



Stark County Board of  
Developmental Disabilities

# 2017 Annual Plan







# Stark County Board of Developmental Disabilities Executive Summary



*Daniel E. Sutter*

**Daniel Sutter**  
Board President



*Bill Green*

**Bill Green**  
Superintendent

The Stark County Board of Developmental Disabilities is honored to present to you our 2017 Annual Plan. We are pleased to announce that we are serving over 3,723 people with disabilities, which is more than we have ever served before. We enrolled more people on home and community based services waivers this year than we have in the past five years. This has been possible because of the financial support of the Ohio Department of Developmental Disabilities and their initiative to ensure as many people as possible live in the community. We also served more infants and toddlers (0-3 years old) than we ever have in our history. Nearly 500 families benefitted from the early intervention services we provided. We supported families in their home as we taught parents skills to promote the independence of their infants/toddlers who are experiencing delays. We continue to deliver pre-school and school age services through the education we provide. We are equipping our students, more than ever, to return to their school districts.

We recognize that our adult services will be transitioning to private providers and that TWi will be taking over our Higgins and West Stark Centers on July 1, 2018. We want all of our stakeholders to know that until that date, we will continue to provide the highest quality of services and ensure a smooth transition for each person. We do want you to know that TWi will be operating the remainder of the enclaves by the end of this year, which includes: TWIG, Rubbermaid, Malone University, and the Federal Building.

In early 2017, the Board will approve a 2017-2020 strategic plan that will set a new course as we establish our identity as a funder, planner/coordinator, and monitor of services to ensure people with disabilities are living the life in which they choose with 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](http://www.starkdd.org), like us on Facebook at [www.facebook.com/starkdd](https://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.

**Our Vision:**

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

**Our Mission:**

*To be the support that connects individuals and families with the services they need.*

**We value:**

**CHOICE**

**DIGNITY & RESPECT**

**ACCOUNTABILITY**

**INTEGRITY**

**STEWARDSHIP**



## *About Stark County DD and Our Services*

The Stark County Board of Developmental Disabilities provides services from infancy onward to almost 3,700 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 million 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 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 Probate Judge**



The Honorable Judge  
Dixie Park

**Stark County Commissioners**



Bill Smith



Janet Weir  
Creighton



Richard Regula

**Stark DD Board Members**



Daniel Sutter  
PRESIDENT



Todd Frank  
VICE PRESIDENT



Roger Gines  
RECORDING  
SECRETARY



Carlene Harmon



Maria Heege



Richard Hoffman



Rebecca Stallman

**Stark DD Administrative Staff**



William Green  
SUPERINTENDENT



Kathy Albright  
EXECUTIVE ASST.



Tim Beard  
BLDG/GROUNDS MGR.



Myrna Blosser  
PRINCIPAL, SCHOOL  
PROGRAMS.



Brandon Haney  
MGR. INFO. TECHNOLOGY



Diana Lashley  
MGR. HEALTH, THERAPY



Tammy Maney  
EARLY CHILDHOOD  
DIRECTOR



Emily Martinez  
DIRECTOR OF SSA/IS



Leigh Page  
CFO/BUSINESS MGR



Lisa Parramore  
COMMUNICATIONS MGR



Connie Poulton  
DIRECTOR HUMAN  
RESOURCES



Michael Seaman  
DIR. ADULT SERVICES



Diane Sidwell  
MGR. TRANSPORTATION

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”.

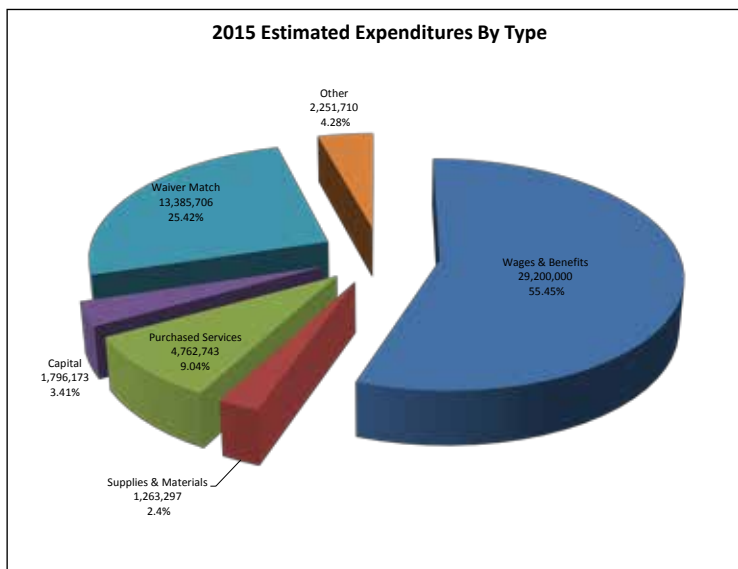
2016 continued to be a year of change for Ohio’s Boards of DD as the Stark DD Board voted to transition out of providing adult services by June 2018. These services include day services, non-medical transportation and supported employment activities currently provided by Stark DD. Changes such as this are currently molding our 2017-2020 Strategic Plan that is in process of being developed.

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. As another cost savings measure, we have also taken advantage of our State Funded

