The achievements of the past are only as valuable as the vision they inspire in us for the future.

We have completed year two of our four year strategic plan. What we are ultimately working toward is that people with disabilities will be fully included in the Stark County community. Our plan has 37 objectives that are organized under four focus areas: Advocate, Educate, Provider Oversight, and Sustainability. What follows is an update on each focus area and objective. Each metric will have a designation of red (●), yellow (○), or green (●) to let you know how we are progressing at a glance as well as a brief explanation on what has occurred. Green signifies completion or outstanding progress; yellow reflects initiatives that are in process with satisfactory progress to date; and red indicates slow progress or objectives that are delayed, or have stalled. Below, please see the progress we have made from 2017 to 2018 on accomplishing our objectives. Clearly, we are moving forward on what we set out to do.

Every constituency of the County Board had a voice in the process that produced this document, from people served to their families and employees to board members, and friends of the agency. I am grateful to the hundreds of people who made tangible contributions to the effort. We should all feel a sense of ownership in this plan, and it is essential that we do. It is taking every one of us, working and innovating together, to achieve the ambitious goals laid out here.

We have envisioned an exciting trajectory for people with disabilities and their families. Let us not settle for anything short of fully realizing that vision as we move to year three.
CELEBRATING...PAUL

What does workplace inclusion look like?

You can find out at locally owned Fishers Foods where Paul Smith has worked for over 20 years. Paul currently works as a utility bagger in the North Canton store. On the job, Paul is supported by a TWI job coach who checks in with him and his Fishers Foods supervisors.

Paul is a proud Fishers Foods employee and said he loves working with a team of great people at Fishers. “I love greeting and serving our great customers,” he said. He has a great sense of humor, but also takes his job very seriously.

Find Paul’s story on Facebook/StarkDD

2017–2020 STRATEGIC PLAN

A diverse group of 26 people met from September through December 2016 to create the strategic plan. From these work sessions the group identified four focus areas and goals under each category that should be accomplished within the timeframe of the plan.

Focus Area One: Advocate

1: One that pleads the cause of another; 2: One that defends or maintains a cause or proposal; 3: One that supports or promotes the interests of another

Focus Area Two: Educate

1 A: To develop mentally, morally, or aesthetically especially by instruction; B: To provide with information: inform ( Educating themselves about changes in the industry); 2: To persuade or condition to feel, believe, or act in a desired way ( Educate the public to support our position )

Focus Area Three: Provider Oversight

1: Watchful and responsible care; 2: Regulatory supervision ( Congressional Oversight )

Focus Area Four: Sustainability

1: To give support or relief to; 2: To supply with sustenance: nourish; 3: Keep up, prolong

Vision

“People with disabilities will be fully included in the Stark County community.”

Mission

“Supporting people with disabilities and their families.”

Values

Choice

Dignity and Respect

Accountability

Stewardship

Integrity

Supporting 3,833 adults and kids, that is 14% more than 5 years ago.
Increase the number of people that are integrated into the Stark County community through their person-centered plan, provider education, and community connections.

- **Metric #1:** 95% of parents and guardians respond that their loved one participates in community activities. The Centers for Marketing and Research (CMOR) began interviewing parents and guardians in July of 2017 to provide us this information. Results: Parents and guardians responded in 2018 that 91% of their sons or daughters participate in community activities. In 2017, with six months of data collected, the results were 89%.

- **Metric #2:** 90% of people served respond that they have friends and relationships. The Centers for Marketing and Research (CMOR) began interviewing people served in July of 2017 to provide us this information. Results: People served responded in 2018 that 84% have friends and relationships that are important to them. In 2017, with six months of data collected, 84% of those surveyed indicated they have friends and relationships that are important to them.

- **Metric #3:** 90% of people served respond that they have a way to get places they want to go. The Centers for Marketing and Research (CMOR) began interviewing people served in July of 2017 to provide us this information. Results: In 2018, people served responded that 85% of the time they always have a way to get places they want to go. In 2017, with six months of data collected, 87% of respondents indicated that they had a way to get places they wanted to go.

