

# #InThisTogetherStarkDD



## 2020 Annual Progress Report



Stark County Board of  
Developmental Disabilities

# #InThisTogetherStarkDD



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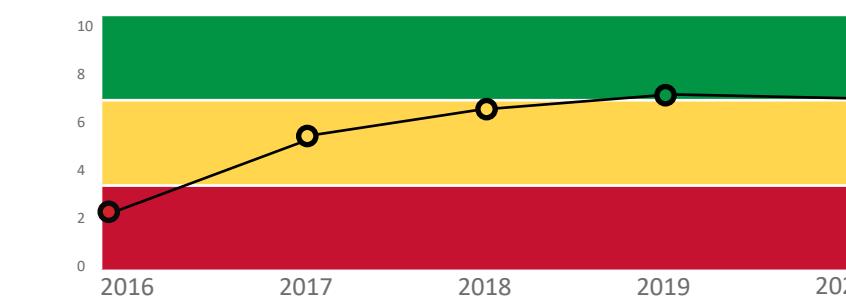
As we close out the 2017-2020 Strategic Plan, we are delighted to share our final Progress Report with the people we serve, their families, our employees, the provider community, and the citizens of Stark County. In 2016, our Stakeholders stressed that this Plan needed to keep the person first, address our changing identity, ensure sustainability, and increase our role with provider support, training, and oversight. We will share our significant strides forward in each of the Plan's four Focus Areas: ADVOCATE, EDUCATE, PROVIDER OVERSIGHT and SUPPORT, and SUSTAINABILITY.

2020 pushed us to be flexible and responsive, more so than ever before; given that this pandemic took our nation, and the world, by storm. Prior to 2020, we were making steady progress towards the objectives in place. We note that you will notice a decline in our overall progress, likely due to the impacts of the COVID-19 restrictions. Some of these restrictions required us to delay, suspend, and adapt for specific initiatives of the Plan. These will be marked with a (①) designation.

This report quantifies the successes of our work in the four Focus Areas using a three-tiered measurement system, using a red (●), yellow (○), or green (●) designation to represent how we did. Green reflects completion of outstanding progress; yellow reflects initiatives that are still in progress/have satisfactory progress; and red represents slow progress, or initiatives that are delayed. Under each objective, the status will note the adaptations we made due to the pandemic. Available metrics for 2016 are included, and you will also see the efforts we have made over the four years of this Plan.

The new Strategic Plan will build on the successes and accomplishments from this one, as we look to accomplish all things through the perspective of continuous improvement. To do this, we regularly evaluate the things we are doing and how they're being done to ensure they're aligned with our values and mission. It has always been intended that the end of this Strategic Plan would be the springboard to the next, and we are confident that we are in line with this intention. We are excited to share our future Progress Reports with you as we begin to work on the 2021-2023 Strategic Plan.

Historical Performance



## Meet Caliope



Find Caliope's story at [StarkDD.org/Stories](http://StarkDD.org/Stories)

On the cover

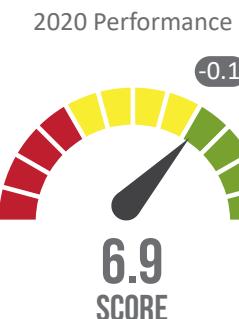
## Meet Jeff

with Amy, Direct Support Professional with Break Thru, Inc.



Find Jeff's story at [StarkDD.org/Stories](http://StarkDD.org/Stories)

**William Green**  
Superintendent



# #InThisTogetherStarkDD



## 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

## Meet Jennifer

with **Rachel**, Stark DD Service and Support Administrator and **Heather**, TWI workforce consultant



Find Jennifer's story at [StarkDD.org/Stories](http://StarkDD.org/Stories)

## 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

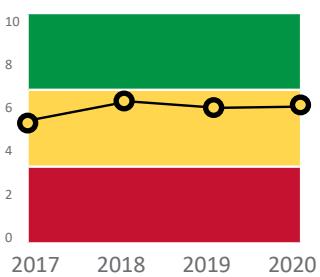


# FOCUS AREA ONE: ADVOCATE

2020 Performance



Historical Performance



**Increase the number of people that are integrated into the Stark County community through their person-centered plan, provider education, and community connections.**