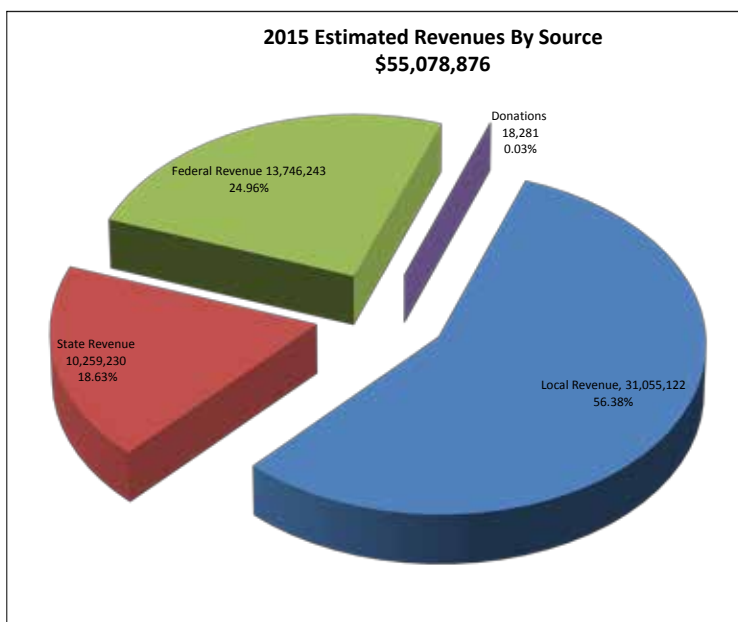
Waiver allocation which during the FY16 biennium budget totals 43 State Funded Waivers. Each of these waivers saves the Board approximately \$27,000 per year in local match, per individual waiver lifetime span, which is a huge savings over the entire life of a waiver. Toward the end of 2016, we had used 19 out of 43, and therefore have an approximate cost savings of ~\$500,000 per year for the life of those 19 waivers. We will continue to utilize our state funded allocation through June of 2017.

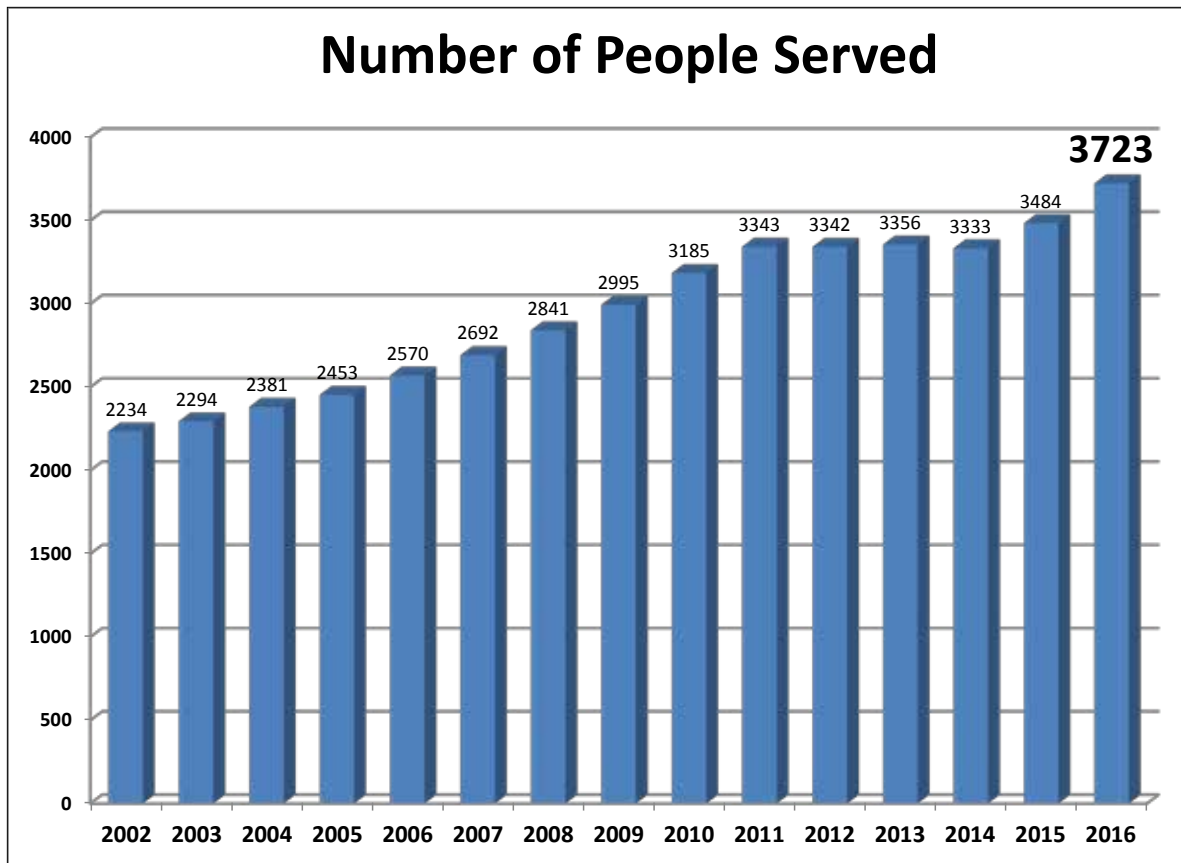
In 2016, Total Individuals served was 3,723 which is an increase of 239 from 2015. The increase in those served is attributable to the number of individuals served through our

**2015 Estimated Expenditures By Type**



**2015 Estimated Revenues By Source**  
**\$55,078,876**





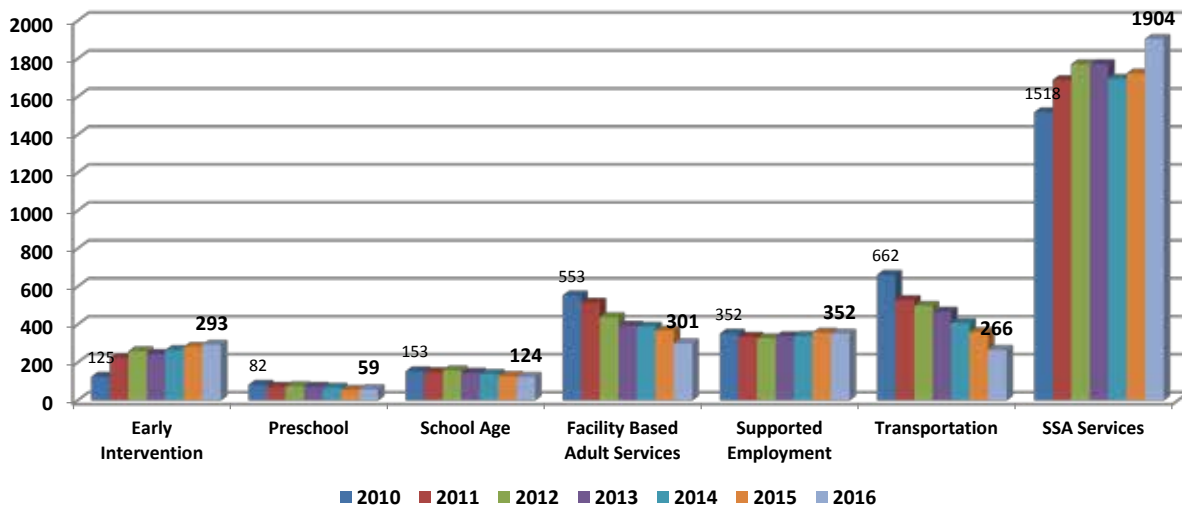
Service and Support Administration Services. Enrollment in our workshops declined from 338 in 2015 to 285 in 2016. This is expected due to our impending transition to privatize as well as free choice of provider.

