

SUMMIT COUNTY BOARD OF DEVELOPMENTAL DISABILITIES**ANNUAL ORGANIZATIONAL MEETING AND
COMBINED WORK SESSION/REGULAR MONTHLY MEETING****AGENDA**

Thursday, January 22, 2015
Administrative Board Room
5:00 p.m.

ANNUAL ORGANIZATIONAL MEETING

- I. INTRODUCTION OF NEW BOARD MEMBER – DR. JENNIFER DWYER
- II. CALL TO ORDER – 2015 ORGANIZATIONAL MEETING
- III. ELECTION OF OFFICERS
 - A. PROPOSED: PRESIDENT
VICE PRESIDENT
SECRETARY
 - B. NOMINATIONS FROM THE FLOOR
 - C. ELECTION OF OFFICERS
- IV. ASSIGNMENT OF BOARD MEMBERS TO BOARD COMMITTEE
 - A. PROPOSED: ETHICS COMMITTEE
- V. ASSIGNMENT OF BOARD MEMBERS TO SUPERINTENDENT COMMITTEES
 - A. PROPOSED: FINANCE & FACILITIES COMMITTEE
HR/LR COMMITTEE
SERVICES & SUPPORTS COMMITTEE
- VI. BOARD MEMBER DECLARATIONS AND CODE OF ETHICS AND CONDUCT
- VII. ADJOURN ORGANIZATIONAL MEETING

WORK SESSION

DISCUSSION ONLY ITEMS

- I. CENTER FOR MARKETING AND OPINION RESEARCH (CMOR) CONTRACT

ACTION ITEMS FOR BOARD CONSIDERATION DISCUSSED PREVIOUSLY

- II. SUMMIT DD 2015 OPERATING PLAN

NEW ACTION ITEM FOR BOARD CONSIDERATION

- III. DECEMBER FINANCIAL STATEMENTS
- IV. OHIO ASSOCIATION OF COUNTY BOARDS OF DEVELOPMENTAL DISABILITIES (OACB)
2015 MEMBERSHIP DUES

BOARD MEETING

- I. CALL TO ORDER
- II. CAUCUS - BOARD MEMBERS: ADDITIONAL AGENDA ITEMS
- III. CAUCUS – SUPERINTENDENT
- IV. PUBLIC COMMENT
- V. APPROVAL OF MINUTES
 - A. DECEMBER 18, 2014 (combined Work Session/Regular Meeting)
- VI. BOARD ACTION ITEMS
 - A. FINANCE & FACILITIES COMMITTEE
 - 1. SUMMIT DD 2015 OPERATING PLAN
 - 2. DECEMBER FINANCIAL STATEMENTS
 - B. OTHER
 - 1. OHIO ASSOCIATION OF COUNTY BOARDS OF DEVELOPMENTAL DISABILITIES (OACB) 2015 MEMBERSHIP DUES
- VII. SUPERINTENDENT’S REPORT
 - A. CENSUS INFORMATION
 - B. FOURTH QUARTER 2014 MUI REPORT
 - C. 2014 YEAR-END OPERATING PLAN RESULTS
- VIII. PRESIDENT’S COMMENTS
- IX. ADJOURN

SUMMIT COUNTY BOARD OF DEVELOPMENTAL DISABILITIES

TOPIC SUMMARY REPORT

TOPIC	ISSUE/CONCERN	RECOMMENDATION	SUPPORTING DATA FOR RECOMMENDATION
Contract for 2015 with Center for Marketing and Opinion Research (CMOR), LLC for surveying and research needs.	Without the administration of the surveys and research, the Board cannot effectively evaluate the satisfaction of its customers in key service areas and the Agency's progress towards achieving Long Range Plan goals. Data is needed as an input to the annual strategic planning process	<ul style="list-style-type: none"> Approve contract with CMOR in the amount not to exceed \$90,850. 	<p>CMOR is an Akron, Ohio based public opinion research firm specializing in providing research solutions to non-profits, public agencies, health care and academic institutions. The company's principles have been conducting collaborative polls in Summit County since 1999.</p> <p>CMOR is a sole-source provider for collaborative polls, conducting a shared poll for all Summit County levy-funded agencies. CMOR also provides specialized training to facilitate face-to-face interviews with individuals with developmental disabilities. Summit DD did an RFP for this service in 2010 and 2012 and no other provider could conduct training needed to complete face to face interviews with individuals served. CMOR is the research firm of choice for DODD's National Core Indicator project.</p> <p>Services in 2015 include monthly satisfaction survey, provider survey, focus groups and data mapping as needed. Services will be invoiced when utilized and will be contracted for and quoted separately. Quotes for the services are:</p> <ul style="list-style-type: none"> Monthly satisfaction dashboard and quarterly report: Up to \$35,100, providing real-time satisfaction data throughout the year. CMOR will complete up to 75 short phone surveys with parents/guardians and 75 short face to face interviews with persons served after the annual ISP meeting to measure satisfaction in key areas. Summit DD will be charged for the number of surveys actually completed each month, up to 150. Data will be reported using an on-line data dashboard, providing results for the current month, year to date, and last year. Also, a quarterly report will be provided that includes a detailed analysis of results, aggregated by demographics and by provider. Provider satisfaction survey: \$4,750, which includes a web-based survey with 15-20 questions that will be sent to about 200 providers. The survey will measure satisfaction and business practices of providers and will align to National Core Indicator measures.

Attachment #1

Submitted By: Billie Jo David

For: _____ Superintendent / Assistant Superintendent
 X Finance & Facilities Committee
 _____ Services & Supports Committee
 _____ HR/LR Committee
 _____ Ethics Committee

Date: 1/6/2015

County of Summit Board of Developmental Disabilities

TOPIC SUMMARY REPORT

		<ul style="list-style-type: none"> • 2015 Collaborative Poll: \$16,250, which includes a 13-question survey of Summit County residents who are voting age and measures familiarity and favorability of Summit DD and acceptance of inclusion. Summit DD has participated in this poll since 1999. • Additional services, as needed: \$4,250 per focus group of 6-8 participants and \$250 per data map of any data gathered through surveys to plot responses by geographic areas. We expect to complete approximately 8 focus groups in preparation for the 2016 – 2018 Long Range Plan. These services will only incur costs if utilized and will be quoted competitively. <p>Funds for the monthly survey and provider satisfaction survey were encumbered in 2014. Remaining projects total \$51,000 and are allocated in the 2015 budget.</p>
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**Recommended for approval by the January
Finance & Facilities Committee.**

Submitted By: Billie Jo David

Date: 1/6/2015

For: _____ Superintendent / Assistant Superintendent
 x _____ Finance & Facilities Committee
 _____ Services & Supports Committee
 _____ HR/LR Committee
 _____ Ethics Committee

2015 Quote for Services: Summit DD

Monthly Dashboard Service Satisfaction Survey with Quarterly Report

The purpose the Satisfaction Dashboard Survey is to gather general satisfaction data throughout the year. CMOR will conduct up to 75 surveys to measure satisfaction each month. The surveys would be conducted over the phone with parents and guardians and in person for individuals and would contain approximately 10-12 questions (key satisfaction measures). As part of the survey, CMOR will collect email addresses so that future administrations can be completed by email.

Individuals & Parents/guardians of adults receiving services and individuals receiving services will be randomly selected and interviewed after their ISP team meeting. The timeframe for when parents and guardians of children receiving EI or Childcare services has yet to be decided. Each month, Summit DD will provide a list to CMOR of the individuals/parents and guardians that are eligible to be interviewed that month.

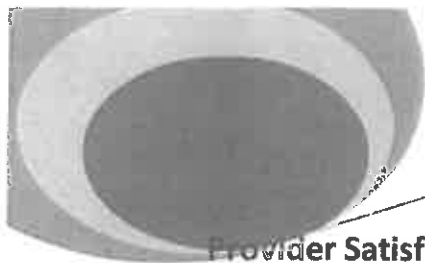
The results of the survey will be reported using an on-line data dashboard. Results will be reported for the following time periods:

- ✓ The Current Month
- ✓ The Past 3 Months
- ✓ The Past 6 Months

QUOTE FOR SERVICES- SERVICE SATISFACTION STUDY	
Completes per month:	75
Monthly set up fee (including survey design)	\$250
Survey Administration-parents/guardians, \$9.00 each	\$675
Survey Administration-individuals, \$20.00 each	\$1,500
Data Analysis and Report	\$500
MAX TOTAL (per month)	\$2,925
MAX TOTAL (12 months)	\$35,100

Summit County Collaborative Poll

	Total # of questions	Cost per Question	Total Cost
Questions Proposed	13	\$1,250	\$16,250



Provider Satisfaction Survey

Summit DD would like to measure the level of satisfaction that providers have with Summit DD and identify areas in which the Board can improve. As such, CMOR recommends conducting a web survey of providers.

Research Plan: All providers will be sent an email invitation to participate in the survey containing a code to be used to access the survey. It is recommended that a communication about the upcoming survey request be sent via email by Summit DD a week prior to CMOR administering the survey. This will act as both a notification and an encouragement to complete. Two additional follow up invitations will be sent via email, encouraging those who have not participated to do so.

Survey Instrument: The questionnaire will be administered via the web and will be designed by CMOR in collaboration with Summit DD staff. The survey will contain 15-20 questions.

Deliverables: Once Data Collection is complete, the professional staff at CMOR will code all open ended responses and clean the final dataset. At the conclusion of the project, the following will be delivered to Summit DD: An executive summary style report, including data tables and graphs and a final cleaned data set. *Professional staff at CMOR will also be available to do presentations of the survey results as requested.*

PROVIDER SATISFACTION SURVEY	
Questionnaire Design	\$750
Administration of Survey	\$2,750
Data Analysis & Report	\$1,250
Total	\$4,750



Key Stakeholder Focus Groups

CMOR will conduct a focus group study for Summit DD to gather perceptions and opinions of key stakeholder groups. Focus Group sessions will be held at CMOR and will last approximately 90 minutes. Some participants will be given a \$50-\$75 incentive for participating while others will be provided lunch. CMOR, in collaboration with representatives from Summit DD, will develop the discussion guides. The focus groups will be moderated by CMOR. CMOR will secure participant releases and hand out incentives.

CMOR will mail an information packet with session details a week before each focus group including a letter reiterating the purpose of the session for which they have been recruited. The day before each focus group, a CMOR representative can contact each participant to ensure that they have received their packet of information as well as to remind them of the upcoming session. At the end of the study, CMOR will provide a video file of the sessions and a report with key findings across populations.

BUDGET PROPOSAL – PER GROUP OF 6-8 PARTICIPANTS	
Facility/Recording	\$400
Moderator/Discussion Guides	\$500
Recruitment	\$1950
Supplies, Lunch/Refreshments & Incentives	\$900
Videos and Report	\$500
TOTAL	\$4,250

2015 Timeline

2015 TIMELINE	
Quarter 1 Satisfaction Report	By May 8 th
Quarter 2 Satisfaction Report	By August 7 th
Quarter 3 Satisfaction Report	By November 6 th
Quarter 4 Satisfaction Report	By February 5 th , 2016
Summit Poil	Data collection in Feb/March Report in April
Provider Satisfaction	Data collection in May, Report in June
Key Stakeholder Focus Groups	As requested
Key Stakeholder Report	As requested

TOPIC SUMMARY REPORT

TOPIC	ISSUE/CONCERN	RECOMMENDATION	SUPPORTING DATA FOR RECOMMENDATION
2015 Operating Plan	Identify goals and initiatives to achieve that align to the 2013 – 2015 Long Range Plan.	Board approve plan	<p>The 2015 Operating Plan provides the framework for how Summit DD will accomplish its Mission and achieve its Vision. For each Pillar of Excellence identified in the Long Range Plan, the annual operating plan highlights the measures and the initiatives in the coming year to accomplish our long-range goals.</p> <p>In 2015, outcomes identified in the dashboard measures of the plan include:</p> <ul style="list-style-type: none"> Increasing the total number of individuals supports by 144 people, for a total of 4,261. Measure outcomes for choice, inclusion and service planning through a monthly survey to individuals and families. <p>Highlights of new 2015 Initiatives include:</p> <ul style="list-style-type: none"> Summit DD's Service and Support Administration department will implement a single assessment that meets the requirements of the SSA, Employment First, and Center for Medicaid Services (CMS) rules. This assessment will replace the multiple assessments that are currently being utilized and will include what is important to and for individuals, their wants and needs, outcomes and risks. Develop an Employment First strategic plan. Introduce a redesigned Individual Service Plan that builds on person-centered planning emerging practices. The new ISP framework focuses on what is important to, important for and the wants and needs of each individual while ensuring health and welfare. Expand Early Intervention service to age six. Summit DD will develop criteria for extended services and will create a family plan that will help families through this transition using a coaching model. Update performance evaluation process and implement a web-based system. Summit DD will review its current performance evaluation tool and implement a web-based system, ReviewSnap, to automate the process. The new process will assist to cascade operating plan goals to individual area and employee goals, ensuring that all staff understand how their work aligns to the Agencies priorities.

Submitted By: Billie DavidFor: Superintendent / Assistant Superintendentx Finance & Facilities Committeex Services & Supports CommitteeHR/LR CommitteeDate: 12/8/2014

TOPIC SUMMARY REPORT

		<ul style="list-style-type: none">• Enhance provider support services. Summit DD will streamline provider support into one central location that will include developing provider listening posts, provider on-boarding, technical assistance, provider training, and connecting providers to the community of individuals Summit DD supports.• Evaluate volunteer programs. Summit DD will analyze the needs and opportunities for a volunteer program and make recommendations based on that assessment. <p>The Public Hearing was held on December 11.</p> <p>Recommended for approval by the December Finance & Facilities and Services & Supports Committees.</p>
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Submitted By: Billie David

Date: 12/8/2014

For: Superintendent / Assistant Superintendent
x Finance & Facilities Committee
x Services & Supports Committee
HR/LR Committee

Summit County Developmental Disabilities Board

2015 Draft Operating Plan

2013 – 2015 Long Range Plan

The 2013 - 2015 Long Range Plan establishes the vision, goals, and objectives for Summit DD to meet the needs of individuals served and their families. The plan is developed by the Board, based on input from individuals served, parents/guardians, caregivers, service providers, staff, representatives of community-affiliated groups/agencies, and staff.

Each year the plan is in effect, an Annual Operating Plan establishes specific outcomes to be achieved during that year, within Board budget priorities and available resources. The Board monitors the implementation of the Long Range Plan through detailed quarterly reports of the Annual Operating Plan.

Mission: To offer a lifetime of services and supports to eligible individuals and families that enable people with developmental disabilities to work, live, and learn as equal citizens in their communities.

Vision: Summit DD is the primary community force to ensure people with disabilities receive the highest quality of services and supports; that our communities are ones which support and embrace every individual, regardless of disability; and that each eligible person is provided the opportunity to achieve his/her full potential.

Core Values: Person Served First, Customer Service, Diversity, Accountability, Objectivity, and Innovation.

Pillars of Excellence: Quality Services for Persons Served, Customer Satisfaction, Employee Engagement, Provider Collaboration, Sustainability, and Citizenship.

Philosophy: *We envision an Agency* where the notion of “persons served” moves **BEYOND** the direct recipients of services to include all community stakeholders who benefit from the Board’s involvement. The work we do positively impacts more than half a million citizens of Summit County.

