scale, random sampling survey of households in Stark County. Stark DD asked Stark County residents six questions specific to the awareness of our services. The final sample of the poll consisted of a total of 800 respondents.

Awareness of Stark DD

Nearly three-quarters of respondents, 80.1%, indicated they had heard of Stark DD. This was a significant increase from the previous year when 74.2% of respondents had heard of the agency.

<table>
<thead>
<tr>
<th>Summary Results: Agency Awareness and Service Awareness- All respondents*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heard of Stark DD</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Aware of Services*</td>
</tr>
<tr>
<td>No/Not Heard of</td>
</tr>
</tbody>
</table>

Overall Opinion of DD Board* | Very Favorable | 31.2% | 36.6% | 34.4% | 37.8% | 25.9% | 28.0% | 27.5% | 29.6% |
| Somewhat Favorable | 26.6% | 26.0% | 26.6% | 25.3% | 17.4% | 14.7% | 18.8% | 19.8% |
| Not At All Favorable | 1.9% | 1.2% | 2.2% | 1.5% | 0.8% | 1.3% | 0.8% | 1.3% |
| No Opinion/Not heard | 40.3% | 36.2% | 36.8% | 35.4% | 55.9% | 55.9% | 52.6% | 49.4% |

*Only asked of respondents that had heard of Stark DD 2011 - 2015

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 2015, out of roughly half the respondents who had heard of Stark DD, 55% were aware of services provided. This was a significant increase from the previous year when only 48.3% of those who had heard of the agency, were aware of agency services.

Overall Perception and Opinions of Stark DD

All respondents who had indicated they had heard of Stark DD were asked their overall opinion of the agency. The 2015 Stark County Poll data indicates that if they know us, they like us.

Of those with an opinion of Stark DD, almost 63% had a favorable perception of the agency. This stayed consistent from 2014 data. Still, of those who have heard of the Board, more than 35% have formed no opinion.

As was the case in previous years, negative perceptions were rare in 2015 with only 1.6% of those who had heard of Stark DD having a not at all favorable opinion.

<table>
<thead>
<tr>
<th>Summary Results: Agency Awareness and Service Awareness</th>
</tr>
</thead>
<tbody>
<tr>
<td>HEARD OF STARK DD</td>
</tr>
<tr>
<td>Aware of Services*</td>
</tr>
<tr>
<td>Overall Opinion of DD Board*</td>
</tr>
<tr>
<td>Somewhat Favorable</td>
</tr>
<tr>
<td>Not At All Favorable</td>
</tr>
<tr>
<td>No Opinion/Not heard</td>
</tr>
</tbody>
</table>

*Only asked of respondents that had heard of Stark DD 2011 - 2015
Community Feedback

Ratings of Stark DD

When those who had heard of Stark DD were asked to rate how well Stark DD does in four areas, three of the four had a majority of positive ratings with only one receiving a negative rating higher than 6%.

The area with the highest rating, 57.9%, was “Providing access to quality services to people with developmental disabilities in Stark County”, a slight decrease from 61.0% in 2014. Slightly less, 56.1% had a positive rating of “Delivering services within Stark DD’s resources” while 53.7%, had a positive rating of Stark DD in the area of “Promoting involvement and integrating of people with DD into the community.”

The area with the lowest rating was “Communicating the vision, mission and values of Stark DD to the public,” with slightly less than half, 44.0% rating this area positively.

<table>
<thead>
<tr>
<th>Summary Results: How Stark DD does in these areas, 2015†</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>Providing access to quality services to people with DD</td>
</tr>
<tr>
<td>Delivering services within Stark DD’s resources</td>
</tr>
<tr>
<td>Promoting involvement and integrating of people with DD into the community</td>
</tr>
<tr>
<td>Communicating the vision, mission, and values of Stark DD to the public</td>
</tr>
</tbody>
</table>

†Not asked of people who had not heard of Stark DD

Community Perceptions

When given a series of four statements with which all respondents were asked whether they agreed or disagreed, the statement with the highest level of agreement in 2015, 91.5%, was “It’s okay for adults with DD to live together in a group with professional care in any neighborhood in Stark County, including mine.”

