

# 2011 Annual Report and Outcomes Management Summary



Clermont County Board of Developmental Disabilities  
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Sharon Woodrow, Superintendent

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The mission of the Clermont County Board of Developmental Disabilities is to work in partnership with eligible individuals who have developmental disabilities and empower them and their families to identify and support the choices they make about services. The development and allocation of agency resources will be based upon these choices.

### Clermont DD Board Members in 2011

Harry Snyder, President  
Laurie Benintendi, Vice President  
Jennifer Mailloux, Secretary  
Greg Carson  
Sheila Madden  
Kim Pellington  
Garrett Slone

### Clerco Board Members in 2011

Carl Rayles, President  
Donald Collins, Vice President  
Dianne Bolland, Secretary  
June Ludwick, Treasurer  
Ralph Lewis  
Joyce Parker  
Paul Schnurr

## Executive Summary

Sharon Woodrow, Superintendent

Clermont County Board of Developmental Disabilities had a pretty good year in 2011. We were happy, when evaluating our Strategic Plan for 2011, to find that we accomplished many of our goals. What makes that so important is that our goals reflect support for our citizens with developmental disabilities in this county. And, that's what our mission, vision and day to day purpose are all about.



New to 2011 was the plan to get more information about people's needs during our Intake Process. You can read more about this in the Community Support Section of this report, but I want to commend our board and planning staff for taking a good look at how we can get needed services to people, utilizing the additional levy funds from our successful levy campaign the year before, while keeping an eye on on-going unsustainable costs. All in all, almost 300 people asked for and received "new" services from Clermont DD, which helped to support them in their daily lives. By new services, we mean not the traditional Adult, Early Childhood, or School Age services; however, those areas of our agency saw new growth also. Please read about those in their sections of this report.

"New" or additional services targeted expanded behavioral training and support in people's homes, camp and respite opportunities, transportation, specialized child care and creative supported living and individual budgets. We also continued to fund additional Level One waivers which give people access to Medicaid paid medical services, day supports and respite. Always diligent about recognizing and handling emergencies, we fielded some significant ones in 2011, but were able to ensure health and safety for all reviewed in an effective and efficient manner. Waiting lists for waivers continue to grow, but we also continue to review, evaluate and determine how we can help in other, more immediate ways.

Our partnership with Goodwill Industries came to fruition in 2011 when a satellite of the Ohio Valley Goodwill Industries opened in our Krenning Center. There, Goodwill serves individuals from Southwest Ohio Developmental Center who cannot be served by our county board, some Clermont County individuals on waivers who choose that work program over others, and some individuals from Hamilton County (paid for by Hamilton County) in another collaboration between our two county boards. In addition, Goodwill became the oversight non-profit board for individuals attending work programs offered by our county board. Keying in to the expertise that Goodwill has in the field has made a positive difference in the lives of many individuals with developmental disabilities in this county who desire increased work opportunities as well as creative approaches to leisure based activities also. And, finally, several people from Clermont County Board programs are now working in the Goodwill Store on Beechmont Avenue. This is truly becoming a strong partnership which offers choice to our individuals and an effective and efficient way for the Clermont County Board to support our individuals in new and innovative ways, while also managing our costs. The costs of programming at the Krenning Center are now shared by three agencies, not just the Clermont County Board of DD. And, this program continues to grow. We hope this will be a long-term partnership.

Another county collaboration was strengthened in 2011 due to the unfortunate situation of several children with developmental disabilities who have either experienced abuse or neglect, or who cannot be supported in their natural families because of significant mental health or behavioral issues. Residential treatment and placement for children has been uncharted territory for Clermont DD in prior years, but thanks to the support, guidance and financial partnership with Clermont County Children's Services, we have been able to assist several very young

people in crisis. Hopefully this support by our two agencies will lead to better and more independent lives for these children as they grow up. But certainly, without the financial support and case work expertise of Children's Protective Services, we would not have been able to do this.

Due to the retirement and dissolution of Clerco Inc., we lost some non-profit support for fundraising and grant writing. Since our Gift of Time Respite Program is funded in a large part by grants and fundraisers, and since we continue to have growing needs in this and other specialized areas, we were pleased to announce that we would be collaborating with a new non-profit, whose sole purpose is to raise funds to support our programs. Although the non-profit, "Clermont DD Empowers Me," officially was established in early 2012, the donation to get it off the ground and the preliminary work for its formation happened in late 2011. Clermont County DD is thrilled to be involved in this new collaboration as we believe that more individuals will be able to benefit. And, that's what we are constantly striving to do.

As you read through this document, please note the work that is being done to ensure that your tax dollars are spent as efficiently as possible, as well as to ensure that the most people benefit. But, also please note that many individuals' lives as well as those of their families are being changed for the better daily. And, it is through this community's support that we are able to make this possible. We will continue to work hard in 2012 to actualize our 2012 plan and provide the best possible support for our individuals with developmental disabilities in Clermont County. Don't hesitate to call us with questions or stop by and see what's happening. We'd love to talk to you.



# I. Services Provided in 2011

## *Early Childhood*

In 2011 the Early Childhood programs operated or coordinated by the CCDD continued the efforts of providing excellent services to children and families while utilizing the resources available in the most efficient way possible. Many of the services that the CCDD EI Program provides are based on Federal Law, specifically Part C of the Individuals with Disabilities Education Act. Decisions about service provision are also based on the most current and accepted research on how children learn best. Practices that are based on research and have been proven to be effective are called evidence based and are required by Part C. Studies show and federal legislation supports that a child learns best from the people who are with him/her the most (i.e. parents/caregivers) and in places that are familiar and typical for him/her (i.e. home, childcare, community) and through routines that occur daily (mealtime, bath time, etc). In the federal law these practices are referred to as the natural environment. Research also proves that infants and toddlers learn best when they are safe and comfortable emotionally and physically. This research drives much of what the EI program provides along with input from families, other early childhood providers in the community, the Ohio Department of Health, the Ohio Department of DD, the state and local Family and Children First Councils, CARF, other regulatory and advisory bodies, and all within the context of the CCDD mission.

The overarching goal of Early Intervention is to increase the family and caregiver's competence and confidence in helping their child learn and grow. The Early Childhood Programs operating under or coordinated by the CCDD in 2011 were:

**Early Intervention (EI)** - Specialized services for children under the age of three with a developmental delay, disability or a diagnosed medical or physical condition.

**Help Me Grow (HMG)** - System for the coordination and implementation of services to children birth to three including Part C and At Risk/Parenting.

**Regional Infant Hearing Program (RIHP)** - Services for children birth to three identified with hearing loss and their families.

During the year 2011, overall enrollment in the Early Intervention Program was relatively the same. The average daily enrollment is slightly down from 222 to 218. This number is over the estimated target number for our county from the Ohio Department of Health which is 199. The EI program capacity with current staffing is 245. Overall, the program evaluated, screened and/or provided services to over 760 children. Tracking daily enrollment is an important measurement for the Early Intervention Program. This serves as a guidepost for helping us to understand whether we are reaching all families who may be eligible for our program, reflects the general satisfaction of currently enrolled families, and drives decisions made on structure and staffing levels.

## *School Age*

The Clermont County Board of DD School Age Services provides special education services to Clermont County students through placement from their school district of service. We currently serve 47 students (Dec. 2011) residing in Batavia, Bethel, Blanchester, Clermont Northeastern, Felicity, Goshen, Milford, New Richmond, West Clermont, Western Brown, and Williamsburg school districts. Student placement is determined by the IEP team based on the needs of the student. The Thomas A. Wildey School is a special education option on the continuum of services. Our program addresses intensive medical/physical



needs, multiple disabilities, significant behaviors, and Autism Spectrum Disorders in a public separate facility for students age 6 through 22. School Age enrollment increased 9% between September 2010 (45 students) and September 2011 (49 students). We had four students graduate in May 2011 and seven new students enrolled in August 2011.

Classrooms have an average of six students per classroom, each has an instructor and an instructor assistant. Nineteen (19) students required additional assistance of an educational aide which was provided by the home district.

We have 16 students on behavior plans. We created an excel template which includes data for the current year. Data is entered into the template, and formulas generate average daily totals which can be compared to the previous month or year. This has allowed us to track trends and patterns more efficiently.

The monthly summary is reviewed by the Principal and Behavior Support Specialist. Parents receive the monthly summary so they can track their child's progress. This new form accurately reflects data in an easy to understand format. The yearly summary is included in the annual IEP review as well.

Data collection and reporting progress has been addressed in teacher meetings and on an individual basis. The Principal reviews data collection systems and has met with teachers on how to improve and collect meaningful, accurate data. Teachers have created templates and were trained on how to collect data and how to interpret the data to more accurately reflect student progress. Teachers also consider how they will collect data when creating goals and objectives and how the goal/objective can be measured. Support staff is trained by the Teacher on the data collection systems and how to collect data. Staff evaluated student data to identify areas of need to develop IEP goals. Xavier University graduate students created a "Progress Monitoring" toolkit for our staff to improve data collection.

We developed the framework for our "Community Integration" program. This framework included guidelines and training of staff and students. Students were trained on community and van safety. In November, 2011, we began offering community trips to three classrooms. Instructors plan together for meaningful weekly community outings with a mix of students from all three classrooms. These trips include shopping, visiting the library and in eating in the community. Developing appropriate social skills and generalizing those skills in the community are an important part of our curriculum.

School districts look to us in placing students with more intensive needs, medical or behavioral. We identified that we could best serve these students in classrooms with four-six students. As a result, we have capped our classroom enrollment at six, due to the intensity of the students we serve.

Staff have attended specific training in working with students with behaviors, how to understand the behaviors and in building appropriate interventions.

We worked with Cincinnati Children's Hospital, Kelly O'Leary Center (TKOL) to transition a student back into Wildey School. We had an opportunity to collaborate with professional staff at TKOL Center and for our staff to train extensively at their clinic. The TKOL staff also came to Wildey and trained our staff. We designed a classroom environment that incorporated components of TKOL program as a step down from the clinical program to create a seamless transition.