**Develop a plan to continue Special Olympics, social nights, Next Chapter Book Clubs, Aktion Clubs, etc.**

- **Metric #1:** People served will participate in Special Olympics track and field (45), softball (30), softball skills (45), swimming (32), bowling (300) and basketball (36), basketball skills (45) based upon the number of slots for each sport the Board has always had. Results: Throughout 2017 and 2018, sports were offered in the same number as we have always had.

- **Metric #2:** Social Nights will occur monthly. Status: Social nights occurred in 11 of the 12 months.

- **Metric #3:** Ten Next Chapter Book Clubs will be established in the community. Status: Eight Book Clubs have been established and meet regularly (weekly or bi-weekly).

- **Metric #4:** Aktion Club will have 35 active members. Status: In 2017 there were 29 members in the Stark County Aktion Club. In 2018, the number of active members decreased to 13.

**Increase the number of people in community employment by identifying a person’s interests, hopes and dreams and then match them to jobs through employment navigation.**

- **Metric #1:** We will increase by five percent the number of people who are competitively employed each year. For 2018, our goal was to have 158 people who are competitively employed. Status: We concluded 2018 with 170 people working within competitive employment, which exceeds the goal. So, for 2019, our new goal is that 179 people will be working within competitive employment.

- **Metric #2:** To date, we have four graduates of Project Stir in our county. We want to increase this number to 20. Status: In 2018, 12 self-advocates from Stark County graduated from Project Stir, that we hosted. In addition, 22 self-advocates from across Ohio attended and graduated.

- **Metric #3:** Increase the number of students in Stark County that have participated in Project Stir; People First, and for students offering the training, “It’s My Turn.”

**Create a family to family network to mentor families and increase guardian support and training.**

- **Metric #1:** Establish a team of parent mentors that are responsible for 15 contacts per month. Status: We entered into a contract with the ARC of Ohio to provide parent mentors to our families and they are responsible for 20 contacts per month. Nine parent mentors went through a three-day training in November 2017. The family mentor program was operational in January 2018 and they averaged 5 contacts per month. We revised the metric that parent mentors are now responsible for 15 contacts and not 25.

- **Metric #2:** Expand self-advocacy training throughout Stark County as well as the number of individuals that have participated in Project Stir; People First, and for students offering the training, “It’s My Turn.”

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- **Metric #1:** To date, we have four graduates of Project Stir in our county. We want to increase this number to 20. Status: In 2018, 12 self-advocates from Stark County graduated from Project Stir, that we hosted. In addition, 22 self-advocates from across Ohio attended and graduated.

- **Metric #2:** Expand the number of self-advocacy groups that meet at least on a monthly basis. Status: We know of 4 groups that meet on a regular basis. We have dedicated a position, which began in July 2018, to assist in the expansion of self-advocacy. We have established one self-advocacy group for the county and presently have 13 attendees on a regular basis.

- **Metric #3:** Increase the number of students in Stark County that have participated in “It’s My Turn” training by 10% per year. Status: In 2018, we had 27 students from RS Southgate School and the Education Service Center participate in the training. In 2019, we want to increase the amount to 33 and have a training scheduled for April 2019.

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**CELEBRATING...MICHAEL**

The Boy Scouts of America - St. Paul’s North Canton Troop 35 will bestow their highest honor on Michael today during the Court of Honor Eagle Ceremony, at the Salvation Army in Massillon. The ceremony begins at 2:30 p.m. After 27 years in the scouting program, Michael has earned the rank of Eagle Scout.

Find Michael’s story on Facebook/StarkDD
Focus Area Two: Educate

Implement a campaign, which includes how levy dollars are used to support people with disabilities.