Stark DD has maintained its budget, leveraged new technology to drive efficiencies in our processes, improved security within our buildings for the safety of individuals and employees, while adding new Individuals to waivers and creating more employment opportunities for Individuals within the community. This has been able to occur at the same time that the Board continues to see a decrease in State and Federal funding of \$3.6 million cumulatively since 2014, as we head into 2017. Of this decrease \$1.1 million is related to the Personal Property Tax which was phased out in 2016 when no revenue was received.

Stark DD's expenditures during 2016 include the Whipple-Dale Renovation Project. This project moved the SSA & Investigative Services unit into the Whipple-Dale Building. Although too early to calculate, it is estimated this move will have a yearly savings to the Board of ~\$100k per year. As indicated in last year's Annual Plan, the Board closed down the Whipple-Dale Adult Workshop Location. This closure was attributable to low attendance capacity and a high staff ratio. As a remedy, we moved staff from the Whipple-Dale Workshop to both our Higgins and West Stark Center workshops. For the additional staff we had due to this closure, we offered a financial incentive during the month of June 2016. Sixteen Board staff took advantage of this incentive and left employment with the Board between the months of March and June 2016 which will generate an ~\$750k savings to the Board each year.

Enrollment	2003	2011	2012	2013	2014	2015	2016
<b>Children</b>							
Early Intervention (Ages 0-3)	106	134	126	124	193	282	293
Preschool (Ages 3-5)	68	70	69	72	67	55	59
<b>Total Early Childhood Services</b>	<b>174</b>	<b>204</b>	<b>195</b>	<b>196</b>	<b>260</b>	<b>337</b>	<b>352</b>
Southgate School (ages 6-22)	173	159	147	146	140	129	123
<b>Total Children</b>	<b>347</b>	<b>363</b>	<b>342</b>	<b>342</b>	<b>400</b>	<b>466</b>	<b>475</b>
<b>Adults</b>							
Lester Higgins Adult Center	151	121	97	81	74	76	106
Cohen Joliet Industries	146	0	0	0	0	0	0
West Stark Center	214	142	132	122	114	113	179
Whipple-Dale Centre	338	252	210	191	171	149	0
Home and Contracted Services	21	0	0	0	0	0	0
<b>Total Adults Attending Board Workshops</b>	<b>870</b>	<b>515</b>	<b>439</b>	<b>394</b>	<b>359</b>	<b>338</b>	<b>285</b>
Board and Private Provider	0	63	39	33	30	32	21
Private Provider	0	288	366	424	472	549	658
<b>Adult Day Support/Vocational Habilitation Total</b>	<b>870</b>	<b>866</b>	<b>844</b>	<b>851</b>	<b>861</b>	<b>919</b>	<b>964</b>
<b>Supported Employment</b>							
Board Supportive Employment	313	335	327	338	336	357	317
Private Supportive Employment	0	4	6	2	4	19	35
<b>Supportive Employment Total</b>	<b>313</b>	<b>339</b>	<b>333</b>	<b>340</b>	<b>340</b>	<b>376</b>	<b>352</b>
<b>Adults Grand Total</b>	<b>1183</b>	<b>1205</b>	<b>1177</b>	<b>1191</b>	<b>1201</b>	<b>1295</b>	<b>1316</b>
Adult Services Waiting List	38	44	10	10	2	0	0
<b>Service and Support Administration</b>							
SSA Services Only	570	1345	1567	1575	1508	1507	1464
SSA Services - Developmental Centers	42	35	26	27	22	22	20
SSA Services and Family Support Services	122	308	178	170	164	164	420
<b>Total SSA Services</b>	<b>734</b>	<b>1688</b>	<b>1771</b>	<b>1772</b>	<b>1694</b>	<b>1693</b>	<b>1904</b>
Family Support Services Only	79	43	42	41	36	30	28
<b>Grand Total Non Duplicated</b>	<b>2381</b>	<b>3343</b>	<b>3342</b>	<b>3356</b>	<b>3333</b>	<b>3484</b>	<b>3723</b>

**Program Enrollment for Individuals Receiving Services by Stark DD**





## Early Childhood (Early Intervention)

- To investigate feasibility of having early intervention service coordinators and manager move into same building with DD E.I. staff for teaming purposes; further, to investigate moving fiscal agent for service coordination grant from ESC to SCBDD. To have a decision on each by 3/1/17.
- To fully institute safety procedures developed by staff to be used while traveling and on home visits. This includes all staff having board provided smart phones, with Companion app, and being fully trained on using both by 2/1/17. To continue researching activities in the community where E.I. families will be included with those who do not have disabilities and alerting families of such. Ongoing
- To convene a task force of E.I. staff to re-establish the identity of E.I. among the medical community of Stark County and Akron Children's Hospital. Plan to be completed by 8/1/17.
- To have rearrangement of offices and storage areas for better use of space completed by 6/1/17. (Eastgate location)

## Early Childhood (Preschool)

- Continue partnership with Stark County Head Start to offer 30 preschool families and students non-educational services not available through SCBDD.
- 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 2016-2017, 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.
- 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 the school year.
- To receive funding through a grant in order to expand technology within preschool classrooms through acquisition and use of Smart Boards. Grant request to be submitted by 6/1/17.



## DD School Program

- Expand training for staff to effectively observe, test, and evaluate students for successful educational engagement both in our program and from referrals that we receive outside our program.
- 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.
- Promote disability awareness into the public school programs where students are transitioning back and provide supports for those transitions.
- Continue to monitor and track student transition year to year from the school programs. This will be used to monitor successful community integrations and potential areas to improve.
- Provide self advocacy curriculum and training for students and provide information to parents.