- ① Metrics #1: In July of 2017, The Centers for Marketing and Research (CMOR) began interviewing parents and guardians about their loved one's participation in community activities, and 95% of parents and guardians responded that their loved one actively participated in community activities. *Results: In 2020, respondents reported that 80% believed their sons and daughters were actively participating in community activities. This is a 14% decrease from 2019, similarly to 2018 and 2017. 2020 is believed to be influenced by the restrictions of COVID-19 in regards to opportunities to participate in community gatherings and activities.*
- ② Metric #2: In July of 2017, CMOR began interviewing people served about their important friends and relationships, and 90% of people served responded that they do have friends and relationships that important to them. *Results: In 2020, respondents reported that 80% believe they have friends and relationships that are important to them, a 3% improvement from 2019, but a 4% decrease compared to 2017 and 2018, when respondents reported 84%.*
- ③ Metric #3: In July of 2017, CMOR began interviewing people served about their resources to get somewhere if they desired to do so, and 90% of people served responded that they did have a way to get places that they may want to go. *Results: In 2020, 90% of respondents reported that they always have a way to get places they want to go. This is an increase compared to 2019, when the percentage 85%, and also an increase compared to 2017 and 2018, which was 84%.*

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

- ① Metrics #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 have. *Status: Throughout 2017, 2018, and 2019, we were able to offer opportunities to participate in sports in the same number as we have always have. In January and February 2020, 138 athletes were registered for basketball, bowling, and swimming. July – September, we had an intramural softball season due to COVID-19. Special Olympics Ohio suspended basketball and swimming October – December due to COVID-19, but we did host small group workouts for basketball, and 43 athletes participated on a rotating basis.*
- ② Metrics #2: Social Nights will occur monthly. *Status: Social Nights occurred in 12 of the 12 months in 2019, and 11 of the 12 months in 2018. In 2020, we hosted Social Nights in January and February, however - Social Nights were suspended for the remainder of 2020 due to COVID-19.*
- ③ Metrics #3: Ten Next Chapter Book Clubs will be established in the community. *Status: Eight Book Clubs were established and met regularly (weekly or bi-weekly). In 2019, this number decreased to five Book Clubs, but they were still meeting on a regular basis. At the beginning of 2020, we had seven active Book Clubs. Once COVID-19 hit, only four of the eight established book clubs continued to meet through ZOOM platform, and reported between 4-8 participants weekly.*

- ④ Metrics #4: In 2019, this metric was modified to have 20 active Aktion Club members. *Status: In 2019, average attendance was recorded at 15 active members per month. In 2020, Aktion Club members were able to meet in January - March, however, all in-person activities were suspended in April through the end of 2020 due to COVID-19; 5-8 members are still staying connected through weekly ZOOM meetings.*

## 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.

- ⑤ 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 were employed in integrated, community employment. In 2020, 259 people served were employed in community settings.*

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

- ⑥ 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, who were responsible for 10 contacts per month. 9 Parent Mentors went through a 3-day training in November 2017. The Family Mentor Program was operational in January 2018, and was averaging 7 contacts per month; however, the program struggled. In mutual agreement with the ARC of Ohio, the program was discontinued in 2019. In 2020, we provided support to Sharing Solutions, Parent Mediated, which is a group that meets monthly to educate families on the Service Delivery System*

## 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."

- ⑦ Metrics #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. In addition, 22 self-advocates from across Ohio attended and graduated. In 2019, 18 self-advocates from Stark County graduated, and 17 self-advocates from other counties participated. In 2020, we were unable to host the event due to COVID-19 restrictions.*
- ⑧ 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. In July 2018, we dedicated a position to assist in the expansion of Self-Advocacy. We established one Self-Advocacy group for the County and had 13 attendees present on a regular basis in 2018. In 2019, attendance improved to 18 attendees. Beginning in March 2020, weekly ZOOM meetings were held to stay connected, but no in-person meetings occurred throughout the pandemic for participants of People First.*
- ⑨ 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 Stallman Southgate School and the Education Service Center participate in the training. In 2019, 12 students participated, and in 2020, 16 students participated.*

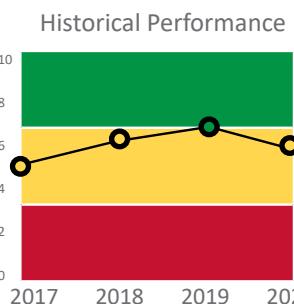
## Meet Heather

Find Heather's story at [StarkDD.org/Stories](http://StarkDD.org/Stories)



## FOCUS AREA TWO: EDUCATE

2020 Performance



**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 2020 results are below:

### WHAT PEOPLE ARE SAYING



### Meet Ellie

with her mom, **Rachel**, and **Amanda**, Stark DD Early Intervention Service Provider (right)



Find Ellie's story at [StarkDD.org/Stories](http://StarkDD.org/Stories)