- Metric #1: An independent poll conducted by the Centers for Marketing Opinion Research (CMOR) is used to assess the awareness of the citizens of Stark County on what we do. Goals were set based upon the baseline of awareness of Stark DD in 2013, which was a levy ballot year. Status: The 2018 results are below:

<table>
<thead>
<tr>
<th>Metric</th>
<th>What people are saying</th>
</tr>
</thead>
<tbody>
<tr>
<td>70.4%</td>
<td>have heard of Stark DD</td>
</tr>
<tr>
<td>22.4%</td>
<td>are aware of our services - we need to do better</td>
</tr>
<tr>
<td>66.2%</td>
<td>believe we provide access to quality services</td>
</tr>
<tr>
<td>62.4%</td>
<td>believe we deliver services within our means</td>
</tr>
<tr>
<td>63.5%</td>
<td>believe we promote integration into our community</td>
</tr>
<tr>
<td>51.4%</td>
<td>believe we communicate our vision, mission</td>
</tr>
</tbody>
</table>

Provide training to individuals, families and providers on community integration and services available in the community.

- Metric #1: Trainings will be provided to people served on the services available in the community and how to access them. Status: In 2018, 122 people served received advocacy training. Note: This metric will now reflect the number of people receiving trainings.
- Metric #2: Family Information Series trainings are scheduled every other month. Status: Family Information presentations occurred in January, February, March, April, May, September, and November. Each year the Board hosts an annual Street Fair that brings providers, community partners, families, and people served together. This year we had over 500 people from the community participate.
- Metric #3: Provider trainings will occur 10 months per year. Status: Provider meetings occurred, except in July and December, with the average attendance of 50 people per meeting.
- Metric #4: Provide the provider community access to Medication Administration Certification trainings on a monthly basis, or as needed. Status: Medication Administration certification classes were offered monthly beginning in April 2017, and certified 70 provider employees. In 2018, we certified 112 provider employees.
- Metric #5: Provide the provider community access to CPR/First Aid training on a monthly basis, or as needed. Status: CPR/First Aid training was offered beginning in April 2017, certifying 15 of their employees. In 2018, we certified 44 provider employees.

Share expertise and support the birth to career learning environments for the benefit of all children with developmental disabilities.

- Metric #1: We will serve at least 300 infants/toddlers and their families per month. Status: In 2018, we served an average of 299 infants/toddlers and their families per month.
- Metric #2: We will serve at least 59 preschoolers age 3-5 years old with special needs on a monthly basis. This includes consultations provided to school districts. Status: For the 2018-19 school year, we reduced the number of preschool students we enrolled to 47 to better address the complex needs of the students.
- Metric #3: We will provide services and supports to at least 500 youth ages 6-22 years of age. Status: In 2018, we provided monthly supports to 382 school age youth whether at Rebecca Stohman Southgate School or through our transition SLsI reaching students in the 17 school districts.

Celebrating...Emily

A smile is worth a thousand words. Emily’s smile has the power to light up a room and to connect with people without saying a single word. She, with her army of amazing family members, has created a world where anything can be achieved with a little thought, lots of prayers and even more elbow grease.

Find Emily’s story on Facebook/StarkDD
In 1969, when Willie was just 17 years old, he moved from Wetumpka, Alabama to Canton, Ohio where he has lived ever since. Over the next 47 years Willie never traveled outside of Ohio or took a vacation. Anytime his team would talk about where his dream vacation would be to, he would always say the same thing: “I want to go to Disney World to see Mickey.” That all changed in November of 2016.

Focus Area three: Provider Oversight

Implement a monitoring system to ensure that individuals are receiving services and supports needed to keep them healthy and safe. The Board coordinates and monitors home and community based services.

- Metric #1: Complete provider compliance reviews as determined by the Ohio Department of Developmental Disabilities. Status: In 2017, we completed 39 program compliance reviews and issued over 200 citations. In 2018, we completed 34 program compliance reviews and issued again over 200 citations. Additionally, we dedicated a position that exclusively monitors service and supports. This is in addition to the monitoring each SSA completes. We see at least 850 people a month to see that their services and supports are carried out.

- Metric #2: Begin a pilot to return Registered Nurse Quality Assessment (RNQA) reviews from the North East Ohio Network to Stark DD. Status: In 2017, we completed 17 RNQA reviews as a pilot initiative. In 2018, we transitioned all RNQA reviews to us and completed 70 RNQA reviews on provider locations.