We envision a community in which persons, regardless of disability status, are supported and embraced by their entire community of family, friends, neighbors, and employers, to the degree that they are truly identified first as members of a community rather than as members of a population of people living with disabilities. The Board has set their sights **BEYOND** “people first”, to “citizens of their community first” where persons are happy as a result of their own accomplishments rather than as a result of the context in which the accomplishments are achieved.

We envision a system in which Summit DD stands out as transformative in its demonstration of progressive approaches to solve systemic challenges. The notion of excellence is moved **BEYOND** the context of quality of services to the context of system evolution.

Pillar I: Quality Services for Persons Served

This pillar demonstrates how Summit DD improves the quality of life for individuals with developmental disabilities as an administrator of services, a provider of services, and through a partnership with private providers in Summit County. Successful achievement of this pillar means that each individual served receives individualized services driven by choice, are the best fit for the individual, and are fully integrated into the community.

2013 – 2015 Objectives

1. Support persons served in the best-fit employment environment. Implement a customized employment process for high school graduates and adults to support all individuals who want to work in the community.
2. Support an aging population of persons served with inclusive adult day programs and volunteer opportunities in the communities where individuals live.
3. Collaborate with and support community-based environments for children, providing opportunities for families to receive early intervention and child care services in the communities they live. Identify additional supports that families need during transition points.
4. Collaborate with community-based transportation providers to offer on demand transport for persons served.
5. Improve and innovate services and programs with the development of advocacy groups and community resources.
6. Implement an outcomes management system that focuses on quality of life outcomes for individuals supported by Summit DD.
7. Connect individuals to quality residential supports to enjoy the full benefits of community life.

2015 Key Indicators

Measure	2015 Target
Individuals Supported	4,261
% of adults working in the community	25%
Service Coordination Index (person served)	TBD
Choice and Decision Making Index (person served)	TBD
Community Connections Index (person served)	TBD
Information and Planning Index (parents of adults)	TBD
Information and Planning Index (parents of children)	TBD
Choices Index (parents)	TBD
Community Connections Index (parents)	TBD

2015 Initiatives

Implement an assessment process to identify each individual's path to community employment

Summit DD's Service and Support Administration department will implement a single assessment that meets the requirements of the SSA, Employment First, and Center for Medicaid Services (CMS) rules. This assessment will replace the multiple assessments that are currently being utilized and will include what is important to and for individuals, their wants and needs, outcomes and risks. The assessment will also identify where each person is on their path to employment. Each individual who has an Individual Service Plan (ISP) will receive the new assessment in 2015.

Enhance the Discovery Process to promote community, integrated employment

Discovery is a person-centered planning approach where you begin with finding out who and what is important to each individual, then introducing them to a variety of environments to explore those interests. In 2014, two providers completed Discovery training and began taking referrals, and an additional five providers participated in training. In 2015, seven providers will be able to take Discovery referrals. The added provider capacity will allow for graduates to participate in Discovery prior to selecting their day program.

Build a Transition Framework that leads to individual community employment outcomes for youth with developmental disabilities

The Transition Framework was developed with a team of stakeholders to provide a common approach for transition planning and service delivery across systems that serve transitional youth. The framework is built on foundational elements that are person-centered, agency neutral, and outcome-focused. Summit DD will develop and adopt the Transition Framework process, including tools that have been developed for regions and individuals to facilitate planning and service delivery for effective Transition Planning.

Develop an Employment First strategic plan

In 2014, Summit DD adopted an Employment First policy that states community, integrated employment is the desired outcome for working age adults. In 2015, the Agency will develop and implement an Employment First strategic plan that identifies a Mission and Vision for Summit County as it relates to employment and develops strategies and goals for achieving that vision.

Redefine school-age support services to build relationships with families

There are currently more than 1,000 students on Summit DD's school-age registry. These are students who are able to utilize Summit DD's service coordination services. In 2015, Summit DD's will more clearly define our role in these families' lives that focuses on building relationships with families and schools, assisting with community integration, providing IEP support and assistance, and connecting families to community resources that are available.

Introduce a redesigned Individual Service Plan that builds on person-centered planning emerging practices

In 2014 a team comprised of service and support administrators (SSAs) and providers created a new Individual Service Plan (ISP) framework that makes the ISP easier to read and understand utilizing emerging best practices in person-centered planning. The new ISP framework focuses on what is important to, important for and the wants and needs of each individual while ensuring health and welfare. The new ISP template meets the needs of new SSA and CMS rules. In 2015, Summit DD will rebuild its web-based ISP system to meet the new template, train staff, and transition individuals to the new template.

Evaluate Summit DD operated center-based services

National trends such as Olmstead rulings, CMS rules, and Employment First are opening the door for emerging practices for center-based day programs. Summit DD will evaluate its current programs to take

advantage of these emerging practices to ensure that individuals we support have meaningful experiences during the day.

Redesign Summit DD community employment service

In order to impact Employment First outcomes, Summit DD community employment services will transition to offer support to teams and providers. Summit DD's role will be to build provider capacity in Summit County that can support the growing number of individuals who will work in community jobs and to educate employers on the benefits of employing a diverse workforce.

Build partnerships with adult senior centers

Summit DD supports a growing population of aging individuals whose primary interests may not be to work. Summit DD will build partnerships with adult senior centers in the community to offer alternative choices to aging individuals who want to have meaningful experiences during their day.

Assist children and families with high medical needs obtain child care

In 2014, Summit DD transitioned all children who were able to be supported in their own communities to Community Partnership for Inclusion partner child care centers. These centers are privately run and are in communities where children live and play. Children who cannot yet transition or have high medical needs are supported on-site through the Paving the Way program. In 2015, Summit DD will evaluate the effectiveness of this program and develop innovative supports that may help support these children in community-based, integrated settings.

Expand Early Intervention service to age six

Currently early intervention services end on the child's third birthday. Families often need additional support through these very important transition years as a child is redetermined for eligibility at age three and again at age six. Summit DD will develop criteria for extended services and will create a family plan that will help families through this transition using a coaching model.

Explore alternative transportation options

As more adults obtain jobs in the community, alternative transportation options that require flexibility will be needed. Summit DD will evaluate its own transportation processes in 2015 and will build provider capacity to support alternative transportation options.

Evaluate future residential needs

Individuals who may need residential services in the future are placed on IO or Level 1 Waiver waiting lists to ensure funding is available when supports are needed. Summit DD will evaluate this process, as well as the needs of the individuals who are on these waiting lists and planning registries, to determine shorter- and longer-term residential needs.

Collaborate with agencies to support individuals with high behavioral needs

Individuals who have both a developmental disability and a mental health diagnosis sometimes require a unique set of supports. Summit DD will partner with the Alcohol, Drug, and Mental Health Board (ADM) to develop a residential support program when individuals require specialized care because of high behavioral needs.

Pillar II: Customer Satisfaction

This pillar demonstrates Summit DD's commitment to provide supports that meet the needs of all customers to achieve high levels of satisfaction. Successful achievement of this pillar means that satisfaction levels are at benchmark performance for all service areas and that persons served, families, and the community are willing to advocate for the Agency.

Objectives

1. Achieve top quartile performance for National Core Indicators.
2. Increase Agency brand awareness and develop recognition for coordinating services as a top three identified service.
3. Improve public's acceptance of services and expand advocacy for the Agency by raising familiarity of supports provided by Summit DD.
4. Improve communication processes with stakeholders to promote understanding of services available that support the informed choices of persons and families served.

2015 Key Indicators

Measure	2015 Goal
Person served overall satisfaction	91%
Parent/guardian overall satisfaction	91%
Residents familiarity with Summit DD services	39.4%
Summit County citizen acceptance of inclusion	80%

2015 Initiatives

Educate elected officials about disability issues

Summit DD relies on local tax dollars to fund services and supports for adults and children with developmental disabilities. Many elected officials are not fully aware of programs and services that are available to these constituents or laws and regulations that are in place to protect their rights. Summit DD will develop an education program tailored to elected officials and deliver those resources through a variety of channels.

Create a content calendar that focuses on education and success stories

In 2014 Summit DD redesigned SummitDD.org to make it easier for families and the community to become familiar with the Agency and its resources. In 2015, Summit DD will implement a content calendar that provides regularly scheduled content in the form of blog posts, video testimonials, resources and guides, and infographics. A key component of the content calendar will be to give opportunities for individuals we support to tell their own story.

Develop Speaker's Bureau

Summit DD will develop tools and resources for presenters to utilize when speaking about Summit DD to community organizations. Summit DD will also market the speaker's bureau to community organizations to increase speaking opportunities.

Update Agency publications

In 2014 Summit DD completed a rebranding process, with a new logo and clearly defined messages about the value Summit DD brings to its key stakeholders. In 2015, Summit DD will update Agency publications and handbooks to make information easy to understand and user-friendly.

Pillar III: Employee Engagement

This pillar demonstrates Summit DD's commitment to attract new employees and foster a highly skilled, innovative, diverse, and committed workforce while providing a positive environment in which to work. Successful achievement of this pillar means high levels of productivity and engagement while accomplishing the Mission and Vision of the Agency.

Objectives

1. Optimize organizational innovation by leveraging current technology and ensuring high system availability and responsiveness.
2. Evaluate training needs and collaborate with established resources to ensure employees have the knowledge and skills to achieve breakthrough results.
3. Achieve employee satisfaction score in top quartile to maintain a positive work environment.
4. Cultivate a diverse staff with best practice inclusion principles.
5. Implement productivity measures for shared services departments.
6. Enhance internal communication that capitalizes on a transparent, open work environment.

2015 Key Indicators

Measure	2015 Goal
Employee Satisfaction	78%
Productivity rate for person served services staff	75%
Productivity rate for shared services staff	75%
On-time Performance Evaluations	90%

2015 Initiatives

Implement document management

Document management systems offer the ability to reduce paper records, increase collaboration, improve security, and increase efficiencies, among other intangible benefits. In 2014, Summit DD piloted a document management solution and selected a vendor. In 2015, the Agency will begin a phased implementation of document management to both electronically store records and automate processes.

Launch new employee training software

Summit DD will launch a new online library of training, Relias, that offers high quality, interactive courses and is designed for staff working with people with developmental disabilities in a variety of settings. The courses are developed in consultation with national experts and meet credentialing requirements. The web-based training will complement classroom training and will help streamline the integration, delivery, tracking, management and reporting of staff training.

Update performance evaluation process and implement a web-based system

Performance evaluations are important to both employees' professional development and to meeting the Agency's goals and objectives. Automating the process helps to create efficiencies, track performance, and streamlines the process. Summit DD will review its current performance evaluation tool and implement a web-based system, ReviewSnap, to automate the process. The new process will

assist to cascade operating plan goals to individual area and employee goals, ensuring that all staff understand how their work aligns to the Agencies priorities, an improvement identified in the 2014 employee satisfaction survey.

Implement Lean principles

The core idea of Lean is to maximize customer value while minimizing waste. Lean thinking changes the focus of management from optimizing separate technologies, assets, and vertical departments to optimizing the flow of products and services through entire value streams that flow horizontally across technologies, assets, and departments to customers. In 2014, Summit DD received a grant through the State of Ohio, to fund a 5-day Lean training for 24 employees. After that training the Agency will apply for a Lean grant to apply Lean principles to a selected area and develop a Lean work plan for the Agency through the Quality Improvement Team.

Complete a diversity culture survey

Workplace diversity is an important subject that plays a significant role in employees' feelings about their workplace and how persons served, parents/guardians, providers, and the community views Summit DD. Summit DD will conduct a diversity culture survey that focuses on workplace diversity that allows the Agency to engage with staff and to reach a better understanding of what their perspectives are regarding diversity in the Agency. Summit DD will use these results to communicate with employees about diversity and to create an action plan for improvement.

Improve employee workplace satisfaction through employee satisfaction survey

In 2014, Summit DD conducted an employee satisfaction survey that ranked Summit DD among the top 2% of companies in the worldwide benchmarking database. The priorities for improvement that were identified from the survey include *priorities are clearly communicated, leaders generate high levels of motivation and commitment in the workforce, and leaders support collaboration across departments*. In 2015, the Executive Leadership Team will collaborate with the Quality Improvement Team to create an action plan for improvement.

Enhance Summit DD's All 4 One program

In 2014, Summit DD started a program called All 4 One designed to open the lines of communication between staff and departments. Each manager meets with one staff person, one time per month, for one hour. In the first three months of implementation at nearly 200 new connections were made between staff. In 2015, use the early success of the All 4 One program and recommend ways to reach more people in the community.

Pillar IV: Provider Collaboration

This pillar demonstrates Summit DD's commitment to establish collaborative relationships with providers who are vital components to the service delivery system. Successful achievement of this pillar means a fully enriched service delivery system that attracts and retains the best providers to Summit County, ensures that quality standards are consistent among all service providers, and that creativity and innovation are encouraged and supported.

Objectives

1. Analyze data from outcomes assessments, share data with providers and other stakeholders, and monitor corrective actions to promote the consistency of quality across all providers.
2. Obtain feedback from providers to improve collaboration.
3. Increase innovation and continuity of services across the service delivery system by promoting collaboration and best practice sharing across the provider community.

2015 Key Indicators

Measure	2015 Goal
Provider overall satisfaction	72%

2015 Initiatives

Develop a process to measure system trends and patterns

The Agency collects data from several sources, including Major Unusual Incident trends, compliance review trends, satisfaction, best practices, and other sources that impact the health and safety of those we support. Summit DD will develop a comprehensive trend analysis and share this information with provider committees to identify opportunities to improve outcomes for those we support.

Enhance provider support services

Summit DD currently supports providers in various departments. Feedback collected from providers in the 2014 Summit DD provider satisfaction survey indicated that support can be streamlined and more customer-focused by centralizing this function. In 2015, Summit DD will streamline provider support into one central location that will include developing provider listening posts, provider on-boarding, technical assistance, provider training, and connecting providers to the community of individuals Summit DD supports.

Enhance provider website

In 2014, Summit DD redesigned SummitDD.org to provide a user-friendly experience to its users. In 2015, the Agency will create a provider website that provides more real-time information that providers can interact with and serves as a resource to providers.

Identify best-in-class job development services and share with providers

One key to integrated community employment is job development. Summit DD will work with providers and national experts to develop best-in-class job development practices and share those practices with providers.

Support best practices that promote community inclusion

Private providers in Summit County often have innovative ideas that can move individuals towards community inclusion but may not have funding to implement. Summit DD will develop guidelines that help support these innovative ideas that will move individuals towards a more inclusive life and that can be shared with the entire provider community.

Pillar V: Sustainability

This pillar demonstrates Summit DD's ability to remain sustainable throughout changes to our current economic environment through fiscal stewardship, governance, and growth. Successful achievement of this pillar means that Summit DD is sustainable throughout its levy cycle and achieves high levels of stakeholder trust. Efficiencies created by innovation and continuous quality improvement practices are reinvested into Person Served services.

Objectives

1. Maximize revenue received through non-local funding sources
2. Increase operational efficiencies to achieve an ending fund balance of \$32.7 million by the end of 2018.

2015 Key Indicators

Measure	2015 Goal
Administrative costs as a % of total expenses	9.25%
Total reimbursement to private providers for services provided	\$ 60 M
Total Medicaid reimbursement to Summit DD for services provided	\$13.5 M
% of adults who receive federal funds	85%

2015 Initiatives

Utilize a budget work group to monitor long-term financial plan

In order to achieve the Social Services Advisory Board recommended fund balance of \$32.7 M by the end of 2018, Summit DD must create an additional \$5 M in efficiencies between 2015 – 2018. Summit DD will utilize a budget work group to develop projections and scenario models to recommend potential efficiencies.