The School Age Program continues to create environments to meet the individual needs of the students, and provides them with the support to make them successful. We are not limited to the students fitting into our programs; we make the programming fit the student.

School Age and Adult Services developed plans to improve transition between school and Adult Service programming. Program Managers were assigned in the student's last year, to coordinate the transition. Students began delivering mail once a week to Adult Service buildings, to become familiar with the Grissom and DAC buildings. We want students to feel familiar with these buildings long before they begin attending Adult Services.

We hosted a Transition Breakfast in February, 2011. The breakfast was held at the Grissom Building with presentations about program options and services available through CCDD. Afterwards, families were able to take tours of the Grissom and DAC programs. Individual tours were scheduled for the Wildey Center on request.

The Transition Breakfast was an informational session for families with children who would graduate within three years. The CCDD intake coordinator explained the programs and services available through the agency and answered questions on future planning. We developed "Transition Packets" for students when they turn 18, which included how to apply for guardianship, SSI, and Medicare.

Of the four 2011 graduates, one moved out of county, one began programming at DAC, one entered Community Employment, and the fourth graduate attends the Wildey Adult Program.

Transition planning for 2012 graduates began in May, 2011 at the students' IEP meetings. Individual tours with families have been scheduled for the first of 2012 to finalize transition planning. The principal and the instructors work together with Adult Services and families to make the transition successful.



We used IEP meetings to discuss services based on the needs of families. Staff assisted families to get on waiting lists for camp, family resources, and waivers based on their needs and interest.

We communicated with parents/families through our monthly newsletter and through group emails.

## Adult Services

The Clermont County DD Adult Services Department provides services to eligible individuals from young adults to senior adults. The services include sheltered employment, recreation and leisure programming, enclave or mobile work crews, and community employment and job coaching. These services are offered in three buildings: The Wildey Center (adult wing); the Donald A. Collins Center; the Grissom Center, and in the community. These programs offer the participant an opportunity to earn a paycheck or to receive life enrichment through activity programs that occur both in the program and in the community.

The Adult Services Department operates under CORE values that were adopted in 2010 which are: "Safe and Inviting Environments; Understand; Responsibility; and Engagement."

In looking back at 2011, there were many exciting accomplishments in the Adult Services program. For the entire year, the department was able to serve new individuals as they requested services, without having to consider adding anyone to a waiting list. A new orientation program for new staff was fully implemented in Adult Services. New volunteer opportunities were established for individuals in our communities. A Recycling Initiative was created involving individuals going to different parts of the agency and various other organizations in the community, picking up cans and bottles and taking them to Round Bottom Recycling. There was continued excitement about the student transition services through the Bridges to Transition project. There has been success with re-working some physical environments to find ways to better support individuals that need a quieter/smaller space in which to spend their day. Finally, a specific area was addressed coming out of the satisfaction survey information last year, which was to begin a swimming program for the adults receiving services. This was a big success in 2011.

Another accomplishment in 2011 was participating in our CARF accreditation survey. There were a number of strengths recognized in the programs. The reviewers were complimentary of the strong curriculum and systems being used to provide activity programming to individuals. They saw evidence of individuals moving from sheltered employment to community employment. They were very impressed with the strong relationships that the department has with our community partners, including employers. One reviewer made a positive reference to the newly created environment upstairs at Grissom as a nice adaptation for individuals that may need a quieter, less stimulating environment. Strong compliments were received with the "Rights and Responsibilities" noted in the department's handbook.

In 2011 the department went through a significant transition with the dissolution of Clerco, Inc., the non-profit overseeing the work programs for the individuals served in the sheltered employment settings and the introduction of the Clermont

Sheltered Work Administrative Services non-profit under the umbrella of Ohio Valley Goodwill Industries. It was a busy time of transition for the individuals, families and staff. It turned out to be a very smooth transition, and there was no disruption in the overall services to individuals.

## ***Adult Services Program & Building Reports***

### **Wildey Center (Adult Program)**

The Wildey Center offers individuals who attend the opportunity to participate in recreation and leisure programming throughout the day. The Wildey Center has a senior adult program that caters to the needs of older adults. Activities take place in a variety of places: in the activity room, in the cooking area, and in the gym, or during the nice weather months outside and in the community.

The program staff create curriculum and share folders that all staff can use to increase efficiency with implementing activities across the programs. Daily schedules are used to help staff in the each activity room more efficiently plan the day with individuals.

One of the important elements emphasized at the Wildey Center is taking small groups on outings into the community as often as possible and as weather permits. The individuals enjoy the chance to get out and enjoy a nice day at the parks, museums, libraries, etc. One of the most popular groups is the Next Chapter Book Club in which individuals participate in the community.

Staff and individuals use the gym at Wildey on certain days of the week. This allows groups to have more space to participate in physical activities and dance classes. Additional classes that all the individuals have an opportunity to participate in while at the center include cooking and computer classes.

The second annual Wildey Center Dancing with the Stars Extravaganza occurred with a number of individuals and various staff taking part in a dance contest similar to the one on T.V.

Additionally in 2011, an Eagle Scout project was completed for the Wildey Adult program. A shelter was built for the outside patio/horticulture area. Along with the shelter, raised flower boxes were built that are wheelchair accessible so that all the individuals can participate in the horticulture activities at Wildey. The shelter is great because now individuals can utilize the patio even on the warmest days due to the shade that it will now provide.

### **Donald A. Collins Center (DAC)**

At the Donald A. Collins Center, individuals have the opportunity to participate in work or recreation and leisure/life enrichment activities. Individuals that receive services at DAC usually need more assistance and help with working on goals that help them recognize and deal with internal or external distractions that make it difficult to be as productive as they would like, either vocationally or non-vocationally.

The staff at DAC work with a smaller ratio of individuals in order to better assist the individuals get the most out of their day.

One of the exciting results to see from the DAC program was the implementation of the swimming program. Many individuals benefited from being able to swim and the staff saw great results from this opportunity for them to experience this physical and sensory experience.

### **Grissom Center**

The Grissom Center is the program that offers individuals the opportunity to work in a sheltered employment environment. Individuals that attend the Grissom Center can work on jobs that involve small parts assembly, kit assembly, packaging, sorting, labeling, etc.

Additionally as noted above, individuals that attend Grissom Center can participate in community activities, attend life enrichment classes, and participate in physical activities if they choose.

Supported Employment Enclaves also go out from the Grissom Center daily to offer individuals the opportunities to work in housekeeping, production, document scanning preparation, and lawn crews in the warmer months.

### **Community Employment**

In 2011, the Community Employment Services Department placed a total of 25 individuals in community jobs and 33 community work assessments. Total billing to the Bureau of Vocational Rehabilitation was \$189,288.

The Community Employment Department currently does not have a waiting list for its services. The department serves students currently looking to transition from school to work. It also serves individuals who may be interested in leaving the sheltered employment settings and finding community employment. The department also has a good relationship with the local BVR office and works closely with the counselors in that department to find employment for those with significant disabilities.

In 2011, the Clermont County Community Employment Department was selected to participate in a new initiative through the Ohio Department of DD called the Employment First Initiative. This initiative was established to seek agencies that are fully committed to transitioning five to ten individuals from sheltered employment to community jobs. By being selected, our agency received additional training and resources from Wilson Resources, an agency renowned for assisting providers in becoming more proficient with assisting individuals to work in the community.

As mentioned above, the Community Employment Department ventured into a new project called Bridges to Transition. The community employment program through the Bridges collaboration (CCDD, Ohio Association of County Boards, and the Rehabilitation Services Commission) worked with 19 students to provide community exploration activities and actual work experiences. The goal of the program was to provide students age 14-22 the opportunity to experience and learn about what it is like to work in the community and to gain real experience they can use in the future.

## ***Community Relations***

The Communications and Community Relations Department has four main areas that serve as a pipeline between CCDD and the community. These areas are media relations, volunteer coordination, community activities that take place during the day/evenings/weekends, and fundraisers. The goals we achieved in 2011 helped define our community involvement while raising money for various programs.

As we continued to find new ways to utilize technology, we used social media networks to communicate with individuals, families, and the community. We announced everything from inclement weather cancellations to activities and special events on our Facebook and Linked In Pages. In 2011, we created a Twitter Account and began using it in the same capacity. More and more people check our pages for pictures of events and details about upcoming meetings. This goal was 100% achieved.

Our continued work with the Region 3 COG public relations group helped us achieve a great deal of community awareness. We ran strip ads on the front page of each Clermont County newspaper (Milford-Miami Advertiser, Clermont Journal North, Clermont Sun, Bethel Journal, Cincinnati Enquirer and Community Journal) during DD Awareness Month in March. We also created a movie cinema ad that ran before each movie at the Milford RAVE Cinemas throughout the entire month of March. This gave the community added information about our agency (as well as those in Hamilton, Butler, and Warren Counties) with contact information should a family need services. This goal was 100% achieved.

Another exciting COG project was to create a communication video. The four public relations/communications directors from Clermont, Butler, Warren, and Hamilton Counties wrote a script, chose individuals and families from each area, and produced a video called "Communicating with Respect and Dignity." This video can be seen on our You Tube Channel, as well as on our website (clermontd.org).

As we continued to research recruitment options for volunteers, we distributed volunteer applications and brochures at local events including the Clermont County Fair and Strut Your Mutt events. We also included volunteer information and opportunities in all of our speaking engagements. We have continued to successfully recruit volunteers for the Gift of Time Respite Cooperative, but most people who are interested in activities or day programs are those seeking college credit or service learning hours. We will continue to offer volunteer information at all expos throughout 2012. This goal was 100% achieved.

In December, the Community Employment Department sent out a survey to individuals who don't typically attend regularly-scheduled activities. These are young adults who have different interests and are very independent, but who are lacking a social life. The survey they received asked about hobbies and interests. As information came through, it was directed to the Activity Coordinator in the Community Relations Department. She set up a time to meet with these individuals in February, 2012, to get started on a CCDD Young Professionals Network. It is our hope this group of YP's will form friendships and help recruit other individuals to be part of their group. This goal was 100% achieved.

