Our Story

2019 Annual Progress Report

Know Me

Stark County Board of Developmental Disabilities
Supporting People with Disabilities & Their Families
Without continual growth and progress, such words as improvement, achievement, and success have no meaning.” Benjamin Franklin

With our four year strategic plan, we are actively pursuing “continual growth and progress” so that we fulfill our mission of “supporting people with disabilities and their families.” We supported 3,859 people with disabilities in 2019 and we did it one person at a time. What guided us are the 37 goals and objectives that make up our strategic plan.

Back in 2016, we heard from our stakeholders that this plan must:

• Keep the person first
• Address our changing identify
• Ensure sustainability
• Increase our role with provider support, training, and oversight

Approved in February 2017, the plan helps us focus on what is important to and important for each person with disabilities and their family as we achieve our main objective of community living for all.

Organized under the four focus areas of Advocate, Educate, Provider Oversight, and Sustainability, this report quantifies success to date using a three-tiered measurement system. Green signifies completion or outstanding progress; yellow reflects initiatives that are in process with satisfactory progress to date; and red indicates slow progress or initiatives that are delayed. Each metric, as you go through this report, will have a designation of red ( ), yellow ( ), or green ( )  to let you know how we are doing. Notable success is evident with respect to each of our focus areas, yet there is more to be done.

Below you will see available metrics for 2016 prior to implementation of the strategic plan and the efforts we have made in three years. With that being said, we are committed more than ever before to “continual growth and progress” this next year.
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
1a. To develop mentally, morally, or aesthetically especially by instruction
1b. 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. To 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

Find Lucy’s story at StarkDD.org/Stories
**FOCUS AREA ONE: ADVOCATE**

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 2019 that 93.3% believed their sons and daughters participate in community activities. This is a 2.4% improvement over 2018 when 90.9% community activities was identified. In 2017, with six months of data collected, the results were 88.9%.

- **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 2019 that 73.3% have friends and relationships that are important to them. This is a decrease of 6.4% from 2018, when people served indicated that 79.7% did have friends. In 2017, with six months of data collected, 84% of those surveyed indicated they had meaningful relationships.

- **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 2019, people served responded 87% of the time they always have a way to get places they want to go. In 2018, people served responded that 80% 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 Olympic 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. Status: Throughout 2017, 2018 and 2019, sports were offered in the same number as we have always had.

- **Metric #2:** Social Nights will occur monthly. Status: Social nights occurred in 12 of the 12 months in 2019. In 2018, we missed the one in July and offered 11 of 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); however, this number decreased in 2019 to five, but are still meeting regularly.

- **Metric #4:** In 2019, this metric was modified to have 20 active Aktion Club members. Status: In 2019, attendance average is 15 active members per month.

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 2019, our goal was to have 179 people who are competitively employed. Status: We concluded 2018 with 170 people working within competitive employment, which established our 2019 goal as 179. In 2019, 209 people served are employed and working in integrated community employment.

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. We want families helping families, and we will facilitate these relationships. Status: We entered into a contract with the ARC of Ohio to provide parent mentors to our families and they are responsible for 10 contacts per month. Nine parent mentors went through a three-day training in November 2017. The family mentor program was discontinued in January 2018 and they averaged seven contacts per month; however, this program struggled and by mutual agreement with the ARC of Ohio was discontinued in 2019.

Expand self-advocacy training throughout Stark County as well as the number of individuals that participate in Project Stir; People First, and offer students the training, “It’s My Turn.”

- **Metric #1:** In 2017, we had 4 graduates of Project Stir in our county. We wanted 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. In 2019, 18 self-advocates from Stark County graduated. In addition, we also had 17 self-advocates from other counties participate.

- **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. In 2018, we established one self-advocacy group for the county and had 13 attendees on a regular basis. In 2019, attendance has improved to 18 attendees.

- **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 Rebecca Stilman Southgate School and the Education Service Center participate in the training. In 2019, 12 students participated, which is a 13 student decrease.

Our Story

Find Javier, Andrew and Matt’s story at StarkDD.org/Stories
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 2019 results are below:

- **74.1%** have heard of Stark DD
- **33%** are aware of our services
- **70.5%** believe we provide access to quality services
- **67.6%** believe we deliver services within our means
- **66.9%** believe we promote integration into our community
- **53%** believe we communicate our vision, mission

**What People Are Saying**

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 2019, 152 people served received advocacy training, which is 30 more than the year before. In 2018, 122 people served received advocacy training.