Maximize revenue received through non-local funding sources

Summit DD has redesigned its funding structure to maximize other funding sources. In 2015, the Agency will continue to maximize these funding sources, including targeted case management revenue, grants, and Medicaid funding.

Analyze Summit DD's services to create efficiencies

Summit DD's role starts with listening to what individuals and their families aspire to, then connecting them to the right-fit supports to achieve their personal vision of a good life, and finally monitoring the quality of those services. Individuals can receive those services through Summit DD or more than 200 quality private providers. Our role as a provider of services is an important one that we intend to maintain for adults while we evaluate our services and utilize our vast network of providers to help create efficiencies.

Pillar VI: Citizenship

This pillar demonstrates Summit DD's commitment to being a good corporate citizen and to meet the needs of the Summit County community by partnering with local, regional, and national organizations that further the Mission of Summit DD. Successful achievement of this pillar means Summit DD and its staff are visible members of Summit County and the Agency supports organizations that are aligned to its Mission.

Objectives

1. Ensure all persons served can exercise their right to vote and fully participate in their communities.
2. Maintain connectivity with the diverse population of Summit County to ensure that all eligible individuals have access to Summit DD services.
3. Link individuals not eligible for Summit DD services to the appropriate community supports.
4. Support key communities in Summit County with sponsorships, volunteerism, and participation.

2015 Key Indicators

Measure	2015 Goal
% of staff who contribute to charitable organizations through United Way	25%
Organizations supported through sponsorships	30

2015 Initiatives

Engage Cultural Communities in Summit County

Summit DD has successfully implemented several efforts to increase awareness and our presence in various cultural communities of Summit County. The Agency has successfully completed the eligibility process for individuals with developmental disabilities in these communities that may not have been reached before. Summit DD will continue to engage these cultural communities, deliver services according to an individual's cultural needs and preferences, and develop marketing materials and outreach efforts specific to community needs in collaboration with the International Institute.

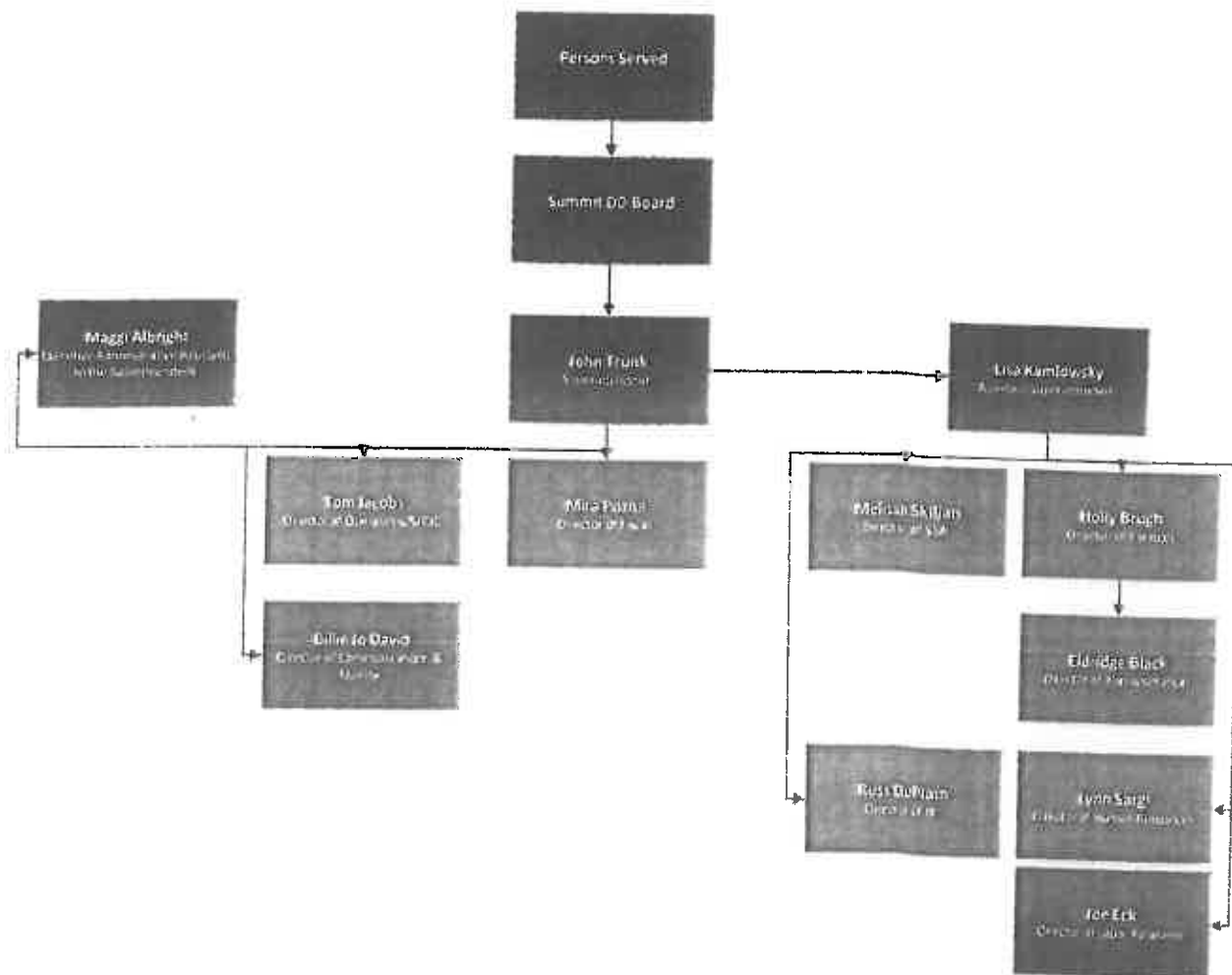
Evaluate volunteer programs

Summit DD believes in partnering with the community. Members of the community often ask how they can become more involved with the Agency. In 2015, Summit DD will analyze the needs and opportunities for a volunteer program and make recommendations based on that assessment.

Collaborate with Local Law Enforcement Officials

One of Summit DD's core competencies is the protection of each individual's health and welfare. The Agency entered into a collaborative agreement with the Summit County Sheriff's office to conduct investigations against those who perpetrate crimes against individuals supported by Summit DD. In 2015, the Agency's will collaborate with Summit County Sheriff's office to train law enforcement detectives and patrol officers on applicable laws, working with individuals with developmental disabilities, and the Major Unusual Incident process.

Table of Organization



Explanation of services

Service and Support

Summit DD listens to adults we serve and supports their life choices through the right resources and connections. Service and Support Administrators, or SSAs, create individualized service plans (ISPs) which are used as a guide to identify support needs and outline goals. SSAs connect people to providers or natural supports which will assist them to achieve their life goals. Services can be provided by Summit DD or a large selection of quality providers. Whether a person chooses Summit DD or another quality provider of services, Summit DD SSAs will be there to provide ongoing coordination of those services. Service coordination is provided to individuals who are eligible for services at no cost.

Learn more about an SSA's role in connecting people to the right-fit supports at SummitDD.org/SSA.

Children's Services

Summit DD offers an array of accredited services for children with special needs and their families. From early intervention services for babies and child care for all ages, to inclusive community programs and school-age supports, we've designed services to fit each family's needs and daily routines, right in their own communities.

Visit SummitDD.org/Kids to learn more about the array of supports for children and families.

Summit DD's Early Intervention services are offered in partnership with Help Me Grow to children with special needs from birth to age three. Services are provided year-round at no cost to families. We work with families using a consultative model to build supports that are flexible by listening to concerns, priorities, and family routines.

Find out more about Summit DD's early intervention services at SummitDD.org/EI.

Summit DD's inclusive community supports help make communities stronger by focusing on our youngest citizens. Our early childhood professionals are experts in inclusion strategies and work with existing community programs to ensure opportunities for children and families of all abilities, including community child care centers.

We can help families locate child care centers convenient to them and provide tools and strategies for children with special needs to be successful in inclusive classroom environments.

For children who need a little more support before transitioning into their local child care centers due to behavioral challenges or higher medical needs, Summit DD offers a transitional program called Paving the Way. The program helps children build skills that allow them to be successful in a community child care setting.

Summit DD is also available to support families of school age children. Whether it is questions about the future or modifying current IEP goals, Summit DD can help guide parents through the school-age years so parents can make the best decisions for their child's future.

Adult Services – Center-Based

Center-based day programs are provided by both Summit DD and a network of quality private providers throughout Summit County. Services include community integration, habitation services, vocational services or a combination, based on individuals' needs and goals.

Visit SummitDD.org/Adults to find out more about center-based programs and providers.

Adult Services – Community-Based

Community employment supports are designed to support people in integrated, community occupations that pay a competitive wage. Community employment supports are provided by both Summit DD and a network of private providers. Supports range from job exploration, job developing, follow along services, to assistance in setting up an individual's own business.

Discover the benefits of community employment at SummitDD.org/Employment.

Residential Services

There are a number of residential service options for adults with developmental disabilities. In-home services from quality providers assist with daily needs such as personal hygiene routines, dressing, cooking, feeding, or ambulatory needs. Adults can choose from a personal residence, shared living (previously referred to as group homes, where roommates reside together in a single home), adult family living, or foster care living.

Discover the many residential options available for adults with disabilities at SummitDD.org/Residential

Transportation

To get people to and from day programs, their jobs, or even around the community, adults with disabilities have multiple transportation options available. With the Select-A-Provider tool, individuals can access and choose from a network of quality private providers to meet daily transportation needs. Summit DD-operated transportation is another option to help people get to and from Summit DD center-based day programs or Summit DD community employment sites.

Public transportation options like METRO/SCAT/ADA are available to give people the independence to access community-based recreation and leisure activities outside of day programs and employment needs. Community Travel services are available to educate individuals about how to safely and independently use public transportation.

Visit SummitDD.org/Transportation to learn more about transportation supports.

Health and Safety Services

Summit DD takes the health and safety of individuals we support seriously. Any alleged, suspected or actual incident that adversely affects the health, safety or welfare of an individual are investigated through Summit DD's Major Unusual Incidents (MUI) department. The MUI staff is responsible for investigating, reporting on, and facilitating preventive measures. They work closely with law enforcement when crimes are committed against anyone supported by Summit DD.

Learn more about the investigative services at SummitDD.org/MUI

Discover a lifetime of services at
SummitDD.org/Services

Who to contact

If you have any questions or concerns regarding this Plan or any of the identified service areas, please feel free to contact the appropriate individual as identified below:

<u>Service Area</u>	<u>Who To Contact</u>	<u>Phone</u>
Administration	John Trunk, Superintendent	330-634-8080
	Lisa Kamlowsky, Assistant Superintendent	330-634-8090
	Maggi Albright, Executive Admin. Assistant to the Superintendent	330-634-8082
Services for Adults and Children	Holly Brugh, Director Community Services	330-634-8514
Facilities	Tom Jacobs, Director of Operations	330-634-8722
Fiscal	Mira Pozna, Director of Fiscal	330-634-8833
Information Technology	Russell DuPlain, Director of Information Technology	330-634-8830
Human Resources and Labor Relations	Lynn Sargi, Director of Human Resources	330-634-8049
	Joseph Eck, Director of Labor Relations	330-634-8023
Public Relations/Quality/MUI	Billie Jo David, Director Communications & Quality	330-634-8073
Service Coordination	Melissa Skiljan, Director of Services and Support Administration	330-634-8672
Transportation	Eldridge Black, Director of Transportation	330-634-8858

SUMMIT COUNTY DD BOARD
COMPARATIVE SUMMARY OF REVENUE, EXPENDITURES AND FUND BALANCE
FOR THE YEAR ENDED DECEMBER 31, 2014 AND 2013

	12/31/2014				12/31/2013			
	2014	2014	YTD \$	YTD %	2013	2013	YTD \$	YTD %
	ANNUAL	YTD	BUDGET	BUDGET	ANNUAL	YTD	BUDGET	BUDGET
	BUDGET	ACTUAL	REMAINING	REMAINING	BUDGET	ACTUAL	REMAINING	REMAINING
OPERATING REVENUE								
PROPERTY TAXES	\$ 50,896,620	\$ 50,246,690	\$ 649,930	1.3%	\$ 50,513,674	\$ 50,029,330	\$ 484,344	1.0%
PERSONAL PROPERTY REIMB	533,981	533,981	-	0.0%	533,981	533,981	-	0.0%
REIMBURSEMENTS	15,250,321	16,422,930	(1,172,609)	-7.7%	15,092,545	15,159,463	(66,918)	-0.4%
GRANTS	1,080,000	470,814	609,186	56.4%	695,200	484,359	210,841	30.3%
CONTRACT SERVICES	325,000	383,683	(58,683)	-18.1%	513,000	393,686	119,314	23.3%
REFUNDS	-	28,383	(28,383)	0.0%	-	2,866	(2,866)	0.0%
OTHER RECEIPTS	350,000	379,460	(29,460)	-8.4%	346,000	1,031,330	(685,330)	-198.1%
SALES	-	2	(2)	0.0%	15,000	13,209	1,791	11.9%
TOTAL REVENUE	\$ 68,435,922	\$ 68,465,943	\$ (30,021)	0.0%	\$ 67,709,400	\$ 67,648,224	\$ 61,176	0.1%
OPERATING EXPENDITURES								
SALARIES	\$ 25,241,980	\$ 23,193,666	\$ 2,048,314	8.1%	\$ 26,418,340	\$ 23,973,558	\$ 2,444,782	9.3%
ERIP COSTS	4,829,936	3,177,110	1,652,826	34.2%	-	-	-	0.0%
EMPLOYEE BENEFITS	10,553,051	10,102,571	450,480	4.3%	10,307,440	10,038,546	268,894	2.6%
SUPPLIES	1,366,888	1,251,275	115,613	8.5%	1,278,316	1,590,223	(311,907)	-24.4%
TRAVEL AND TRAINING	408,820	408,774	46	0.0%	404,399	363,326	41,073	10.2%
CONTRACT SERVICES	12,739,499	11,666,227	1,073,272	8.4%	11,031,049	10,663,492	367,557	3.3%
MEDICAID COSTS	22,050,000	22,126,519	(76,519)	-0.3%	20,634,067	21,195,911	(561,844)	-2.6%
UTILITIES	769,000	735,179	33,821	4.4%	561,993	570,442	(8,449)	-1.5%
RENTALS	793,740	790,592	3,148	0.4%	826,450	809,130	17,320	2.1%
ADVERTISING	135,000	132,540	2,460	1.8%	165,500	127,691	37,809	22.8%
OTHER EXPENSES	382,258	368,928	13,330	3.5%	318,740	305,582	13,158	4.1%
EQUIPMENT	617,200	359,666	257,534	41.7%	429,132	311,223	117,909	27.5%
REAL PROPERTY IMPROVEMENT	500,000	287,079	212,921	42.6%	420,810	621,222	(200,412)	-47.6%
TOTAL EXPENDITURES	\$ 80,387,372	\$ 74,600,126	\$ 5,787,246	7.2%	\$ 72,816,236	\$ 70,570,346	\$ 2,245,890	3.1%
NET REVENUES AND EXPENDITURES	\$ (11,951,450)	\$ (6,134,183)			\$ (5,106,836)	\$ (2,922,122)		
BEGINNING FUND BALANCE	\$ 68,142,813	\$ 68,142,813						
PLUS: REVENUE	68,435,922	68,465,943						
LESS: EXPENDITURES	(80,387,372)	(74,600,126)						
ENDING FUND BALANCE	\$ 56,191,363	\$ 62,008,630						

Recommended for approval by the January
Finance & Facilities Committee.