Along with other community activities, we were able to achieve our goal of adding two new activities to our calendar. We added a Reds Game, trips to Lunar Golf at Eastgate Mall, and a trip down the Mighty Ohio River on "The Ducks" boat/bus tour. We look forward to adding additional activities in 2012.



## ***Community Support Services & Family Support***

The Community Support Services Department (CSS) encompasses service and support administration and work related to home and community based waivers, supported living, the adult services individual budget option, self-determination, behavior support, crisis intervention, intake and eligibility, provider support, provider compliance, and quality assurance. Also managed and monitored by CSS is oversight of Contracts including those for Providers of Supported Living and Individual Budgets, provision of in-home behavior support (CITE), Family Support Services (SWO COG), capital housing (CCAN) and respite coordination (Cooke).

The CSS responsibilities include overseeing the administration of services funded through the Level One Waiver, Individual Options Waiver, Supported Living and Individual Budgets. At the end of 2011, there were 179 individuals on Individual Option waivers 95 individuals on Level 1 waivers, 25 individuals served by the Supported Living program, 142 individuals with Individual Budgets, and 56 individuals receiving ongoing Behavior Support Services.

There was one new position added within the Community Support Services Department in 2011 which was a Behavior Support Specialist. The position was approved in order for the Behavior Support division to address the growing demand for behavior support services, particularly for children.

Under the leadership of our Behavior Support Coordinator, the behavior support needs for Clermont County are addressed in a variety of ways. One commitment is to support children with Developmental Disabilities that are in the FAST TRAC system by participation as a team member in multiple meetings throughout the support process, as well as by providing a Respite service on one to two Saturdays a month. Clermont FAST TRAC is a collaborative, sustainable mental health system of care that is family-driven and youth-guided, providing community-based and individualized supports and services that are responsive to the cultural characteristics of Clermont County's multi-need children, youth and their families, strengthening them with hope and supporting them to lead successful lives.

In 2011, we attempted to target the real needs of our families by directly asking those on the waiting list what is the current need for their family member. Also on December 1st, the annual waiting list notification letter was mailed to everyone on a current waiver, supported living and/or adult services waiting list. The purpose of this letter is to verify that the person is on the waiting list for the appropriate service and to acknowledge they will remain on the list with the same request date. At the close of 2011, residential waiting list numbers were: Individual Options Waiver=611; Level One Waiver=471; Supported Living=157.

In 2011, we have seen a flurry of activities related to emergency and crisis situations. As a result, the varieties of committees we have to address the various requests have been meeting rather consistently. A great deal of time has been focused in these areas, communicating and strategizing with multiple community partners.

Over the past few years as we find ourselves facing these situations more and more, we have developed procedures and committees to analyze and advise on how to address these critical issues. Two committees we have are the Emergency Task Force and the Protection from Harm Committees. Emergency Task Force (ETF) is a task force composed of the following members: Superintendent, MUI Investigator, Intake Coordinator, Director of Adult Services, Director of Business Operations, Director and Assistant Director of Community Support Services. The Emergency Task Force provides a means of determining what constitutes an emergency and how to effectively ensure action that provides for the health and safety of individuals who may be at substantial risk of harm according to applicable rules and County policy.

When notified of a potential emergency, the first responder will assess and coordinate any immediate actions needed to ensure the persons immediate health and safety. In the event that the individual needs placement or resources that are not available and thus the individual is still in emergency status, the Emergency Task Force is notified as soon as possible and according to the necessary timelines or requests of the reporting staff person.

The ETF will convene and make a determination as to what resources can be directed (and how) to meet the needs of the individual including priority on waiting lists, funds, services, accommodations, etc. When a person meets the emergency criteria established in statute, the County Board after considering all the factors has the discretion to request an emergency Waiver to draw matching funds to assist individuals in a critical situation of need.

The Protection from Harm Committee is composed of the following members: Superintendent, MUI Investigator, Director of Adult Services, Director of Business Operations, School Age Principal, Agency Nurse, Behavior Support Coordinator, Director and Assistant Director of Community Support Services. It is not only designed to assist an individual we serve who is at risk but also protects our agency when these situations are brought to our attention. It is never acceptable to say, "It was the individual's choice" and then allow the individual to continue risky behaviors without interruption or intervention.

Some indicators of high risk include the following: an individual's known abuse, neglect, or exploitation; risky behavior and choices; self-neglect; non-compliant behavior especially related to food, clothing, medicine, shelter; inability to recognize common threats such as traffic, strangers, weather; differences across environments regarding supports and/or behaviors.

The Committee of Administrative staff reviews these significant cases to accomplish the following: provide objective oversight of and support to service coordinating personnel; to assess and discuss the options available to protect the health and safety of consumers who are at high risk; to ensure that actions are taken to protect health and safety and to document all efforts; to minimize board liability.

On June 30, 2011, CCDD ended our long term contract relationship with the Arc Hamilton County for the administration of our Family Support Service Program (FSS). We first became involved with Arc through a pilot project including Hamilton County DDS when Family Support was first initiated by Ohio DD back in 1984.

Effective July 1, 2011, the Board began a contractual agreement with the Southwest Ohio Council of Government (SWOCOG) to administer the Family Support Services. The Advisory Committee for Family Support Services, with representation from families and staff of Clermont, Butler and Hamilton Counties, conducted interviews for the Family Support Services Coordinator position. It was recommended to the Superintendents of the COG that the best candidate for the job was Sandy Schutte, who had been the Coordinator for fourteen years under the arrangement with the Arc. This made for a smooth transition for all the families enrolled in the program. Families continued to hear a familiar voice and have someone well prepared to assist them with their requests.

A primary goal for Family Support Services is to assist in caring for individual family members in their own home. The support provided with FSS funds enhances the quality of life for the entire family unit, and includes: respite care, adaptive equipment, and home modifications to accommodate the family member with a disability, special diets, and other services/items that are individualized to meet the needs of the family.

The County Board has always supported guidelines for this program that will enable as many families as possible to benefit from this funding source and have therefore capped the annual amount per family at \$1,000. Family Support Service funds assisted 44 families for the period of July 1st through October 12th for a total of 5,470 hours of in home respite with a total of \$19,337.59. There were 22 families who received out of home respite for a total of 3,436 hours totaling \$9,479.50. Unfortunately, FSS Funds were no longer available for 2011 by mid-October and families were entered on a waiting list until January 2012, when families could again apply for an additional funding.



## Investigations

The Investigative Unit for the Clermont County Board of DD manages information for all DD service providers; including County Board operated programs and services, involving significant incidents that pose a risk to the health and safety of individuals with DD. This information is generated through the Major Unusual Incident (MUI) process. The Ohio Department of DD defines certain types of occurrences as Major Unusual Incidents, or incidents that have the potential to pose a significant risk to the health and safety of the individuals we serve. The MUI process seeks to ensure that individuals with DD have access to appropriate treatment and care, and ensure that providers of services address individual needs in a thorough and proactive manner. The MUI process reviews both individual and DD system needs. The Investigative Agent performs the duty of investigation, information gathering, review, and analysis of MUI's, and ensures that services providers take appropriate actions toward the resolution and prevention of Major Unusual Incidents.

Major Unusual Incidents are defined as the alleged, suspected, or actual occurrence of abuse; attempted suicide; death; exploitation; failure to report; injuries of known origin; involvement with law enforcement; medical emergency; misappropriation; missing person; neglect; peer to peer acts; prohibited sexual relations; rights code violations; unapproved behavior support; injury of unknown origin; and unscheduled hospitalization. Major Unusual Incident reporting is applied across the board in the categories of abuse, neglect, exploitation, and misappropriation. It is applied with respect to services being delivered in all other situations.

2011 saw an increase in the rate of MUI reporting of about 4.6% over 2010. Hospitalization remains the most frequently-reported incident, accounting for an average of 23 % of all Major Unusual Incidents. Reporting numbers across all categories are very similar in nature to 2010.

Additionally, ICFMR facilities continue to report one of the highest percentage of Major Unusual Incidents, accounting for 35% of the incidents filed. Licensed waiver facilities accounted for 17% of reports, and the remainder from workshops and other home and community based services.

CCDD conducts a quarterly review of all Major Unusual Incidents occurring within the program and services it operates. The County Board of DD additionally monitors and reviews the incidents occurring in services provided by individual service contractors. The County Board monitors total MUIs filed, and reviews quarterly reviews conducted by private agency providers as well.

The Ohio Department of Developmental Disabilities conducts an annual compliance review of the incident reporting process.

## ***Business Operations***

The Business Operations Department provides several key functions to the Agency: fiscal operations, information technology, risk management and safety, human resources, administrative quality and compliance, facilities management, and transportation management. These functions are essential to assist the Agency in accomplishing its mission.

### **Fiscal Operations**

The Fiscal Operations Department is responsible for the day-to-day business operations of the Agency. These functions include financial reporting, budget preparation, fiscal analysis, accounts payable and receivable and contracts to name a few. In 2011, the main goal for the Fiscal Operations Department was to maintain financial stability through 2013 and beyond. This goal was accomplished through the collaborative efforts of the Board, Superintendent, management, staff, and the Clermont County tax payers.

Maintaining the financial stability of the Agency is attributed to adhering to budgets, analyzing financial forecasts, long-term planning, finding ways to be more efficient and developing new revenue sources. The whole process starts with the Superintendent and Business Operations Director meeting with Department Directors to discuss upcoming needs and requests for their departmental budgets. 2011 was a particularly interesting year because the Agency was fortunate to pass a .9 mill replacement levy in 2010 that generated an additional 2.8 million dollars in 2011. Some of the additional revenue went to offset losses from various cuts in funding and some funding went to provide new services. The departmental budgets are then rolled into the Agency budget which is passed by the Board. During 2011, the Director of Business Operations presented to the Board monthly financial statements to include a fund balance report, budget-to-actual statements and a recap of monthly expenses. These statements provide the Board with reliable and timely information to assist the Board in maintaining financial stability of the Agency. Additionally, the Board received quarterly a five-year forecast to assist the Board in making long-term operations and service decisions. In summary, the Agency operated within budget and is in good standing moving forward to 2012.