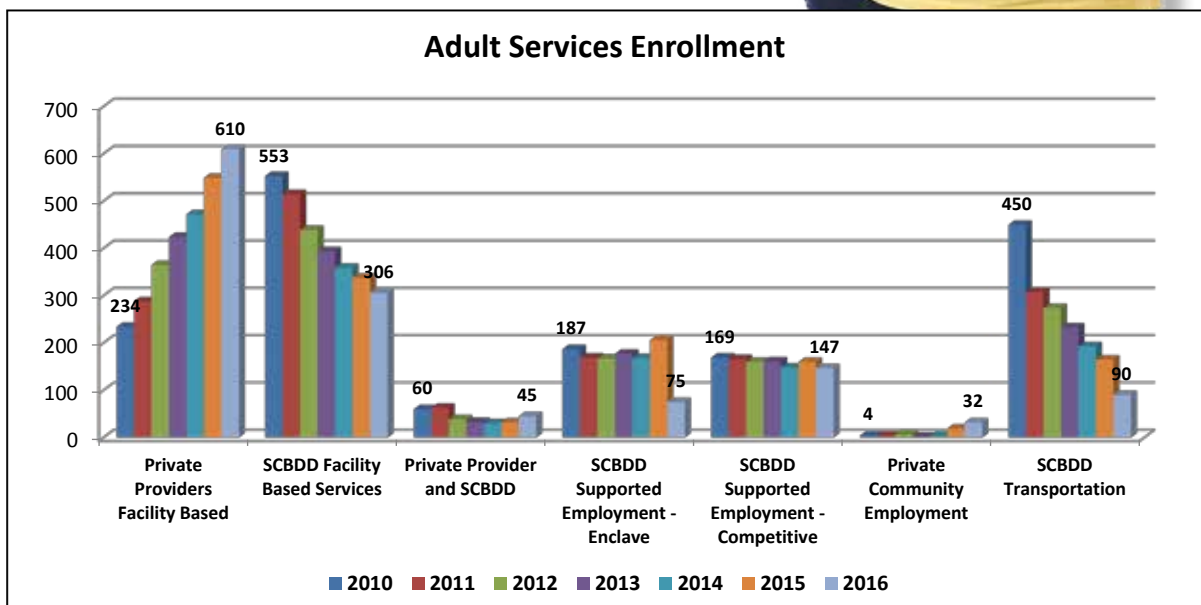


## Adult Services

- Insure Community Work Groups in Supported Employment are transferred to TWi as per contract dates.
- Increase the number of individuals in Adult Day Support who participate in integrated community activities by 20%.
- Assist JR Coleman in obtaining Provider Certification.
- Secure a second community senior day programming site in the Stark County Community.
- Adult Services will continue to provide quality services, through the Adult Services transition to TWi and other providers, that will be in line with the outcomes of the Individual Service Plan and delivered in sufficient frequency to promote a person's independence and skill development. Formal and informal monitoring will occur weekly to make sure services are in line with a person's needs as well as the opportunities to be integrated into the Stark County Community.



Initiatives:  
Adult Services



## Agency

- Approve a new three year strategic plan and implement year one of the plan.
- Obtain a new three year CARF accreditation.
- The superintendent and director of human resources will conduct employee focus groups by November 30, 2017, as a forum to hear and respond to concerns and issues, as well as for employees to make recommendations on how to improve the services we provide. A document of concerns, issues, and recommendations will be developed and responded to by January 31, 2018.
- A pre-accreditation review will occur by MEORC, a council of governments, to test the plans of six to ten people to ensure accurate assessment, that the plans are person centered, and that the plan is being implemented by their service provider. Based upon the findings, the agency will revise systems as needed and in conjunction with our continuous quality improvement initiatives.

## Building and Grounds

- Repair, seal and stripe parking lots at Southgate and the Bus Garage.
- Replace three classroom cabinets with new cabinets and countertops at Southgate School.
- Replace the two entrance light poles at Whipple-Dale Centre.
- Additional security at Eastgate, Southgate, Bus Garage and Whipple-Dale Centre.
- Add an additional security light to the entrance of Southgate School.
- Replace front entrance doors to Southgate School.



## Finance

- Document current finance office policy and procedure in regards to purchasing/payables (requisitions, purchase orders & invoices) and receivables (QuickBooks). A review will ensure the most efficient and effective operation.
- Provide required documents to the Auditor of State for the 2014 and 2015 cost reports comprehensive review.
- Prepare the 2016 cost report by the filing deadline of August 31, 2017, without the usage of consultant services. Also a goal to re-evaluate the 2014 cost report to be comparable to 2015 in regards to the preparation.
- Review and revise the current mileage policy to ensure reimbursement is cost effective. Also, revise the procedure on how employees document their mileage and the detail that is provided.
- Year end review of the open 2017 purchase orders to take place in Oct/ Nov 2017. Minimizing the number of purchase orders carried over into the new year.

## Communications

- Update Stark DD public website; using multi-disciplinary team, map updates to site that take into consideration the changes in our delivery system.
- Improve all stakeholder communications by creating an eNewsletter; contact information from Gatekeeper.
- Following strategic planning, develop a re-branding communication plan, including analysis of current communication tools used by Stark DD.
- Develop a resource (tool kit) for families that assist them navigate the service delivery system.
- Collaborate with Citizens Who Care for People with DD in fundraising efforts to raise at least \$25,000.

Source of Most Information	#	%
Newspapers	215	35.9%
Internet	112	18.8%
Friends and family	78	13.0%
Television	65	10.9%
Social media	61	10.1%
Radio	48	8.0%
Other	11	1.8%
Direct mail	10	1.6%
<b>Total</b>	<b>N=598</b>	<b>100.0%</b>



## Health & Therapy

- By December 31, 2017, staff training on the rule changes effecting medication administration will be completed.
- Training of agency RN trainers to perform RNQA reviews in the provider community will be completed By December 31, 2017.
- Continue collaboration with the IT department to assure successful electronic functionality in the field for the performance of RNQA to begin January 1, 2018.
- Develop and publish a calendar of healthcare trainings offered by Stark DD for the Provider community in order to begin offering training sessions by March 1, 2017.