Significantly fewer, 76.6%, agreed with the statement “The place where I work would be open to hiring an employee with a developmental disability.”

Roughly half, 52.1%, agreed with the statement “Children with developmental disabilities should be educated in public schools with children who do not have developmental disabilities.”

The statement with the lowest level of agreement was “I feel uncomfortable socializing or working with people with developmental disabilities.” Only 5.1% of respondents agreed with that statement. This low level of agreement signifies a high level of comfort, 95%, when socializing or working with people with developmental disabilities.
Community Feedback

### Summary Results: Agreement with Statements

<table>
<thead>
<tr>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>It’s Ok for Adults with DD to live together in a group with professional care in any neighborhood in Stark County, including mine</td>
<td>91.2%</td>
<td>92.6%</td>
<td>90.7%</td>
<td>91.5%</td>
</tr>
<tr>
<td>The place where I work would be open to hiring an employee with a developmental disability*</td>
<td>74.0%</td>
<td>63.9%</td>
<td>74.8%</td>
<td>76.6%</td>
</tr>
<tr>
<td>Children with developmental disabilities should be educated in public schools with children who do not have developmental disabilities.</td>
<td>50.9%</td>
<td>55.4%</td>
<td>51.5%</td>
<td>52.1%</td>
</tr>
<tr>
<td>I feel uncomfortable socializing or working with people with developmental disabilities</td>
<td>5.6%</td>
<td>6.3%</td>
<td>6.8%</td>
<td>5.1%</td>
</tr>
</tbody>
</table>

*Does not include respondents that do not have an employer

### Community Awareness of Stark DD Supports

As we move forward with initiatives focused on community integration and employment, we thought it was necessary to find out whether the community makes a connection between people with disabilities they meet in the community and the support that Stark DD may be providing for that person. Therefore, in a new question for 2015, respondents were asked if, when out in the community, they ever see anyone working at a grocery store, local business, or at their own workplace that might receive services from Stark DD or an agency that provides services to people with developmental disabilities.

Over four-fifths, 80.3%, of respondents indicated they had seen an individual in the community matching the latter description. Those who indicated having seen an individual(s) who might receive services were then asked if they were aware that Stark DD provides supports to those individuals like job training, coaching and wages.

Nearly three-quarters, 73.9%, of respondents who had seen an individual in the community who might receive services indicated they were aware that Stark DD provides supports to those individuals. Slightly more than one-quarter, 26.1%, of those respondents having seen an individual in the community who might receive services from Stark DD were unaware that Stark DD provides supports to the same individuals.

<table>
<thead>
<tr>
<th>Summary Results: Community awareness of Stark DD supports</th>
<th>#</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>See individuals who may receive services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes, have seen</td>
<td>609</td>
<td>80.3%</td>
</tr>
<tr>
<td>No, have not seen</td>
<td>149</td>
<td>19.7%</td>
</tr>
<tr>
<td>Aware Stark DD provides supports*</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes, aware</td>
<td>450</td>
<td>73.9%</td>
</tr>
<tr>
<td>No, not aware</td>
<td>159</td>
<td>26.1%</td>
</tr>
</tbody>
</table>

*Only asked of those indicating they had seen individuals in community who may receive services.
Initiative: Increase Community Integration

- Establish a community integrated retail art store in downtown Canton that within the first year generates revenue to cover 50% of operating costs.

- Increase the number of community outings that facilitate integration for people attending workshops by 15%.

- Develop marketing strategy by June 1, 2016 that will best use the agency’s resources and tactics to meet its objectives to promote disability awareness and integration into the Stark County community.

- Promote disability awareness into the public school programs where students are transitioning back and provide support for those transitions, including the Avondale embedded class. Conduct Awareness trainings at both Avondale and Taft schools.