**SUMMIT COUNTY DD BOARD
EXPLANATION OF VARIANCES
FOR THE YEAR ENDED DECEMBER 31, 2014
(Rounded)**

	<u>Current Month</u>	
<u>Budget:</u>		
1 Expenditures:		
	Through Summit County Executive Order, an additional budget transfer releasing funds out of most expenditure areas and re-appropriated into Contract Services and Rentals to cover budget deficits.	\$ 633,000
	Grand total 2014 budget transfers	1,233,000
<u>Revenue:</u>		
2 Personal Property Reimb.:	Remaining balance as expected	534,000
3 Grants:	Good Life Facilitator Training grant	25,000
<u>Expenditures:</u>		
4 ERIP Costs:	OPERS buy-out costs and exit costs for sixty-nine (69) participants	
5 Supplies:	Purchase of 40 Surface computers to greatly improve mobility of staff in the Community Employment, Children's Services and MUI Departments	47,200
6 Medicaid Costs:	Medicaid Administration Claiming (MAC) fees	14,900
7 Equipment:	Purchase of DocuWare and JobRouter document management system	120,000
<u>Revenue:</u>		
Reimbursements:	May receipt of 2009 Cost Report settlement	2,678,000
<u>Expenditures:</u>		
Real Property Improvements:	Timing differences in expected spending	

**SUMMIT COUNTY DD BOARD
SUMMARY OF CHANGES IN FUND BALANCE
DISCRETIONARY FUND
FOR THE YEAR ENDED DECEMBER 31, 2014**

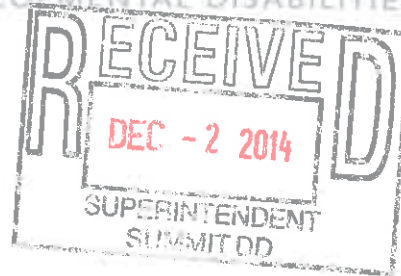
Fund Balance, 1/1/2014	\$ 84,018
Add Revenue:	
Donations	106,351
Interest income	<u>92</u>
	<u>106,443</u>
Less Expenditures	<u>16,611</u>
Ending Fund Balance, 12/31/14	<u><u>\$ 173,850</u></u>



OHIO ASSOCIATION OF COUNTY BOARDS

SERVING PEOPLE WITH DEVELOPMENTAL DISABILITIES

MEMORANDUM



To: County Board of DD Presidents
County Board of DD Superintendents

From: Laurie Benintendi, Board President

Laurie H. Benintendi

Subject: **2015 Membership Dues**

Date: November 26, 2014

On behalf of the Board of Trustees and staff of the Ohio Association of County Boards Serving People with Developmental Disabilities (OACB), I would like to express our most sincere appreciation for your support over the past 12 months. For the twelfth consecutive year, OACB maintained 100% membership from all 88 county boards of DD. Our team has worked hard not only to earn your membership, but also to guarantee it remains a worthwhile investment for your county. Thank you for being a part of our organization.

Over the past year, state and federal policymakers have discussed making a number of significant changes in the way Ohio provides services to people with developmental disabilities. Throughout these discussions, County Boards of Developmental Disabilities have spoken with one voice, and because of that, our system is well positioned to ensure these proposed changes are handled in the best interest of the people we serve.

Next year, we anticipate many of these changes will be fully implemented. We also anticipate that the upcoming state budget process will include a great deal of scrutiny on Ohio's DD service delivery system from both the governor's administration as well as state lawmakers. For these reasons, it is essential that County Boards of DD remain steadfast in our unity. Now more than ever, we must stick together and show our collective strength – the future of our system and the quality of life of the people we serve both depend on it.

Attached to this memorandum is our 2015 Membership Dues Invoice. The invoiced amount remains at the 2007 level, marking the ninth consecutive year of "flat dues." Any member Board that needs an invoice with a January 2015 date should contact Betsy Galvin at 614-431-0616, or bgalvin@oacbddd.org.

To learn more about our 2014 activities and plans for 2015, we cordially invite you to attend the Annual Delegate Assembly on December 3, 2014 at 6:00 p.m. at the Hilton at Easton. While we have accomplished a great deal already, there are many challenges that lie ahead – we look forward to overcoming these challenges with your help in the coming year.

Thank you for your dedication and ongoing membership in OACB. As we enter our 31st year, OACB is committed to ensuring quality customer service and to helping our members enhance the lives of people with developmental disabilities.

c: Bridget Gargan, Executive Director
OACB Board of Trustees

INVOICE

OACB

73 E Wilson Bridge Road, Suite B1
Worthington, OH 43085

Date	Invoice #
12/1/2014	15MD-75

Bill To
Summit CBDD 89 E. Howe Road Tallmadge, OH 44278

P.O. No.

Description	Amount
2015 OACB Membership Dues	75,000.00
Thank you for your support! Please include the invoice number on your checks payable to OACB.	
Total 75,000.00	
Payments/Credits	
Balance Due 75,000.00	

MINUTES –combined work session and regular meeting
Thursday, December 18, 2014

Summit County Board of Developmental Disabilities

MINUTES - ~~draft~~

Thursday, December 18, 2014
5:00 p.m.

The **combined work session and regular monthly meeting** of the Summit County Board of Developmental Disabilities was held on Thursday, December 18, 2014 at the Summit DD administrative offices located at 89 East Howe Road, Tallmadge, Ohio 44278. The **work session** convened at 5:00 p.m.

BOARD MEMBERS PRESENT

Randy Briggs, President
Joe Siegferth, Vice President
Denise Ricks, Secretary
Tom Quade
Meghan Wilkinson
Dave Dohnal

BOARD MEMBER EXCUSED

Karen Arshinkoff

ALSO PRESENT

John J. Trunk, Superintendent
Lisa Kamlowsky, Assist. Superintendent
Holly Brugh, Director of Services
Joe Eck, Director of Labor Relations
Eldridge Black, Director of Transportation
Melissa Skiljan, Director of SSA
Russ DuPlain, Director of IT

Billie Jo David, Director of Quality and Communications
Mira Pozna, Director of Fiscal
Tom Jacobs, Dir. of Operations/SHDC
Lynn Sargi, Director of HR
Maggi Albright, Recording Secretary and others

I. SUMMIT DD 2015 OPERATING PLAN

The 2015 Operating Plan provides the framework for how Summit DD will accomplish its mission and achieve its vision. The Pillars of Excellence are quality services for persons served, customer satisfaction, employee engagement, provider collaboration, sustainability and citizenship. For each Pillar of Excellence identified in the Long Range Plan, the annual Operating Plan highlights the measures and initiatives in the coming year to accomplish long-range goals. In 2015, outcomes identified in the dashboard measures of the Operating Plan include:

- Increasing the total number of individuals supported by 144 people, for a total of 4,261 individuals supported
- Measure outcomes for choice, inclusion and service planning through a monthly survey to individuals and families

MINUTES –combined work session and regular meeting
Thursday, December 18, 2014

WORK SESSION *(continued)*

I. SUMMIT DD 2015 OPERATING PLAN *(continued)*

Highlights of new 2015 initiatives include:

- The SSA Department will implement a single assessment that meets the requirements of SSA, Employment First and Center for Medicaid Services (CMS) rules.
- Develop an Employment First strategic plan.
- Introduce a redesigned Individual Service Plan (ISP) that builds on person-centered planning emerging practices.
- Expand Early Intervention services to age six. Summit DD will also develop criteria for extended services and will create a family plan that will help families through this transition using a coaching model.
- Enhance provider support services, including developing provider listening posts, provider on-boarding, technical assistance, training and connecting providers to the community of individuals supported.
- Update the employee performance evaluation process and implement a web-based system.
- Evaluate the volunteer program to analyze needs and opportunities.

Mr. Briggs asked relative to the increase of 144 individuals to be supported in 2015 if the increase is attributed to greater awareness of Board services or population growth in Summit County. Mr. Trunk replied there are a greater number of individuals coming out of public schools who are Board eligible and there has also been an increase in the number of individuals with developmental disabilities moving to Summit County with waivers. After the meeting, Mrs. Skiljan researched this question and advised that in 2014 there were 55 individuals who transferred into Summit County from other counties. A Public Hearing for the 2015 Operating Plan was held on December 11th and feedback received has been incorporated into the Plan. The 2015 Operating Plan has been recommended for approval by the December Finance & Facilities and Services & Supports Committees.

II. WEAVER INDUSTRIES CONTRACT FOR SERVICES AT SUMMIT DD FACILITIES

The Weaver Industries contract is for deliverables/outcomes relative to contract procurement, payroll functions, management of benefits, workers compensation and fringe benefits for persons served. The contract would be for the period January 1, 2015 through December 31, 2015 in an amount not to exceed \$614,506. The workshop aide and cafeteria aide programs are being reduced by \$22,845 based on analysis of actual hours worked through the third quarter 2014. The number of persons served under this contract has been reduced based on other services being chosen. The number of persons served is approximately 450 individuals. The 2015 contract reflects an increase in minimum wage. Relative to procurement of work, the cost remains the same at \$50,529, as it has been for the past two years.

MINUTES –combined work session and regular meeting
Thursday, December 18, 2014

WORK SESSION *(continued)*

II. WEAVER INDUSTRIES CONTRACT *(continued)*

Work availability is averaging 97.4% through the third quarter of 2014. The recommended incentive/disincentive for 2015 is on an ascending/descending scale. If work availability in all centers is 95% or greater the incentive is \$35,000; 90%-94.99% the incentive is \$25,000; 85%-89.99% the incentive is \$20,000. If work availability falls below 80% the disincentive is \$3,000; below 75% the disincentive is \$5,000; below 70% the disincentive is \$10,000. Additionally, there must also be a variety of contract work available at each center. Mr. Quade asked what the percentage represents. Mr. Trunk replied the formula is based on the number of persons served who have employment goals identified in their ISPs and the work availability percentage identifies the amount of work available. Mileage of \$30,000 has been removed from the contract, as this is a cost of doing business that Weaver Industries should incur. There is also \$12,768 being removed from the 2015 contract, which was a carryover from an employee who was working at Weaver Industries who Summit DD was responsible for paying the employer's contribution to PERS. This employee is now retired and no longer working for Weaver Industries. This contract request is for one year to give staff time to analyze the need as the Board goes through some transition. Funds are available in the budget and the contract has been recommended for approval by the November Finance & Facilities and Services & Supports Committees.

III. NEON CONTRACT FOR TDD WAIVER ADMINISTRATION

The Transitions Developmental Disabilities (TDD) waiver was previously administered through the Ohio Department of Job and Family Services prior to coming under the umbrella of the Ohio Department of Developmental Disabilities (DODD). The TDD is a waiver that includes a medical/nursing component not currently funded by other waivers. This waiver has administrative requirements different than the alternative home and community based services waivers. Summit DD has contracted with NEON for the past several years to perform the SSA functions associated with the approximately 141 individuals receiving services funded through a TDD waiver. DODD is responsible to pay the match for services delivered under this waiver. Mr. Quade asked if the 141 individuals receiving services under this contract is a stable number. Mr. Trunk replied he believes it is and explained that individuals on a TDD waiver typically have more complex medical circumstances. Summit DD pays NEON a fee of \$12,000 for administration of the TDD waiver, which is included in the total contract amount. The recommendation is to renew the contract with NEON for the period January 1, 2015 through December 31, 2015 in an amount not to exceed \$350,996, which reflects a \$77,805 decrease over the previous contract amount. It is anticipated that the TDD waiver could be combined with the I/O waiver in the future. Funds are available in the budget and the contract has been recommended for approval by the November Finance & Facilities and Services & Supports Committees.

MINUTES –combined work session and regular meeting
Thursday, December 18, 2014

WORK SESSION *(continued)*

IV. ORIANA HOUSE CONTRACT FOR ALTERNATIVE ENVIRONMENT PROGRAM

Summit DD has partnered with Oriana House since October 2012 to provide a pretrial diversion option that houses individuals with developmental disabilities who are facing criminal charges in lieu of awaiting trial/disposition in the Summit County jail. The contract ensures the availability of four beds (3 male and 1 female) for eligible individuals in a restrictive, structured, residential environment while maintaining continuity of care through programming and treatment services based on the ISP. Services while in the program may include case management, crisis counseling, social skills group, medication compliance, recreation, hygiene and nutrition. Summit DD has used 371 beds days to date, all of which have been for males. The contract renewal would be for the period January 1, 2015 through December 31, 2015 in an amount not to exceed \$181,479.20, which represents a \$25,479.20 increase over the previous contract due to anticipated expansion of need. Mr. Siegferth asked if the Board pays for beds even if they are vacant. Mr. Trunk explained the Board pays an upfront fee of \$100,000 to keep the beds on reserve so they are available when needed and after the retainer, beds are paid for as they are used. Mr. Siegferth asked if the Board gets credited any funds out of the \$100,000 if those beds are not utilized. Mr. Trunk responded there is no refund, however, the Board does not pay anything over the \$100,000 if beds are not used. Mr. Quade asked about the per diem. Mr. Trunk reported the per diem is \$185.18/day. Funds are available in the budget and the contract has been recommended for approval by the November Finance & Facilities and Services & Supports Committees.

V. SUMMIT COUNTY FAMILY AND CHILDREN FIRST COUNCIL/SUMMIT COUNTY CLUSTER FOR YOUTH FUNDING AGREEMENT

The purpose of this contract is to establish a shared funding pool through Cluster, which provides services to multi-needs children in Summit County. Some of the services include service coordination, placement, food, clothing, medical, psychological and psychiatric care. The agreement allows Summit DD to access additional funding for services to children that Summit DD would otherwise sustain. Funds from the contract are used to pay for the Cluster services, cost of two Cluster coordinators and Cluster cross training. Blending funds helps the collaborating agencies stretch dollars and it also helps families get the services they need. In 2013, 50 children were served under this contract, 15 of whom have developmental disabilities. In 2014 through October, 54 children have been served under this contract, 11 of whom have developmental disabilities. The Summit County Health Department is the designated administrative/fiscal agent for the contract. The contract would be for the period January 1, 2015 through December 31, 2015 and Summit DD would contribute \$100,000 to the shared pool through a one-time payment. Other contributors are: Children's Services Board (\$120,000), Juvenile Court (\$100,000) and Child Guidance & Family Solutions (\$68,000).

MINUTES –combined work session and regular meeting
Thursday, December 18, 2014

WORK SESSION *(continued)*

V. SUMMIT COUNTY FAMILY AND CHILDREN FIRST COUNCIL/SUMMIT COUNTY CLUSTER FOR YOUTH FUNDING AGREEMENT *(continued)*

The contract is able to be amended if other contract agencies do not sign agreements for the amounts identified. Funds are available in the budget and the contract has been recommended for approval by the November Finance & Facilities and Services & Supports Committees.