### **Information Technology**

In 2011 the IT Department had one primary goal to improve employee efficiencies through technology. To meet this goal, the Agency focused primarily on three areas, replace one third of the Agency computer inventory, upgrade to Microsoft office 2010 and implement a paperless work environment. The IT Department replaced one third of our PC inventory with new machines and replaced all remaining CRT monitors with flat panels. In addition, Microsoft Office 2010 was installed on every PC. Finally, we contracted with Intellinetics, a document imaging company, to develop a paperless work environment. Intellinetics offers a paperless imaging solution that works with our existing software Gatekeeper and Infall. With the use of Intellinetics, our employees will be more efficient by saving time on filing, copying, retrieving and sending documents. We anticipate Intellinetics will be up and running by April, 2012.

### **Human Resources**

The Human Resources Department is a support department, not only internally to our employees, but serves as the primary liaison between our employees and external County departments such as the Auditor's Office and the County Human Resources Department. The Auditor's Office processes the withholdings and the pay checks, but our HR Department submits biweekly payroll information to the Auditor's Office, balances our payroll against theirs, and responds to employee questions about wages and paychecks. We are the primary point of contact between our employees and the County's HR Department for workers' compensation as well as insurance and other benefits. We also respond to outside employment verifications concerning past and present employees, and respond to a myriad of requests for other kinds of information from our current employees about their benefits, training, and certification. The Human Resources Department maintains the personnel files and associated records, manages the web-based performance management system, and provides the initial New Employee Orientation and Training.

The year began with a "bang" with the implementation of the Clermont County Auditor's new paperless payroll system, called MUNIS. As commonly happens with new technology, things did not go smoothly with the initial rollout, and there were numerous errors. As a result, the HR department was required to spend an inordinate amount of time reviewing payroll reports in order to find and correct errors and to ensure that our employees were paid correctly. Because a major part of that system was the focus on "paperless," we no longer had copies of employee pay stubs in HR, and were not initially granted

access to the “Reports” function in MUNIS. The first quarter of the year presented a number of challenges while we worked closely with the Auditor’s Office to identify and solve problems, while also training our own employees on the importance of their role in monitoring their pay stubs and utilizing the system. Improving our use of technology was a 2011 goal, and we spent the greater portion of 2011 adding technology and training ourselves and our employees to use it.

The salary negotiations with the Association were also finalized in the spring of 2011. With that over, the HR Department was then responsible for calculating raises for those affected, including the amount of retro pay due for each person, since the raises were effective in January but the contract wasn’t signed until the spring. This also required HR to utilize the new MUNIS system in another new way, as we learned to enter Personnel Action Entries directly into the Auditor’s system. This required us to purchase desktop scanners for each HR employee, because the Auditor’s Office requires us to scan all payroll-related documents into MUNIS.



By the fall, we began to use the MUNIS system to complete Open Enrollment for the 2012 benefits. HR met with employees individually as needed to ensure that they were successful in understanding the benefits and enrolled correctly. While a paperless benefits enrollment system has its advantages, we continue to struggle with the fact that our HR dept. is not able to access employee benefits reports and therefore we continued to have difficulty balancing the CCDD benefits and payroll to the Auditor’s Office. We continue to work closely with the Auditor’s office to work out the problems with this system, and identify the reports we need to access to ensure that our financial data is accurate.

Our web-based training program, which had originally been set up as a goal to budget for and implement in 2010, and was put on indefinite hold in 2010, was once again budgeted for 2011, and implementation and rollout of this training system was completed during the third quarter of 2011. Feedback from the employees and managers was overwhelmingly positive that this is a very user-friendly and efficient system. Employees were able to complete their mandatory training from any computer with an internet connection, and we are able to monitor compliance via transcripts and reports.



At the end of 2010, the HR Department was reorganized after the HR Coordinator resigned. We made the decision to keep the position vacant until July, at which time one of the Account Clerks took the vacant position. Her primary duties had been related to the Clerco payroll, and when the Clerco Board was dissolved, her position was abolished. She decided to retire in November, and as we ended 2011 we were fortunate to hire another qualified CCDD employee from our Early Intervention Department. Having the HR Department fully staffed once again will give us the opportunity to move swiftly forward with our planned conversion to digital personnel files in early 2012.

### Facilities Management

Facilities Management involves not only ongoing preventative maintenance of our buildings and grounds, but the need to respond quickly to emergencies. The Adult Services and School Age Programs made a number of requests for maintenance due to programming and individual needs, including cosmetic as well as safety-related improvements.

The Facilities Department was busy throughout 2011, completing many of the goals identified via the Capitol Improvement plan as well as the myriad of maintenance requests that were generated throughout the year. Early in 2011 the Facilities Coordinator purchased the AutoCad software that was budgeted, and began computerizing the building plans, schemes, and developed a preventative maintenance program.

Due to the upcoming CARF survey, we took a long hard look at our buildings and our facilities staff completed a number of projects to improve the appearance of our buildings: painting, patching, and repairing walls and floors that had been overlooked in the past, whether due to limited resources or lower priority level. This did require us to use our budgeted overtime amount within the first half of the year, but the work needed to be done and our staff did a great job.

The RFP was completed for the wastewater treatment plant, and we went out for bids. This project was completed successfully with no disruption to services at Wildey. Towards the end of the year, the RFP and bid for the Wildey generator was completed, with installation slated for early 2012.

The Krenning Center was leased to Goodwill Industries, and our Facilities Department spent a great deal of time getting the building ready for occupancy, followed by ongoing maintenance of the building and grounds.

### Transportation Management

We continued our contract with First Transit for Adult Services transportation, but we will be going out for bid again in early 2012. The role of the Assistant Director of Business Operations remained that of ensuring that employees who transport individuals served receive their driving procedures training. The Transportation Rule was still pending at the State, and was expected to be revised in 2012. There were no changes to our policy, however.





## II. Accountability and Compliance

### *Early Intervention*

The Help Me Grow Program received over 554 referrals during the year 2011. This is an increase of about 5% over last year. The Home Visitation component of Help Me Grow continued to decline in enrollment over the course of 2011. This occurred primarily because of the change of eligibility for these services. The eligibility became much more restrictive leading to a statewide reduction in enrollment. The Regional Infant Hearing Program received several hundred referrals and served an average of 55 children/families per month. This enrollment number has remained the same for several years.

Each of the three Early Intervention Programs operated through or by the CCDD have oversight and monitoring entities. Feedback from each of these overseeing bodies has been regular and specific throughout 2011.

*Ohio Department of Health:* Ongoing oversight of all components of Help Me Grow including Central Intake and Coordinating Site, all components of service provision, all requirements of Part C and all requirements of Home Visitation Program  
*Ohio Department of Developmental Disabilities:* Ongoing support and monitoring of all components of the implementation of Part C services and DODD requirements.

*Local Family and Children First Council:* Ongoing quality assurance and oversight of all practices of the Central Intake and Coordinating Site.

*Local Help Me Grow Advisory and Executive Councils:* Oversight of all day to day and operational components of Help Me Grow, Central Intake and Coordinating Site, Part C Early Intervention Services, Home Visitation Program, Family Support, etc.

Ongoing feedback and recommendations from these overseeing entities provides information on a regular basis to all of the EI programs operated by the CCDD. Programmatic and policy decisions are considered and altered as appropriate based on this feedback.

The monitoring of each child's outcomes on their IFSP and their developmental progress is also utilized as a source of input to the EI program. IFSP goals are tallied and tracked to insure that goals and services are well matched. For example, in 2011 a sample of 221 child outcomes were tracked as being met, partially met, or not met. Of the 221 goals measured, 96% were partially met or met. This indicates that overall the services that the EI program is providing are successful. The Ohio Department of Health also implements a system of gathering data on each child's progress. This data is compared to children state wide and will eventually provide Clermont County specific information regarding children's progress in HMG.

Information gathered over the course of 2011 as explained above provided us with information specific to the goals that we had set in 2011.

One goal for 2011 was to have nine out of every ten families participating in our primary service provider set of practices. This goal was achieved. We are matching the federal government requirements and guidelines specific to natural environment, teaming and primary service provider set of practices.

Another goal for 2011 was to increase efficiency through collaboration at the local, regional and state level to maximize the efficient use of resources: This was achieved through our enhanced evaluation team for the early detection of Autism. Our goal was for ten children from Clermont County to participate in this regional process. Eleven children actually participated and of those eleven, five were given the diagnosis of Autism, three families cancelled the appointment and one moved out of state, 1 did not receive the diagnosis and 1 has been referred for further testing. The regional system working in conjunction with the State system to identify children with Autism at an earlier age and in less time from initial concern to diagnosis continues to function and grow through strong collaboration with the counties of Hamilton, Warren, and Butler. We continue to institute guidelines, format, procedure for this effort and obtained excellent and training and guidance as well. We continue to work closely with the Kelley O'Leary Center to provide the medical aspect of the diagnosis. This collaboration has resulted in families wait time into TKOC from 6-9 months to 2-3 months.

The 2011 goal to increase the awareness of community and the importance of early identification and best practice programming for children was also achieved. The number of referrals received from pediatric centers increased 30% the number of referrals from parents and caregivers increased by 3%.

## School Age

### Indicator 3 – Statewide Assessment

All 3<sup>rd</sup> - 8<sup>th</sup> grade students are required to take the Ohio Achievement Test (OAT) and 10<sup>th</sup> grade students are required to take the Ohio Graduation Test (OGT). Students may participate in Alternate Assessment rather than the traditional test based on the needs of the students. The Alternate Assessment is a portfolio style assessment which is a collection of “evidence” collected by the instructor based on content standards in Reading, Math, Science, and Social Studies. Their scores are reported to their individual home district and are included in the district’s local report card.

Fourteen (14) students participated in the OAT (grades 3-8). Scores range from Advanced, Accelerated, Proficient and Basic. All grades were assessed in Reading and Math, grades 5<sup>th</sup> and 8<sup>th</sup> were also assessed in Science.

