



Stark County  
Board of  
Developmental  
Disabilities

**2021**

# Progress Report

# How we keep the person at the center of all we do



## — Our Mission

Supporting choices  
and creating  
opportunities  
for people with  
disabilities and  
their families.



[Read our 2021-2023 Strategic Plan](#)

## We Value:

Choice

Dignity & Respect

Accountability

Stewardship

Integrity

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## Our 2021 Board



Daniel Sutter  
President



Carmelita Smith  
Vice President



Dr. Jessica Falvo Lang  
Recording Secretary



James Anderson



Maria Heege



Jennifer Moff



Cindi Sutter







### Education

Helping our stakeholders understand the various ways we help people live a meaningful life.



### Advocacy

Supporting those we serve, and their families, educators and support professionals.



### Provider Relations

Building stronger relations with our service community.

## Superintendent's Message

# 2021 - A year of significant progress

### Dear members of the Stark County community:

**The Stark County Board of Developmental Disabilities unveiled an ambitious Strategic Plan one year ago, where it was our desire to provide HELP FOR GOOD. This Strategic Plan Update will highlight the significant successes that have occurred over this past year.**

We have achieved some key accomplishments in each of the Plan's three areas of concentration, or focus areas: Education, Advocacy, and Provider Relations. This is important, as it demonstrates the breadth and depth of the Board's efforts to fulfill our mission of *"supporting choices and creating opportunities for people disabilities and their families."*

Accomplishments range from taking strides to enrich our Person Centered Planning and corresponding advocacy, to addressing the Workforce Crisis by providing relief payments totaling over \$1.2 million. The Board is transforming itself in many ways by

diligently reaching out to our Stakeholders, and working to incorporate more Assistive Technology than we ever have. Even amidst the pandemic, there are now more people supported working in competitive jobs than ever before. We have worked our hardest to meet people where they are, ensuring that needs are met, and people are living the lives they desire.

Additionally, and as a complement to our Plan, we established an Outcome Measurement Report, consisting of a number of metrics that give us the opportunity to evaluate ourselves on a monthly, quarterly, and annual basis. The report is included in the Progress Report for your review.

Although we have made extraordinary progress to date, much remains to be done; and our Strategic Plan will continue to guide us. In our vocation, we always are a work in progress – with a desire to get better each day. With the continued commitment of our employees and Stakeholders working together, we are confident that the Board will accelerate our success and achieve our ambitious goals; that ultimately every person with a disability will be included in the Stark County community. Year One of our Strategic Plan has been a good one; we are looking forward to the successes to come in Year Two of our Plan.

Sincerely,

**William Green**

**“We want each person we serve to live their best life – as determined by them and their circle of support.”**

## Focus Areas

FAQ



### Education

Help our community understand the many ways we help people with disabilities to live a meaningful life.



### Advocacy

Promote choices and options to those we serve and their families, educators, support professionals.



### Provider Relations

Build stronger relations with our service community.

**Supporting**  
**3680 children and adults**  
**in the moment**  
**to last a**  
**lifetime.**

# Learn

## how we help people live a meaningful life

### Education

|

Help our community understand the many ways we help people with disabilities to live a meaningful life.



#### — INITIATIVE ONE

Educate the medical field about services and supports that are available.



#### — INITIATIVE TWO

Educate the community on who we are and what we do.



#### — INITIATIVE THREE

Enrich the training for Service and Support Administrators (SSAs) to improve consistency, knowledge, and responsiveness.



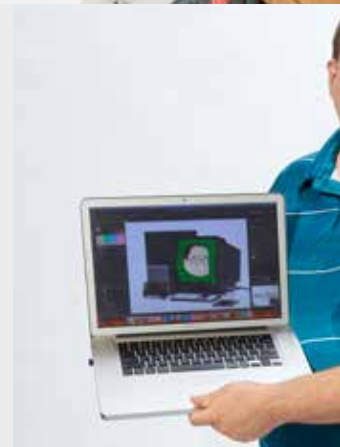
#### — INITIATIVE FOUR

Improve opportunities for people served throughout their life.



#### — INITIATIVE FIVE

Educate people served, families, and circles of support on the options for using assistive technology and remote supports to promote independence and improve a person's quality of life.







## — INITIATIVE ONE

Educate the medical field about services and supports that are available, and the importance of getting families connected as early as possible.

### 01

We will conduct informational sessions, hold meetings, and offer seminars to the medical field that emphasizes the importance of early detection and referral for services.