- Creation of a matrix that will track student transitions year-to-year from the school program. This will allow Stark DD school programs to gather data regarding successful community integrations and potential areas to improve by comparing data from year to year.

- Continue Transition curriculum and services expansion 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 and document student and parent involvement.

- Investigate the expansion of embedded classrooms if space is located and make that the first option for all K-2 students.

- Continue partnership with Stark County Head Start to offer 30 preschool families and students non-educational services not available through SCBDD.

- To continue promoting community experiences for families where children without disabilities may be as well. Data will be kept regarding the number of E.I. and community participants attending each event.

- Increase collaboration with local school districts through transition specialist bi-annual contact with each school district.

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.
Initiative: 
Increase Community Employment Options

- Utilize Value Stream Mapping to evaluate and increase community employment opportunities.
- The supported employment department will be a technical consultant to the provider community in regards to employer engagement.
- CESP staff will serve as diversity and inclusion consultants to the business community offering training, task analysis, time studies, ongoing support, and review of ADA compliance standards. Employers who are deemed compliant will receive awards and recognition through various means.
- In accordance to a DODD grant award, develop an employer engagement database tool to track business contacts and their results.
- Continue the Local Leader’s Committee and initiative to improve integrated outcomes.
- In accordance to a DODD grant award and in conjunction with the agency’s strategic plan, expand Disability Employment awareness and branding to enhance employer engagement. Achieve 50 percent of the grant initiatives by July 1, 2015.
- In accordance to a DODD grant award and in conjunction with the agency’s strategic plan, develop a communication strategy and/or documents that include benefits to employers who hire individuals with disabilities. Develop logo/branding and two pieces of branded materials by June 1, 2016.
- Continue school to community employment integration by creating opportunities for students to connect to: Transition specialists, counselors, utilize transition curriculum and role release model for therapy services.

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

- Establish mentoring program for two senior center providers. Establish quarterly meetings and topics to share and discuss.

- Transition four supported employment enclaves to TWi to assist with meeting established benchmarks.

- As a part of the next strategic plan, set attainable benchmarks to increase provider capacity and reduce the number of people served within adult services to 30% by December 31, 2019 and to 0% by 2024. (To meet this benchmark a reduction of 100 individuals per year is required).

- In accordance to a DODD grant award, develop a functioning business advisory committee that is inclusive of other providers in the area.

- Provide on-going technical support to providers to include trainings, the Good Life series and the Path To Connectedness.

- Increase the number of providers that have electronic ISP access to 100.

Free Choice of Provider Update

New Providers to inquire about delivering services in Stark County or for information on becoming a certified provider in Stark County: 37

New Providers set up (completed orientation w/ Provider Specialist SSA) in the Stark DD Provider Portal in October through November: 13

Services offered by the 13 new providers in the portal:

- HPC/HPC transportation: 12
- ADS, VH or SE: 4
- NMT: 5
- Adult Family Living: 2
- Adult Foster Care: 1
- Environmental Modifications & Adaptive and Assistive Equipment: 1

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.
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

- In accordance to the agency’s strategic plan, review and update a multi-media map so that families and school districts can navigate the services available for people with disabilities within Stark County.

- Continue Family Information Series, holding 6 sessions in 2016; videotape sessions and post to our YouTube channel for expanded communication.


- Publish All in the Family quarterly; publish at least one article per issue highlighting community providers.

- Work with School Programs staff to provide diversity training in the public schools, particularly where Stark DD students are transitioning back to home their school district. Goal is to conduct two awareness sessions in the year to include Avondale Elementary and Taft Elementary (where we have embedded classrooms).

- Increase Social Media reach/follows by 20 percent; post 8 times per month. Post at least one community, DD friendly activity one time per week.

- 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. Utilize People First groups to speak on self advocacy and increase student knowledge.

- Facilitate two law enforcement trainings for CIT officers.

