

MINUTES – combined work session and regular meeting
Thursday, May 26, 2016

Summit County Board of Developmental Disabilities

MINUTES

Thursday, May 26, 2016
5:00 p.m.

The **combined work session and regular monthly meeting** of the Summit County Board of Developmental Disabilities was held on Thursday, May 26, 2016 at the Summit DD administrative offices located at 89 East Howe Road, Tallmadge, Ohio 44278. The **work session** convened at 5:02 p.m.

BOARD MEMBERS PRESENT

Dave Dohnal, Vice President
Denise Ricks, Secretary
Randy Briggs
Jennifer Dwyer
Tom Quade
Meghan Wilkinson

BOARD MEMBER EXCUSED

Joe Siegferth, President

ALSO PRESENT

John J. Trunk, Superintendent
Lisa Kamlowky, Assistant Superintendent
Mira Pozna, Director of Fiscal
Billie Jo David, Director of Communications,
Quality & MUI
Tom Jacobs, Director of Operations/SHDC
Holly Brush, Director of SSA and Children's
Services

Joe Eck, Director of Labor Relations &
Risk Management
Lynn Sargi, Director of HR
Russ DuPlain, Director of IT & Records
Drew Williams, Director of Community
Supports & Development
Maggi Albright, Recording Secretary
and Guests

I. SUMMIT HOUSING DEVELOPMENT CORPORATION (SHDC) CONTRACT EXTENSION

SHDC is a 501 C (3) not-for-profit and is governed by its own Board. Summit DD, through contract, allocates one half Executive Director FTE and one full maintenance worker FTE, including salary and benefit costs. Both entities agree that SHDC should be independent of financial assistance from Summit DD. The request is to extend the current contract for an additional six-month, expiring on December 31, 2016, to allow time for both parties to continue development of a transition plan with the new model beginning in 2017. Mr. Trunk advised that Mr. Siegferth and Mr. Briggs have agreed to serve on the SHDC transition committee. Additionally, Lisa Skapura, Director of Summit County Internal Audit Department, will be conducting a fiscal accounting overview as part of the transition. Funds are available in the budget and the SHDC contract extension has been recommended for approval by the April Finance & Facilities Committee.

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WORK SESSION *(continued)*

II. BINARY DEFENSE SYSTEMS CONTRACT

Summit DD currently has layers of defense to protect its computer network. Among the layers are the network Intrusion Prevention System (IPS) and Intrusion Detection System (IDS). These systems are designed to alert about suspicious activity and prevent unauthorized traffic from getting into the network. However, if these layers were to be circumvented, the current system does not permit visibility to that fact. The goal is to implement an enhanced solution to analyze events occurring on the networks and critical servers. Over the past several months, members of the IT Department have reviewed several potential vendors that offer solutions and Binary Defense Systems is being recommended. Binary Defense Systems is a company headquartered in Hudson that offers the best mix of functionality, expertise and price. The request is to approve a contract in the amount of \$67,096, which includes a one-time implementation cost of \$24,500, annual monitoring, licensing and support of \$42,596. The contract has an automatic three-year renewal with pricing guarantee, however, Summit DD may cancel after the first year. Mr. Quade asked if this vendor has experience with similar organizations. Mr. Duplain replied that Binary Defense has experience with organizations of similar size but he isn't sure if they have worked with other DD boards. Funds are available in the budget and the Binary Defense Systems contract has been recommended for approval by the April Finance & Facilities Committee.

III. NEW POLICY 3024 – OMBUDSMAN INFORMAL DISPUTE PREVENTION AND RESOLUTION PROCESS

New Policy 3024 outlines the values that the Agency desires the Ombudsman to possess and demonstrate in the performance of the function of this position. The Policy signifies the Board's commitment to the highest standards of customer service and identifies both internal and external stakeholders who will have access to the Ombudsman's services. The Ombudsman will assist in clearing up confusion, helping people navigate, communicate and think through next steps to resolve conflict. The Ombudsman's role and function is intended to compliment the formal dispute resolution processes currently available. The Ombudsman will not engage in any situation that could present a conflict of interest. New Policy 3024 has been recommended for approval by the April Services & Supports Committee.

IV. TANF SUMMER YOUTH WORK EXPERIENCE PROGRAM

The Summit County Department of Job and Family Services (DJFS) has requested to partner with Summit DD to support up to 100 eligible students in the TANF Youth Summer Work Experience Program. The program runs from June 30th through August 20th and is open to students age 16 through early 20's who reside in Summit County. Youth with disabilities will be able to work alongside of their typical peers.