- Metric #3: Investigate all incidents that meet the definition of a Major Unusual Incident that could adversely affect the health and safety of people served. Status: In 2017, we had 1143 major unusual incidents reported and investigated, involving 633 individuals served by the Stark County Board of DD. In 2018, we had 1225 incidents, involving 629 individuals served by the Stark County Board of DD. Each incident requires an immediate action and then for those applicable, a prevention plan is developed and implemented. SSA monitoring is performed to ensure the prevention plan is implemented and that people served are kept healthy and safe.

Develop and implement an initiative that would designate providers who are exceeding the minimum standards through partnership with the Ohio Department of Developmental Disabilities, Ohio Association of County Boards of Developmental Disabilities, and the provider community.

- Metric #1: Establish the Gold Star Network and begin deeming providers who meet the established standards beginning in September 2017. Status: We worked with the provider community, families, and people served to establish quality indicators. Two public feedback sessions were held on March 19, 2017. We were given the green light to begin deeming providers who apply to be within the Gold Star Network. In 2017, we deemed 5 providers as Gold Star Network providers. In 2018, we deemed 5 additional providers bringing our total to ten.

- Metric #2: Parents and guardians customer satisfaction with the quality of providers will be at least 8.5 on a scale of 1 to 10. Status: Based upon the CMOR poll, parents and guardians scored the quality of providers 8.1 out of 10 in 2017 and 2018.

Develop a plan with the provider community to improve employee recruitment and retention in order to provide stability and consistency for the individuals they serve.

- Metric #1: Establish an Employment Collaborative that is made up of the County Board and interested providers that meets on a quarterly basis. Status: Employment Collaborative is up and running and routinely has 6 providers participating on a quarterly basis. This committee is charged with developing ideas on how to improve retention and recruitment of staff for local providers. Currently they are working on training modules. The first two modules have been completed and the third is expected in January. Additionally, the committee is preparing the launch of Relias, an online learning management system, to be available for providers to use with their staff.

- Metric #2: Forge a relationship with a local University that would employ university students within the provider community. Status: The mentorship program for university students has not been successful to date and efforts will continue. We are working to establish a mentorship program within high schools as well.

Find Willie’s story on Facebook/StarkDD

CELEBRATING...WILLY

In 1969, when Willie was just 17 years old, he moved from Wetumpka, Alabama to Canton, Ohio where he has lived ever since. Over the next 47 years Willie never traveled outside of Ohio or took a vacation. Anytime his team would talk about where his dream vacation would be to, he would always say the same thing: “I want to go to Disney World to see Mickey.”
FOCUS AREA FOUR: SUSTAINABILITY

Every decision made will result in a 2023 levy renewal request that results in no new taxes.

Metric #1: It is forecasted that the cash balance at the end of 2023 will be $31.2 million so as to request a 2023 levy renewal. Status: At the end of 2016, our cash balance was $42.3 million. As of this time, we are planning on requesting the Board of County Commissioners to place a 5 year renewal levy on the ballot in 2022.

Increase the number of home and community based services waivers offered each year that best matches the person’s needs. Our plan is to enroll up to 95 new people each year.

Metric #1: We will enroll 25 people on the Individual Options waiver due to emergency circumstances. Status: In 2018, we enrolled 41 people on the IO waiver due to emergency circumstances and 10 as a part of our waiting list initiative.

Metric #2: We will enroll up to 17 people on the SELF waiver between 2017 - 2020. Status: In 2017, we enrolled 11 people and 2 people in 2018.

Metric #3: We will enroll up to 60 people on the Level One waiver. Status: We enrolled 38 people on the Level One waiver in 2017 and 27 people in 2018 that were new.

As we look to the future, the issuance of new waivers will be affected by the recent change in the waiver waiting list rule that became effective September 1, 2018.