VI. DEPARTMENT OF JOB AND FAMILY SERVICES CONTRACT FOR ONSITE ASSISTANCE

This contract is collaboration between Summit DD and the Summit County Department of Job & Family Services (DJFS) for a DJFS caseworker to be located at Summit DD's administrative offices. The caseworker provides assistance with Medicaid enrollment, Medicaid waivers, Healthy Start and food assistance programs. Having an onsite DJFS caseworker addresses special issues and barriers that can delay Medicaid enrollment. The contract would be for the period January 1, 2015 through December 31, 2015 in an amount not to exceed \$65,000. Reimbursement would be made to DJFS on a monthly basis in an amount not to exceed \$5,417. Funds are available in the budget and the contract has been recommended for approval by the November Finance & Facilities and Services & Supports Committees.

VII. HATTIE LARLHAM COMMUNITY SERVICES CONTRACT FOR NURSING SERVICES

This Hattie contract would provide nursing services to approximately eleven eligible children in the Paving the Way program and to approximately 450 eligible adults attending center-based facilities. Nursing services are required for individuals who need g-tube feedings, aerosol treatments, medication administration and other medical treatments. There are currently five LPNs and two RNs who provide services under this contract. Over the past three years this contract has been reduced by \$165,000 as children have moved out of Calico and into community-based child care. In September 2014, Calico changed from a traditional integrated child care center into a transitional program, Paving the Way, for children whose medical complexities or behaviors prevent them from immediately finding child care in the community. The contract would be for the period January 1, 2015 through December 31, 2015 in an amount not to exceed \$494,685. The contract reflects an increase of \$40,000 to cover the cost of an additional nurse, if needed, for the children receiving services through Paving the Way. Mr. Briggs asked if the \$165,00 contract reduction is inclusive of the \$40,000 increase for children. Mr. Trunk replied that it is not. The net reduction in the contract amount is \$125,000 and the \$40,000 would only be utilized if there is a need. A Request For Proposal will be conducted near the end of the contract period. Funds are available in the budget and the contract has been recommended for approval by the November Finance & Facilities and Services & Supports Committees.

MINUTES –combined work session and regular meeting
Thursday, December 18, 2014

WORK SESSION *(continued)*

VIII. SUCCESS4KIDZ THERAPY CONTRACT

Success4Kidz has been providing consultative therapy services for the Board since 2007. In 2014, Summit DD chose to follow an evidence-based early intervention model recommended by DODD. Therapists participate in evaluations to determine eligibility for early intervention services and meet weekly with a team of Help Me Grow (HMG) Service Coordinators and Developmental Specialists to ensure that families are supported by one primary service provider who is supported by a team of professionals. They can also act as the primary service provider, allowing the team to select the therapist as a provider so that each family gets the best fit to serve their needs. The two-year contract would be for the period January 1, 2015 through December 31, 2016 in an amount not to exceed \$716,184. There is no contract increase in 2015. There is a 3% contract increase in 2016 to cover the cost of living increase, which is already reflected in the contract amount. A Request For Proposal will be conducted near the end of the contract period. Funds are available in the budget and the contract has been recommended for approval by the November Finance & Facilities and Services & Supports Committees.

IX. PRIMARY SOLUTIONS GATEKEEPER CONTRACT

Summit DD uses the Gatekeeper system provided by Primary Solutions as its main application for tracking and managing activities related to individuals served. The annual license cost for Gatekeeper will be \$48,538 in 2015, which is a 2% increase over 2014. Summit DD uses OhioDD.com provided by Primary Solutions for tracking billing and utilization of services. The annual license cost for OhioDD.com will be \$7,600 in 2015, which is a 2% increase over 2014. Mr. Quade asked if other county boards utilize OhioDD.com. Mr. DuPlain replied that a large majority, approximately 80%, contract with Primary Solutions and use OhioDD.com. Mr. Quade asked if Primary Solutions is a single-source vendor. Mr. DuPlain responded there are other alternatives, however, Primary Solutions is the main provider. Mr. Briggs asked if the Board is indemnified from loss. Mr. DuPlain explained the main database that is utilized is housed at Summit DD and the Board has multiple layers of firewall protection as well as a 24-hour monitoring system. Mr. Briggs asked if the Board purchased cyber insurance. Mrs. Pozna replied that at the time insurance was being renewed cyber coverage was reviewed and declined because it was very expensive. She indicated there may be some coverage at the County level and that she would check into that. Upon further review after the Board Meeting, Mrs. Pozna reported the County does have cyber coverage and if the County was subject to a cyber-breach anyone affected by the breach would receive benefit of the County's insurance coverage. All of the Board's fiscal information, including the fund balance, is housed on the County's system so it is covered under the County's plan.

MINUTES –combined work session and regular meeting
Thursday, December 18, 2014

WORK SESSION *(continued)*

IX. PRIMARY SOLUTIONS GATEKEEPER CONTRACT *(continued)*

Staff have budgeted \$10,000 in 2015 as estimated costs for customized work and technical support from Primary Solutions that is beyond what is included in the licensing agreements. Technical support is billed at an hourly rate and only for services rendered. The request is to renew the annual license agreements with Primary Solutions in 2015 in an amount not to exceed \$66,138. Funds are available in the budget and the contract has been recommended for approval by the November Finance & Facilities Committee.

X. NEW POLICY 2034 – DISABILITY LEAVE

Each collective bargaining agreement addresses disability leave for its members, however, there is no policy governing Summit DD's practices as relates to non-bargaining employees. New Policy 2034 outlines that disability leave begins at the conclusion of Family and Medical Leave and is available when paid time off is exhausted. The new policy codifies the Board's current practice of making its usual contribution to the group health plan coverage for three months and caps the leave period at twelve months. The collective bargaining agreements allow up to three years while this proposed new policy allows for one year for non-bargaining staff. New Policy 2034 – Disability Leave has been recommended for approval by the November HR/LR Committee.

XI. NOVEMBER FINANCIAL STATEMENTS

November reflects deficit spending of \$3,273,817 with an ending fund balance of \$64,868,996. Revenue for the month of November reflects receipt of the second half homestead and rollback tax settlement in the amount of \$3,098,000. Expenditures for the month include ERIP costs for 59 participants, quarterly waiver administration fee of \$296,000, new servers and software in the amount of \$23,000 and building renovations and repairs in the amount of \$59,500. The November Financial Statements have been recommended for approval by the December Finance & Facilities Committee.

The work session adjourned at 5:37 p.m.

MINUTES –combined work session and regular meeting
Thursday, December 18, 2014

BOARD MEETING

The **regular monthly meeting** of the Summit County Board of Developmental Disabilities convened at 5:37 p.m.

I. BOARD MEMBER CAUCUS

Mr. Briggs stated that election of Board officers takes place at the January Organizational Meeting. He asked Meghan Wilkinson to serve as the Board's Nominating Committee. Mrs. Wilkinson agreed. Mr. Briggs asked that nominations be submitted to Mrs. Wilkinson no later than January 16, 2015.

Mr. Briggs noted that Mrs. Arshinkoff's term on the Board expires at the end of December. He thanked her for her service on the Board and noted that it was clear that she cared about issues before the Board. He wished her well in future endeavors. He added that Probate Judge Stormer has appointed a new Board Member, Dr. Jennifer Dwyer, who will begin her first term in January.

Mr. Dohnal commented that the OACB held its Annual Conference in early December and one of the educational tracks was Summit DD staff presenting the Good Life. Staff did a presentation and then break-out sessions which lasted about two hours. He observed that all participants in the room were engaged and remained for the entire duration of the presentation. He stated Summit DD staff did an excellent job with the presentation. As a Board Member and a father, he was very impressed and gratified. Mr. Trunk added that he too was very impressed and thought the presentation went very well and was well received.

II. PUBLIC COMMENT

Tom Berry, a parent and Board Member of the Arc of Summit & Portage Counties, thanked the Board and Superintendent for their service this past year. He noted he has not heard any complaints and commented that everyone is doing a good job. He wished all a Merry Christmas and Happy New Year.

Leslie Frank, a Summit DD staff and parent, asked if there has been follow-up to her question at last month's Board Meeting relative to the Oriana House program as it relates to her daughter. Mrs. Kamlowsky responded that she would contact Leslie tomorrow to discuss the details of her daughter's situation further.

Ms. Frank commented that relative to the 2015 Operating Plan, she is glad to see there is ongoing training with local law enforcement on effective and appropriate ways to interact and communicate with individuals with disabilities.

She also noted the positive collaboration with Family & Children First Council on the Cluster program.

MINUTES –combined work session and regular meeting
Thursday, December 18, 2014

BOARD MEETING (continued)

II. PUBLIC COMMENT (continued)

Ms. Frank stated she had an annual meeting with a NEON SSA through the TDD Waiver contract recently and it was a seamless transition from Summit DD to NEON; she was pleased with the process.

She thanked the Board for agreeing to extend the bargaining unit agreements to three-year contracts expiring December 2018.

Ms. Frank commented that the Cuyahoga Falls Center holiday party went very well. She wished everyone a Merry Christmas and a Happy New Year.

III. APPROVAL OF MINUTES

A. NOVEMBER 20, 2014 (combined work session and regular meeting)

RESOLUTION

No. 14-12-01

Mrs. Wilkinson moved that the Board approve the minutes of the November 20, 2014 combined work session and regular meeting, as presented in attachment #12. The motion, seconded by Mr. Quade, was unanimously approved.

IV. BOARD ACTION ITEMS

A. FINANCE & FACILITIES COMMITTEE

1. WEAVER INDUSTRIES CONTRACT FOR SERVICES AT SUMMIT DD FACILITIES

RESOLUTION

No. 14-12-02

Mr. Quade moved that the Board approve a contract with Weaver Industries for services at Summit DD facilities for the period January 1, 2015 through December 31, 2015 in an amount not to exceed Six Hundred Fourteen Thousand Five Hundred Six Dollars (\$614,506), as presented in attachment #2, and that the Superintendent be authorized to sign said contract. The motion, seconded by Mr. Sieferth, was unanimously approved.

MINUTES –combined work session and regular meeting
Thursday, December 18, 2014

BOARD MEETING (continued)

IV. BOARD ACTION ITEMS (continued)

A. FINANCE & FACILITIES COMMITTEE (continued)

2. NEON CONTRACT FOR TDD WAIVER ADMINISTRATION

RESOLUTION

No. 14-12-03

Mr. Siegferth moved that the Board approve a contract with Northeast Ohio Network (NEON) for TDD Waiver Administration for the period January 1, 2015 through December 31, 2015 in an amount not to exceed Three Hundred Fifty Thousand Nine Hundred Ninety Six Dollars (\$350,996), as presented in attachment #3, and that the Superintendent be authorized to sign said contract. The motion, seconded by Mr. Quade, was unanimously approved.

3. ORIANA HOUSE CONTRACT FOR ALTERNATIVE ENVIRONMENT PROGRAM

RESOLUTION

No. 14-12-04

Mrs. Ricks moved that the Board approve a contract with Oriana House for the Alternative Environment Program for the period January 1, 2015 through December 31, 2015 in an amount not to exceed One Hundred Eighty One Thousand Four Hundred Seventy Nine Dollars and Twenty Cents (\$181,479.20), as presented in attachment #4, and that the Superintendent be authorized to sign said contract. The motion, seconded by Mr. Siegferth, was unanimously approved.

4. SUMMIT COUNTY FAMILY AND CHILDREN FIRST COUNCIL/SUMMIT COUNTY CLUSTER FOR YOUTH FUNDING AGREEMENT

RESOLUTION

No. 14-12-05

Mr. Dohnal moved that the Board approve a contract with Summit County Family and Children First Council for participation in the shared pool agreement for the period January 1, 2015 through December 31, 2015 in an amount not to exceed One Hundred Thousand Dollars (\$100,000), as presented in attachment #5, and that the Superintendent be authorized to sign said contract. The motion, seconded by Mrs. Wilkinson, was unanimously approved.

MINUTES –combined work session and regular meeting
Thursday, December 18, 2014

BOARD MEETING *(continued)*

IV. BOARD ACTION ITEMS *(continued)*

A. FINANCE & FACILITIES COMMITTEE *(continued)*

5. DEPARTMENT OF JOB AND FAMILY SERVICES CONTRACT FOR ONSITE ASSISTANCE

RESOLUTION No. 14-12-06

Mrs. Wilkinson moved that the Board approve a contract with the Department of Job and Family Services for an onsite caseworker for the period January 1, 2015 through December 31, 2015 in an amount not to exceed Sixty Five Thousand Dollars (\$65,000), as presented in attachment #6, and that the Superintendent be authorized to sign said contract. The motion, seconded by Mr. Quade, was unanimously approved.

6. HATTIE LARLHAM COMMUNITY SERVICES CONTRACT FOR NURSING SERVICES

RESOLUTION No. 14-12-07

Mr. Quade moved that the Board approve a contract with Hattie Larlham Community Services for nursing services for the period January 1, 2015 through December 31, 2015 in an amount not to exceed Four Hundred Ninety Four Thousand Six Hundred Eighty Five Dollars (\$494,685), as presented in attachment #7, and that the Superintendent be authorized to sign said contract. The motion, seconded by Mr. Siegferth, was unanimously approved.

7. SUCCESS4KIDZ THERAPY CONTRACT

RESOLUTION No. 14-12-08

Mr. Siegferth moved that the Board approve a two-year contract with Success4Kidz for therapy services for the period January 1, 2015 through December 31, 2016 for the total contract amount not to exceed Seven Hundred Sixteen Thousand One Hundred Eighty Four Dollars (\$716,184), as presented in attachment #8, and that the Superintendent be authorized to sign said contract. The motion, seconded by Mr. Quade, was unanimously approved.

MINUTES –combined work session and regular meeting
Thursday, December 18, 2014

BOARD MEETING *(continued)*

IV. BOARD ACTION ITEMS *(continued)*

A. FINANCE & FACILITIES COMMITTEE *(continued)*

8. PRIMARY SOLUTIONS CONTRACT

RESOLUTION

No. 14-12-09

Mrs. Ricks moved that the Board approve a contract with Primary Solutions for annual licensing and technical supports for the period January 1, 2015 through December 31, 2015 in an amount not to exceed Sixty Six Thousand One Hundred Thirty Eight Dollars (\$66,138), as presented in attachment #9, and that the Superintendent be authorized to sign said contract. The motion, seconded by Mr. Dohnal, was unanimously approved.

9. NOVEMBER FINANCIAL STATEMENTS

RESOLUTION

No. 14-12-10

Mr. Dohnal moved that the Board approve the November Financial Statements, as presented in attachment #11. The motion, seconded by Mr. Siegferth, was unanimously approved.

B. HR/LR COMMITTEE

1. NEW POLICY 2034 – DISABILITY LEAVE

RESOLUTION

No. 14-12-11

Mrs. Wilkinson moved that the Board approve new Policy 2034 – Disability Leave, as presented in attachment #10. The motion, seconded by Mr. Quade, was unanimously approved.

V. SUPERINTENDENT'S REPORT

A. OACB ANNUAL CONFERENCE

Mr. Trunk thanked Board Members for attending the OACB Annual Conference in early December and Mrs. Wilkinson for acting as the alternate at the Delegate Assembly. He noted that there were two proposed resolutions at the Delegate Assembly.

MINUTES –combined work session and regular meeting
Thursday, December 18, 2014

BOARD MEETING (continued)

V. SUPERINTENDENT'S REPORT (continued)

A. OACB ANNUAL CONFERENCE (continued)

The first proposed resolution had to do with systemic transitions that will occur over the next few years. It outlined that the State would budget for some of the changes so the entire financial burden would not be absorbed at the county level. This resolution passed. The second proposed resolution was around prohibiting providers from consuming alcohol while on duty. There was discussion around the fact that some providers are live-in caregivers and are technically never off duty. The language in this proposed resolution is somewhat ambiguous and Summit DD voted against the resolution, however, it did pass with a majority vote. When this resolution moves forward to the State to get put into rule, there is likely to be modifications to the language to clarify the intent.