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WORK SESSION *(continued)*

IV. TANF SUMMER YOUTH WORK EXPERIENCE PROGRAM *(continued)*

Along with Board staff, the collaboration has involved County Executive Russ Pry and his staff, Mayor Kline of Stow, Mayor Kline of Tallmage and the Akron Mayors office. Youth workers are paid \$9.00/hour by county contracted payroll services so there is no financial commitment or responsibility to the employer. Students are able to work up to 25 hours/week. Summit DD will partner with eight private providers (Ardmore, Bridges Rehabilitation Services, Community Connections of NE Ohio, Hattie Larlham, Help Foundation, Koinoia, REM-Ohio and Weaver Industries) to assist with locating work sites and supporting students with onsite job coaching and transportation. Reimbursement funding for this agreement is through Summit County DJFS. An additional budget appropriation is requested in the amount of \$344,000 in contract services to fund the expenditure of this agreement. Mr. Trunk advised that due to the short timeline, all 100 slots may not get filled this year. Mr. Quade asked if 100 is a stretch, what is a realistic number. Mr. Trunk replied that staff are targeting 75. Mr. Williams added that staff are running into funding issues since some kids participate in OOD and that sign up occurs in February. The requirement is to be 200% or below poverty and that has been a barrier. Mr. Briggs commented this is a poverty employment grant designed to create opportunities for kids in poverty. Staff are working with CSB to review eligible kids in CSB's custody. Mr. Dohnal asked if this program will be available next year. Mr. Williams advised the program will depend on funding availability. If the program does move forward next year, staff hope to start working on the project in November so there is more lead time to get all the available slots filled. Mr. Dohnal stated staff did a good job in the short period of time they were given this year. Mr. Briggs noted that he has heard numerous comments from people at the City of Akron about the good work of Mr. Williams and his staff. Mr. Trunk thanked Mr. Briggs for opening the door with the right people to partner on this project. The TANF Summer Youth Work Experience Program and the requested budget appropriation have been recommended for approval by the May Finance & Facilities and Services & Supports Committees.

V. REMOVAL OF NON-WORKING VEHICLE INVENTORY

The Transportation Department has identified seventeen vehicles which are no longer in working order. These vehicles have been deemed to no longer be safe and appropriate for the transportation of passengers. All parts that have been determined reusable have been removed. The vehicles will be scrapped and Summit DD will be reimbursed the market based scrap rate. The May Finance & Facilities Committee recommends approval of disposal of the non-working vehicles identified in attachment #5.

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WORK SESSION *(continued)*

VI. SURPLUS INVENTORY

Physical inventory of all assets located at the Akron Center was taken recently and it was determined there is a large amount of surplus items that are no longer needed and that Summit DD would like to sell via an internet auction conducted by a Summit County vendor that specializes in this area. The request is for the Board to approve the sale or disposal of the surplus items identified in attachment #9. The request has been recommended for approval by the May Finance & Facilities Committee.

VII. APRIL FINANCIAL STATEMENTS

The month of April ended in a positive position of \$4,037,460, with a fund balance of \$59,466,437. Revenue for the month reflects first half tax settlement in the amount of \$22,700, reimbursement of quarterly state subsidy in the amount of \$690,000 and quarterly Medicaid Administrative Claims in the amount of \$341,000. The homestead rollback of approximately \$3 million dollars has not been received; it is anticipated in June. Mr. Briggs asked about taxes being less than last year. Mrs. Pozna replied that she spoke with the County and taxes remain flat. Expenditures for the month included payment of the contract with Oriana House in the amount of \$100,000, payment in the amount of \$296,000 for waiver administration fees and payment in the amount of \$5,633,000 for quarterly waiver match. The April Financial Statements have been recommended for approval by the May Finance & Facilities Committee.

The work session adjourned at 5:25 p.m.

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BOARD MEETING

The **regular monthly meeting** of the Summit County Board of Developmental Disabilities convened at 5:25 p.m.

I. PUBLIC COMMENT

Leslie Frank, a parent and Summit DD staff, stated she is speaking tonight as a parent. She said that about four years ago her family had to make the difficult decision to place her daughter residentially since she had struggled for years with behavioral issues. Her daughter went in and out of placement multiple times to Youngstown Developmental Center (YDC) and also utilized Summit County Cluster services in efforts to reach stabilization. Her daughter was put on the portal and unfortunately no provider in Summit County would agree to serve. Her daughter ultimately began receiving services in Stark County, went back to school and recently graduated from Jackson High School. Ms. Frank said how proud she is of her daughter and indicated there were times she wasn't sure graduation day would come for her daughter. She expressed her sincere appreciation to Drew Williams, the Superintendent, Board Members and other staff for making these options available for her daughter. She also thanked Lynn Sargi for assisting her in arranging time off work when needed to attend to her daughter's needs. Mr. Dohnal commented that he is extremely proud and delighted to hear about her daughter's story and that staff helped her family throughout the process. He added that Leslie's daughter is very fortunate to have such a supportive mother.

