



**Stark County
Board of
Developmental
Disabilities**

2022

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 2022 Board



Daniel Sutter
President



Carmelita Smith
Vice President



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Recording Secretary



James Anderson



Maria Heege



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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

2022 - A year of Noteworthy Success

Dear members of the Stark County community:

The Board of Developmental Disabilities unveiled an ambitious Strategic Plan two years ago where it was our desire to be **HELP FOR GOOD**. This update on our Strategic Plan highlights the noteworthy successes that we accomplished in year two in each of the plans Focus Areas.

Our Strategic Plan has three areas of concentration, or Focus Areas: Education, Advocacy, and Provider Relations, we identified achievements and key accomplishments that occurred in each of these throughout the Plan's second year. 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." The Board is actively working to transform itself in many ways to meet this mission, including taking strides to enrich our person-centered planning and corresponding advocacy, and working to address the DSP workforce crisis by paying a Medicaid supplement to the provider community, totaling nearly \$2.5 million annually. We have diligently reached out to our stakeholders, and are working to incorporate more assistive technology than ever before. It is with much excitement that we can share there

are now more people we support working in competitive jobs than ever before, with 285 people working at local businesses and corporations. The Board is working harder than ever before to meet people where they are, ensuring that needs are met and that they are living the lives they desire.

In addition, and as a complement to our Strategic Plan, we established an Outcome Measurement Report in year one of the Plan. This report provides us with a number of metrics we use to evaluate ourselves on a monthly, quarterly, and annual basis. The report is included in the progress report for your review.

Though we achieved many things in year two, we know that in our vocation we always are a work in process, with a desire to get better each day. We have made extraordinary progress to date, and our Strategic Plan will continue to guide us in the coming year. 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 that every person with a disability will be included in the Stark County community. Year two of our Strategic Plan has been a good one; we are looking forward to year three of our Plan.

Sincerely,

William Green
Superintendent

“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
4,106 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. The Board is providing Early Intervention services to 760 infants/toddlers, which is more than ever before.

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.

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. Significant work has occurred this year on bettering each person's self-medication assessments, as well as ensuring risks are clearly identified and plans are comprehensive so that have plans that will keep people healthy and safe.

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 Stark County JFS, Stark County Children Services, Early Childhood Resource Center, and Help Me Grow. We continue to enrich relationships with Early Head Start and hospital systems in Stark County. Additionally, listening sessions occurred with each state legislator who serves Stark County to make them aware of issues within the developmental disability service delivery system.



— 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 contracted with Triad, an advertising firm, to assist us with a 2022 public awareness campaign – HELP FOR GOOD. This awareness campaign was comprehensive echoed the Board's mission and how we support people with disabilities and their families. Through the 2022 CMOR poll, 76.7% of participants are aware of Stark DD and 60.1% have either a very favorable or somewhat favorable of the agency, 38% have not heard of us or did not have an opinion, and 1.9% did not view Stark DD as favorable.

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 have assisted the Board in introducing our stakeholders to people and families served, as well as our employees and the work that they do. The Board expanded 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.

▶▶ Triad, a marketing firm, was hired. They assisted the Board with the Help For Good campaign, as well as promoting positive images of people with disabilities.

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

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.** Additionally, held SSA staff training on current Provider staff shortages and the struggles faced. In 2022, we hired 36 SSAs, who attended the SSA orientation as well as tours with providers.

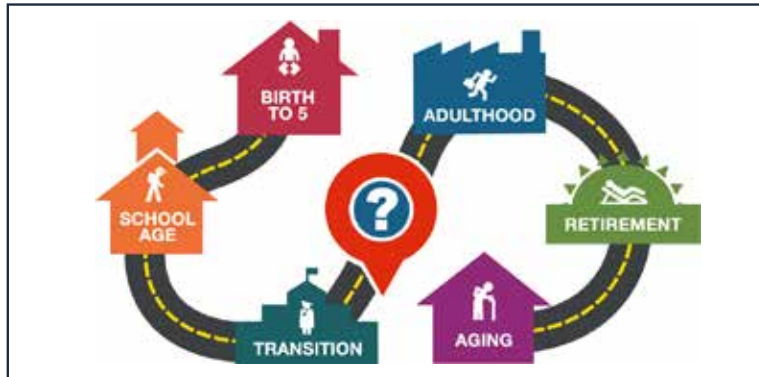
“Our services not only provide the assistance to improve a life when needed, we help provide support to last a lifetime.”
#HelpForGood





— 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 was streamlined and updated to improve the user's experience.