**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 2020, we suspended training during the COVID-19 pandemic; however, we did attempt to involve people served with online platforms to promote self-advocacy and connectedness. 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 2020, we suspended the Family Information Series as well as our annual Street Fair due to COVID-19 restrictions. In 2019, presentations occurred in January, February, March, April, May, September, and November, and over 210 members from the community participated. Based on the status of the COVID-19 response in 2021, we plan to re-institute the Street Fair bringing providers, community partners, families, and people served together.
- Metric #3: Provider trainings will occur 10 months per year. Status: Provider meetings occurred, except in July and December, with the average attendance of 76 people per meeting. Additionally, we held a series of Webex meetings to offer support, share information about PPE, financial incentives locally and state-wide, and developments that were occurring to address the needs of our provider community
- 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, 179 in 2019 and 147 in 2020.
- 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 15 provider employees; 41 in 2018; 63 in 2019; and 42 in 2020, despite the pandemic. certified 41 provider employees. In 2019, we increased the amount again to 63 provider employees who were trained and certified. In 2020, despite the pandemic, we trained and certified 42 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 2019, we served on average 311 infants/toddlers and their families per month. In 2018, this number was 299 per month, and in 2020, the average was 309 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 (IEPs), and 39 typically developing peers. For the 2020-2021 school year we have 45 children who have IEPs, and 26 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. In 2020, we provided monthly supports to 382 school age youth.

### Meet Tristan, Max and Cameron

with their parents, **Sean** and **Jodi**



Find their story at [StarkDD.org/Stories](http://StarkDD.org/Stories)



309 infants/toddlers  
served per month



45 children on  
IEPs + 26 typical  
preschoolers  
attend our preschool  
programs



382 school age youth  
served across all Stark  
County school districts



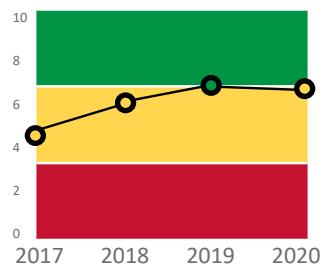


## FOCUS AREA THREE: PROVIDER OVERSIGHT

2020 Performance



Historical Performance



**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 39 Program Compliance Reviews and issued over 200 citations. In 2018, 34 completed Program Compliance Reviews, and over 200 citations issued. In 2019, 36 completed Program Compliance Reviews, 1 Special Review, and 118 citations issued. In 2020, 26 completed Program Compliance Reviews and 33 citations issued. Please note that the Ohio DODD suspended Compliance Reviews beginning in March of 2020 through August of 2020.*

*A position was dedicated to exclusively monitoring Services and Supports, 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. However, in 2020, the number of people visited was heavily affected for the months of March through June, due to the stay at home order. This was the case again for December when Stark County was Purple, or Level 4 on the Ohio Public Health Advisory Alert System.*

- 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. In 2020, we completed 45 RNQA reviews that affected 64 people served. The Ohio Department of Developmental Disabilities suspended RNQAs March through July, which significantly reduced the number of reviews we planned to complete. We have been successful in completing RNQAs remotely when possible.*

- 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 MUIs reported and investigated. In 2018, we had 1,230 incidents, which was a significant increase. In 2019, the MUI rule changed requiring that incidents involving multiple MUI categories be recorded as one MUI. Prior to the rule revision, one incident could generate multiple MUIs. For 2019, we had 915 incidents given the new MUI reporting requirements, but this would translate into 1,018 incidents under the previous rule. In 2020, we had 820 MUIs, which is considerably lower than 2019 when the rule changed – however, the number of MUIs was heavily influenced by people served staying home more often than usual, given the COVID-19 precautions that were in place.*

*Regardless, 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. 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 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. In 2020, we added one provider to the Gold Star Collaborative, bringing the total to 14.*

- 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: In 2017 and 2018, based upon CMORs Satisfaction Survey poll, parents and guardians scored the quality of providers 8.1 out of 10. In 2019, respondents rated the quality of providers as 8.2, which was a slight improvement. In 2020, respondents rated the quality of providers as 8.4 out of 10, which is the highest average rating received. It is interesting that during the months of March 2020 and May 2020, parents and guardians average rating for provider quality was at 9.1 out of 10. This rating suggests that they were pleased with the actions taken during the Stay at Home Order that was in place.*

**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 8 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 (ERN) took place and has eight provider agencies who will participate. In 2020, the ERN and Stark DD hired a success coach that works 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 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 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. In 2020, we focused attention on other avenues to address the DSP work shortage by offering financial incentives, providing Personal Protective Equipment (PPE), and covering the costs of background checks. We moved away from this metric due to lack of interest and participation from university students, along with the impact of COVID-19 on campuses this past year.*

**Meet James**  
with Ryan, TWI workforce consultant  
 Find James' story at [StarkDD.org/Stories](http://StarkDD.org/Stories)