►► Collaboration with Help Me Grow and Early Intervention Service Coordination will continue to expand the public's knowledge of the importance of early intervention.

### 02

Expand our outreach to the medical field using multi-media platforms that include video, social media, and print communication.

►► Targeted efforts continue to occur to address the medical needs of people served. Focus this year in making families of youth aware of a new partnership with Akron Children's Hospital and CareSource.

### 03

Partner with Sharing Solutions, an Intellectual and Developmental Disability Support Group, to establish a list of preferred medical providers.

►► The Board is working with Sharing Solutions to ensure each person served and their family have access to quality health care.

### 04

Enrich relationships with our community partners such as Early Head Start, Early Childhood Resource Center, Mercy Medical Hospital, Aultman Hospital, Akron Children's Hospital, Case Western Reserve University, Help Me Grow, Stark County Job & Family Services (including Child Protective Services), and the Social Security Administration.

►► Meetings with community partners are taking place and have occurred with the Early Childhood Resource Center, Stark County Children Services, and State Representative Reggie Stolfus. We continue to enrich relationships with Early Head Start and the hospital systems in Stark County.





## — INITIATIVE TWO

Educate the community on who we are and what we do.

01

Continue use of multi-media communication that includes: billboards, newspaper articles, radio, social media, internet advertisements, success stories, etc. We will use the Center for Marketing Research (CMOR) annual poll to assess effectiveness of the public awareness education campaign.

►► The Board continues to expand the Know Me campaign as well as implement additional public awareness initiatives. The Board contracted with Triad, an advertising firm, to assist us with a 2022 public awareness campaign that will help to ensure our messages penetrate with our stakeholders.

02

Actively participate as a Stark County Chamber of Commerce member as well as with other civic organizations.

►► The Board is a member of the Stark County Chamber of Commerce and participates in their Quick Connect Luncheons, as well as other activities sponsored by the Chamber.

03

Expand the "Did You Know" concept to a broader audience.

►► The "Did You Know" messages introduce our stakeholders to people and families served, our employees and the work that they do. The Board will continue to expand these messages through multi-media platforms.



04

In year two of the Plan, implement a comprehensive public awareness campaign using the expertise of an outside consultant to re-assess existing communication strategies.

►► The Board entered into a contract with Triad, an advertising firm, beginning in November 2021 and for all of 2022.

05

Educate the citizens of Stark County on why their tax dollars are needed, how their money is used, and the importance of their continued support. We will publish an annual community report in print and online.

►► Each year in March, the Board shares with the citizens of Stark County an annual report on revenue, expenditures, and impact that is being made for people served and their families.



### — INITIATIVE THREE

Enrich the training for Service and Support Administrators (SSAs) to improve consistency, knowledge, and responsiveness. Within the training, self-advocates, families, and providers will share their roles and responsibilities.

01

We will establish a revised mechanism to monitor monthly SSA performance.

►► SSA staff have multiple performance measures. Targeted Case Management (TCM) documentation is one of these measures that also appears on the Outcomes Measurement Report.

02

We will add a provider presentation to the new SSA employee orientation to enrich their knowledge of the challenges that providers face on a daily basis.

►► The SSA orientation schedule will coordinate with Gold Star Collaborative to include 1-2 tours and discussions with providers. This began with new SSA staff in October 2021. Additionally, held SSA staff training on current Provider staff shortages and the struggles faced. Focused on how we can adjust our plan-writing style to work more efficiently in current environment.

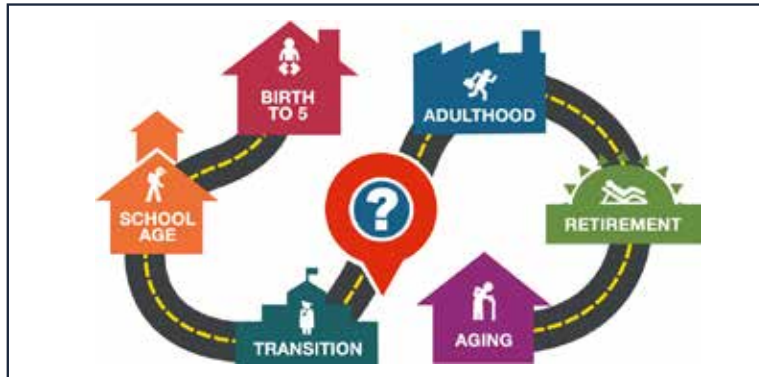
**“We tell their story so you get to know our story.”**  
**#KnowMeStark**





## — INITIATIVE FOUR

Improve opportunities for people served throughout their life, which includes early intervention, education, employment, health, housing, aging, and family support.