02

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

►► Resources regarding key life changes have been put into place and are a key component of the Ohio Individual Service Plan (OISP).

03

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

►► Resources regarding key life changes have been put into place and are a key component of the Ohio Individual Service Plan (OISP).

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 283 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.

►► The tech committee made up of Board staff, Sharing Solutions, and providers held a Technology event on September 27, 2022, where people served, and families could try out the latest technology to foster further independence. A video was also created highlighting people using and benefiting from technology was created as well. During Sharing Solutions meetings, different types of technologies were highlighted.

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 Tech Committee made up of Board staff, Sharing Solutions, and providers, held a Technology event on September 27, 2022, where people served, and families could try out the latest technology to foster further independence. A video was also created highlighting people using and benefiting from technology was created as well. During Sharing Solutions meetings, different types of technologies were highlighted.



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, continues.

04

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

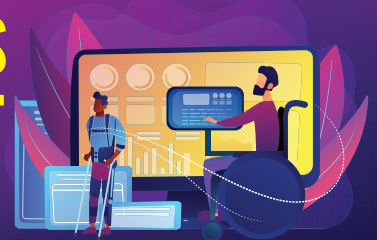
►► There are 71 people using either remote supports or supportive technology. During the year, there was a decrease representing 13 people who tried technology and found it was not for them.



TECH MATTERS

Tech Try-It Event • 2022

Presented by the Stark County Technology Collaborative



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.

►► The Board continues work 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 \$45,000 for the 2022/23 Family Support Services program year by utilizing prior year unused funds and locally funding an additional \$25,000 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.

►► Through work with our Youth and Transition SSAs, the Board is able to connect students with community resources. This is a significant body of work that SSAs undertake to assist students with complex needs, as well as offering respite to families. The Board, as noted above, provides funding through Family Support Services program for summer camps, and evening and weekend activities.

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. Sharing Solutions provided family representation on the Agency's three-year (2021-23) Strategic Plan, as well as to other endeavors that support the board's mission.



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 472 children ages 3-13, and 283 youth ages 14-22. The Board offers a Family Support Services (FSS) Program, which assisted almost 500 families last fiscal year, and 375 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.

►► The Board hosted two sessions of Project STIR (Steps Toward Independence and Responsibility) trainings on March 29-31, 2022, and September 13-15, 2022. We had 34 participants in the March session and 27 in the September session. Launched Be The Good, a monthly self-advocacy event, where nearly 100 self-advocates gather monthly and work to share their skills, while also gaining new ones.

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 285 people employed in the community. This is reflecting an increase of 16 people compared to 2021.**

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.

►► **Significant work, training and follow-up occurred on the identification of risks for people we support and having plans in place to mitigate those risks occurred. Specific trainings occurred in April, June, July, as well as November and December.**

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.

►► **A group was established and as a result of RELIAS Learning Management training offerings, the DODD 8-hour training module, the subcommittee is no longer necessary or needed. Beginning in 2022, providers no longer had to pay for the Board trainings of Mandt, Medication Administration, or CPR/First Aid – 375 direct support professionals (DSPs) received the Board's training.**



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.

►► Six providers have purchased shares in this employment support initiative. Goodwill of Greater Cleveland is the vendor and provides a success coach. The Board remains a funder of this 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 throughout the year and in accordance to launching the Ohio Individual Service Plan (OISP). The trainings occurred in May, June, August, November and December. The provider community received training as well during provider meetings held in May, August, and November. At the end of December, Stark DD had 346 plans converted to the OISP.

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.

►► A presentation of Total Care, the EAP, occurred at the October 2022 provider meeting, to inform the provider community of all services they have available as well as remind them about this important resource. In December, a reminder correspondence was sent out as well.

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.

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 Support Professionals (DSPs) and provide them with tokens of appreciation and gratitude. Additionally, the Board hosts an annual recognition luncheon during Direct Support Professional week. This year's luncheon was held on Saturday, September 17, 2022.