- **Metric #2:** Family Information Series trainings are scheduled every other month. Status: In 2019, 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 210 members 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 48 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 beginning in April 2017, and were held monthly after that and certified 70 provider employees in 2017, 112 in 2018, and 179 in 2019.

- **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 provided in April, May, June, July, August, and November of 2017 certifying 13 provider employees. In 2018, we trained and certified 42 provider employees. In 2019, we increased the amount again to 63 provider employees who were trained and certified.

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 2019, we served on average 311 infants/toddlers and their families per month. In 2018, this number was 298 per month.

- **Metric #2:** We will serve at least 47 preschoolers age 3-5 years old with special needs on a monthly basis. This includes consultations provided to school districts. Status: For the 2019-20 school year, we have 49 children who have Individual Education Plans and 39 typically developing peers.

- **Metric #3:** We will provide services and supports to at least 350 youth ages 6-22 years of age. Status: In 2018, we provided monthly supports to 382 school age youth, whether at Rebecca Stallman Southgate School or through our transition SSAs reaching students in the 17 school districts. In 2019, the number of students supported decreased to 365 students per month.

**Amelia**

**Passion** Disney’s Moana

**My Story**

Find Amelia’s story at StarkDD.org/Stories
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 as well as special compliance review requests. Status: In 2017, we completed 99 program compliance reviews and issued over 200 citations. In 2018, we completed 94 program compliance reviews and issued over 200 citations. In 2019, we completed 36 program compliance reviews and one special review and issued 118 citations.

Additionally, we dedicated a position that exclusively monitors service and supports. This is in addition to the monitoring each SSA completes. We visit 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. These reviews were used as training for the RNs that would be completing all the RNQA reviews. In 2018, we took over full responsibility for RNQA reviews and completed 78 reviews. In 2019, we completed 111 RNQA reviews that affected 265 people served.

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 1,100 major unusual incidents reported and investigated. In 2018, we had 1,230 incidents, which is a significant increase. In 2019, we had 1,105 major unusual incidents reported and investigated. Additionally, we dedicated a position that exclusively monitors service and supports. This is in addition to the monitoring each SSA completes. We visit at least 850 people a month to see that their services and supports are carried out.

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 deemning 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 deemning providers who apply to be within the Gold Standard Network in September 2017. We deemed five providers as Gold Star Network providers. In 2018, we deemed five additional providers bringing our total to ten. In 2019, we increased the gold star collaborative numbers to 13.

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 Satisfaction Survey poll, parents and guardians scored the quality of providers 8.1 out of 10 in 2017 and 8.8 in 2018. In 2019, parents and guardians rated the quality of providers as 8.2, which is a slight improvement.

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 launched Relias in 2017, an online learning management system used by Stark DD, to be available for providers to use with their staff – 10 providers are using it on a regular basis. In 2019, planning for the establishment of an Employee Resource Network took place and has eight provider agencies who will participate. The goal of creating an Employee Resource Network (ERN) in Stark County is to assist the provider community in the recruitment and retention of Direct Support Professionals (DSP). The ERN provides a success coach that will work confidentially one-on-one with DSPs to improve employment skills, overcome personal barriers, and prepare them for career advancement.

Metric #2: Forge a relationship with a local University that would employer 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 also working to establish a mentorship program within high schools and extolling the benefits of the direct support professional as a career path. In 2019, meetings occurred with Massillon City Schools and prior to that efforts were made with Canton City Schools and RG Drage.

Metric #3: Maintain a plan to collaborate with the university system to improve recruitment and retention of DSPs. Status: We worked with the university system to improve recruitment and retention of DSPs.

36 Program Compliance Reviews completed over 118 citations issued
850 people visited per month
111 RN Quality Assessments completed on provider locations
915 MUIs reported and investigated

Dr. Audra Martin, CEO
Haydee Thomas, RN, COO
House of G.R.A.C.E. Residential Services
3 Years in Business

Find Audra & Haydee’s story at StarkDD.org/Stories

Audra & Haydee
PASSION: Advocating for the Underserved
THAT MAKES THE DIFFERENCE

Audra & Haydee
STATUS: The mentorship program for university students has not been successful to date and efforts will continue. We are also working to establish a mentorship program within high schools and extolling the benefits of the direct support professional as a career path. In 2019, meetings occurred with Massillon City Schools and prior to that efforts were made with Canton City Schools and RG Drage.
Focus Area Four: Sustainability