Communicate the board’s mandated responsibilities to: a.) investigate incidents that adversely affect health and safety; b.) fund the local home and community based services waiver match; c.) plan, coordinate and monitor these services.

Metric #1: Within Board communications, provide information on the Board’s mandated responsibilities. Status: The Board continued using a multi-media approach that included newspaper advertising, radio, videos, E-Newsletter and our quarterly newsletter to share information with the public about the Board’s mandated rules. We published 29 local newspaper ads, 12 monthly E-Newsletters to over 900 readers, and four All In the Family quarterly publications distributed to 4,600 readers, and aired over 775 regional radio announcements. Utilizing social media platforms, we reached more than 3,250 followers through our Facebook pages and YouTube channel.

Share annually with the community exactly how levy dollars benefit people with disabilities.

Status: On March 25, 2018, we published our community report in the Canton Repository.

167 people were enrolled in either new, replacement or state-funded waivers in 2018

CELEBRATING...TAMBER

Meet Tamber, a 5th grade student at Rebecca Stallman Southgate School. She first received help from Stark DD as an infant through Early Intervention, and then attended Eastgate Early Childhood and Family Center for preschool.

Find Tamber’s story on Facebook/StarkDD

3,150 people follow us. This is an increase of more than 350 people.

97,333 readers received our Annual Community Report either through home delivery or online through the Canton Repository.

917 people subscribe to our E-Newsletter.

This is an increase of more than 350 people.
Celebrating...Lana

On the back: Lana, is a spirited preschooler who seems to celebrate everything! Lana began receiving Early Intervention services from the Stark County Board of DD when she was less than 3 months old.

Find Lana’s story on Facebook/StarkDD

Celebrating...Kelli

Thanks to funding assistance from her Level 1 Medicaid waiver, Kelli Parsons, dietary aide at St. Joseph Senior Living in Louisville, is able to get transportation to and from work, and have job coaching through the We Believe Agency, a Stark County community provider. Waivers are funded through a combination of federal Medicaid dollars and local tax dollars and can help people like Kelli pay for needed services.

Find Kelli’s story on Facebook/StarkDD

Financials

2018 REVENUE
- Property Taxes/Other Local Revenue $32,645,091
- State Funding $8,404,131
- Federal Funding $12,292,106
- Other Receipts (Donations, Exp. Reimb, etc.) $181,208
Total $53,522,536

2018 EXPENSES
- Salaries $18,551,673
- Employee Benefits $8,116,385
- Supplies $1,037,281
- Purchased Services $3,440,954
- Capital $738,995
- Waiver Match $16,385,130
- Travel & Training $276,951
- Other $1,131,358
Total $49,678,728

- Medicaid pays approximately 62% of the cost of services and Stark DD (through local levy dollars) pays 38% share of services
- Medicaid dollars ensure Free Choice of Provider, meaning individuals choose a willing provider who meets their needs
- Stark DD funds and coordinates services for all individuals regardless of the provider, and provides oversight for the quality of services provided

Waivers: Making a difference one person at a time

Funds received through Home and Community Based Service waivers are how a person pays for needed services throughout the year. Ohio offers three types of waivers: Individual Option (IO), Level 1 (L1) and SELF. Each waiver has a different level of funding options and criteria for enrollment. These funds follow a person, not the service or organization. Once a person receives a waiver, it is guaranteed funding for their lifetime.

Individual Options Waiver (IO Waiver)

Average Waiver cost (per person/Stark County): $82,048.57
Average Medicaid payment: $51,419.84
Average Stark DD payment: $30,628.73

Factoid: 876 people use an IO waiver in Stark County

Scenario: An Individual’s Annual Budget for Services

- Day Program - 22%
  - Total Cost: $13,000
  - Stark DD pays $4,900
  - Medicaid pays $8,100

- Transportation - 12%
  - Total Cost: $7,200
  - Stark DD pays $2,700
  - Medicaid pays $4,500

- Residential - 66%
  - Total Cost: $39,400
  - Stark DD pays $14,700
  - Medicaid pays $24,700

CELEBRATING...KELLI

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