- Complete an annual informational mailing to all individuals/families eligible for services (not on waiver) to assure they are aware of SSA services, community services available to them and are aware of who their SSA contact is.

- Participate in a family information series addressing transitional services to educate families about this service.
Initiative: Increase Communication to Families and Community

- Develop a procedure to have enrollment SSAs complete ICF admission counseling and assessment to increase the ability for individuals to obtain a diversion waiver.

- Continue monthly provider meetings and ensure meetings and communication focus on provider expansion and competency.

- Continue to hold an annual provider fair to increase connections between providers and individuals and families.

- Provide MUI training to providers at a provider meeting.

- Participate in Attorney General’s committee to address and implement a statewide plan to work on abuse and neglect of individuals with developmental disabilities in Ohio.

Where do Stark County Residents go to find their information?

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newspapers</td>
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<tr>
<td>Internet</td>
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</tr>
<tr>
<td>Television</td>
<td>18%</td>
</tr>
<tr>
<td>Radio</td>
<td>8%</td>
</tr>
<tr>
<td>Friends and family</td>
<td>9%</td>
</tr>
<tr>
<td>Social media</td>
<td>8%</td>
</tr>
<tr>
<td>Direct mail</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>2%</td>
</tr>
</tbody>
</table>
Initiative: Increase Long Term Sustainability

- Work closely with individuals, staff and families to ensure smooth consolidation of workshops.
- Receive a three year accreditation award for the DODD survey scheduled for January 27-29, 2015.
- Engage an outside consulting firm to facilitate focus groups and solidify feedback to be incorporated into the Board’s next three year strategic plan (2017-2019). Submit the finalized strategic plan for approval during the October 2016 Board meeting.
- In accordance to the agency’s strategic plan, through an independent entity assess the public’s understanding and perception of Stark DD as we continue to change.
- Whipple-Dale renovation for the SSA offices is completed by October 1, 2016, and is consistent with specifications.
- Plan and execute a Moonlight in March event that raises $30,000 as well as a golf outing that brings in at least $25,000.
- Receive full licensure through ODE surprise inspections at both the Eastgate and embedded site without any recommendations or citations. Inspections may occur at any time during school year.
- Provide required documents to the Auditor of State for the 2012 and 2013 cost reports comprehensive review.
- Submit the 2015 cost report by August 31, 2016.
- Develop and submit the 2017 preliminary budget and 5 year projection to the Board and to the County Auditor by June 30, 2016.
- Have the 2017 Budget and 5 year projection approved by the Board and submitted to the County Auditor by December 31, 2016.
- Develop procedures by March 31, 2016, to implement the OOD contract and ensure that the Board is meeting their timelines as well as holding subcontractors accountable to theirs.
- Review, develop, and approve CCIP budget application by June 30, 2015.
- Continue medication administration initiative to assure continual review and monitoring of implementation, staff supports and expansion into the community sites and embedded classrooms.
Initiative: Increase Long Term Sustainability

- Assist in development of a strategy to use attrition and other applicable incentives to downsize the Board’s direct adult services provider role to include an analysis of current workforce. Strategy and analysis to be completed by March 1, 2016.

- Workshop Consolidation: Support the movement of the SSA/IS department to the Whipple-Dale office by providing for computer, phone, and audio/video connectivity throughout the facility in time for SSA move (by or before October 2016). Secondly, support post-move connectivity needs on request, as appropriate. Third, participate in planning changes for next phase of building enhancements during 2016.

- Assist in the move of the Veterans Administration by advising the County IT department in connectivity options.

- Finance: Support budget planning of 5 year projection by November 30, 2016 with IT schedule for annual maintenance and leases.

- Replace the Adaptive Security Appliance (ASA) in 2016 to ensure viable network security is in place in the coming years.

- Upgrade CITRIX during 2016 to provide for the growing need for access to systems remotely by all devices.