— 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 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 2022, the Board provided orientation training to 128 new providers. This is a 28.1% increase over the prior year when we provided orientation to 92 new providers. The numbers per month are also noted on the Board's outcome measurement report.



— 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. The Board will continue to work with non-medical transportation and independent providers to meet customized transportation needs.

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 statewide continue to address the recruitment and retention of Direct Support Professionals (DSPs). A 6.5% Medicaid Supplement was approved, and will be paid for the last two quarters of 2022 and forward. The Board has budgeted \$2.5 million annually to support this initiative.

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. The use of electronic sign-up for shifts is not available at this time between providers.

03

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

►► The Independent Provider Collaborative held 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.

►► This year, we recognized Sol Pizza during the October 2022 Board meeting.

03

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

►► The Stark County Employment Collaborative held a morning and evening job club that brings people served together who are interested in learning or strengthening their job skills. The Collaborative presented to the Stark DD advocacy group on two occasions in 2022.

04

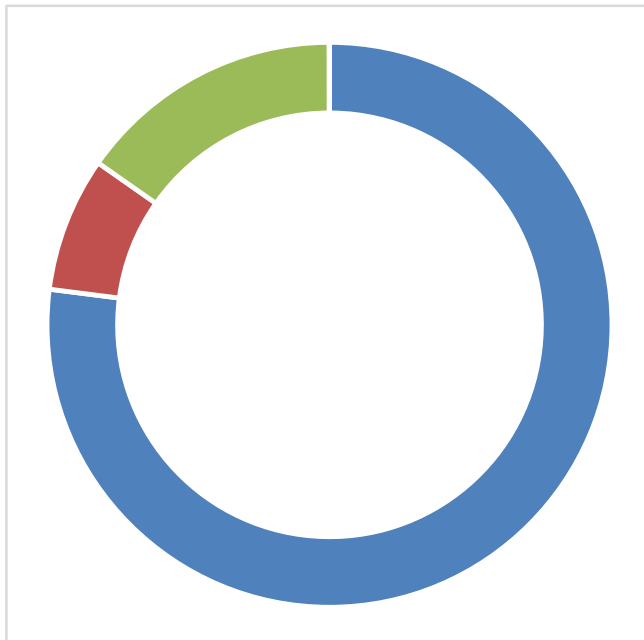
Continue to enrich the relationship between the Opportunities for Ohioans with Disabilities and the Stark County Employment Collaborative.

►► The Stark County Employment Collaborative met 10 times in 2022. Currently, 299 transition-aged youth are assigned an SSA.



Stark County Board of Developmental Disabilities

FINANCIAL OUTLOOK



2022 REVENUE

Property Taxes/Other Local Revenue	\$ 39,405,382
State Funding	\$ 3,942,675
Federal Funding	\$ 7,809,297
Other Receipts (Donations, Exp. Reimbursement, etc.)	\$ 9,343
Total	\$ 51,166,697

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.

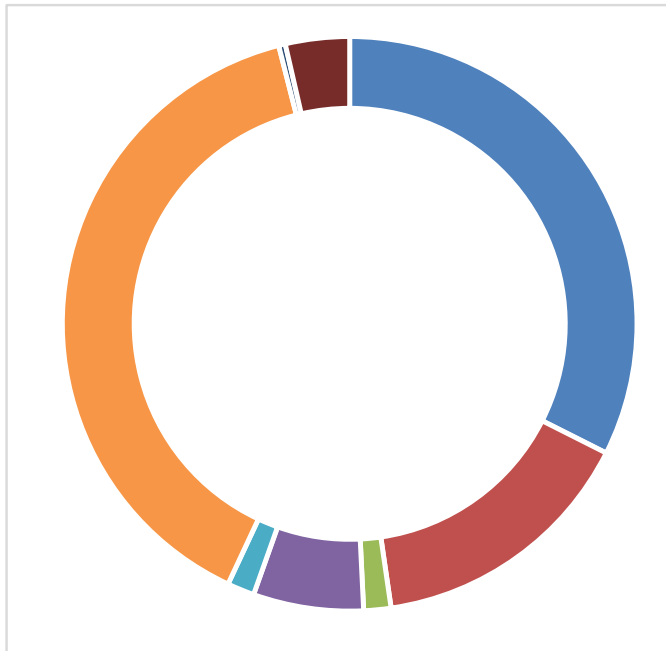
Individual Options Waiver (IO Waiver)