01

Update and advertise the Stark DD Navigation Tool.

►► The Navigation Tool has been under review, and will be updated and revised by year's end.

02

To complement the navigation tool, we will assemble guidelines, checklists, and resources regarding key transitions and life changes.

►► Guidelines, checklists, and resources regarding key life changes will be put in place by year's end and revised as needed.

03

Review and revise, as necessary, the processes for life transitions to make it seamless for people served and their families.

►► Guidelines, checklists, and resources regarding key life changes will be put in place by year's end and revised as needed.

04

Educate people served and families on options for community employment.

►► A Transition SSA is assigned at age 14 to help navigate the IEP process and the transition to adulthood. There are presently 299 youth aged 14-22 assigned an SSA.







## — INITIATIVE FIVE

Educate people served, families, and circles of support on the options for using assistive technology and remote supports to promote independence and improve a person's quality of life.

01

Sharing Solutions, an Intellectual and Developmental Disability Support Group, will develop a list of assistive technology providers for people served, families, and providers.

►► Sharing Solutions and representatives of the Technology Committee are working together to ensure people served and families are aware of available assistive technology and remote supports. Tech Matters, a virtual event took place on December 7, 2021.

02

Educate people served, families, and providers on assistive technology and remote supports and how they can increase independence and improve quality of life.

►► The Board collaborated with DODD, and Safe in Home, to present benefits of remote supports in promoting and encouraging independence at the June Provider Meeting. In December, The Stark County Technology Collaborative hosted the Tech Matters event, introducing the many benefits technology can have in people's lives. A video was created, showcasing people using supportive technology in Stark County.



03

Establish a provider technology focus group made up of people served, families, and providers to address integration of technology into their services.

►► The Stark County Technology Collaborative, formed in April 2021, with members including waiver providers, Sharing Solutions Parent Group, The ARC, County Board staff, and people served, hosted a virtual technology event, Tech Matters, in December. The event introduced families, people served, and providers to how technology can help promote independence and assist with the staffing shortage.

04

Assess people who can reasonably begin remote supports, even as pilots.

►► The year began with 66 people served using some type of supportive technology. An additional 15 people have been added, increasing the number to 81 people served that are using either remote supports or supportive technology.





# Speak up about choices and opportunities



## Advocacy



Help people with disabilities and those who support them to speak up about choices and opportunities to live their best life.



### — INITIATIVE ONE

Collaborate with people served, families, and the Stark County community to identify and increase options and choices.



### — INITIATIVE TWO

Provide choices and opportunities for people to live their best life.



### — INITIATIVE THREE

Continuously improve processes and systems so that they are simple and easy to use for people served and their families.





## — INITIATIVE ONE

Collaborate with people served, families, and the Stark County community to identify and increase options and choices.

### 01

Expand transportation and recreational opportunities to meet the needs, interests and preferences of those we support.

►► A request for proposals (RFP) was sent out in January 2021, and received only one proposal, which was beyond the budget limitation of \$50,000. The Board continues working with agency providers and the Independent Provider Collaborative to address customized transportation needs.

### 02

Direct financial resources to reduce and/or eliminate the waiver waiting list by planning and budgeting for 95 new HCBS waivers, and increase support to the Family Support Services program.

►► The Board continues to enroll up to 95 new people on waivers each year, with a portion of those to reduce the current waiting list. The Board funded an additional \$90,000 for the 2021/22 Family Support Services program year by utilizing prior year unused funds and locally funding \$50,000 additional to serve families in need.

### 03

Foster partnerships with school districts to meet the specialized needs of students with complex needs; with our focus on the needs that occur after school, weekends, and summer.

►► A pilot program with Fairless Local Schools and the Navarre YMCA has been initiated for before and after care programs. The Board provides training to the before and after care program staff on addressing the needs of children with special needs. This new initiative began on November 8, 2021.

### 04

Collaborate with Sharing Solutions an Intellectual and Developmental Disability Support Group, to expand their reach to families and other parent groups.