14 Providers

maintain the Gold Star Network designation

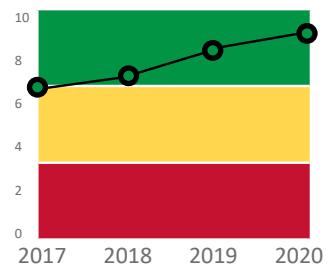




2020 Performance



Historical Performance



137 people

were enrolled in either new, replacement or state-funded waivers in 2020

## 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 2020, we ended the year with a fund balance of \$52.2 million. This fund balance has been heavily influenced by the enhanced Federal Medical Assistance Percentage put in place due to the COVID-19 pandemic, as well as receiving cost settlements sooner than expected and one million dollars provided to us by the Ohio Department of Developmental Disabilities to support a 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.*

### 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. In 2019, we enrolled 53 people on the IO waiver and an additional 16 people received state-funded exit IO waivers. In 2020, we enrolled 39 people on the IO waiver and an additional eight 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. In 2020, 9 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 L1 waivers, we enrolled 52 people on replacement waivers. In 2019, we enrolled 105 people who either had an immediate or current need. In 2020, we enrolled 74 people on the L1 waiver who either had an immediate or current need.*

*Overall, we enrolled 200 people on waivers in 2017, 167 people in 2018, and 192 in 2019, and 137 in 2020.*

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 30 advertisements in local publications, 11 monthly E-Newsletters to over 1,760+ readers, and 112 E-Notifications relating to COVID-19, Provider Support, School Programs and Early Intervention. Three All In the Family editions were distributed to 4,000+ readers. We aired over 240 regional radio announcements and corresponding digital ads with a net reach of 174,700 listeners with 1,612,800 gross impressions. Utilizing social media platforms, we reached more than 5,337 followers through our YouTube channel, Facebook and Instagram pages. We were able to hold two public awareness events before the COVID-19 pandemic halted public gatherings in March. The free cinema viewing of Peanut Butter Falcon gathered 100+ advocates and supporters. Our Second Annual Disability Awareness Walk that had over 600 participants.*

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

*Status: On March 29, 2020, we published our community report in the Canton Repository.*



219,063 readers

{ 78,145 - Print and  
140,918 Digital }

received our Annual Community Report through the Canton Repository.



4,500+ people

receive our quarterly newsletter by mail or online.



4,366 people

follow us.  
*This is an increase of more than 692 people.*



801 people

follow us.  
*Launched in March 2019 – this following has doubled in 2020.*

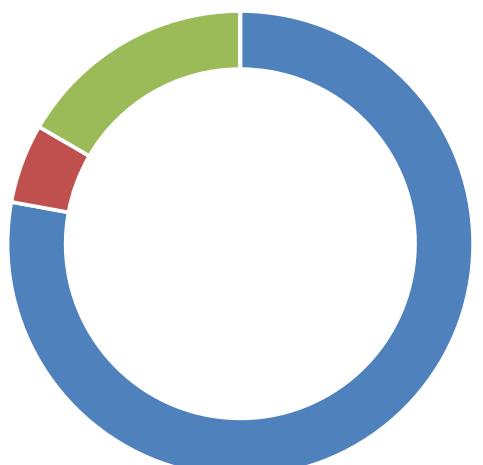
### Meet Cheni



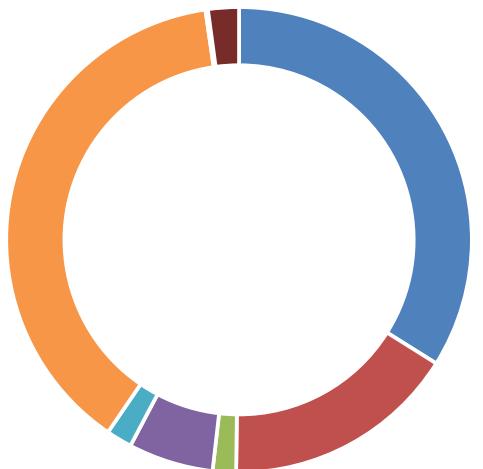
Find Cheni's story at [StarkDD.org/Stories](http://StarkDD.org/Stories)



## Financials



### 2020 EXPENSES



- 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): \$104,044**

Average Medicaid payment: \$72,498

Average Stark DD payment: \$31,546

*NOTE: The Medicaid match we pay is reduced from 37% to 30.32% in 2020 due to the COVID-19 pandemic.*



**Factoid: 964 people use an IO waiver in Stark County**

### Scenario: An Individual's Annual Budget for Services



Service Category	Percentage
Transportation	11%
Day Program	17%
Residential	72%



### Meet Kristi

with **Melissa**, Stark DD Service and Support Administrator, **Pam**, mom (right) and her dog, **Cozmo**



Find her story at [StarkDD.org/Stories](http://StarkDD.org/Stories)

# #InThisTogetherStarkDD



Meet Kai (front left)  
with his parents, Alan and Jordan and his brothers



Find his story at [StarkDD.org/Stories](http://StarkDD.org/Stories)



*Supporting People with Disabilities & Their Families*