- Increase Funded Services to Individuals: Enroll 25 individuals on an emergency waiver (based on emergency status and meeting rule criteria). Enroll 80 individuals on a level one waiver. Enroll 11 individuals on SELF waiver via wait list reduction (state funded except day array and non-medical transportation). Enroll 9 individuals from the wait list in IO waivers (state funded except day array and non-medical transportation), and an additional 10 from the wait list (or costs totaling $500,000) directly from the wait list (typical funding share).

- Provision of service coordination: Hire three SSAs and one SSA Supervisor. The four SSAs will be hired as follows: one additional community SSA, two HCBS funded unit SSAs, and one funded SSA Supervisor.

- Enroll all applicable individuals on exit, DC downsizing, and diversion HCBS waivers as requested and funded by DODD.

- Ensure department average of 100 hours per month of TCM billable services is met for each month in calendar year 2016.

Medication Administration Saves on Resources

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.

Stark DD now has 162 Medication Certified DD Personnel who have successfully completed certification requirements.

Currently, all nine (9) full-time Stark DD RNs are certified RN Trainers for the Medication Administration Certification courses for DD Personnel.

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

- Continue to maintain Service Coordination CARF standards.
- Through collaborating with school districts implement at least one (1) route that uses the shared services model.
- Evaluate all bus routes that ridership falls below 5 per shift to ensure they are efficient and effective and the possibility of the use of smaller vehicles.
- Continue efforts to address the aging fleet problem. Replace old trucks with new one. Four buses to be completed in 2016.
- Incorporate monthly communications with Adult Services, TWI and Schools continually to evaluate future fleet needs.

**Individuals Receiving SSA Services Only**

SSA Services helping more individuals than last year
Other Initiatives We Are Working On:

- In accordance to the free choice of provider rule, submit the number of people served by the Board for adult services and non-medical transportation twice a year.
- Conduct Service Satisfaction Surveys as follow up to annual meetings with individuals and families.
- Replacement of the retaining wall at West Stark Center during the July shutdown.
- Seal and stripe parking lots at West Stark Center and Eastgate during the July shutdown.
- Security upgrades at the Higgins Workshop to be completed on July 31, 2016.
- Completion of new shingled roof at Bus Garage during shut down week.
- Replace sidewalk / blacktop at Eastgate, June 2016.
- Create additional parking at Whipple-Dale Centre off of Wise Avenue (Provider drive location) by July 1, 2016.
- Monitor database of student Behavior Support Plans and contracted ISA staff to support plans to assess effective process to fade and possibly eliminate support through year to year comparison.
- Continue preparation to meet all the requirements of the new ODE Step Up To Quality preschool rating system so we receive the highest rating once DD programs are included in the rating cycle. If ODE has still not actually rated us by the end of school year 2015-2016, we will complete an annual report listing our readiness and areas we still need to work on. This annual report will lead the activities that will continue during the next school year.
- Apply for an Arts in Stark grant by November 2, 2015, in order to expand preschool art experiences during January-March, 2016.
- Continue to hone E.I. team members’ skills in developing routine based outcomes for IFSPs by attending professional development opportunities as they are offered throughout the state and locally along with monthly peer review. This goal will be in place throughout 2016.
- Review and revise all finance policies, procedures, and practices to be efficient and effective.

Update:

The third year of the partnership between Opportunities for Ohioans with Disabilities (OOD) and the Department of Developmental Disabilities under the Employment First Initiative began in October of 2015. Stark County Board of Developmental Disabilities has a goal to find community employment for 36 individuals who currently attend a County Board workshop.

There were 5 referrals made in October and another 6 made in November. This brings the total number of referrals to 11 since the beginning of October 2015.
Other Initiatives We Are Working On:

- Work with IT department to provide training to all board employed E.I. staff regarding use of their new iPads in conducting their daily business. 100% of E.I. staff will be trained and using their iPads at least 30% of the day by August 31, 2016.

- Provide professional development opportunities in order to enhance staff understanding of adult learning and development to assist them with coaching parents and peers. Goal will be ongoing throughout 2016.