►► Sharing Solutions meets monthly and we ensure that agency staff participate. We provide financial supports and collaborate on projects to extend their reach to more families. Agency representatives met with them formally on September 20, 2021, to discuss mutual priorities. Sharing Solutions provided family representation on the Agency's three-year (2021-23) Strategic Plan.



05

Enrich our relationships with local school districts to make sure they are aware that we are an available resource, both in and out of the classroom. Ensure that we connect with students and families in our local school districts so they know we are here to help with their after school, weekend, and summer service and support needs.

►► SSAs are currently assigned more children and youth than ever before - with 418 children ages 3-13, and 299 youth ages 14-22. The Board offers a Family Support Services (FSS) Program, which assisted almost 500 families last fiscal year, and 385 families to date this fiscal year. FSS can assist families in paying for services such as summer/winter camps.



## — INITIATIVE TWO

Provide choices and opportunities for people to live their best life.

01

Ensure that people served are active in developing the plans for their life.

►► SSAs receive training to ensure plans are person-centered, and individuals served have an active role in the development of their plan. More than 300 Individual Service Plans (ISPs) are developed and/or revised monthly.

02

Provide training and more opportunities for self-advocacy. We will support and elevate the leadership role of self-advocates, as well as continue to offer annual Project STIR, an advocacy training curriculum.

►► Unfortunately, Project STIR (Steps Toward Independence and Responsibility) was re-scheduled for March 29-31, 2022. This re-scheduling pertained to precautions taken for COVID-19.

03

Develop stipend for self-advocates to work as a part of the Speaker's Bureau to share the challenges and opportunities they face being a part of the community.

►► The Board set aside money to pay stipends; however, they have not been used this year.

04

Increase the number of people who are competitively employed by five percent each year of the plan.

►► There are 269 people employed in the community. This is an increase of 10 people over 2020.

05

Ensure proactive systems are in place to prevent abuse, neglect, and mistreatment, as well as address other safety issues or concerns. Implement a safety training for people served and their circle of support.

►► The Board's Abuse Prevention policy was reviewed and revised in October 2021 to include specific examples of what abuse, neglect, and mistreatment look like.

06

Reaffirm and broaden our commitment to activities such as Special Olympics, Aktion Club, Next Chapter Book Clubs, as well as pursue new opportunities for community integration.

►► The Board's commitment to Special Olympics, Aktion Club, and Next Chapter Book Clubs remains steadfast. Participation is recorded monthly and is a part of the Outcome Measurement report.



### — INITIATIVE THREE

Continuously improve processes and systems so that they are simple and easy to use for people served and their families.

01

Through the use of technology, simplify processes and reduce paperwork, as well as establish electronic work flows when possible.

►► The Board took multiple actions across departments to establish more electronic workflows including implementation of: upgrades in KRONOS to streamline timekeeping and workflows for employee benefits; launched ZenDesk as our HelpDesk software; implemented a new Medication Administration software; and established electronic processes in Brittco for RNQAs and IFSPs.

02

Develop a dashboard on key indicators of the Board's performance.

►► The Outcome Measurement Report collects data monthly and is now a part of the Board packet.

03

Establish a subcommittee as part of the learning council to develop a comprehensive training curriculum.

►► As a result of RELIAS Learning Management training offerings, the longevity add-on, and the DODD 8 hour training module, the subcommittee is no longer necessary or needed. Also, beginning in 2022, providers will no longer have to pay for the Board trainings of Mandt, Medication Administration, or CPR/First Aid.





# Together

we support a  
meaningful life

## PROVIDER RELATIONS



Working collaboratively with service providers to build stronger relationships, and a stronger workforce.



### — INITIATIVE ONE

Support providers to deliver quality home and community based services and supports.



### — INITIATIVE TWO

Assess provider capacity and enrich recruitment to address specialized needs of people served and families.



### — INITIATIVE THREE

Expand transportation options in the evenings and on weekends.



### — INITIATIVE FOUR

Partner with the provider and business communities to enhance opportunities for competitive employment.







## — INITIATIVE ONE

Support providers to deliver quality home and community based services and supports.

### 01

Expand the Employment Resource Network (ERN) to more providers. The ERN's purpose is a public-private partnership that is in place to improve workforce retention through employee support and training.

►► Throughout 2021, we have marketed BOOST to additional providers to anticipate participation fluctuations. We focused on refining the delivery of services of the Success Coach, and reporting of outcomes. There are eight providers who have purchased shares in this employment support initiative.