#### 2011 Scores

Reading:	62% Advanced	38% Accelerated
Math:	85% Advanced	15% Accelerated
Science:	100% Advanced	
S. Studies:	No Social Studies Given	

#### 2010 Scores

Reading:	64% Advanced	18% Accelerated	18% Proficient
Math:	91% Advanced	9% Accelerated	
Science:	40% Advanced	60% Accelerated	
S. Studies:	No Social Studies Given		

Three (3) students participated in the OGT (10<sup>th</sup> grade). Scores range from Advanced, Accelerated, Proficient and Basic.

#### 2011 Scores

Reading:	67% Advanced	33% Accelerated
Math:	0% Advanced	67% Accelerated 33% Proficient
Science:	67% Advanced	33% Accelerated
S. Studies:	100% Advanced	

#### 2010 Scores

Reading:	100% Advanced
Math:	100% Advanced
Science:	100% Advanced
S. Studies:	100% Advanced

### Indicator 16 – Compliant Timelines

We met all compliance deadlines by completing 100% of all IEP’s and ETR’s (Emergency Task Force) on time. We held (18) ETR meetings during 2011. In the spring, we held (38) annual IEP meetings, 79% of parents or guardians participated in these meetings. We made every attempt to meet with parents—we even held a meeting at one student’s home. However, we still had 21% of parents who did not attend. In 2012, we will schedule all meetings while school is in session; 61% parents indicated on our annual survey that they would prefer IEP meetings to be held during the school day.



## *Administrative Quality and Compliance*

We continued to monitor operations throughout the agency to ensure that we remain in compliance with all of our accrediting bodies and the many rules and regulations. Each Board policy is reviewed on an annual basis according to a schedule and changes, updates, and additions to policies were made as needed. In the first quarter, we prepared for our upcoming CARF survey. Many meetings were held within departments as everyone reviewed documentation, procedures, and current practices to ensure that we had a successful survey. We are pleased to report that once again we received the maximum three-year CARF Accreditation.

## *Community Support Services*

Throughout 2011, with each mailing of an Individual's annual Individual Service Plan, a satisfaction survey was included requesting input on the level of satisfaction of Stakeholders had with the County Board and the Community Support Services Department. Our return of Surveys was only 25%. We do acknowledge that a number of the Individuals we serve, who receive the mailed survey, would need assistance to respond and believe this keeps our return at a lower percentage. Therefore, at the annual planning meeting, service satisfaction is a subject discussed with all Individuals.

Another tool utilized to monitor our support and the satisfaction level of our Individuals is by the Quality Assurance Reviews that are conducted in the course of a year. These reviews are on a three year rotation, so feedback is received from a third of the target group which is Individuals who receive a support service funded by Supported Living or a Home and Community Based Waiver, either an Individual Option or Level One Waiver. In addition to our regular scheduled Quality Assurance Reviews, there were several special reviews required due to problems revealed during routine monitoring. Our aim is to assure all rules are being followed, Individuals and safe and satisfied with their services.



## Investigations

### Statistics for 2011

Total MUIs filed in 2011: 114	Total group MUIs filed in 2011: 3
Total MUIs filed in 2010: 109	Number of individuals represented: 89
Total MUIs filed in 2009: 103	Number of individuals with 8 MUIs: 1
Total MUIs filed in 2008: 90	Number of individuals with 3 MUIs: 1
Total MUIs filed in 2007: 88	Number of individuals with 2 MUIs: 16
Total individual MUIs filed in 2011: 111	

### Category Breakdown

**Unanticipated Hospitalizations:** Admissions for medical or psychiatric conditions not identified and defined in the Individual Plan as having potential for repeated hospitalizations:

26 total admissions (23% of all MUIs)  
 28% in 2010; 28% in 2009; 25.2% in 2008; 18% in 2007  
 19 medical admissions  
 7 psychiatric admissions  
 Conditions included: abdominal pain (3); pneumonia/influenza (4); unexplained bleeding (2); observation and evaluation (2); blood pressure; chest pain; infection; emesis; seizures; impaired respiration; stroke; gastrointestinal issues/GI bleeding.

**Significant Injuries:** Injuries for which the cause is known and not related to abuse or neglect and injuries of unknown origin that are not suspicious in nature which require specialized treatment or that have a significant impact in a permanent or temporary manner on an individual's functional abilities.

19 total injuries (16% of total MUIs)  
 14 injuries of known origin (74% of all injuries)  
 5 injuries of unknown origin (26% of all injuries)  
 Significant injuries accounted for 22% of all MUIs in 2010; 19% in 2009; 13% in 2008; 11% in 2007  
 Known origin, fractures most frequently reported injury, including of arm (2), wrist, shoulder, nose, ankle, leg, back, toe. Falls are #1 cause of fractures. Other known injuries laceration requiring closure (5), Unknown injury (non-suspicious), fractures including of ankle, finger, and kneecap. Some of these were not immediately identified by x-ray, and not discovered for a period following initial cause. Other unknown injuries laceration requiring closure (2)

**Unauthorized Behavior Support:** The use of aversive behavior support techniques without written and approved plan:

14 total reports (12% of all MUIs)  
 4 incidents occurring in a County Board operated program (29% of all unauthorized behavior support)  
 Unauthorized behavior support accounted for 14% of all MUIs in 2010; 14% in 2009; 17% in 2008; and 11% in 2007;  
 Types of UBS include restraint of hands (2), restraint of multiple appendages (2), 1-person escort (1), 2-person escort (2), 1-person carry (1), seated restraint (2), baskethold (3), and method not approved

**Medical Emergency:** The sudden onset of an acute conditions requiring immediate emergency or life sustaining treatment.

11 total reports (10% of total MUIs)  
 Medical emergency accounted for 8% of all MUIs in 2010; 9% in 2009; 10% in 2008; 4.5% in 2007  
 Types of incidents Heimlich maneuver or back blows (7), emesis (2), impaired respiration, and seizure.

**Involvement with Law Enforcement:** When individual with DD is arrested, incarcerated, or charged with a crime. This does not include incidents involving law enforcement mediation of disputes or referral to Municipal Court mediation.

1 total reports (1% of total MUIs)  
 Law enforcement reports accounted for 2% of all MUIs in 2010; 2% in 2009; 2% in 2008; 4.4% in 2007  
 Charges include property destruction (dropped)

**Death:** The death of any individual receiving DD services, by any means, natural, accidental, homicide, suicide, or suspicious.

12 deaths (11% of all MUIs)  
 Death reports accounted for 6% of all MUIs in 2010; 6% in 2009; 2% in 2008; 4.5% in 2007  
 Cause of death include pneumonia (4), infection (3), acute cardiorespiratory arrest, seizure, lung disease, heart disease, and accidental drowning. Seven incidents involved patients who had been hospitalized for some time due to illness and whose condition worsened in the hospital.

**Attempted Suicide:** A physical attempt at suicide, resulting in medical treatment or inpatient care.

0 total attempts (0% of all MUIs)  
 Suicide attempts accounted for <1% of all MUIs in 2010; 0% in 2009; 2% in 2008; 0% in 2007

**Missing Person:** Individual cannot be located for longer than IP indicates, is considered at risk, and neglect is not a factor  
1 total report (1% of all MUIs)

Missing persons accounted for 1% of all MUIs in 2010; 0% in 2009; 1% in 2008; 4.4% in 2007

**Failure to report:** Knowingly failing to report abuse, neglect and MUIs.

1 total report (1% of all MUIs)

Failure to report accounted for 0% in 2010; 0% in 2009; 1% in 2008; 0% in 2007.

Unsubstantiated

**Exploitation:** Using an individual or their resources for personal profit or gain.

0 total reports (0% of all MUIs)

Exploitation accounted for 2% in 2010; 0% in 2009; 3% in 2008; 0% in 2007.

**Abuse:** The alleged, suspected, or actual occurrence of the use of force that can reasonably be expected to result in physical harm; unlawful sexual conduct; or the use of words or gestures to threaten, intimidate, humiliate, coerce an individual:

8 total reports (7% of all MUIs)

Abuse accounted for 4% of all MUIs in 2010; 9% in 2009; 7% in 2008; 12% in 2007; and 12% in 2006

6 allegations physical abuse, 4 unsubstantiated, 2 unfounded, 2 insufficient evidence. PPI= 4 staff, 1 family, 1 other

2 allegations verbal abuse, 2 unsubstantiated, 0 unfounded, 2 insufficient evidence. PPI= 2 ICFMR staff

**Neglect:** When there is a duty to do so, failing to provide treatment, care, goods, or services necessary to maintain health and safety.

6 total reports (5% of all MUIs)

Neglect accounted for 4% of all MUIs in 2010; 6% in 2009; 6% in 2008; 3.5% in 2007

Neglect of supervision (4), 3 substantiated. PPI= direct care staff

Neglect of care (2), 2 unsubstantiated, unfounded, PPI= direct care staff

**Peer to Peer Acts:** acts of abuse, misappropriation, or exploitation among individuals receiving DD services.

8 total incidents (7% of total MUIs)

Peer to peer acts accounted for 6% of all MUIs in 2010; 6% in 2009; 9% in 2008; 10% in 2007.

6 peer to peer physical abuse, 5 substantiated

1 peer to peer verbal abuse, 1 substantiated

1 peer to peer sexual abuse, 1 substantiated

**Misappropriation:** depriving or defrauding, or otherwise obtaining the real or personal property of an individual.

4 total incidents (4% of total MUIs)

Misappropriation accounted for 2% of all MUIs in 2010; 1% in 2009; 1% in 2008; 3% in 2007

4 individual incidents, 2 substantiated

**Rights Code Violation:** any violation of rights as listed in ORC 5123.62 related to health and safety.

3 total incident (3% of total MUIs)

Rights code violation accounted for 1% of all MUIs in 2010; 0% in 2009, 2008, 2007.

2 substantiated; 1 unsubstantiated (insufficient evidence)



# III. Partnerships, Stakeholders, & Community Integration

## *School Age*

We continue to enhance communication with our families. This year, we created an email list which makes it easier to disseminate more information from school, other organizations, and to share training opportunities. Parents with email have expressed how much they appreciate this new tool. All teachers and therapists have computer access and email accounts which has increased communication with parents.

The Wildey School provided training and internship opportunities for many students in 2011. Students from Xavier and University of Cincinnati visited our school to complete observations for special education classes and complete education internships. We also had nursing students from the University of Cincinnati complete their practicums.