- By March 30, 2016, develop a plan for more efficient room usage at Eastgate, to go into effect by 11/1/16. Timeline for changes will be determined with Buildings/Grounds Maintenance Manager and Director of IT by 4/30/16.

- Agency RN trainers will complete site specific data entry into the DODD MAIS system by December 31, 2016.

- Collaborate with Central Records to develop a department process and timeline to scan all adult services medical files into the Intellivue system by December 31, 2016.

- Develop a Health Services Intranet site to include CPR/FA training schedules, health links, and shared forms by March 31, 2016.

- Collaborate with the Stark County Auditor’s office to select an HRIS system that is KRONOS compatible, with implementation no later than January 1, 2017.

- Receive approval for a performance based incentive program for SSA staff for a January 2016 implementation.

- Complete implementation of Emergency Operations Plans (EOPS) at all Board locations by June 1, 2016.

- Select an electronic performance management system for all employees no later than December 31, 2016.

- Implement training and education strategy through the Learning Council on at least a bi-annual basis.

- All employees will receive an annual performance evaluation by June 1, 2016. (Policy 4.10).

- Complete record scanning of adult services medical files by the end of 2016. This will include the files from the West Stark and Lester Higgins workshops.

Conflict Free Case Management and Integrative Environments

- The Centers for Medicare and Medicaid issued new regulations that went into effect on March 17, 2014.

- Each state was required to submit a transition plan by March 17, 2014, on how they would meet the new requirements by March 17, 2019.

- The two most significant changes are:
  - CMS will not reimburse services delivered in segregated environments beginning on March 17, 2019.
  - Conflict Free Case Management prohibits entities to be a provider of services and be an author of the person centered plan.
  - The State of Ohio must meet a 30% benchmark by March 17, 2020, and no longer be waiver provider, unless there are no qualified and willing providers by March 17, 2024.
Other Initiatives
We Are Working On:

• Adult Services: Aide in the Value Stream Mapping with workflow automation possibilities. Support the DODD grant award by advising on options for database tools.

• Communications: Provide staff with visibility to the Family Information Series on the internal web site. Support internal communications by serving as advisor on the communications committee. Assist in enhancing content on the department website. Also have an IT representative on the Stark DD Website sub-committee that will be mapping the updated website.

• School Programs: Advise on business solutions managed from the department website. Implement at least one solution that benefits staff in collaboration with site owner (School Principal).

• E.I./Early Childhood: Develop formal training for E.I. staff on the use of iPads in support of department goal of 30%+ device usage by August 31, 2016.

• Health Services: Aide in developing a process for ongoing scanning of medical files (after completion of existing file scanning effort). Advise on intranet site initiatives, specifically training schedules, health links, and shared forms no sooner than March 31, 2016, (aligned with HS schedule needs).


• SSA: Enhance workflow on records request between Central Records and SSA staff by value stream mapping records request, scanning, and exchange processes. Support department expansion by accounting for equipment and electronic resources for addition of four staff.

• Mobility Program: Provide for, and support the needs of departments as planned for in 2015 with the use of supplemental equipment (primarily iPads) during the course of 2016.

• Computer Refresh: Over the course of the year, replace computers that have outlived their warranty and effectiveness per the inventory plan updated in 2015 for computer replacements.

Ohio Department of Education has found to be in 100% compliance with no recommendations. This means that our preschool programs at both Eastgate Early Childhood and Family Center and Taft Elementary are licensed to operate another year.

Stark DD preschool program will be part of the spring wave for the Step Up to Quality review by ODE. Step Up to Quality looks at what happens inside the preschool environment—curriculum, staff benefits, education of staff, the extent of services provided, do we just meet regulations or do we provide services according to best practice, and much more. We will end up receiving a 1 to 5-star rating, with 5 being the best.
Other Initiatives
We Are Working On:

- Intranet business solutions will be extended by executing a user adoption plan in which training options are extended to all staff and by engaging management and staff in at least one SharePoint solution per department during the year 2016.