### 02

Provide training on meeting outcomes within each person's support plan.

►► The SSA Department received comprehensive training on writing observable and measurable outcomes, and then offered a training to the provider community in September 2021. In November 2021, the Agency implemented an Enhanced Outcome Measurement System, as a result of consultation with Mid-East Ohio Regional Council (MEORC). Training, implementation and monitoring occurred in September and October 2021.

### 03

Be a support to the provider community by offering access to an Employee Assistance Program (EAP). The EAP can assist employees with personal problems and/or work-related issues that may impact their job performance, health, mental, and emotional well-being.

►► The Board changed to a new Employee Assistance Program (EAP) provider effective October 1, 2021. Total Life Care, the new EAP, was presented at a provider meeting on October 26, 2021, to inform them of all services they have available.

### 04

Support providers by providing them access to our RELIAS Learning Management System to provide on-line training to their employees.

►► We continue to provide access to RELIAS for our provider community. Additionally, we have promoted and provided opportunity for DSPs to complete the required coursework for the Longevity and Competency Add-on. We provide reimbursement of \$900 to the provider for every DSP that completes coursework.

### 05

Expand the Direct Support Professional All Star program to recognize and celebrate the successes of work well done.

►► Each month we recognize two Direct Care Professionals (DSPs) and provide them with tokens of appreciation and gratitude for the work they do each day.



## — INITIATIVE TWO

Assess provider capacity and enrich recruitment to address specialized needs of people served and families.

01

Create an Independent Provider Network to assist in addressing specialized needs of people served.

►► The Independent Provider Network has held four meetings. Current issues of the independent provider community are discussed, and an evaluation of ways in which they can assist people served are put into place. On two occasions, this Network supported the larger provider community, and provided services where Agency Providers could not.

02

When there are unanswered service and support requests, ensure that follow-up occurs and that needs addressed.

►► There is a process in place to address unanswered requests, which includes the SSA re-posting the need, or directly networking with Agency and Independent Providers to assure the needs are addressed.

05

Meet with each newly certified independent provider within sixty (60) days of the provider being selected to provide services.

►► In 2021, the Board provided orientation training to 92 new providers. The numbers per month are noted on the Board's outcome measurement report.

03

Expand Direct Support Professional recruitment efforts and evaluate the efficacy of a "recruitment center" model.

►► The recruitment center model has not been pursued. Efforts locally and state-wide continue to address the recruitment and retention of Direct Support Professionals (DSPs), which includes advocating for a change in the DSP competency add-on.

04

Evaluate the use of technology to give Direct Support Professionals the opportunity to sign-up for additional shifts with any provider.

►► Key staffing shortage areas are being evaluated, and how the Board can assist the provider community in addressing these shortages. Support of independent providers is being solicited, by filling in where agency providers do not have sufficient staff. Electronic sign-up for shifts is not available at this time.



## — INITIATIVE THREE

Expand transportation options in the evenings and on weekends.

01

Assess the use of transportation services, such as Lyft and Uber, to expand the transportation options for the people we serve.

►► The Board is continuing to work with non-medical transportation providers, and independent providers, to meet any customized transportation needs.

02

Assess the use of a request for proposals (RFP) to seek transportation providers who are willing and able transport on the evenings and weekends.

►► An RFP was made available with no providers able to meet the requirements within the proposal, based upon the budget limitation of \$50,000. We will continue to work with non-medical transportation and independent providers to meet needs.

03

Establish an Independent Provider Support Network to assist with addressing transportation needs.

►► The newly created Independent Provider Collaborative has had four meetings. The Collaborative is beginning to solidify a framework for themselves to operate within, that can lead to the development of a program to address transportation needs.



## — INITIATIVE FOUR

Partner with the provider and business communities to enhance opportunities for competitive employment.

### 01

Enlist ambassadors who are competitively employed, as well as who they work for, to provide testimonials.

Bi-monthly, the Board will recognize ambassadors working competitively and tell their stories.



### 02

Recognize and honor businesses who employ people with disabilities.

►► Quarterly, at least one Stark County business will be recognized.

### 03

Expand exposure for people served to job fairs and hiring events.

►► Opportunities for Ohioans with Disabilities (OOD) hosted two job/employment events. Additionally, the Stark County Employment Collaborative is launching a morning and evening job club that will bring people served together who are interested in learning or strengthening their job skills.