## Human Resources

- Obtain a 3-year Labor Agreement with each Union.
- Implement the first electronic performance evaluation process to be concluded by June 1, 2017, utilizing the RELIAS Competency Tracker Module
  - Complete final draft of updated Employee Handbook upon completion of Labor Agreements by end of 2017.
  - Conduct a Code Blue drill at each location. Conduct one (1) full scale drill at each location utilizing the ALICE methodology.
- Make final determination if People Trak new owner, CANOPY, will be able to provide needed HRIS support, or if new HRIS provider is required by the end of 2017.
- Develop a resource page (internet or intranet) for employees to reference who are impacted by the Adult Services Transition by the end of the 2nd quarter of 2017.



## Information Technology - Central Records

- Establish online inventory of all records to provide improved efficiency when staff request records.

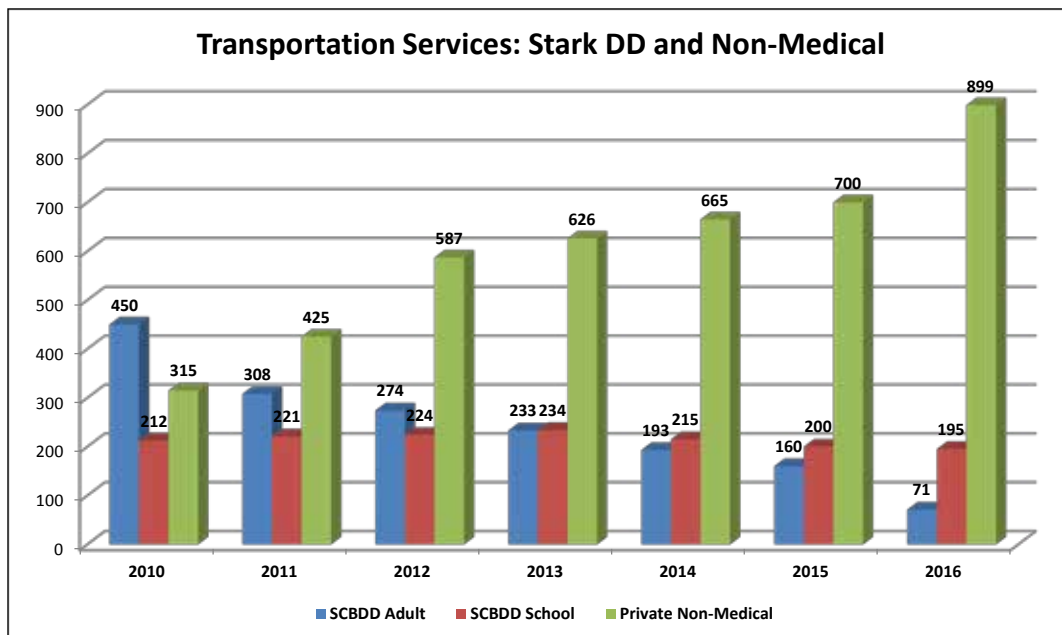
## Information Technology - IT

- Develop a fee structure for IT as a service for TWi and a transition plan. This includes all hardware, infrastructure, and support costs.
- Provide three new ways that SSA staff can drive more efficiency out of our current systems by way of process improvement.
- Migrate phone lines from end of life PRI's to new SIP technology for long term support and more flexibility.
- Upgrade internet bandwidth to support more remote and teleworker capabilities.
- Provide mobile strategy for new QA Nurses to make them more efficient in the field.
- Provide more training to SSA staff on remote teleworking to improve their efficiency in the field.



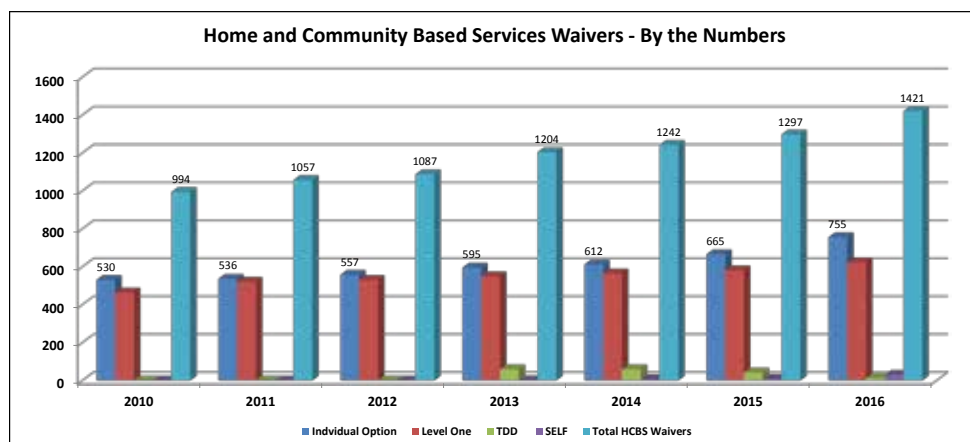
## Transportation

- Self audit staff files to insure compliance with the Department of Education by June 2017.
- Continue to improve performance evaluation process for transportation staff. Conduct ride along with staff at least once per school bus by May 2017.
- Complete annual bus inspection with 100% compliance by July 2017.
- Continue efforts to address the aging fleet problem, replacing at least one bus in 2017.
- Re-evaluate all school and adult routes to insure efficiency and service by July 2017, prior to start of the 2017-2018 school year.
- Ensure that all transportation employees know the reporting requirements for MUI/UI incidents. Train staff on the electronic incident reporting system by June 2017.