Leeanne Saro, Executive Director of the Arc of Summit and Portage Counties, thanked the Board for the recent addition of the Ombudsman position. She stated that Diamon Perry has already interacted and assisted multiple families over the past few months and she has been very professional. Her customer service, navigation skills and attention to details are outstanding.

Ms. Saro also announced that the Arc of Summit and Portage Counties will be merging with the Arc of Ohio in order to increase capacity and be able to advocate state-wide to assist more families. She said everyone is excited about this change.

II. APPROVAL OF MINUTES

A. APRIL 28, 2016 (combined work session and regular meeting)

RESOLUTION No. 16-05-01

Mrs. Wilkinson moved that the Board approve the minutes of the April 28, 2016 combined work session and regular meeting, as presented in attachment #7. The motion, seconded by Mr. Quade, was unanimously approved.

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BOARD MEETING *(continued)*

III. BOARD ACTION ITEMS

A. FINANCE & FACILITIES COMMITTEE

1. SUMMIT HOUSING DEVELOPMENT CORPORATION (SHDC) CONTRACT EXTENSION

RESOLUTION No. 16-05-02

Mr. Quade moved that the Board approve a six-month contract extension with Summit Housing Development Corporation for the period July 1, 2016 through December 31, 2016, in an amount not to exceed Seventy Two Thousand Eight Hundred Thirty Three Dollars and Forty Eight Cents (\$72,833.48), as presented in attachment #1, and that the Superintendent is authorized to sign said contract extension. The motion, seconded by Mr. Briggs, was unanimously approved.

2. BINARY DEFENSE SYSTEMS CONTRACT

RESOLUTION No. 16-05-03

Mrs. Ricks moved that the Board approve a contract with Binary Defense Systems for the purchase of network security products and monitoring services, in an amount not to exceed Sixty Seven Thousand Ninety Six Dollars (\$67,096.00), as presented in attachment #2, and that the Superintendent is authorized to sign said contract. The motion, seconded by Dr. Dwyer, was unanimously approved.

3. TANF SUMMER WORK EXPERIENCE CONTRACT

RESOLUTION No. 16-05-04

Dr. Dwyer moved that the Board approve an agreement with Summit County Department of Job & Family Services to administer a TANF Summer Youth Employment Program, and an additional budget appropriation request in the amount of Three Hundred Forty Four Thousand Dollars (\$344,000.00) to fund this program, as presented in revised attachment #4, and that the Superintendent is authorized to sign said agreement. The motion, seconded by Mrs. Wilkinson, was unanimously approved.

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BOARD MEETING *(continued)*

III. BOARD ACTION ITEMS *(continued)*

A. FINANCE & FACILITIES COMMITTEE *(continued)*

4. REMOVEAL OF NON-WORKING VEHICLE INVENTORY

RESOLUTION

No. 16-05-05

Mr. Briggs moved that the Board approve the disposal of non-working surplus vehicle inventory identified in attachment #5. The motion, seconded by Mrs. Ricks, was unanimously approved.

5. REMOVEAL OF SURPLUS INVENTORY

RESOLUTION

No. 16-05-06

Mrs. Wilkinson moved that the Board approve the sale or disposal of surplus inventory, as identified in attachment #9. The motion, seconded by Mr. Quade, was unanimously approved.

6. APRIL FINANCIAL STATEMENTS

RESOLUTION

No. 16-05-06

Mr. Quade moved that the Board approve the April Financial Statements, as presented in attachment #6. The motion, seconded by Mr. Briggs, was unanimously approved.

B. SERVICES & SUPPORTS COMMITTEE

1. NEW POLICY 3024 – OMBUDSMAN INFORMAL DISPUTE PREVENTION AND RESOLUTION PROCESS

RESOLUTION

No. 16-05-07

Mrs. Ricks moved that the Board approve new Policy 3024 – Ombudsman Informal Dispute Prevention and Resolution Process, as presented in attachment #3. The motion, seconded by Dr. Dwyer, was unanimously approved.

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BOARD MEETING *(continued)*

IV. SUPERINTENDENT'S REPORT

A. FIRST QUARTER ACTION PLAN RESULTS

The first quarter Action Plan reports on the status of key performance indicators and action items. Of the 24 measures, 15 have met or exceeded the first quarter projections; 3 are within 5%; 4 are below and 2 have not yet been measures. Below is a summary of each area:

Inclusive Community

- 94% of residents support inclusive work places and familiarity with Summit DD is at an all-time high of 65%. The Board is on track to meet the goal of 100 kids in Community Partnership for Inclusion (CPI) sites.
- There is still room to improve residents' acceptance of integrated classrooms with 65% of residents believing children with special needs can be successful in an integrated classroom. Additionally, Summit DD is below the goal of 25% of adults working in the community, which is currently 17.6%.
- Staff have met with nine elected officials during the first quarter and nine elected officials attended the Appreciation Breakfast and Awards Celebration in March along with 32 community organizations represented at the event.