### 04

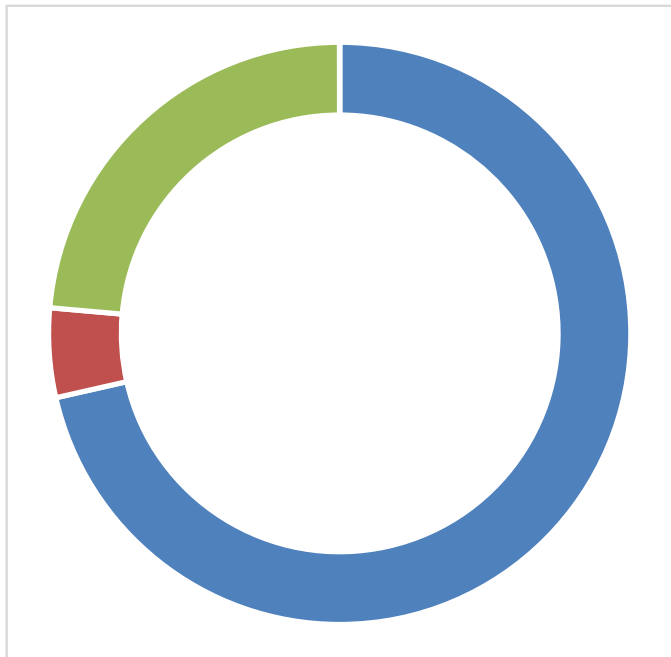
Continue to enrich the relationship between the Opportunities for Ohioans with Disabilities and the Stark County Employment Collaborative.

►► The Stark County Employment Collaborative met twice this year and plans to meet again in December 2021, to develop goals for 2022. Currently, 299 transition-aged youth are assigned an SSA.



## Stark County Board of Developmental Disabilities

### FINANCIAL OUTLOOK



#### 2021 REVENUE

Property Taxes/Other Local Revenue	\$ 40,469,164
State Funding	\$ 2,806,183
Federal Funding	\$ 13,358,268
Other Receipts (Donations, Exp. Reimbursement, etc.)	\$ 5,976
<b>Total</b>	<b>\$ 56,639,591</b>

#### 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.

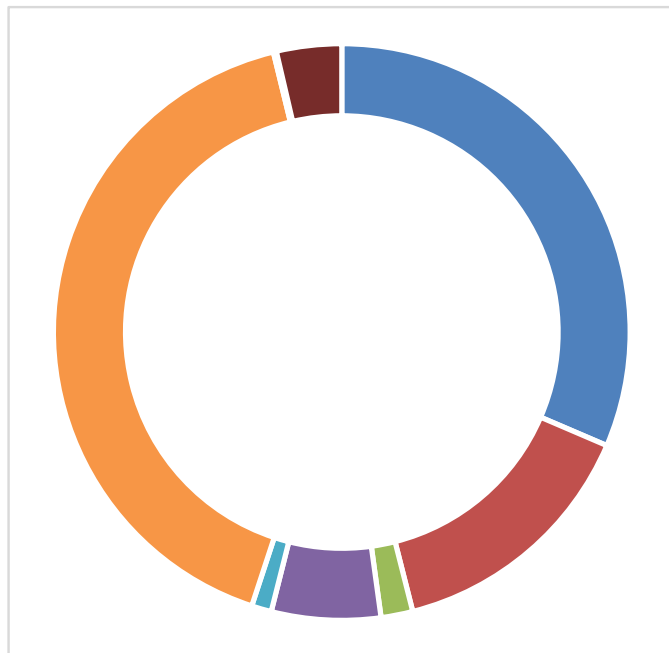
#### Individual Options Waiver (IO Waiver)

Average Waiver cost (per person/Stark County): \$112,255

Average Medicaid payment: \$75,301

Average Stark DD payment: \$36,954

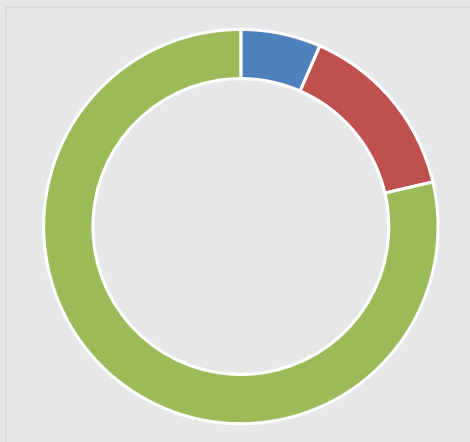
►► NOTE: The Medicaid match we pay is reduced from 37% to 32.92% in 2021 due to the COVID-19 pandemic.