Average Waiver cost (per person/Stark County): \$117,942

Average Medicaid payment: \$84,265

Average Stark DD payment: \$33,677

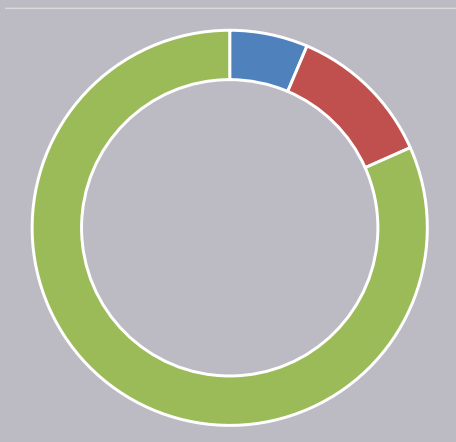
►► NOTE: The Medicaid match we pay is reduced from 37% to 29.82% in 2022 due to the COVID-19 pandemic.



2022 EXPENSES

Salaries	\$ 16,465,426
Employee Benefits	\$ 7,753,029
Supplies	\$ 776,737
Purchased Services	\$ 3,150,356
Capital	\$ 777,099
Waiver Match	\$ 19,835,351
Travel & Training	\$ 189,059
Other	\$ 1,830,192
Total	\$ 50,777,249

Scenario: An Individual's Annual Budget for Services



Transportation - 6%
Total Cost: \$ 6,321
Day Program - 12%
Total Cost: \$11,812
Residential - 82%
Total Cost: \$80,677
Stark DD pays \$32,528
Medicaid pays \$66,282
Total Cost: \$98,810

What We Are Measuring...2022

People Served and Helped						
Metric	Data Source	Frequency	Target	January	February	March
Total People Served	IDS	Semi-Annual	4,000+	4,000+		
EI: Infants/Toddlers (0-2 years)	EI Report	Monthly	369	326	364	369
Preschool students (3-5 years)	PS Report	Monthly	80	81	81	80
School Age students (6-22 years)	SA Report	Monthly	100	96	97	98
Eligibility Determinations	SSA Report	Monthly	28	14	27	32
Children Served (3-13 years)	SSA Report	Monthly	439	437	441	450
Youth Supported (14-22 years)	SSA Report	Monthly	297	295	295	297
People with IO waiver	SSA Report	Monthly	996	957	956	957
People with SELF waiver	SSA Report	Monthly	66	52	52	52
People with Level One waiver	SSA Report	Monthly	860	785	791	790
Total People with Waivers	SSA Report	Monthly	1,922	1,794	1,799	1,799
People Locally Funded	PAWs	Quarterly	96	96		
SSA Supported	Calculation	Monthly	3,016	2,993	2,992	3,013
Family Support Services	SSA Report	Monthly	500	421	421	421
People Using Supportive Technology	SSA Report	Quarterly	80	88		
MUIs	INVESTIG	Monthly	73	74	72	72
Individual, Family, and Guardian						
Metric	Data Source	Frequency	Target	January	February	March
Has Friends or Relationships	CMOR-IND	Monthly	90%	84%	80%	85%
Get All Services Needed	CMOR-IND	Monthly	95%	100%	100%	94%
Participates in Community	CMOR - GUA	Monthly	90%	75%	79%	84%
Satisfaction with Provider Quality	CMOR - GUA	Monthly	9	9	8	7.1
Enough Support to Work in Community	CMOR - GUA	Monthly	90%	95%	89%	100%
Inclusive and/or Social Activities						
Metric	Data Source	Frequency	Target	January	February	March
People Employed	SSA Report	Semi-Annual	270	270		
Self-Advocacy Participants	Activities	Monthly	15	N/A	57	110
Special Olympic Athletes	Activities	Monthly	Sport-Specific	93	93	93
Aktion Club Members	Activities	Monthly	15	Canceled	15	13
Next Chapter Book Clubs	Activities	Monthly	6	4	4	4