Our vocational classroom promoted its "Wild Dog Treat" business and sold their dog treats in the community and at the Milford Craft Show in December. Wildey students participated in Special Olympic events throughout the year that included Swimming, Bowling, Basketball, and Track & Field. One student attended the state Special Olympic Games in Columbus.

Wildey students had many opportunities to participate in community activities as well. Our transition classrooms spend one day a week in the community working, shopping and eating out to develop transitional skills. This classroom also volunteers monthly at Matthew 25 Ministries. Our students enjoyed many field trips and community activities in 2011 which included trips which included a day at the Brown County Fair, Fishing with a Friend at the Southern Ohio Coonhunters Association lake, and listening to the symphony at Music Hall.

## *Community Relations*

The Community Relations Department acts as a "partner" to the community in many ways. In 2011, Lisa Davis served as a Board Member on the Partnership for Mental Health Board. In addition, we were an active member of the "Summer and Other Adventures" Expo Committee, were members of the Batavia Rotary, attended the Clermont County Public Relations Committee meetings, served on the Region 3 COG public relations group, attended Social Marketing monthly meetings for FAST TRAC, and attend Clermont County Young Professionals meetings. Additionally, we also helped the Clermont 20/20 "Look to Clermont" youth group plan a High School Prom for students with special needs.

In 2011, CCDD participated in a huge project for the March of Dimes Walk. Staff, individuals, and students stuffed 10,000 goody bags with items from sponsors (shampoo, conditioner, lotion, and flyers). This meant we received two semi-trailers full of merchandise that had to be split between our three buildings, distributed as evenly as possible, and then reloaded onto skids to be put back onto the trailers. There wasn't a person, student, or individual in the agency who didn't participate in this project (we even listed the help of volunteers), but we were happy to help.

We partner with the University of Cincinnati Community Health Nursing Department by hosting two nurses for clinicals each year. In 2011, two student nurses worked out of the Wildey School Age Program from April to June, and assisted with daily nursing routines one day per week.

A very successful Dancing with the Stars Extravaganza was held on March 11 at the Holiday Inn Eastgate. We had several public officials take place, who created quite a lot of hype about this event. The winning couple who took home the Mirror Ball Trophy were State Representative Joe Uecker and Meredith Delaney of UC Clermont. All proceeds raised (which are reported in section VII. Revenue, Expense, and Other Funding) were donated to the Gift of Time Respite Cooperative.

CCDD partnered with the Clermont County Mental Health and Recovery Board by presenting at the Crisis Intervention Team Training in May. This training for law enforcement officers helped them learn how to communicate with individuals who have a developmental disability.

In May, CCDD participated in the “My Feelings are a Work of Art” project with others who are part of the FAST TRAC program. This program helps children who have developmental disabilities or mental health issues connect with services in their community. Our project to promote Mental Health Month was a “Wild About Wildey” dance. Each class at Wildey chose a song from a list of Happy and Sad Songs. When that song was played during the dance, their class was in the spotlight. We are happy to report that everyone is “wild” about Wildey and their class...all of the songs were happy songs! Pictures from the event were on display at the “My Feelings are a Work of Art” exhibit at UC Clermont’s Park National Bank Gallery in September.



Students from the St. Louis Catholic School spent the day with us on May 18 and helped conduct a Field Day for the children in the Wildey School Program. Due to the weather, the Field Day was set up in the gym, but each volunteer from St. Louis ran a station. Some stations were: bean bag toss, basketball, bowling, obstacle course, and more. We appreciate this long-standing relationship with St. Louis, and hope they can come back to visit next year.

CCDD began working with the Clermont County Park District to research grants and funding opportunities to build an accessible playground at the new Shor Park on Tealtown Road. A community focus group was held on June 7 to discuss community involvement. There were only seven people in attendance, but a lot of good information was shared. This will be a continuing project we will work on with the Park District.



We were pleased that Zac Malec of Milford chose our agency to complete an Eagle Scout Project. He built a shelter house with raised flowerbeds for the Wildey Adult Services Program. Although the whole process took almost a year to complete, Zac finished it in August. In September, Kathy Lehr interviewed Zac and individuals from CCDD for her “Clermont County Today” cable show.

Our agency is proud to be a member of the Clermont County Business Advisory Council. Each year, awards are given in October to celebrate National Disability Employment Awareness Month (NDEAM). The “Employer of the Year” Award in 2011 was presented to Round Bottom Recycling at the October Clermont Chamber Monthly Luncheon. Also in October, the Clermont County Commissioners presented a proclamation for NDEAM.

CCDD partnered with the Clermont County Juvenile Probation Department and Southern Ohio Coonhunters Association to present “Fishing with a Friend” on October 7. This was a bright sunny day, and almost 200 people from the Wildey School and Adult Services Program participated. We look forward to continuing this relationship next year, and hope to seek sponsorships for additional equipment (such as lures and fishing poles).

CCDD was once again very visible at the Clermont County Fair. We operated an informational booth inside the Commercial Building and made announcements at the Paging Booth as well. This is one of the largest events in Clermont County each year, and we were happy to be there to distribute 2,000 cookbooks, 1,000 ink pens, and 1,000 fans. (It was so hot, we were out of fans by Wednesday.)

Our agency was asked to be part of Cool Tools for Schools, which is a back-to-school festival for students in the Felicity School District. We distributed pens, pencils, and stickers to children in grades Kindergarten to eighth grade, as well as brochures

about CCDD programs.

Goodwill Industries held an Open House for its new Eastside Center, located in our old Krenning Center. This center is now leased to Goodwill, who serves individuals with disabilities in a workshop setting.

The first annual "Strut Your Mutt" event took place in New Richmond on September 25. CCDD had a booth to distribute information about programs and services, as well as to recruit volunteers for the Volunteer Reception Center. (See IV. Risk Management and Emergency Preparedness for more information.)

CCDD partnered with the General Health District and the TriState Medical Reserve Corps to open the Volunteer Reception Center on October 8. We processed over 50 volunteers who were assisting with the drive-thru flu clinic. (See IV. Risk Management and Emergency Preparedness for more information.)



To commemorate the tenth anniversary of 9/11, CCDD honored all Fire, EMS, and Police Departments with framed certificates to thank them for keeping our communities safe. The Community Relations Department took pictures of each station and created the certificate plaques that were then distributed to over 50 stations in Clermont County by our entire agency. Community Support Services staff and individuals, SSAs, School Age, Adult Services, Administration...we were ALL involved and were received with much warmth and appreciation.

On October 28, CCDD held a free Breast Cancer Awareness Walk. Although it was a blustery, cold day, there were many people from the CCDD program who walked and a few visitors from the community joined us as well.

On October 31, Jason Dimaculangan from Landmark Insurance Company and Stefanie Warren and Matt Coldwell from Park National Bank judged a Costume Contest at the Grissom Building. They had a great time and all agreed it was tough to choose from all the great outfits.

CCDD held its Recognition Dinner on November 2. This dinner recognized volunteers, providers, Supported Living Council Members, Board Members, and other community members who made a difference in our lives in 2011. Winners were: Peggy and Deron Dean of the Shrope Home, Providers of the Year; Gorman Heritage Farm, Friends of DD Award; Little Caesars Pizza, Business Partner of the Year; Millie Apgar, Volunteer of the Year; Rhonda Bocks, Triumph Award Winner; Amy Jones, Self-Advocate of the Year; Zach Malec, Friends of DD Award; Denise and Mark Strimple, Foster Parents of the Year; Jay Williams, Advocate of the Year. The evening was emceed by Kathy Lehr, Clermont County Communications Director.

On November 10, the Community Relations Department hosted over 70 people at Pattison Park Lodge for the Fall Bowling League Awards. Those who participated in the league at Suburban Bowl and Cherry Grove Lanes received trophies; high scorers were recognized at the end of the event.

The Adult Services Recycling Program held a Recycling Fair on November 15 at the Milford Municipal Building. This was in conjunction with America Recycles Day and was well attended by individuals from our program as well as people from the community. Community Relations staff were on hand to help facilitate the day, under the direction of Dan Ottke and Krista Clinebell from the Adult Services Program.

We were sad to see several people retire in 2011 including April Little, Linda Aker, Joan Arthur, Dawnita Spires, Beth Popich, Elsie Reynolds, and Christine Waltz. Community Relations staff held plan retirement receptions for all of these staff, who will be missed as they venture into a new world.

## Community Support Services

Our Provider Community is very important to the County Board. As an acknowledgement of the valued support they give to the individuals we serve, historically each year the CSS Department and the Supported Living Council Members have hosted a Provider Luncheon. It was decided in 2011, to consolidate and enhance CCDD's appreciation of the many stakeholder supporters of our agency. Therefore, Providers were invited to an evening dinner and award presentation held in November at Receptions in Eastgate. We are fortunate to have many dedicated Providers supporting individuals with disabilities in Clermont County. Nominations were received for selecting Provider of the Year and the recipient of the award was the Shrope Home. They were honored with the award presentation at the Appreciation event.

The Self Determination Coordinator continued to mentor and assisted the People In Action (PIA) self-advocate group. People In Action held fundraisers several times this year in the form of bake sales. People In Action used these funds to help self-advocates to attend trainings and conferences throughout the state of Ohio. January began a new meeting time and schedule aimed at recruiting more members and developing advocacy to a higher level in Clermont County. The PIA sent representation to the People In Action State Conference in March and the 11th bi-annual SOLIDARITY Conference in April with the theme of "One Common Voice, One Common Cause!"

Both conferences offered workshops covering a variety of topics, including independent living, transportation, employment, housing and personal care and assistance. Conference participants also had social opportunities to network with peers and give input to important issues facing our field.

After attending the conferences, the representatives then presented to their membership and reported on their experience at the conferences as well as other updates on the Chapter's activities. The People In Action executive committee continued efforts to increase attendance for the monthly meetings by including updates and information in the monthly Beacon newsletter to increase awareness and announce activities and fundraisers.