### 2021 EXPENSES

Salaries	\$ 15,817,227
Employee Benefits	\$ 7,344,452
Supplies	\$ 896,169
Purchased Services	\$ 3,076,498
Capital	\$ 561,902
Waiver Match	\$ 20,689,145
Travel & Training	\$ 84,655
Other	\$ 1,835,337
<b>Total</b>	<b>\$ 50,305,385</b>

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



**Transportation - 5%**  
Total Cost: \$ 4,842

**Day Program - 13%**  
Total Cost: \$11,685

**Residential - 82%**  
Total Cost: \$76,465

Stark DD pays \$30,613  
Medicaid pays \$62,379  
**Total Cost:** \$92,992



## What We Are Measuring...2021

People Served and Supported						
Metric	Data Source	Frequency	Target	January	February	March
Total People Served	IDS	Semi-Annual	4,000+	3,611		
EI: Infants/Toddlers (0-2 years)	EI Report	Monthly	293	290	292	284
Preschool students (3-5 years)	PS Report	Monthly	80	70	70	72
School Age students (6-22 years)	SA Report	Monthly	100	97	97	98
Eligibility Determinations	SSA Report	Monthly	24	14	24	24
Children Served (3-13 years)	SSA Report	Monthly	410	383	387	410
Youth Supported (14-22 years)	SSA Report	Monthly	295	287	289	293
People with IO waiver	SSA Report	Monthly	966	946	944	944
People with SELF waiver	SSA Report	Monthly	56	53	52	51
People with Level One waiver	SSA Report	Monthly	830	768	771	772
Total People with Waivers	SSA Report	Monthly	1850	1,767	1,767	1,767
People Locally Funded	PAWs	Quarterly	96	96		
SSA Supported	Calculation	Monthly	2971	2952	2958	2972
Family Support Services	SSA Report	Monthly	500	430	444	461
People Using Supportive Technology	SSA Report	Quarterly	80	66		
MUIs	INVESTIG	Monthly	72	81	63	84
Individual, Family, and Guardian						
Metric	Data Source	Frequency	Target	January	February	March
Has Friends or Relationships	CMOR-IND	Monthly	90%	65%	88%	95%
Get All Services Needed	CMOR-IND	Monthly	95%	89%	85%	100%
Participates in Community	CMOR - GUA	Monthly	90%	75%	75%	75%
Satisfaction with Provider Quality	CMOR - GUA	Monthly	9	8.3	8.5	7.3
Enough Support to Work In Community	CMOR - GUA	Monthly	90%	85%	85%	79%
Inclusive and/or Social						
Metric	Data Source	Frequency	Target	January	February	March
People Employed	SSA Report	Semi-Annual	270	25		
Self-Advocacy Participants	Activities	Monthly	15	8	8	9
Special Olympic Athletes	Activities	Monthly	Sport-Specific	0	60	60
Aktion Club Members	Activities	Monthly	15	6	5	7
Next Chapter Book Clubs	Activities	Monthly	6	4	4	4

How								
April	May	June	July	August	September	October	November	December
30			3,680					
294	305	310	317	315	319	340	340	326
72	72	80	80	77	78	80	80	81
99	99	96	96	96	98	98	98	96
32	28	35	20	29	32	19	28	27
424	446	448	407	399	418	427	418	433
304	304	312	310	296	299	297	299	293
949	947	950	961	959	958	960	959	958
51	51	51	51	52	52	52	52	52
771	771	774	766	771	780	783	786	781
1,771	1,769	1,775	1,778	1,782	1,790	1,795	1,797	1791
96			96			96		
2985	2987	2990	2993	2978	2979	2973	2981	2985
480	490	490	324	374	385	421	421	421
71			81			88		
71	62	62	89	77	94	93	82	53
Median Feedback								
April	May	June	July	August	September	October	November	December
85%	83%	84%	89%	89%	75%	*(Data runs three months behind)		
95%	90%	100%	100%	95%	84%	*(Data runs three months behind)		
90%	79%	60%	80%	84%	95%	*(Data runs three months behind)		
7.2	7.5	7.7	8.3	8.4	8.6	*(Data runs three months behind)		
88%	81%	100%	100%	79%	95%	*(Data runs three months behind)		
Activities								
April	May	June	July	August	September	October	November	December
9			267					
8	8	9	10	10	10	10	11	10
109	109	109	55	55	55	120+	120+	93
6	13	15	10	10	8	9	15	14
4	4	4	5	5	5	5	5	5