B. EARLY RETIREMENT INCENTIVE PROGRAM (ERIP)

Of the 102 staff eligible to take advantage of the ERIP, there are currently 69 staff who are participating. Approximately \$2,100,000 of dollars budgeted for the ERIP won't be utilized since there was not 100% participation. Along with the permanent \$2,000,000 in salary savings there will also be a reduction in staff since some of those who are retiring won't be replaced. The impact on the fund balance will be approximately \$4,000,000 and it will take about two years to realize the savings. Mr. Briggs asked how many of the 69 staff retiring won't be replaced. Mr. Trunk replied that he does not have the exact number, however, he believes it is about half. Mr. Briggs asked if the staff not being replaced is due to system transformations. Mr. Trunk responded that it does in part have to do with transitions, along with rule changes at the State level, greater access to network providers and greater internal efficiencies. He advised the ERIP will be complete at the end of February and he will give the Board a full report at the March Board Meeting. Upon completion of the Board Meeting, Mrs. Pozna researched and reported that of the 69 ERIP participants, 36 positions will not be replaced. She confirmed that the ERIP cost will be approximately \$2,000,000 and the projected annual salary savings will be \$2,000,000.

C. 2014 HIGHLIGHTS

Mr. Trunk commented that it has been a very busy and productive year and many things have been accomplished:

- Extension of the labor contracts through 2018, which speaks to the spirit of cooperation with the bargaining unit membership.
- Designed and implemented a new Agency logo and branding strategy.

MINUTES –combined work session and regular meeting
Thursday, December 18, 2014

BOARD MEETING (continued)

V. SUPERINTENDENT'S REPORT (continued)

C. 2014 HIGHLIGHTS (continued)

- The All 4 One initiative has been successful. This is the program where every manager spends about an hour getting to know staff once per month. So far, there have been over 200 meetings that have taken place with very positive feedback.
- A new Leadership Oath has been developed and signed by all Summit DD managers, demonstrating commitment to integrity, transparency and collaboration.
- The ERIP is just about complete with 69 staff participating in the program so far.
- Renewed and rebuilt relationships with the public and providers, including continuation of regular provider Executive Council meetings.
- Implemented The Good Life.

Mr. Trunk thanked the Board and staff for their hard work and support this year and thanked Karen Arshinkoff for her service on the Board and to the citizens of Summit County.

VI. PRESIDENT'S COMMENTS

Mr. Briggs commented that this past year has been one of transition and staff have handled it very well. Next year will be a rebuilding year and he challenged staff to accomplish bigger and better things since that is what we do at Summit DD – keep pushing to reach the stars! Summit County is one of the best counties in the State of Ohio in which to live, especially if you have a family member with a developmental disability. He urged staff to keep up the good work. Mr. Briggs wished all happy holidays!

There being no further business, the Board Meeting adjourned at 6:07 p.m.

Denise Ricks, Secretary

December 2014 Executive Summary Dashboard

	YTD Total	Definition
Total Annual Persons Served	4416	Unduplicated cumulative total of YTD Persons Served. Census line XI
Total Adults	2152	Cumulative total of YTD adults. SSA Assigned and adults receiving a day array service. Note: Adults who received "SSA only" and then receive a service would be counted in both SSA only and Day Array.
Total Children	2204	Cumulative total of YTD children. EI and ages 3+, SSA Assigned, and school age registry. Note: Children who become adults during time period are also counted as adults.
Total Waiver	1799	Unduplicated cumulative total of YTD count of individuals receiving a waiver. Census line IVB5
IO	1166	Individuals receiving I/O funding Note: if funding changes from Level 1 to IO, person counted in both waiver types
Level 1	672	Individuals receiving level 1 funding Note: if funding changes from Level 1 to IO, person counted in both waiver types
Total Day Array	1959	Unduplicated cumulative total of YTD Persons Served receiving day array services. Census line IIH6
Waiver funded	1731	Individuals receiving waiver funded day array services. Note: if funding changes from Local to waiver, person counted in both funding types.
Locally funded	480	Individuals receiving locally funded day array services. Note: if funding changes from Local to waiver, person counted in both funding types.
Total Day Array Service Delivery		
Summit DD	759	Individuals receiving day array services with Summit DD. Note: if served by Summit DD and then change to private provider, or served by both at same time, then counted in both provider categories.
Private Provider	1383	Individuals receiving day array services with Private Provider. Note: if served by Private Provider and then change to Summit DD, or served by both at same time, then counted in both provider categories.
Total NMT Service Delivery	1911	Unduplicated cumulative total of YTD Persons Served receiving Non Medical Transportation (NMT). Census line IXG
Summit DD	715	Individuals receiving NMT with Summit DD. Note: if changed from Summit DD to Provider counted in both provider categories
Private Provider	1373	Individuals receiving NMT services with private provider. Note: if changed from Summit DD to Provider counted in both provider categories
Total Homemaker Personal Care Supports	1665	Unduplicated cumulative total of YTD persons served receiving homemaker personal care (HPC). Note: HPC is defined as residential services and supports. Census line VIII
Shared 24/7 sites	171	# of sites individuals receive shared HPC services Note: this represents congregate community sites
Foster sites	132	# of Foster Care sites. Note: This includes single and shared Foster care

*Locally funded means services are paid 100% with local tax dollars

	12/31/2024	12/31/2025	Year to Date
CHILDREN'S SERVICES			
EARLY INTERVENTION (EI)			
1	Total EI Children Served Community Based	429	749
CHILD CARE (Birth to 3)			
1	Calico - Summit DD Eligible Children	3	6
2	Calico - Typical Children	0	0
3	Community Child Care - (Community Partnerships for Inclusion)	16	18
4	Total Children (Birth to 3) (unduplicated count) LB.1 through LB.3	19	24
CHILD CARE (3-5)			
1	Child care ages 3 and up - Summit DD Eligible Children	8	15
2	Child care ages 3 and up - Typical Children	1	25
3	Community Child Care - (Community Partnerships for Inclusion)	59	80
4	Total Children ages 3 and up served (unduplicated count) LG.1 through LG.3	68	120
5	TOTAL CHILDREN SERVED IN EI AND CHILD CARE (unduplicated count) LB.1 plus LB.4 plus LG.4	87	149
TOTAL CHILDREN SERVED IN EARLY INTERVENTION AND CHILD CARE (unduplicated count)			
		107	173
TOTAL CHILDREN ON SCHOOL AGE REGISTRY SERVED			
		1102	1218
ADULT DAY ARRAY SERVICES			
Summit DD OPERATED WAIVER FUNDED SERVICE			
1	Vocational Habilitation	185	247
2	Day Support	112	124
3	Vocational Habilitation/Day Support	130	172
4	Total Adult Day Array services - Summit DD OPERATED (unduplicated count) IL.A.1 through IL.A.3	427	543
Summit DD OPERATED LOCALLY FUNDED SERVICE			
1	Vocational Habilitation	28	43
2	Day Support	16	16
3	Vocational Habilitation/Day Support	18	20
4	Total Adult Day Array services - Summit DD OPERATED (unduplicated count) IL.B.1 through IL.B.3	62	79
5	TOTAL ADULT DAY ARRAY SERVICES - SUMMIT DD OPERATED (unduplicated count) IL.A.4 plus IL.B.4	489	622
PRIVATE PROVIDER WAIVER FUNDED SERVICE, Summit DD MATCH			
1	Vocational Habilitation	487	533
2	Day Support	74	95
3	Vocational Habilitation/Day Support	906	989
4	Total Adult Day Array services, Waiver Funded - Provider Operated (unduplicated count) IL.C.1 through IL.C.3	1467	1607
PRIVATE PROVIDER LOCALLY FUNDED SERVICE			
1	Vocational Habilitation	92	148
2	Day Support	78	106
3	Vocational Habilitation/Day Support	11	25
4	Total Adult Day Array services, Locally Funded - Private Provider (unduplicated count) IL.D.1 through IL.D.3	181	279
5	TOTAL ADULT DAY ARRAY SERVICES - PRIVATE PROVIDER (unduplicated count) IL.C.4 plus IL.D.4	1686	1886
6	TOTAL ADULT DAY ARRAY SERVICES (unduplicated count) IL.B.5 plus IL.D.5	1551	1674
Summit DD OPERATED EMPLOYMENT WAIVER FUNDED, Summit DD MATCH			
1	Supported Employment Enclave	30	41
2	Supported Employment Community	88	99
3	Total Adult Day Array services, Employment - Waiver Funded Summit DD Provided (unduplicated count) IL.E.1 through IL.E.2	117	137
Summit DD OPERATED EMPLOYMENT LOCALLY FUNDED			
1	Supported Employment Enclave	8	12
2	Supported Employment Community	58	67
3	Total Adult Day Array services, Employment - Locally Funded Summit DD Provided (unduplicated count) IL.F.1 through IL.F.2	66	79
4	TOTAL ADULT DAY ARRAY SERVICES, EMPLOYMENT SUMMIT DD OPERATED (unduplicated count) IL.E.3 plus IL.F.3	182	211
PRIVATE PROVIDER EMPLOYMENT WAIVER FUNDED, Summit DD MATCH			
1	Supported Employment Enclave	102	122
2	Supported Employment Community	17	25
3	Total Adult Day Array services, Employment - Waiver Funded Private Provider (unduplicated count) IL.G.1 through IL.G.2	118	142
4	TOTAL ADULT DAY ARRAY SERVICES, EMPLOYMENT PRIVATE PROVIDER (unduplicated count) IL.E.4 plus IL.F.4	299	353
PRIVATE PROVIDER EMPLOYMENT LOCALLY FUNDED			
1	Supported Employment Enclave	29	46
2	Supported Employment Community	18	27
3	Total Adult Day Array services, Employment - Locally Funded Private Provider (unduplicated count) IL.H.1 through IL.H.2	47	72
4	TOTAL ADULT DAY ARRAY SERVICES, EMPLOYMENT PRIVATE PROVIDER (unduplicated count) IL.G.3 plus IL.H.3	165	208
5	TOTAL ADULT DAY ARRAY SERVICES, EMPLOYMENT (unduplicated count) IL.D.4 plus IL.H.4	344	402
6	TOTAL ADULT DAY ARRAY SERVICES (unduplicated count) IL.D.4 plus IL.H.4	1850	1959

2014 December Census

Print In Time
Snapshot as of
12/31/2014

Definitions

SSA ONLY		Print In Time Snapshot as of 12/31/2014	Cumulative Year to Date	Definitions
III	A	Children - SSA Assigned	73	Age 3-21 - SSA Assigned, No Other Services Provided
	B	Adults - SSA Assigned	111	Age 22 and over - SSA Assigned, No Other Services Provided
	C	Adults - SSA Assigned	184	Summit DD contributes 40% Match
IV	A	TOTAL SSA ONLY (unduplicated count) A+B+C	338	
HOME AND COMMUNITY BASED WAIVERS				
	A	NO WAIVERS		
	1	Number of Waivers requested	66	As requested by Summit DD
	2	Number of Waivers OOD awarded	86	As awarded by OOD
	3	Number of Waivers Filled	1146	Waivers in active use
	4	Living Independently in community w/ Homemaker Personal Care Supports	383	In-Home supports in family home or persons' own residence
	5	Foster Homemaker Personal Care	209	Person living with care giver not a family member
	6	24/7 shared staffing for Homemaker Personal Care Supports	574	Person receiving 24/7 paid staff supervision support
	B	LEVEL ONE WAIVERS		
	1	Number of Waivers requested	65	As requested by Summit DD
	2	Number of Waivers OOD awarded	71	As awarded by OOD
	3	Number of Waivers Filled	672	Waivers in active use
	4	Living Independently in community w/ Homemaker Personal Care Supports	290	In-Home supports in family home or persons' own residence
	5	Foster Homemaker Personal Care	1771	Person living with care giver not a family member
	6	24/7 shared staffing for Homemaker Personal Care Supports	155	Person receiving 24/7 paid staff supervision support
	7	Summit DD pays 100% local for individuals not enrolled on Waiver	134	Summit DD pays 100% local for individuals not enrolled on Waiver
	8	In-Home supports in family home or persons' own residence	3	In-Home supports in family home or persons' own residence
	9	Person living with care giver not a family member	7	Person living with care giver not a family member
	10	Person receiving 24/7 paid staff supervision support	17	Person receiving 24/7 paid staff supervision support
	11	Cumulative YTD 8% may be duplicated across service categories	83	Cumulative YTD 8% may be duplicated across service categories
	12	Individuals residing in an intermediate care facility funded by ODJFS, and is an option for persons served	87	Individuals residing in an intermediate care facility funded by ODJFS, and is an option for persons served
	13	Individuals residing in a Nursing Home funded by ODJFS, and is an option for persons served	60	Individuals residing in a Nursing Home funded by ODJFS, and is an option for persons served
	14	Cumulative total of YTD residential supports is unduplicated	1665	Cumulative total of YTD residential supports is unduplicated
V	A	TOTAL NUMBER OF INDIVIDUALS RECEIVING RESIDENTIAL SUPPORTS (A+B+C+D+E+F+G+H+I+J+K+L+M+N+O+P+Q+R+S+T+U+V+W+X+Y+Z)	1562	
VI	A	TRANSPORTATION		
	1	Non Medical Transportation, Summit DD Operated, Waiver Funded (unduplicated count)	439	Transportation to and from Day Array services, Summit DD contributes 40% Match
	2	Non Medical Transportation, Summit DD Operated, Locally Funded (unduplicated count)	125	Transportation to and from Day Array services, Summit DD pays 100% local
	3	Non Medical Transportation, Summit DD Operated, Locally Funded (unduplicated count) DCA plus DCA	557	Transportation to and from Day Array services, Summit DD contributes 40% Match
	4	Non Medical Transportation, Private Provider, Waiver Funded (unduplicated count)	1945	Transportation to and from Day Array services, Summit DD contributes 40% Match
	5	Non Medical Transportation, Private Provider, Locally Funded (unduplicated count)	219	Transportation to and from Day Array services, Summit DD pays 100% local
	6	Non Medical Transportation, Private Provider, Locally Funded (unduplicated count) DCA plus DCA	1259	Transportation to and from Day Array services, Summit DD contributes 40% Match
	7	TOTAL NUMBER OF PERSONS SERVED RECEIVING TRANSPORTATION (unduplicated count) A+B+C+D+E+F+G+H+I+J+K+L+M+N+O+P+Q+R+S+T+U+V+W+X+Y+Z	1760	
VII	A	QUALITY OF LIFE ACTIVITIES		
	1	Special Olympics	50	Summit DD pays 100% local
	2	Blast	592	number of people that participated in year around sports training and athletic competition (duplicate of
	3	College For Living	880	number of people that participated in Social and Rec. for individuals employed in the community.
	4	Camp	807	number of people that attended Educational and Leisure classes offered this quarter.
	5	Family Support Services Plan	N/A	number of people that attended summer camp for school-aged students. (reported end of Aug)
	6	Other	0	number of people that were awarded FSS dollars for respite, Adaptive Equi. or home mod.
	7	TOTAL NUMBER OF PARTICIPATIONS IN QUALITY OF LIFE ACTIVITIES (A+B+C+D+E+F+G)	231	Includes duplicates, NOT included in Total Lives Touched
VIII	A	TOTAL ANNUAL PERSONS SERVED (unduplicated count)	3927	Cumulative total of YTD Persons Served receiving some type of service or support
IX	A	WAITING LISTS		
	1	Adult Day Array services	0	SSA Assigned, Calico, Early Intervention, Typically Developing Children, School Age Registry
	2	24/7 shared staffing for Homemaker Personal Care Supports	0	Waiting for Voc. Hab., Day Support, and/or Supported Employment longer than 45 days
	3	Individual Options Waiver	1830	Waiting to receive 24 x 7 paid staff supervision support
	4	Level One Waiver	1244	Waiting for an individual Options waiver slot
	5	Waiting for a Level One waiver slot		Waiting for a Level One waiver slot



Summit DD 2014 MUI Summary

1) Departmental Performance Measures

- a. 98% of incidents were reported to DODD within 24 hours of discovery, the goal is 97%.
- b. 100% of MUI cases were closed on time, the goal is 95%.
- c. 99% of questions from DODD answered on time, the goal is 95%.