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

Metric #1: The cash balance will end with $24.5 million in 2023 so as to request a 2023 levy renewal levy. Status: At the conclusion of 2019, we ended the year with a fund balance of $49.3 million. This fund balance has been influenced by 2016 and 2017 cost reports received in 2019 coupled with over $2.0 million for the Direct Support Professional wage increase. We continue to plan on requesting that the Board of County Commissioners place a 5 year renewal levy on the ballot in 2023; however, this may be affected by the Direct Professional Wage increase financial responsibilities that will fully affect the county board in 2024 and forward.

Increase the number of home and community based services (HCBS) waivers offered each year to include: 25 for emergency situations, 10 for the waiting list initiative, and 60 for people transitioning after high school.

Metric #1: We will enroll 25 people on the Individual Options (IO) waiver due to an immediate needs (previously based upon "emergency status"). Status: In 2019 with the advent of the new waiting list rule, we now enroll people on waivers that have immediate and/or current needs. For this year, we enrolled 33 people on the IO waiver and an additional 16 people received state-funded exit IO waivers.

Metric #2: We will enroll up to 17 people on the SELF waiver. Status: In 2017, we enrolled 11 people and 2 people in 2018. Ongoing challenges have occurred with the complexity of this home and community based services waiver. However, in 2019, 13 people with immediate needs were enrolled on the SELF waiver.

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. In addition to these 12 waivers, we enrolled 52 people on replacement waivers. In 2019, we enrolled 105 people who either had an immediate need and forward.

Overall, we enrolled 200 people on waivers in 2017, 167 people in 2018, and 192 in 2019.

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, video, E-Newsletter and our quarterly newsletter to share information with the public about the Board’s mandated roles. We published 22 advertisements in local publications, 11 monthly E-Newsletters to over 1,760+ readers, and four All in the Family quarterly publications distributed to 4,000+ readers, and aired over 240 regional radio announcements with a net reach of 392,600 listeners. Utilizing social media platforms, we reached more than 4,150 followers through our YouTube channel, Facebook and Instagram pages. We also spoke to city councils throughout the county, and held numerous awareness events, which included a Disability Awareness Walk that had over 500 participants.

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

Status: On March 31, 2019, we published our community report in the Canton Repository.

150,648 readers received our Annual Community Report either through home delivery or online through the Canton Repository.

4,000+ people receive our quarterly newsletter by mail or online.

3,674 people follow us. This is an increase of more than 575 people.

476 people follow us. Launched in March 2019 – this is a great start.

1760 people subscribe to our monthly E-Newsletter.

1760 people follow us.

Name: Blake and his little brother, Ethan

Passion: Books

Find Blake’s story at StarkDD.org/Stories
Financials

2019 EXPENSES
- Salaries: $15,643,133
- Employee Benefits: $7,045,834
- Supplies: $809,464
- Purchased Services: $2,710,904
- Capital: $1,494,136
- Waiver Match: $20,367,332
- Travel & Training: $270,262
- Other: $817,144
- Total: $49,158,209

2019 REVENUE
- Property Taxes/Other Local Revenue: $37,253,604
- State Funding: $4,390,324
- Federal Funding: $14,124,798
- Other Receipts: $251,865
- Total: $56,020,591

- 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): $89,322
Average Medicaid payment: $56,282
Average Stark DD payment: $33,040

Factoid: 919 people use an IO waiver in Stark County

Scenario: An Individual’s Annual Budget for Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Residential - 75%</th>
<th>Day Program - 16%</th>
<th>Transportation - 9%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Cost:</td>
<td>$57,827</td>
<td>$12,275</td>
<td>$7,331</td>
</tr>
<tr>
<td>Stark DD pays</td>
<td>$21,390</td>
<td>$4,540</td>
<td>$2,712</td>
</tr>
<tr>
<td>Medicaid pays</td>
<td>$36,437</td>
<td>$7,735</td>
<td>$4,619</td>
</tr>
</tbody>
</table>

- 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

Know Stark DD

Name: Brian
Passion: Movies
My Story: Find Brian’s story at StarkDD.org/Stories
NAME: Tim

PASSION: Playing the Piano

My Story

Find Tim’s story at StarkDD.org/Stories

Stark County Board of Developmental Disabilities
Supporting People with Disabilities & Their Families