## SSA-IS Department

- Train two provider compliance specialists in the provider compliance tools. Complete and follow up on all assigned provider compliance reviews quarterly.
- Continue to work towards a paperless system to increase efficiency.
- Update the Gatekeeper system with all vendor information so SSAs can update the ISP (Individual Service Plan) and it updates the Gatekeeper system. Eliminate the caseload report so there is only one database to improve departmental efficiency.
- Continue to improve the workforce initiative program which helps internal staff learn about jobs in the SSA/IS department.
- Complete a training on Trauma Informed Care for all staff.
- Continue CIT officer training to increase community awareness and build community connections.
- Increase capacity for SELF waiver providers. Increase the use of remote monitoring when applicable to assure health and welfare of individuals while ensuring sustainability.
- Hire up to 10 SSAs (which includes two provider compliance reviewers) to ensure caseload capacity for waiver cases.
- Facilitate the management of 25 emergency IO/SELF waivers, 10 IO waivers off the wait list and 80 Level One waivers for refinancing of adult services programs.
- Finalize administration of state funded waivers granted through the state budget.



Referrals for Vocational Rehabilitation Services- Submitted 2016-2017					
	Employment First	UDS- VRP3 Contract	Canton OOD Office	From Transition SSAs	Total
October 2016	8	0	3	3	14
Total	8	0	3	3	14

#### Employment First Referral Update:

- The 4th 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 2016. 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 8 referrals made in October.

#### Referrals for Vocational Rehabilitation Services- United Disability Services through VRP3 Contract:

- A new fiscal year started on 10/1/16. There were no referrals submitted to UDS in October. The total number of referrals submitted 0 year to date.

#### Canton Opportunities for Ohioans with Disabilities Office:

- Referrals would be submitted to the Canton OOD office by request or when there is an overflow of referrals. There were 3 referrals submitted in October. The total number of referrals submitted remains at 3 year to date.

#### Transition Referrals

- In the 2016-2017 Fiscal Year we will also track the number of referrals submitted to OOD by Transition SSAs from the Stark County Board of DD. There were 3 referrals submitted in October.

#### Targeted Case Management data

(submitted for Medicaid reimbursement for SSA services)

##### Annual Averages 2009 – 2015

YEAR	2011	2012	2013	2014	2015	2016
Individual monthly avg. (hrs/month)	104.4	101.3	105.70	94.22	89.6	92.9

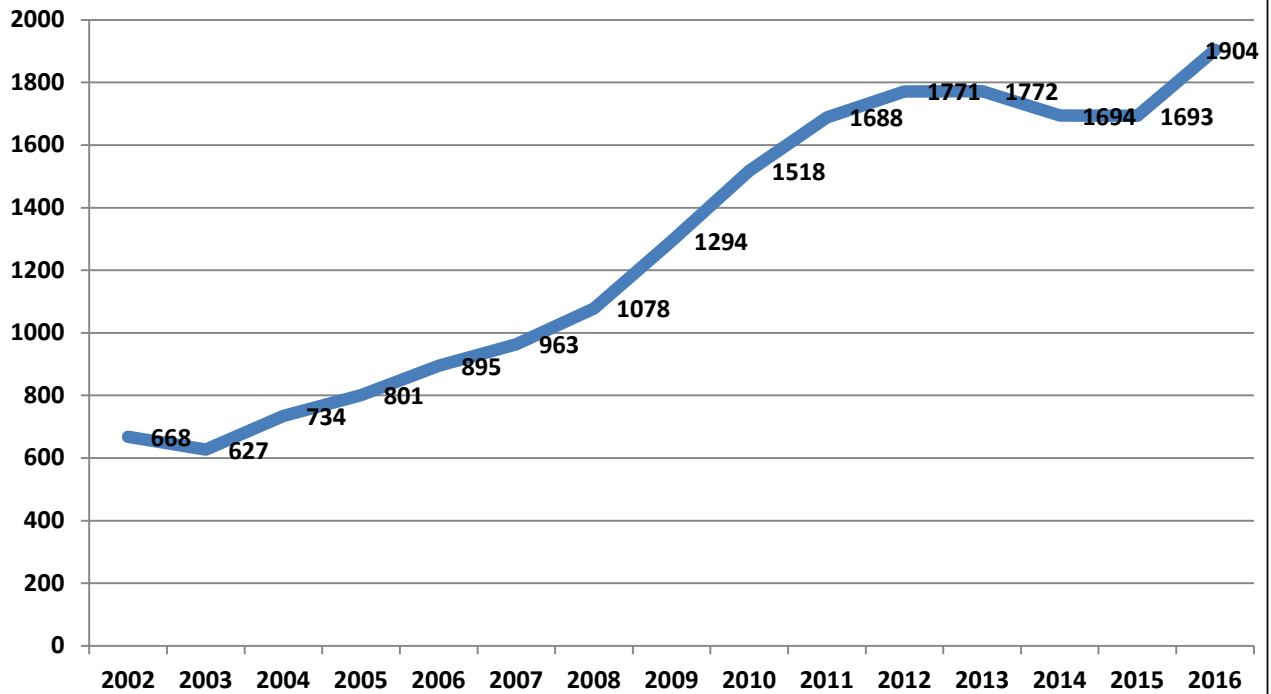
#### Waiting List and Eligibility Administration

November 2016

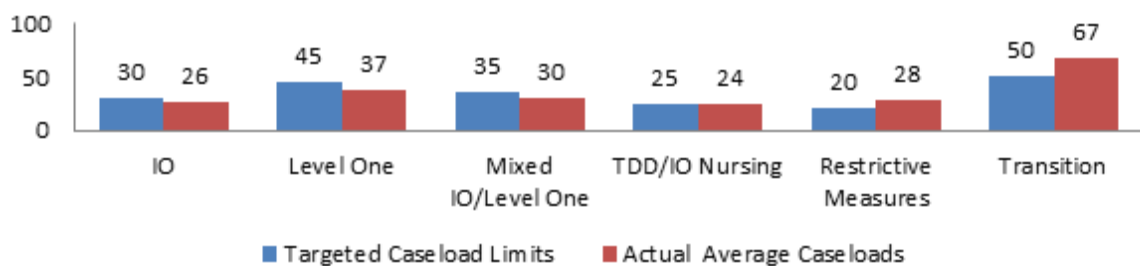
	2014	2015	2016
New eligibility determinations completed	75	91	267
Individuals on IO waiting list	1431	1512	1566
Individuals on Level 1 waiting list	897	969	1029
Individuals on the SELF waiting list	149	262	414