2) MUI Investigations

- a. There were 1,302 MUIs investigated in 2014. 295, or 22.6%, to date have been substantiated. There are 144 cases pending.
- b. 52% of cases reported were Category A cases, compared to 55% in 2013.

3) MUI Trends & Patterns

- a. Six individuals have had 10 MUIs in the last year.
- b. Eleven individuals have had 5 MUIs in the last six months.

4) Law Enforcement Trends

- a. Out of the 594 cases referred, 154 were opened by the Summit County Sheriff's Office. This accounts for approximately 25% of law enforcement referrals.
- b. There were 38 arrests in 2014, 21 misdemeanor and 17 felony arrests.

5) Other Data

- a. 5 Primary Person of Interest (PPI) in Summit County investigations were added to the abuser registry

Rule Category designations: Category A- Investigated by Law enforcement/CSB and/or Investigative Agent (formerly Protocol investigations), Category B- Investigated by IA and Category C- Reviewed for accuracy and accepted by IA.

Category A cases

Physical Abuse
Sexual Abuse
Verbal Abuse
Suspicious or Accidental Death
Exploitation
Misappropriation
Neglect
Peer-to-Peer Acts

Category B cases

Prohibited Sexual Relations
Rights Code Violation

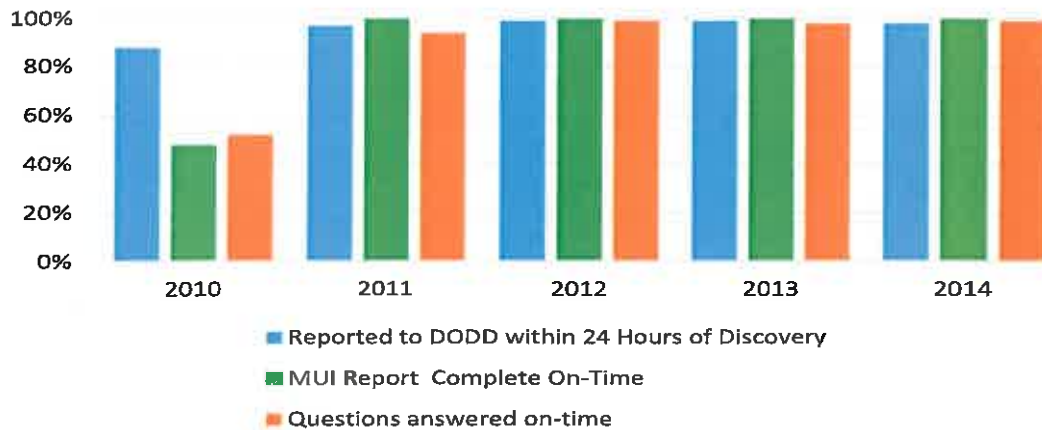
Attempted Suicide
Non-suspicious or Natural Death
Missing Individual
Known Injury
Unknown Injury
Medical Emergency

Category C cases

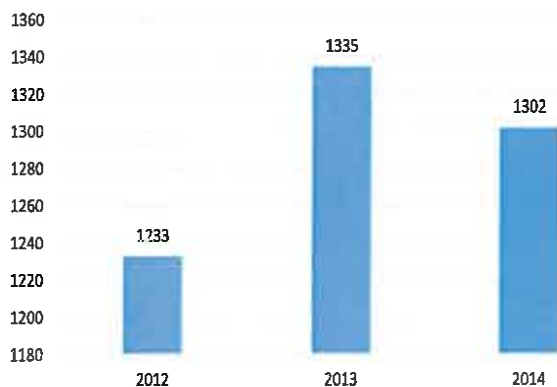
Law Enforcement
Unapproved Behavior Support
Unscheduled Hospitalization

2014 MUI Year-End Report

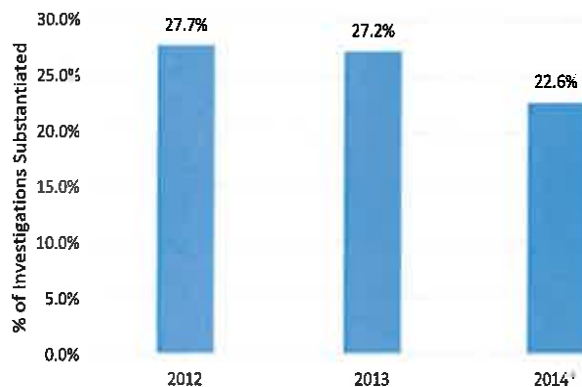
On-Time Performance Metrics



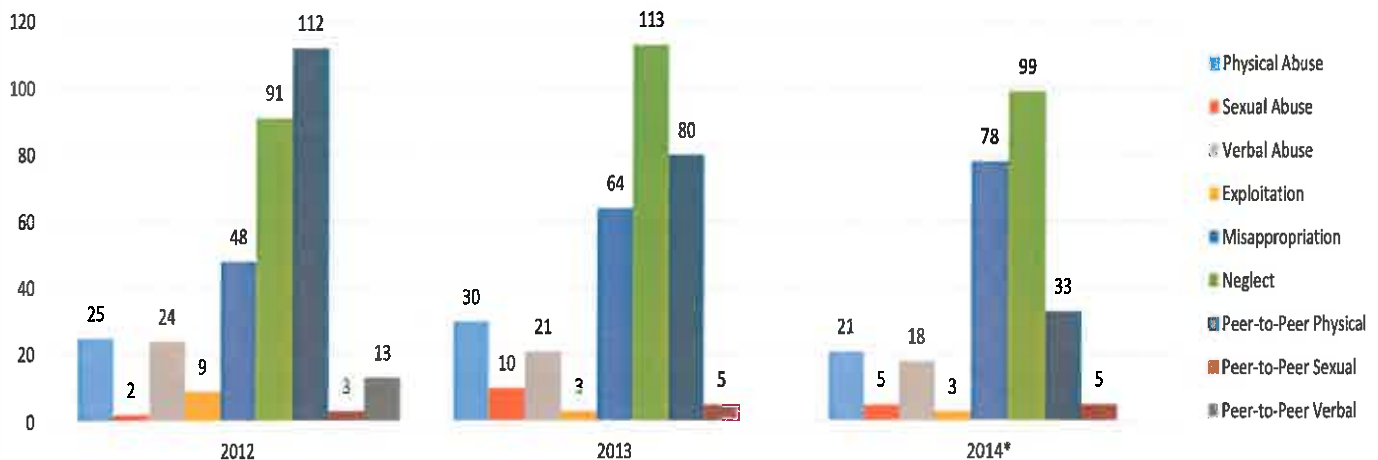
MUI Cases Investigated



Category A & B Cases Substantiated



Substantiated Category A MUIs by Type



TOPIC SUMMARY REPORT

TOPIC	ISSUE/CONCERN	RECOMMENDATION	SUPPORTING DATA FOR RECOMMENDATION
Operating Plan Results –2014 Year End Results	Report on the status of 2014 Operating Plan measures	No Board action required	<p>20 of 22 measures are performing within goal levels. Overall Summit DD scored a 4.7 on a scale of 1 to 5 on the Pillar Dashboard.</p> <p>2014 highlights include:</p> <ul style="list-style-type: none"> • 4,416 total individuals supported by Summit DD. This exceeds projections of 4,177 and represents a 4% increase from 2013. • Summit DD exceeded its goal of adults working in the community with 402 adults. This represents a 22% increase from 2013. • The Community Partnership for Inclusion (CPI) program continues to serve more children in their local communities alongside children without special needs. There are 44 CPI sites, compared to 30 sites in 2013 and 8 sites in 2012. These sites support 96 children in inclusive childcare settings, a 57% increase from 2013. • Employee satisfaction is at an all-time high of 79%, exceeding the goal of 73% and ranking among the top 2% of companies in the benchmarking database. • Major Unusual Incident reporting remains above goal level with 98% of MUI's reported on time in 2014 and 100% of MUI cases closed on-time. • A total of \$46.1 Million in federal dollars were paid directly to private providers in Summit County for services provided which were coordinated and authorized through the Individual Service Plan (ISP). Summit DD provided the local match to be able to pull down these federal dollars through Waiver funding. These dollars represent the value of services in Summit County and are not passed through Summit DD's budget. • 88% of adults receive federal funding to supplement their services coordinated through the ISP, compared to 52% in 2005.

Submitted By: Billie Jo DavidDate: 1/13/2015For: x Superintendent / Assistant Superintendent Finance & Facilities Committee Services & Supports Committee HR/LR Committee Ethics Committee

TOPIC SUMMARY REPORT

			<p>Areas below goal:</p> <ul style="list-style-type: none"> • Parent Guardian Satisfaction: Parent/guardian satisfaction is currently 84%, compared to 87.1% in 2013. Summit DD began collecting satisfaction data monthly in 2014. Data is reported as an aggregate measure (8.4 on a scale of 10) instead of a percentage of respondents who rated a 6 or higher as it was reported in 2013. Summit DD will continue to monitor these results in 2015. • Total Medicaid reimbursement to Summit DD for services provided: Summit DD budgeted \$15.2 Million in federal reimbursement in 2014 and have collected \$13.7 Million to date. As less individuals choose Summit DD as a provider, federal reimbursement for services will also decrease as Medicaid match increases. In 2015, Summit DD budgeted \$13.5 Million in federal reimbursement.
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Submitted By: Billie Jo David

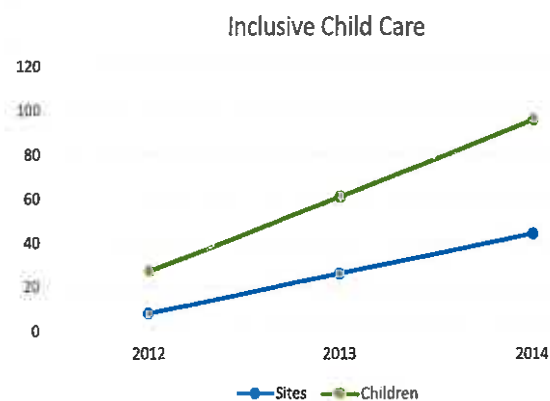
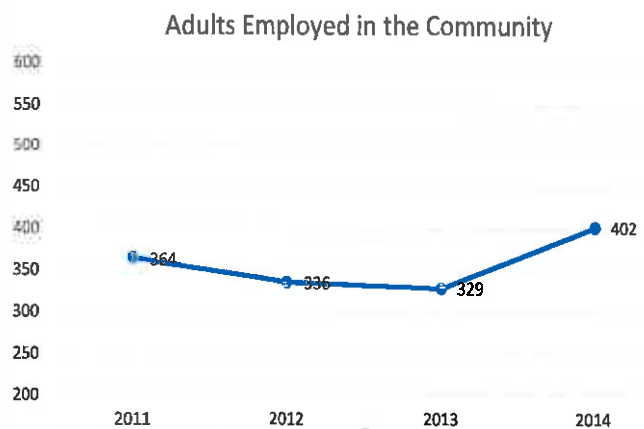
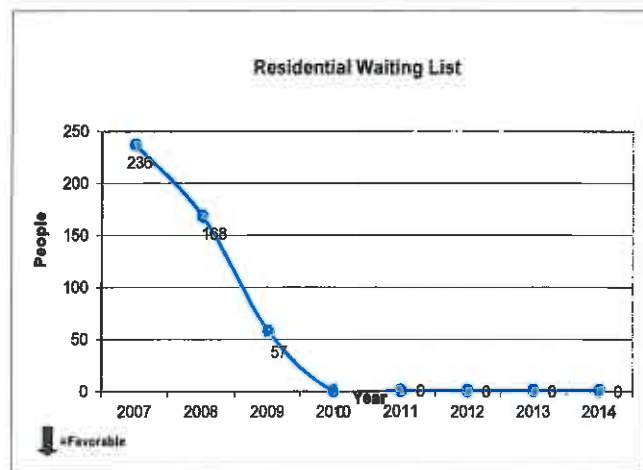
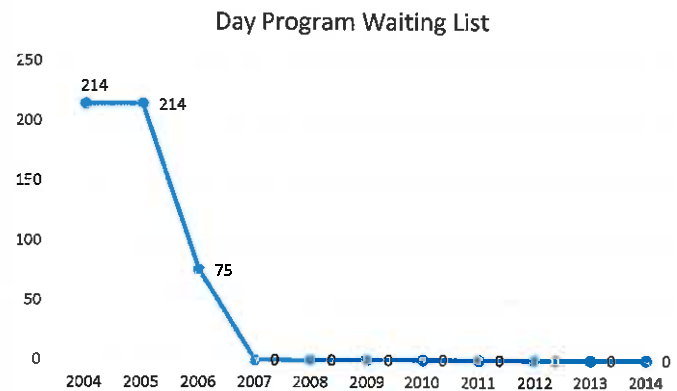
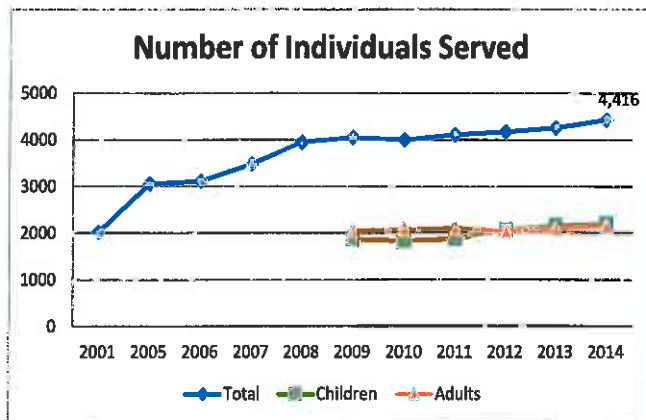
Date: 1/13/2015

For: x Superintendent / Assistant Superintendent
 Finance & Facilities Committee
 Services & Supports Committee
 HR/LR Committee
 Ethics Committee