In August, Elizabeth Moran, Intake and Eligibility Specialist, completed the Interviewer Training to perform Ohio's Support Intensity Scale (SIS). The training consisted of three phases and took a total of six days. Ohio's SIS Project is a three-year demonstration project to identify support needs of individuals with developmental disabilities.

A group of individuals with developmental disabilities who have significant challenges will be assessed during the first and third years of the project. A random sample of other individuals with developmental disabilities will be assessed in the second year. It is hoped that analyzing the results will inform our system on how to continue to meet the needs of those with significant challenges in the most efficient and effective manner. Elizabeth is part of the state training team and will be working with other trainers from our region to do the required assessments when the project begins in 2012.



# IV. Risk Management, Safety, & Emergency Preparedness

## *Risk Management Business Operations*

The Business Operations Department developed and formally implemented a risk management plan in 2007, which included the identification of loss exposure, evaluation and analysis of loss exposure, and plans of action to reduce this exposure. The risk management plan is designed to manage and risk and reduce the severity of a loss if one were to occur, and initially concentrated on areas of financial liability and insurance. The plan is reviewed annually, and was expanded in 2008 and 2009 as we identified and addressed additional areas of risk including risk to employees, consumers, and reputation. The plan also addressed training and other methods utilized within the organization to reduce risk. There were no major changes to the Risk Management Plan in 2011.

## *Emergency Preparedness Community Relations*

Clermont County took many steps toward continuing to keep our agency, families, and volunteers prepared for any emergency or disaster that might strike. In late 2010, CCDD became the Volunteer Reception Center (or volunteer paperwork processor) should there be a disaster in our County. To prepare for this, four staff traveled to COSI in Columbus on April 21, 2011, to observe how a Volunteer Reception Center would operate during a mock disaster. We met Lee Foster from Hands On Central Ohio, who allowed us to observe and gave us information on training our staff to operate a VRC. Mr. Foster returned to CCDD on July 14, to conduct actual VRC training for twenty staff and community volunteers. The Clermont County General Health District graciously paid for our training, and we were able to test our skills on October 8 when the Tri-State Medical Reserve Corps set up a Drive-Thru Flu Clinic and Mock Flu Disaster at our Fairgrounds.

At this event, the public was able to get free flu shots and were asked to participate in a mock flu epidemic. Because at least 50 TMRC volunteers were needed to make all of this work in an eight-hour day, we were asked to set up the Volunteer Reception Center. Eight staff from CCDD set up the VRC and processed 50 volunteers in an hour... these volunteers then received their training from General Health District personnel and assisted in giving shots or helping out with the mock disaster throughout the day.



This was great experience for CCDD and it is easy to see how crucial the VRC will be to our county in a real emergency situation. If there is a disaster in our county, people will come to volunteer their services (i.e. doctors, nurses, or neighbors who just want to help in any way they can). These Good Samaritans must be kept safe, so opening a VRC is the best way to maintain which volunteers are working in each part of the county. CCDD is very happy to have the opportunity to give back to the community by operating the VRC.

In addition to the VRC work, CCCD hosted an interactive Emergency Preparedness Fair on April 28 (Wildey) and 29 (Donald A. Collins Center). Students and adults had the opportunity to tour the Miami Township Smokehouse (which is a simulator that teaches how to safely exit a burning building); visitors also picked up information about disaster preparedness, how to put together an Emergency Kit for home, and other pertinent information. Students from the Get Real Program at New Richmond High School, as well as a class from Batavia High School, attended the Interactive Fair. They also received a tour of the DAC workshop and learned about CCDD Services in general.

In May, a power outage hit the northern part of Clermont County, causing our Wildey Center to lose power. As a result, plans were put in place to purchase a generator for Wildey. If our agency is to be the Volunteer Reception Center for the rest of the county, we must have a location that can have access to running water and electricity at all times. Bids were collected for this generator in the fall, and the bid was awarded in September.

CCDD participated in the Shaken Horizon '11 Earthquake Drill on May 17. This drill required several directors and staff to take computer training for the WebEOC database at the 911 Communications Center in Batavia. During this four-county drill, we learned important information on disaster preparedness and how we could partner with the community to help should an earthquake hit.

Emergency Preparedness is an on-going goal for our agency. One can never be too prepared.

## Safety

### Community Support Services

To promote safety for the Individuals served by the Clermont County Board, all staff continued to receive training coordinated by the Behavior Support Coordinator and Behavior Support Specialists in the Mandt System. The Mandt System® is a systematic training program designed to help workers de-escalate themselves and others when facing difficult situations. It is designed from a person-centered perspective and is to be used in conjunction with a Behavior Support Plan.

The Mandt System teaches a graded system of alternatives using the least amount of external management necessary in all situations. The philosophy of The Mandt System is based on the principle that all people have the right to be treated with dignity and respect.





# V. Expansion of Services

## *Adult Services*

The Community Employment Department ventured into a new project called Bridges to Transition. The community employment program through the Bridges collaboration (CCDD, Ohio Association of County Boards, and the Rehabilitation Services Commission) worked with 19 students to provide community exploration activities and actual work experiences. The goal of the program was to provide students age 14-22 the opportunity to experience and learn about what it is like to work in the community and to gain real experience they can use in the future.



## *Community Support Services*

CSS added services funded through the Level One Waiver, Individual Options Waiver, Supported Living and Individual Budgets. There were additional enrollments of 1 individual on Individual Option waivers as an emergency, 34 individuals on Level 1 waivers, 4 individuals served by the Supported Living program, 20 individuals with Individual Budgets, and 56 individuals receiving ongoing behavior support services.

Also in 2011, the Board renewed the contract with the Resident Home Corporation for CITE (Community Integrated Training and Education) services which are designed to provide in home behavior support and give training to assist families with effective techniques. The service is designed to provide education to the family that will allow them to implement the plan-driven strategies on a day to day basis independently. County Board staff who work closely with this agency were pleased with the service delivery to our families and the open communication between agency and county board staff. The program served 21 families total in 2011. This was an increase of 57% compared to 2010 statistics.

In 2011, we launched a new program referred to as Alternative Service Options with the purpose of using local funds to address needs that had not been met or were not available through other funding streams. Options included specialized transportation, after school/summer care, respite, camp, therapy, environmental modifications and adaptive equipment. We also created an 'other' category for unusual requests. From this fund, 77 individuals were served.



# VI. Input from Families, Individuals, Stakeholders & Community

## *Early Intervention*

Gathering input from a variety of sources assists us in measuring the success of our program. Input from families and caregivers is a critical component of the Early Intervention programs. Opportunities for families and caregivers to provide feedback in 2011 included:

- Ongoing phone surveys to families by Families Connected (January-December 2011)
- Exit surveys by phone conducted by Families Connected (January-December 2011)
- Quarterly Roundtable discussions by Families Connected (January-December 2011)
- Parent Participation on FCF and HMG Councils (Monthly meetings through 2011)
- Anecdotal feedback from families on a regular basis as a part of routine service delivery (January.-December 2011)
- A specialized, targeted survey in 2011 by the Ohio Department of Health
- Ongoing administrative review of requests made by families for changes in services as well as celebrations shared by families throughout a calendar year (January-December 2011)
- Phone survey conducted by the Director of Early Childhood Services and the Early Intervention Supervisor (November 2011).

Although these opportunities were available to all families, the actual number of comments and feedback received through these various measures continue to be low. For example, in a sample of 82 phone attempts by Families Connected from January through October, only 32 actual contacts were made.

The most successful feedback quantitatively from families/caregivers occurs during direct visits with families as a part of ongoing services. However, this method does not assure that families are comfortable giving any negative feedback that they may have because they are talking with their direct service provider personnel. Another slightly more successful attempt at gathering input was through our phone survey conducted by the early childhood administration. Phone calls were made to parents and caregivers during the month of November. Of the families we talked with 98% of them were satisfied with services and seemed eager to speak to a director or supervisor. One prominent theme that we learned from direct conversations with families is that many parents loved the respite program. They were very appreciative and complimentary about the Families Connected twice a month respite care. One mom commented to me that she was able to get her hair cut for the first time in 18 months. Another told me it was such a treat to be able to go to the grocery by herself and know that her child was in excellent care. Others told us they had concerns about their child's development when their child was 6-18 months of age. Many of these families were told by their doctors that they should wait and see how their child develops. For many families this meant putting off more in depth developmental testing until the child was older, thereby receiving early intervention services later.

This concern from families has also brought to light the need for a goal to work more cooperatively with other DD Services in our region. We will continue our work with our regional partners to approach physicians and other community personnel about Early Identification of children with autism and other developmental delays.

## *School Age*

We sent out our annual survey in June 2011. Only 39% of the surveys were returned. Ninety-four percent (94%) rated our communication excellent and 100% rated their overall satisfaction with the School Age program excellent. We continue to work hard to improve our programming and stay current with best practices. We listen to our stakeholders and respond promptly. We appreciate our stakeholders input and welcome your comments.

## Adult Services

The Adult Services Department continues to use various means to obtain feedback regarding the programs offered and their quality. First and foremost, the program seeks feedback from those it serves, the individuals. This is done through the Individual Planning process, satisfaction surveys and also through the use of Client Council meetings. Those meetings focus on any/all issues presented by those in attendance as well as issues impacting the program.

In addition from soliciting feedback from the individuals served, feedback is also obtained from families, guardians, providers and other stakeholders through the use of satisfaction surveys and discussions during the individual plan process.

In 2011, the Adult Services Department utilized the services of a volunteer to contact individuals, family members, guardians and providers to conduct satisfaction surveys.

The following is a summary of results from the surveys.