OW									
April	May	June	July	August	September	October	November	December	
182			~4300						
384	402	412	420	415	425	432	455	461	
79	80	80	80	80	78	81	81	81	
98	97	87	87	87	87	87	87	85	
30	36	21	17	43	29	35	25	25	
444	421	424	419	427	436	441	466	472	
300	297	295	291	289	292	280	283	283	
954	954	960	961	964	966	961	966	972	
52	50	50	49	49	49	49	49	49	
791	797	800	804	810	816	816	813	812	
1,797	1,801	1,810	1,814	1,823	1,831	1,826	1,828	1,833	
107			120			77			
3,042	3,042	3,074	3,066	3,090	3,090	3,123	3,153	3,161	
421	421	0	309	375	375	375	375	375	
65			85			72			
87	61	90	83	110	83	90	101	91	
n Feedback									
April	May	June	July	August	September	October	November	December	
83%	78%	88%	76%	76%	95%	79%	68%	TBD	
88%	85%	100%	100%	84%	94%	95%	89%	TBD	
90%	85%	75%	90%	95%	90%	95%	TBD	TBD	
7.7	6.7	7.4	8.4	8.8	7.6	7.7	TBD	TBD	
94%	89%	89%	100%	85%	94%	100%	TBD	TBD	
Activities									
April	May	June	July	August	September	October	November	December	
85			285						
100	93	98	87	102	96	113	112	102	
124	124	124	57	57	284	18	88	88	
4	12	19	14	15	19	14	16	11	
4	4	4	4	4	4	4	4	4	

What We Are Measuring...2022

Provider Support Activities						
Metric	Data Source	Frequency	Target	January	February	March
Agency Providers (Active)	PCS Report	Semi-Annual	149	149		
Independent Providers (Active)	PAW/PCS	Semi-Annual	175	175		
Provider Orientation (60 days)	PCS Report	Monthly	100	8	9	15
Provider Compliance Reviews	PCS Report	Monthly	4	5	3	5
RN Quality Assessments	Nursing	Monthly	12	2	8	4
Provider First Aid and CPR Training	Nursing	Monthly	7	10	11	6
Medication Administration Training	Nursing	Monthly	30	17	22	35
Mandt Training	HR Report	Monthly	5	5	5	9
Provider Background Checks	HR Report	Monthly	174	164	135	182
Gold Star Providers	PCS Report	Annually	15	15		
Provider Collaborative - Shares Sold	PCS Report	Annually	17	17		
Effectiveness and Efficiency						
Metric	Data Source	Frequency	Target	January	February	March
Employee Turnover	HR Tracking Report	Monthly	1.74%	1.37%	1.09%	1.89%
OSHA Recordable Injuries	HR Report	Monthly	1 or less	1	0	3
OSHA Incident Rate	HR Report	Annually	3.6	3.6		
TCM% - 47% Standard	Finance	Monthly	47%	52.05%	54.61%	48.74%
Individual Service Plans - On Time	SSA Report	Monthly	93%	90%	87%	83%
Help Desk Tickets Completed	ZenDesk	Monthly	272	314	236	273
Work Orders Completed	BLDG	Monthly	116	115	101	138
Fund Balance - January	Finance	Annually	\$52,000,000	\$52,000,000		
Miles Between Accidents	Transport	Monthly	75,000	22,150	48,919	37,684
Students Per Bus	Transport	Monthly	10	9.31	9.37	9.86
Citizens' Awareness, Perceptions, and Opinions						
Metric	Data Source	Frequency	Target	2016		2017
Heard of Stark DD	CMOR Poll	Annually	75.44%	82%		77%
Aware of Stark DD's Services	CMOR Poll	Annually	34.68%	45%		33%
Deliver Services Within Resources	CMOR Poll	Annually	60.20%	58%		55%
Communicates Vision/Mission/Values	CMOR Poll	Annually	47.80%	43%		44%
Promotes Integration	CMOR Poll	Annually	61.00%	61%		59%
Provides Access to Quality Services	CMOR Poll	Annually	64.40%	65%		63%