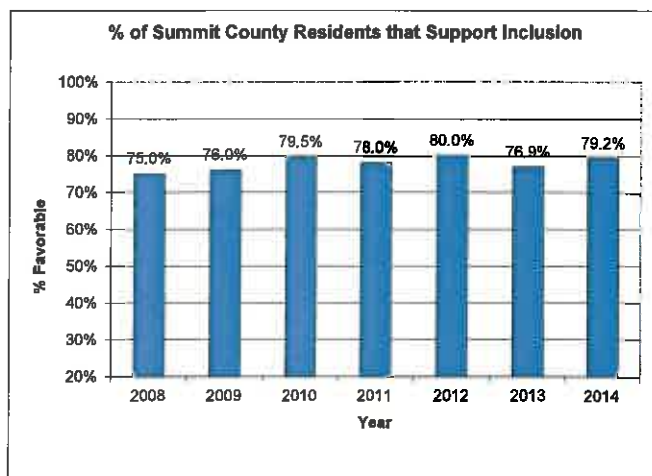
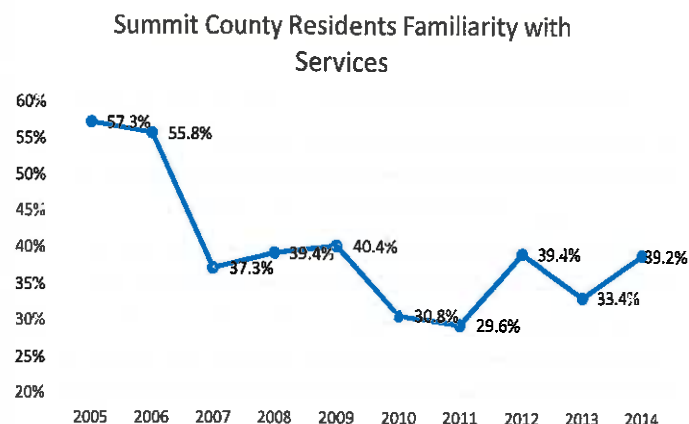
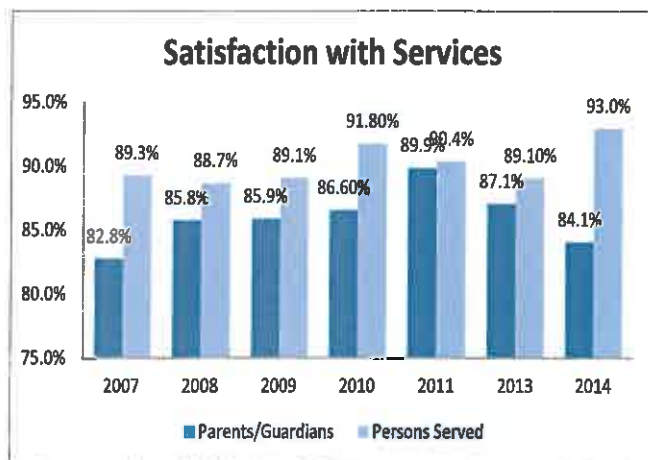


2014 Operating Plan Year-End Dashboard

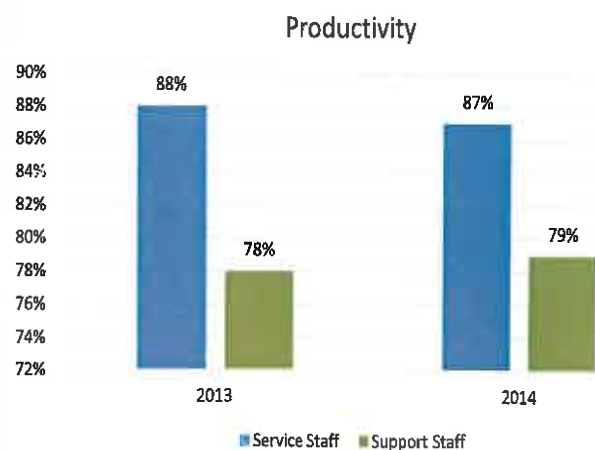
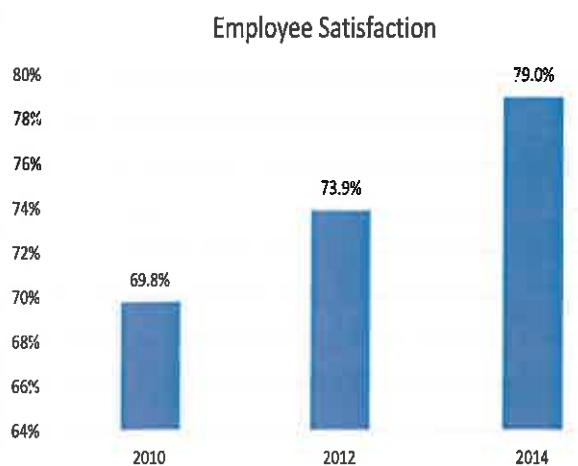
Pillar I - Quality Services



Pillar II - Customer Satisfaction

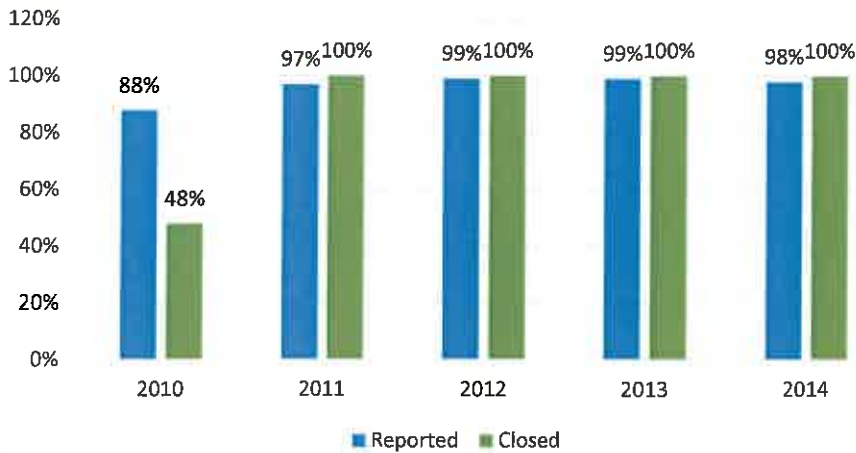


Pillar III - Employee Engagement



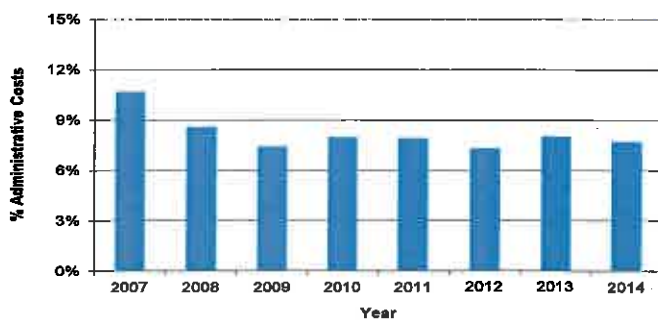
Pillar IV - Provider Collaboration

MUI Timeliness

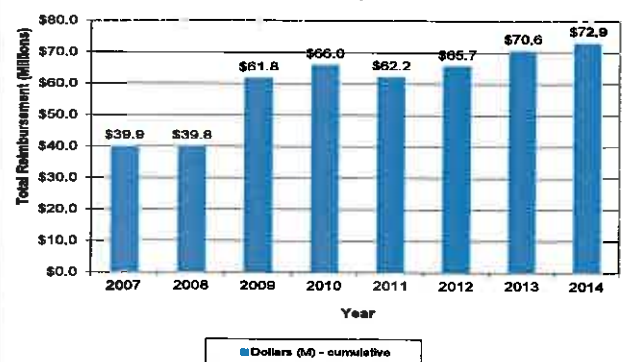


Pillar V - Sustainability

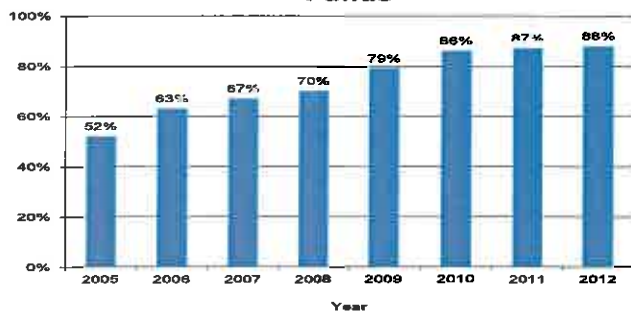
Administrative Costs as a % of Total Expenses



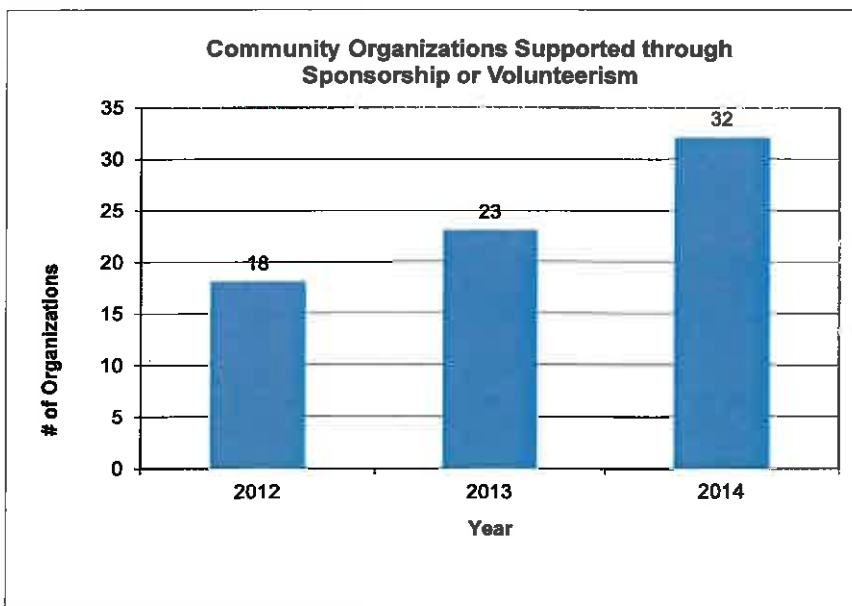
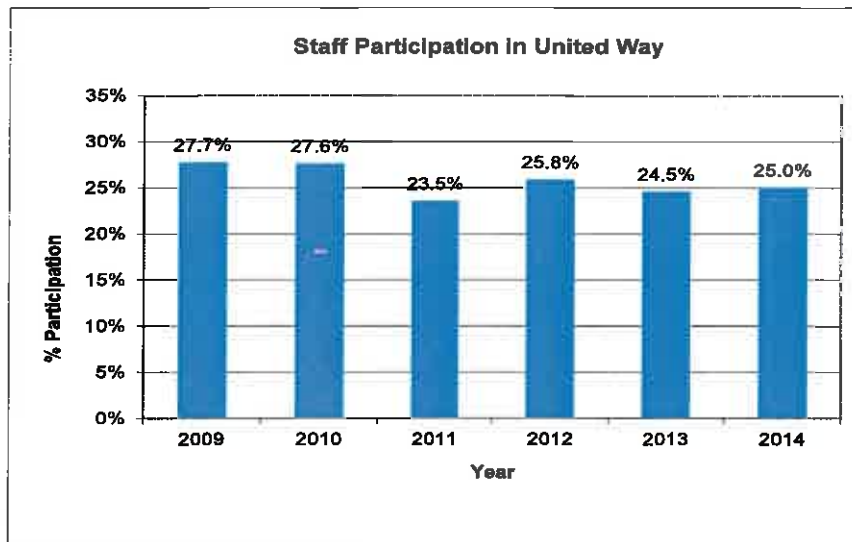
Total Medicaid reimbursement to private providers for services provided



% of Adults Who Receive Federal Funds



Pillar VI - Citizenship



Pillar Dashboard						
Criteria	Quality Services for Persons Served	Customer Satisfaction	Employee Engagement	Provider Collaboration	Sustainability	Citizenship
Pillar Value	5.0	4.0	5.0	4.7	4.8	5.0
Pillar Goal	4	4	4	4	4	4

2014 Average	Total Possible Value
4.7	5

Pillar of Excellence: Quality Services for Persons Served						
Criteria	Total Annual Persons Served	Day Program Waiting List	Residential Waiting List	# adults employed in integrated employment	# of CPI sites	# of children served in CPI sites
2014 Goal	4177	0	0	400	30	50
Performance	4416	0	0	402	44	96
5	4177	0	0	>400	>30	>50
4	4125 to 4176	1 to 30	1 to 30	402 to 369	21 to 23	43 to 50
3	4002 to 4124	31 to 60	31 to 60	368 to 336	18 to 20	35 to 42
2	3882 to 4001	61 to 70	61 to 70	335 to 300	15 to 17	28 to 34
1	<3882	>70	>70	<300	>15	<28
Value	5	5	5	5	5	5

Pillar Value	Total Possible Value
5.0	5

Pillar of Excellence: Customer Satisfaction				
Criteria	Person served satisfaction	Parent/guardian satisfaction	Familiarity with services	% of residents that Support Integration
2014 Goal	91.0%	87.1%	39.4%	80%
Performance	93%	84%	39.20%	79%
5	>91%	>87%	>39.4%	>80%
4	88 to 90.9%	84 to 86.9%	29.4 - 39.4%	74 - 80%
3	85 to 87.9%	80 to 83.9%	24.4 - 29.3%	71 - 73.9%
2	82 to 84.9%	76 to 79.9%	19.4 - 24.3%	68 - 70.9%
1	<82%	<76%	>19.3%	<67.9%
Value	5	2	4	4

Pillar Value	Total Possible Value
4	5

Pillar of Excellence: Employee Engagement			
Criteria	Employee satisfaction	Productivity rate for services staff	Productivity rate for support staff
2014	73%	75%	75%
Performance	79.0%	87.0%	78.9%
5	>73.9%	<75%	<75%
4	70.9% to 73.9%	68% to 75%	68% to 75%
3	68.9% to 70.8%	60% to 67%	60% to 67%
2	66.9% to 68.8%	52% to 59%	52% to 59%
1	<66.9%	>52%	>52%
Value	5	5	5

Pillar Value	Total Possible Value
5	5

Pillar of Excellence: Provider Collaboration			
Criteria	Provider feedback	% MUI's reported to DODD within 24 hrs	Timely Closure of MUI cases
2014 Goal	Baseline	98%	100%
Performance	72.6%	98.0%	100%
5	75.0%	>98%	100%
4	70 - 75%	95% to 98%	97% to 99.9%
3	65-70 %	92% to 94.9%	94% to 96.9%
2	60 - 65%	89% to 91.9%	91% to 93.9%
1	<60%	<89%	<91%
Value	4	5	5

Summit DD Value	Total Possible Value
4.7	5

Pillar of Excellence: Sustainability				
Criteria	Administrative costs as a % of total budget	Total Medicaid reimbursement to private providers for services provided	Total Medicaid reimbursement to Summit DD for services provided	% of Adults Who Receive Federal Funds
2014 Goal	8%	\$60 M	\$15.2 M	85%
Performance	7.7%	\$72.9	\$13.7M	88.0%
5	<9.6%	>30	>15 M	>85%
4	8.5% to 8%	>=28.5	>=11.4 M	80% to 85%
3	9% to 8.4%	>=27.1	>=10.4 M	75% to 79.9%
2	9.5% to 8.9%	>=25.7	>=8 M	70% to 74.9%
1	>9.5%	<25.7	<6	<70%
Value	5	5	4	5

Pillar Value	Total Possible Value
4 8	5

Pillar of Excellence: Citizenship		
Criteria	% of staff that contribute to United Way	# of Summit County Organizations supported
2014 Goal	25.0%	30
Performance	25.4%	32
5	>25%	>20
4	20% to 25%	>=17
3	15% to 19.9%	>=15
2	10% to 14.9%	>=13
1	5% to 9.9%	<10
Value	5	5

Total Possible Value	
Summit DD Value	5