## What We Are Measuring...2021

Provider Satisfaction					
Metric	Data Source	Frequency	Target	January	February
Agency Providers (Active)	PSC Report	Semi-Annual	149		
Independent Providers (Active)	PAW/PSC	Semi-Annual	175		
Provider Orientation (60 days)	PSC Report	Monthly	100	14	16
Provider Compliance Reviews	PC Report	Monthly	4	0	0
RN Quality Assessments	Nursing	Monthly	12	2	1
Provider First Aid and CPR Training	Nursing	Monthly	6	4	0
Medication Administration Training	Nursing	Monthly	17	4	22
Mandt Training	HR Report	Monthly	7	14	6
Provider Background Checks	HR Report	Monthly	111	117	103
Gold Star Providers	PSC Report	Annually	15		
Provider Collaborative - Shares Sold	PSC Report	Annually	17		
Effectiveness					
Metric	Data Source	Frequency	Target	January	February
Employee Turnover	HR Report	Monthly	0.67%	1.03%	1.03%
OSHA Recordable Injuries	HR Report	Monthly	1 or less	1	1
OSHA Incident Rate	HR Report	Annually	3.6		
TCM% - 47% Standard	Finance	Monthly	47%	49.81%	49.78%
Individual Service Plans - On Time	SSA Report	Monthly	93%	86%	90%
Help Desk Tickets Completed	ZenDesk	Monthly	351	464	382
Work Orders Completed	BLDG	Monthly	130	144	123
Fund Balance - January	Finance	Annually	\$52,000,000		
Miles Between Accidents	Transport	Monthly	75,000	16,818	31,136
Students Per Bus	Transport	Monthly	10	9.43	9.37
Citizens' Awareness, Perception					
Metric	Data Source	Frequency	Target	2016	
Heard of Stark DD	CMOR Poll	Annually	75.44%	82%	
Aware of Stark DD's Services	CMOR Poll	Annually	34.68%	45%	
Deliver Services Within Resources	CMOR Poll	Annually	60.20%	58%	
Communicates Vision/Mission/Values	CMOR Poll	Annually	47.80%	43%	
Promotes Integration	CMOR Poll	Annually	61.00%	61%	
Provides Access to Quality Services	CMOR Poll	Annually	64.40%	65%	

Support Activities									
March	April	May	June	July	August	September	October	November	December
149				149					
171				171					
7	10	13	7	12	1	6	5	1	0
3	6	5	4	4	4	4	4	5	38
12	8	10	4	10	11	8	12	13	7
14	8	3	9	0	5	0	18	5	9
24	21	14	37	23	32	25	25	28	9
8	3	3	6	1	23	7	0	7	5
95	114	125	183	138	180	192	180	155	167
14									
17									

Losses and Efficiencies									
March	April	May	June	July	August	September	October	November	December
0.51%	0.25%	0.51%	0.78%	1.85%	3.16%	1.57%	2.40%	2.12%	2.72%
0	0	0	0	0	0	3	3	2	0
3.8									
50.06%	48.54%	49.52%	49.20%	48.75%	50.50%	48.14%	46.52%	48.47%	48.24%
93%	93%	93%	93%	91%	90%	90%	94%	90%	88%
369	266	273	196	225	265	276	286	267	283
166	130	89	140	90	137	111	131	115	93
\$52,181,499.39									
33,658	45,235	54,678	57,502	58,234	61,386	71,543	82,326	93,989	102,069
9.68	10.06	10.6	0	0	8.27	8.33	8.16	8.64	10

Attitudes, and Opinions about Stark DD				
2017	2018	2019	2020	2021
77%	70%	74%	74%	78%
32%	22%	33%	42%	46%
55%	62%	68%	58%	60%
43%	51%	53%	49%	48%
57%	64%	67%	56%	59%
60%	66%	70%	61%	67%



Stark County Board of  
Developmental Disabilities



### Address

2950 Whipple Ave. NW  
Canton, Ohio 44708



### Website

[www.starkdd.org](http://www.starkdd.org)



### Telephone

**Phone:** 330-477-5200



### Email

[starkdd@starkdd.org](mailto:starkdd@starkdd.org)