Activities									
April	May	June	July	August	September	October	November	December	
49			125						
71			175						
11	5	10	9	10	30	4	11	6	
5	6	4	3	6	8	10	6	4	
9	13	13	11	14	11	14	10	9	
4	6	0	12	12	12	10	7	6	
36	41	3	29	25	18	13	21	19	
2	5	0	10	5	4	0	10	10	
176	214	181	194	293	234	237	225	213	
16									
17									
Frequencies									
April	May	June	July	August	September	October	November	December	
2.16%	2.19%	1.40%	4.31%	0.80%	1.57%	1.59%	0.52%	0.77%	
2	1	0	0	0	1	1	3	0	
2021 Rate: 3.8									
48.16%	48.11%	47.40%	49.56%	49.76%	50.59%	52.62%	53.23%	52.28%	
85%	88%	68%	58%	73%	77%	78%	76%	85%	
236	302	237	167	348	342	249	154	189	
107	117	92	85	92	84	77	97	89	
\$60,776,889.71									
106,853	144,272	160,530	171,938	182,754	208,140	242,413	269,852	290,878	
9.66	9.66	4.66	0	9.06	8.86	8.86	8.93	9.25	
Opinions about Stark DD									
2017	2018	2019	2020	2021	2022				
77%	70%	74%	74%	78%	77%				
32%	22%	33%	42%	46%	44%				
55%	62%	68%	58%	60%	64%				
43%	51%	53%	49%	48%	54%				
57%	64%	67%	56%	59%	62%				
50%	66%	70%	61%	67%	72%				

Our Goals For 2023



AGENCY

- ▶▶ Achieve a three-year DODD accreditation.
- ▶▶ Develop a three-year Strategic Plan.
- ▶▶ Continue to expand self-advocacy by having the Ohio Self-Determination Association conduct Project STIR (Step Toward Independence and Responsibility) training.
- ▶▶ Promote the Lifetime Navigation Tool to families and our partners to provide information that will assist with life's transitions.
- ▶▶ Review, update, and streamline the Agency's website.
- ▶▶ Invest in partnership between Opportunities for Ohioans with Disabilities and Siffrin to provide job readiness to at least 4 people through the EPIC (Enduring Practices Integrating to the Community) program at Aultman Hospital.
- ▶▶ Build and/or renovate two homes in the Stark County Community through partnership with not-for-profit housing corporations and the Ohio Department of Developmental Disabilities.
- ▶▶ Improve outcomes for multi-system youth through collaboration and partnership with the Service Coordination Committee of Family and Children First as well as accessing Ohio RISE per established protocols.
- ▶▶ Ensure clear information is provided to the Agency's stakeholders and the public about the Board's fiscal position now and into the future. (e.g. 5-10 years.)



BUILDING & GROUNDS

- ▶▶ Implement security upgrades/cameras at Whipple Dale Center.
- ▶▶ Replace two of the oldest HVAC units at Whipple Dale and Southgate.
- ▶▶ Seal and Stripe Whipple Dale Center Parking Lot
- ▶▶ Transition the Lester Higgins building 100% over to County Commissioners.
- ▶▶ Replace tow motor at Whipple Dale Center.

COMMUNICATIONS

- ▶▶ Continue to grow the “Be The Good” Self Advocacy programming and attendance, including community outreach.
- ▶▶ Support the reorganization of the Aktion Club, hosted by the Kiwanis Club and increase membership by 10 this year.
- ▶▶ Special Olympics will look for additional community involvement opportunities.
- ▶▶ Expand public awareness and outreach to ensure underserved communities are aware of the services and supports the Board offers.

DD SCHOOL PROGRAMS

- ▶▶ Ensure IEP goals and classroom lessons are aligned with state extended standards by reviewing and evaluating IEP drafts, team lesson plans, and classroom lesson plans at least twice a month.
- ▶▶ Provide on-going training and professional development (minimum quarterly) to staff on using current curriculum and instructional tools effectively to promote student achievement.
- ▶▶ Implement behavior support plans consistently across all school environments by in-servicing all team members and reviewing all behavior data on a monthly basis. Conduct team meetings with the Behavior Support Specialist to review the plans, assess their effectiveness, and amend as needed.
- ▶▶ Provide for student safety in the classroom by repairing or replacing old and broken adapted seating options as prioritized by the Physical Therapy department and allocated for in the annual School Programs department budget.

EARLY CHILDHOOD - PRESCHOOL

- ▶▶ To maximize a student’s ability to fully access their education and prepare for their kindergarten environment, inventory current preschool student technology needs and using funds designated in the 2023 CCIP grant, purchase adequate iPads and computers strictly for student use, along with communication devices and switches.
- ▶▶ Monitor the use of and provide further professional development for staff members at both Eastgate and Southgate regarding our owned Robots for Autism, ensuring they are being utilized with the students to the greatest extent possible.
- ▶▶ Update Eastgate Emergency Operations Plan.
- ▶▶ Plan for a successful move of the embedded preschool classroom, whether to the new preschool center being established by Plain Local at Day School or bringing the classroom back to Eastgate.