- Intranet solutions will be developed by creating 3-5 electronic workflows and by implementing 2-4 new sites as requested by staff/management during 2016.

- Increase timely ISP submission to 90% timeliness for all months of calendar year 2016.

- Maintain and increase collaboration with the Mental Health and Recovery Board through MIDD. Increase training opportunity through MIDD by having two MIDD trainings in 2016.

- Continue facilitation and training in Trauma Informed Care and plan an SSA training on this topic.

- Develop a method to share success stories to include success in person-centered planning, success in decreasing restrictive measures, outcomes success and success in community employment outcomes.

- Develop a plan to regionalize SSA Community Services so all individuals eligible for services have an SSA contact.

- Increase efficiencies within the Intake and Eligibility Unit to assure callers receive a response within 48 hours, eligibility process is complete within 45 days, and school and transition age youth receive eligibility assistance and information about transitional services available to them.

- Incorporate de-escalating techniques into the Mandt training so that employees who work in transportation are more equipped to address individual upset by June 2016.

- Complete annual bus inspection with 100% compliance by July 2016.

- Established a training program for our OBI and Assistant Manager by February 2016.

- Improve performance evaluation process for bus drivers and bus riders through ride along. Conducting 1 per week by OBI, 2 per month by Assistant Manager, 1 per month by Manager.

The Role of Transition SSAs

These new specialists are the point of contact for school Special Education departments, while guiding young adults, ages 14-22, and families as they plan for life after graduation.

Currently, 162 students from the 17 Stark County school districts are receiving transition services.

The Transition Specialists are making connections in the community by attending IEP meetings throughout Stark County, participating in the Local Leaders team, and attending State Support Team Region 9 events, School Open House, Transition Fairs, and Parent-Teacher Conferences.
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 2015 and YTD 2015
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></th>
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<tbody>
<tr>
<td>Calls Triaged</td>
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<tr>
<td>New Referrals for SSA Services</td>
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<tr>
<td>New Referrals for Eligibility Determination</td>
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<tr>
<td>New Referrals for Guardianship Assistance</td>
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<td>63</td>
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<tr>
<td>New Referrals for Employment Services-started in June</td>
<td>5</td>
<td>5</td>
<td>31</td>
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<tr>
<td>Individuals Determined Eligible for Services</td>
<td>13</td>
<td>11</td>
<td>186</td>
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<tr>
<td>Individuals Determined Not Eligible for Services</td>
<td>8</td>
<td>16</td>
<td>121</td>
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<tr>
<td>New Guardianship Appointments Supported</td>
<td>6</td>
<td>5</td>
<td>64</td>
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<tr>
<td>New Referrals for Transition Services-started in June</td>
<td>3</td>
<td>6</td>
<td>47</td>
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<td>Average Caseload Size</td>
<td>31</td>
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</tbody>
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SSA Case load Size– November 2015
Average case load for Specialized Services Unit--30; average case load size for Funded Services Unit- TDD--27; and average case load size for Mixed Level One and IO--34.
Stark County DD
Management Staff
Organizational Chart

William Green
Superintendent

Kathy Albright
Executive Assistant

Gary Young
CFO/Business Manager

Tim Beard
Bld/Grounds, Maintenance Manager

Myrna Blosser
Principal, School Programs

Diana Lashley
Manager of Health & Therapy Services

Tammy Maney
Early Childhood Director

Emily Martinez
Director of SSA/Investigative Services

Lisa Parramore
Communications Manager

Constance Poulton
Director of Human Resources

Randy Rhodebeck
Director of Information Technologies

Mike Seaman
Director of Adult Services

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

2.) Administrative Offices/
    Whipple-Dale Centre/
    Just Imagine Gift Shop
   2950 Whipple Ave. NW
   Canton, OH 44708
   Stark DD Main: 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.) Avondale Elementary School
    3933 Eaton Dr. NW
    Canton, OH 44708
    330-491-3720

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