## Individuals Receiving SSA Services Only



## SSA Case load Size– November 2016



## Free Choice of Provider 2016

New Providers to inquire about delivering services in Stark County or for information on becoming a certified provider in Stark County: 55

New Providers set up (completed orientation w/ Provider Specialist SSA) in the Stark DD Provider Portal during 2016: 27

Services offered by the 27 new providers in the portal:

- HPC/HPC transportation: 20
- ADS, VH or SE: 5
- NMT: 14
- Adult Family Living: 7
- Adult Foster Care: 11
- Environmental Modifications & Adaptive and Assistive Equipment: 1
- Environmental Mods: 1
- Community Respite: 2
- Self-Waiver: 7
- Supported Employment: 2

More Information:  
By the Numbers

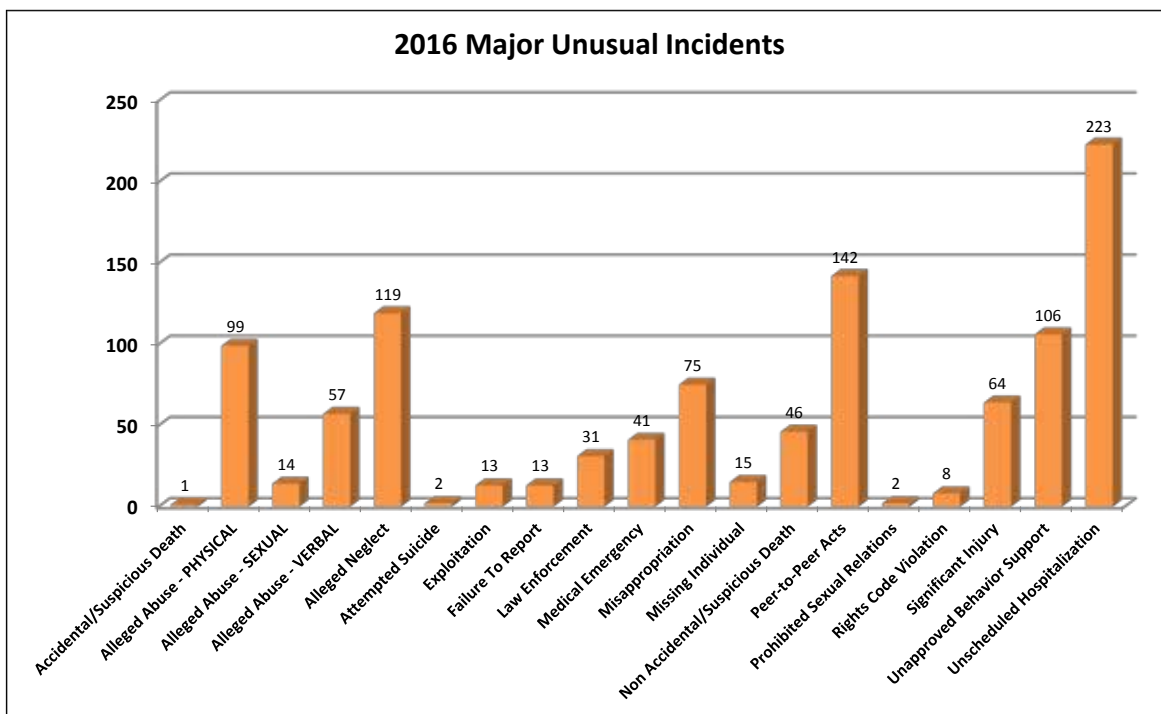
## Investigative Services

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 1,071 MUIs during the first eleven months of 2016\*.

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 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.

### More Information: By the Numbers



## 2016 Stark County Poll

In the Spring, Stark DD participated in the 2016 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 600 respondents.

### AWARENESS OF STARK DD

Over three-quarters of respondents, 81.9%, indicated they had heard of Stark DD, a slight increase from the previous year when 80.1% of respondents had heard of Stark DD.

Summary Results: Agency Awareness and Service Awareness- All respondents*										
		2008	2009	2010	2011	2012	2013	2014	2015	2016
Heard of Stark DD	Yes	N/A	N/A	N/A	73.8%	68.4%	69.2%	74.2%	80.1%	81.9%
	No	N/A	N/A	N/A	26.2%	31.6%	30.8%	25.8%	19.9%	18.1%
Aware of Services*	Yes	66.3%	73.2%	41.8%	38.2%	41.3%	36.3%	35.8%	43.9%	44.6%
	No/Not Heard of	33.7%	26.8%	58.2%	61.8%	58.7%	63.7%	64.2%	56.2%	55.4%
Overall Opinion of DD Board*	Very Favorable	31.2%	36.6%	34.4%	37.8%	25.9%	28.0%	27.5%	29.6%	33.6%
	Somewhat Favorable	26.6%	26.0%	26.6%	25.3%	17.4%	14.7%	18.8%	19.8%	22.7%
	Not At All Favorable	1.9%	1.2%	2.2%	1.5%	0.8%	1.3%	0.8%	1.3%	0.6%
	No Opinion/Not heard	40.3%	36.2%	36.8%	35.4%	55.9%	55.9%	52.6%	49.4%	43.1%

\*Only asked of respondents that had heard of Stark DD 2011 – 2016

### 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

Summary Results: Agency Awareness and Service Awareness						
		HEARD OF STARK DD				
			2013	2014	2015	2016
Aware of Services*	Yes		52.6%	48.3%	55.0%	54.8%
	No/Not Heard of		47.4%	51.7%	45.0%	45.2%
Overall Opinion of DD Board*	Very Favorable		40.9%	37.4%	37.6%	41.4%
	Somewhat Favorable		21.5%	25.5%	25.1%	28.0%
	Not At All Favorable		1.9%	1.0%	1.6%	0.7%
	No Opinion/Not heard		35.6%	36.2%	35.7%	29.9%

\*Only asked of respondents that had heard of Stark DD 2011 - 2016

Nearly a third of survey respondents who had heard of Stark DD, 29.9%, had no opinion of Stark DD in 2016. In total, 43.1% had not heard of or were unable to give an opinion of Stark DD.