EARLY INTERVENTION

- ▶▶ Clean up data process for Early Intervention. Explore option of moving to our data needs to Brittco rather than keeping several excel spreadsheets.
- ▶▶ Complete and implement Assistive Technology competencies for all identified AT devices.
- ▶▶ Using ARPA funds through the ESC, hold an EI Reboot Training and language development specific trainings for the staff.
- ▶▶ Implement the use of the six outcome criteria in EI Team meetings when discussing IFSP outcomes.



FINANCE

- ▶▶ Begin utilizing the KRONOS system for approval of Extra Time and Over Time in the schools. This will eliminate the use of paper forms. We will also train remaining supervisors and managers on adding punches in Kronos for their employees.
- ▶▶ Submit 10-year budget projection to DODD by April 2022.



HUMAN RESOURCES

- ▶▶ Update employee handbook.
- ▶▶ Migrate health and life insurance plan data to COG's new platform, Plan Source.
- ▶▶ Recruit to replace personnel officer, who is retiring in June, 2023.
- ▶▶ Automate the employee requisition process to increase efficiency and effectiveness.
- ▶▶ Provide leadership and supervisory training and development on a quarterly basis for the purpose of succession planning.
- ▶▶ Investigate options for a move to an electronic personnel file.



INFORMATION TECHNOLOGY

- ▶▶ Poll other departments to determine if any of their scanning jobs can be brought into Central Records. Identify at least one job that can be brought into Central Records.
- ▶▶ Upgrade Citrix
- ▶▶ Evaluate Office 365 Options
- ▶▶ Convert cell phone reimbursement workflow to Agilepoint
- ▶▶ Assist SSA Department with forms cleanup to improve efficiency and effectiveness.
- ▶▶ Poll other departments and determine if any workflows can be converted to Agilepoint. Complete at least 1 of those identified workflows to improve efficiency and effectiveness.



INVESTIGATIVE SERVICES

- ▶▶ 100% compliance with accreditation standards
- ▶▶ Expand participation of individuals served in Stakeholder Committee.
- ▶▶ Explore provider direct incident reporting via Brittco



NURSING SERVICES

- ▶▶ Implement SNAP's Health Portal in the schools.
- ▶▶ Develop a process for validating RNQA locations are being captured, to include documentation of why or why not a location has a QA during a particular cycle.
- ▶▶ Move to Brittco for all RNQA activities: Schedule of upcoming QA's due, location identification, documentation of RNQA including QA tool and closure letters.
- ▶▶ Explore the option of implementing an electronic Medication Certification application to include the fillable document, electronic signature, and electronic submission.



PROVIDER COMPLIANCE AND SUPPORT

- ▶▶ Update Stark DD Website to expand Provider Support resources/links/trainings.
- ▶▶ Create and implement a new Individual Service Plan Review Template to provide meaningful feedback on the quality of Ohio Individual Service Plans (OISP) and identify quantitative data on trends of reviews.
- ▶▶ Increase frequency of providers utilizing Employee Assistance Program.



SERVICE AND SUPPORT ADMINISTRATION

- ▶▶ All Individual Service Plans will be in the Ohio Individual Service Plan (OISP) by the end of year.
- ▶▶ Achieve 90% ISP distribution timeliness, self administration assessment accuracy, and restrictive measures quarterly review completion.
- ▶▶ Enrich Technology First protocols so new authorizations for assistive technology and remote supports increase by 5%. Those using technology are also identified on the Outcome Measurement Report.



TRANSPORTATION

- ▶▶ Complete annual bus inspection with 100% compliance.
- ▶▶ Conduct annual training to improve staff's knowledge and competencies in addressing students who have complex behavioral needs.
- ▶▶ Review and update Transportation's Emergency Response plan.
- ▶▶ Train Assistant Transportation Manager on Versatrans to take over routing; post and fill the Transportation Manager position by June 2023, in preparation for the retirement of the current Transportation Manager in November.



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