Meet and Greets are currently being planned for all Mayors in the County.

Mr. Briggs asked about the results of inclusive classrooms. Mr. Trunk replied the question was asked several ways. When asked if children with special needs could be successful in integrated classrooms the affirmative response was 65%. However, when asked about children with special needs in their child's classroom, the result was not as positive. When asked their perspective about why children with special needs would not be as successful in their child's classroom, some of the responses included worry about disruption and concern about the needs of the students with disabilities. Mr. Trunk commented staff are starting to do more with school districts and noted it is a priority in the Action Plan. Mr. Briggs stated this is the heart of the Board's inclusion Mission and he recognizes this is a challenging area. Mrs. Ricks added that she has been a teacher for 16 years and she is seeing more inclusion in classrooms but it is a slow process and many people are afraid of the unknown. Mrs. Brugh stated staff are working with parents to teach them to be good advocates at an early age and not accept segregated settings for their kids. Dr. Dwyer remarked that resources can be an issue and some school districts don't have enough assistance. Mr. Quade indicated this is the same conversation that probably goes on with employers and staff need to find a way to get the inclusion message through. Mrs. Wilkinson commented that her family has declined the special education program for her twins since it would mean sending her children to the farthest school from their home to be educated with children they don't know and don't play with in their community; she will be home schooling them instead.

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BOARD MEETING *(continued)*

IV. SUPERINTENDENT'S REPORT *(continued)*

A. FIRST QUARTER ACTION PLAN RESULTS *(continued)*

Inclusive Community *(continued)*

She said that advocacy is very important and there is a need to bring education to parents to become advocates and to teach children to be their own advocates as they grow and to bring awareness to the bigger issue of inclusion.

Person Centered Planning

- Parents/guardians experienced a high level of choice and involvement in the planning of services, with a 95% score on the information and planning index from parents of adults and a 91% score for parents of children.
- Individuals need to feel like they have more choice in their supports and services, with a score of 82% on the service coordination index and a 75% on the choice and decision making index.
- There is a large emphasis on person centered planning with new roles and resources dedicated to providing the best fit supports based on what is important to each individual. Additional training and support has been provided to managers and SSAs and a Navigator role has been developed to assist teams. There has also been the addition of an Ombudsman position.

Individualized Support

- Summit DD is on track to support 4,338 children and adults in 2016.
- Staff have been working with schools to increase transition support, which continues with five provider organizations and seven school districts reaching through the Employment First Transition Services for Youth Team. Eight provider organizations are participating in the integrated day services best practices work group. Families are continued to be supported through Early Intervention, offering services beyond age three. Currently, there are more than 70 families receiving additional supports.

Quality

- Satisfaction with Summit DD from individuals and parents/guardians remains high with an approval rating of 97% from individuals and 89% from parents/guardians.
- Staff were able to reach 44 providers through quarterly meetings for Agency and independent providers. MUI training was conducted for ten providers. Provider support reached 433 people with billing assistance, documentation, certification and other provider issues. Summit DD opened 305 MUIs and conducted 29 regular compliance reviews with 12 special compliance reviews. One suspension of certification, one revocation and one adjudication order to revoke certification were issued in the first quarter.

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BOARD MEETING *(continued)*

IV. SUPERINTENDENT'S REPORT *(continued)*

A. FIRST QUARTER ACTION PLAN RESULTS *(continued)*

Organizational Success

- Summit DD continues to exercise fiscal stewardship with less than 10% administration costs as a percentage of overall expenses. 86% of all adults receiving day services are enrolled on a Medicaid waiver.
- Summit DD is committed to supporting staff through the transition and surveys employees every month through the All-4-One program. 100% of staff surveyed stated they have had opportunities at work to learn and grow and 78% feel that someone at work encourages their development. 100% of staff responding are satisfied that Summit DD's policies and procedures support workplace diversity.
- Summit DD is on track to achieve spending at 4% less than budgeted. 40% of employees participate in health and wellness initiatives and communication channels are active.

Mr. Quade asked relative to the survey information if there are other markers that identify areas for improvement or opportunities or if this area is just doing really well. Mrs. David responded that staff who participate in the All-4-One program are provided with a survey and result are not statistically valid, as they are when an all-Agency Employee Survey is conducted.

V. PRESIDENT'S COMMENTS

Mr. Dohnal commented that the results of the Action Plan are extremely gratifying and also noted it was a good discussion about how to improve in the future.

There being no further business, the Board Meeting adjourned at 5:57 p.m.



Denise Ricks, Secretary