Of those with an opinion of Stark DD, most had a favorable perception of the agency, 98.8% of respondents with an opinion.

More specifically, those who had a very favorable perception of the agency amounted to over half, 59.1%, of respondents with an opinion, 41.4% of respondents who had heard of Stark DD. In addition, those who had a somewhat favorable perception amounted to over one-third, 39.8%, of respondents with an opinion, 28.0% of respondents who had heard of the agency.

As was the case in previous years, negative perceptions were rare in 2016 with only 1.2% of those with an opinion having a not at all favorable opinion, 0.7% of those who had heard of Stark DD.

## RATINGS OF STARK DD IN FOUR MAJOR AREAS

Respondents who had heard of Stark DD were asked to rate how well Stark DD does in four areas. The area with the highest rating, 65.2%, was Providing access to quality services to people with developmental disabilities in Stark County, an increase from 57.9% in 2015. Slightly less, 60.8% had a positive rating of Delivering services within Stark DD's resources while 57.9%, 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, 43.0% rating this area positively.

Summary Results: Positive Ratings of Stark DD, 2012-2016†					
	Positive 2012	Positive 2013	Positive 2014	Positive 2015	Positive 2016
Providing access to quality services to people with DD	57.9%	66.5%	61.0%	57.9%	65.2%
Delivering services within Stark DD's resources	59.6%	65.6%	57.6%	56.1%	60.8%
Promoting involvement and integrating of people with DD into the community	57.5%	62.1%	52.2%	53.7%	57.9%
Communicating the vision, mission, and values of Stark DD to the public	47.1%	53.3%	45.4%	44.0%	43.0%

## 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 2016, 91.4%, 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."

Three-quarters of respondents, 75.3%, agreed with the statement "The place where I work would be open to hiring an employee with a developmental disability."

Roughly half, 53.2%, agreed with the statement "Children with developmental disabilities should be education 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 6.7% of respondents agreed with that statement. This low level of agreement signifies a high level of comfort, 93%, when socializing or working with people with developmental disabilities.

Summary Results: Agreement with Statements					
	Agree 2012	Agree 2013	Agree 2014	Agree 2015	Agree 2016
It's Ok for Adults with DD to live together in a group with professional care in any neighborhood in Stark County, including mine	91.2%	92.6%	90.7%	91.5%	91.4%
The place where I work would be open to hiring an employee with a developmental disability*	74.0%	63.9%	74.8%	76.6%	75.3%
Children with developmental disabilities should be educated in public schools with children who do not have developmental disabilities.	50.9%	55.4%	51.5%	52.1%	53.2%
I feel uncomfortable socializing or working with people with developmental disabilities	5.6%	6.3%	6.8%	5.1%	6.7%
*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.

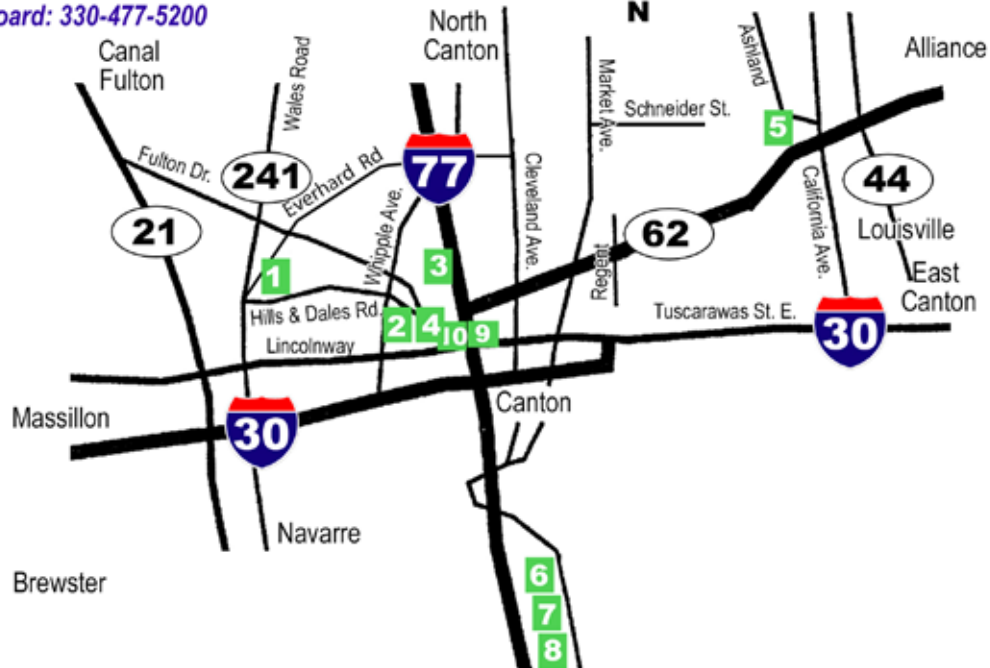
Summary Results: Community awareness of Stark DD supports			
		2015	2016
See individuals who may receive services	Yes, have seen	80.3%	84.0%
	No, have not seen	19.7%	16.0%
Aware Stark DD provides supports*	Yes, aware	73.9%	75.7%
	No, not aware	26.1%	24.3%
<i>*Only asked of those indicating they had seen individuals in community who may receive services.</i>			

More Information:  
By the Numbers





**Stark County Board of Developmental Disabilities**  
**Administrative Offices**  
 2950 Whipple Ave. NW, Canton  
 Main Switchboard: 330-477-5200



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



- 2.) Administrative Offices/Service  
 & Support Information,  
 Whipple-Dale Centre/  
 2950 Whipple Ave. NW  
 Canton, OH 44708  
 Stark DD Main: 330-477-5200



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



- 4.) Stark DD - K - 2nd Grade Class  
 Avondale Elementary School  
 3933 Eaton Dr. NW  
 Canton, OH 44708  
 330-491-3720



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



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



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



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



- 9.) Just Imagine Gift Gallery  
 201 - 6th Street NW  
 Canton, OH 44702  
 330-456-3924



- 10.) JR Coleman Senior Center  
 3300 Parkway St. NW  
 Canton, OH 44708  
 330-454-3471