1. When being made aware of all the program options available in the program 95% were either very or somewhat satisfied.
2. Respondents satisfaction with building environments:
  - 100% were either very or somewhat satisfied with cleanliness and upkeep
  - 100% were either very or somewhat satisfied with accessibility
  - 100% were either very or somewhat satisfied with building safety
  - 100% were either very or somewhat satisfied with building comfort
3. Respondents satisfaction with Direct Staff:
  - 100% were either very or somewhat satisfied with staff friendliness
  - 100% were either very or somewhat satisfied with treating individuals with dignity and respect
  - 100% were either very or somewhat satisfied with staff training
  - 100% were either very or somewhat satisfied with staff's ability to provide enough support when needed.
4. Respondents satisfaction with Program Managers:
  - 100% were either very or somewhat satisfied with the availability of program managers when needed.
  - 98% were either very or somewhat satisfied with the program managers knowledge of their job.
  - 98% were either very or somewhat satisfied with program managers asking for input.
  - 100% were either very or somewhat satisfied with program managers follow through.
5. Respondents satisfaction with the work/activities offered:
  - 94% were either very or somewhat satisfied with the quality of work offered.
  - 98% were either very or somewhat satisfied with the quality of the activities offered.
  - 85 % were either very or somewhat satisfied with the variety of work offered.
  - 94% were either very or somewhat satisfied with the variety of the activities offered.
  - 82% were either very or somewhat satisfied with the availability of work.
6. Respondents satisfaction with the transportation services offered:
  - 92% were either very or somewhat satisfied with the transportation services offered.
7. Respondents overall satisfaction with the day program services offered:
  - 100% were either very or somewhat satisfied with the overall services offered.

A summary of the data indicates the least satisfaction in the variety of work and the availability of work. Comparing satisfaction data from 2010 there was an increase in the overall satisfaction of the activity programming offered (from 85% in 2010 to 98% in 2011). Comments in this area indicate individuals and families have been very satisfied with the new community activities being offered at the Grissom location and the swimming option at the Wildey Center that was put in place after multiple feedback was shared about individuals being interested in swimming. In early 2012 we have seen some slight improvement with some variety of work from our various business partners. We hope to see this continue into 2012. We also hope our new relationship with Clermont Sheltered Work Administrative Services (under Goodwill Industries) will lead to new partnerships that will provide new work opportunities for the individuals served.

## Community Relations

In December, 2011, the administrative team created a short survey to be distributed to local community stakeholders including county leaders, village/township representatives, and providers of the CCDD Program. This year's survey was sent using SurveyMonkey.com to 501 addresses. Forty-eight surveys were actually received, which is a 10% return rate. The number of surveys returned is much higher than we've ever received before—we plan to use SurveyMonkey.com for future surveys. We also have a survey option with the One Call Emergency Phone System, which we will explore in 2012 as well.

The survey for 2011 asked only 6 questions:

1. In 2011, do you think CCDD worked well with or involved other agencies/services for those enrolled ? (Ex: Did CCDD work well with Lifepoint Solutions--formerly Clermont Counseling Center, the Social Security Administration, Job and Family Services, etc.) 42.9% Strongly Agree; 45.2% Agree; 4.8% Somewhat Agree; 7.1% Disagree.
2. Did CCDD communicate well with the public in 2011? 59.1% Strongly Agree; 29.5% Agree; 6.8% Somewhat Agree; 4.5% Disagree
3. Do you think CCDD communicated information about specific services to all individuals, families, providers, guardians in a sufficient manner, to the best of your knowledge? (Programs include School Age, Early Intervention, Adult Services, Individual Budgets, and others.) 45.5% Strongly Agree; 40.9% Agree; 6.8% Somewhat Agree; 6.8% Disagree.
4. Were you more likely to get information electronically in 2011 than in previous years? (Internet, email, Facebook, Twitter, Linked In) 54.2% Strongly Agree; 29.2% Agree; 10.4% Somewhat Agree; 6.3% Disagree.
5. If you had questions related to services, did you get those questions answered in a timely fashion? 45.6% Strongly Agree; 27.9% Agree; 11.6% Somewhat Agree; 14.0% Disagree
6. How did you receive information about CCDD in 2011? Please check all that apply. 61.7% - Email Blasts; 51.1%- Internet; 48.9% - Beacon Monthly Newsletter; 48.9% - Clermont DD Website; 40.4% - Community Print Newspapers; 38.3% - Word of Mouth; 17.0% - Individual Program Newsletters; 17.0% - Social Media (Facebook, Twitter, Linked In); 12.8% - Community Newspaper Websites.

Information from this survey helps the Community Relations Department and CCDD agency in many ways; it helps determine where to publicize the efforts and accomplishments of our agency; the survey assists us in gauging where the public learns about programs (internet, website, email, etc.); and it tells us where our problem areas lie. This survey will help us actively reach more people in the community in 2012 in many ways.

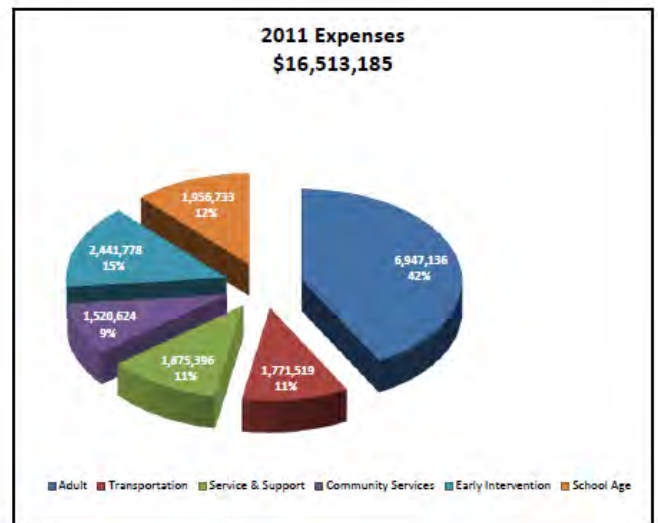
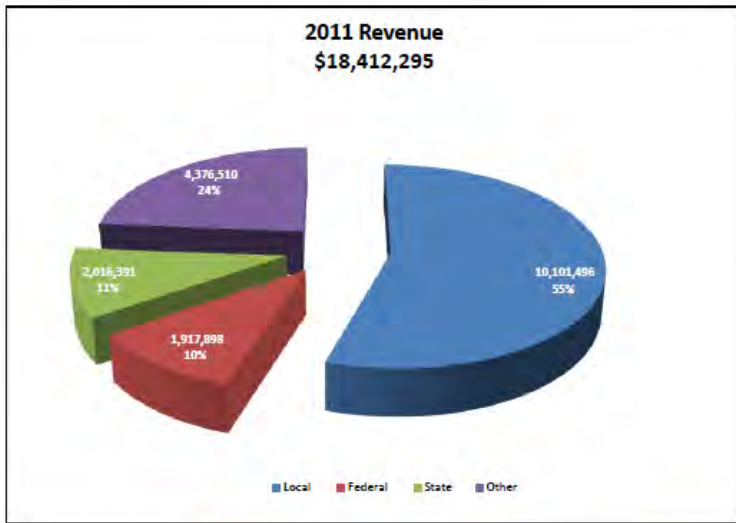
## Community Support Services

Throughout 2011, numerous calls came through our intake line. In order to address the many requests for services, we offered a variety of community referrals and assisted individuals and families with placement on appropriate waiting lists. We continued to encourage callers in the intake process to identify any one time, immediate needs that could be addressed expeditiously and in so doing, perhaps reduce the need for long term services.

The Community Support Services division distributed 371 Satisfaction Surveys related to a number of service areas managed by the CSS staff. Identified recipients were those identified in the category of a person who receives services; a parent; guardian; family member; or have worked in collaboration with the Clermont County Board of DD to provide these services to individuals in need of this type of support. The survey questions were designed to measure the satisfaction of these supports. Answers provided us with information necessary for continued strategic and financial planning for the coming year.

There were 94 Surveys completed and returned. All were reviewed upon receipt and any needed follow up was done immediately. Data collected indicated a high degree of satisfaction with CCDD services as well as the operational components that are responsibilities of the CSS division.

# VII. Revenue, Expenses & Funding



## Community Relations

In 2011, we held a variety of fundraisers that assisted our program in many ways. We also continued to raise money for our Levy Committee, in an ongoing campaign to raise awareness while raising money for the next time we are on the ballot.

March 11: Dancing with the Stars - \$9,000 (respite)

April 30: Flying Pig Marathon (5K) - \$1,000 (respite)

June 18: 5<sup>th</sup> Annual Levy Motorcycle Ride (levy) – Ride cancelled, due to rain/storms.

July 16: 5K Run/Walk for the Levy: \$2,000 (levy)

Quaker Steak and Lube Bike Nights: \$5,000 (levy)

One of our main goals in 2011 was to continue fundraising efforts for the levy and program efforts. The increase in sponsorships for Dancing with the Stars, as well as participating in the Flying Pig Marathon has given us an added boost...we now know our hard work is paying off as our numbers are growing with each passing year, helping fund the very-important Gift of Time Respite Program.





# VIII. Program Demographics

PROGRAM DEMOGRAPHICS	Persons Served As of 12/31/2011	WAITING LIST
<b>CHILDREN'S SERVICES</b>		
Early Intervention (Total Individuals Served)	450	0
Active Enrollees as of 12/31/2011	203	
School Age	47	0
<b>ADULT SERVICES</b>		
Day Services (Total Individuals Served)	253	24
Wildey Adults	79	
Home Based	4	1
Donald A. Collins Habilitation Center	66	
Grissom Building	104	
Camp Allyn	18	
Community Employment (Total Individuals Served)	225	9
Follow-Along Provided	69	
Active Cases as of 12/31/11	21	
<b>RESIDENTIAL SERVICES</b>		
I.O./ OBRA	179	611
Level 1	95	471
Supported Living	25	157
<b>COMMUNITY SUPPORT SERVICES</b>		
Currently Receiving Designated SSA	310	4
Request for Intake	222	0
Behavior Support (Individuals and Families)	56	22
Families w/ Misc. Request/Need (approx)	70	218
<b>FAMILY SUPPORT</b>		
Open/Active Cases	245	0
<b>INDIVIDUAL BUDGETS</b>		
	142	29

# IX. 2011 Goal & Outcomes Charts

## Adult Services

	OBJECTIVE	MEASURE	APPLIED TO:	TIME OF MEASURE/ SIZE OF SAMPLE	DATA SOURCE	OBTAINED BY:	GOAL	OUTCOME ACHIEVED
Access	To eliminate waiting lists for all day program services	Individuals will not have to wait for day program services	Each Adult Services program	January 1, 2011- December 31, 2011	Waiting list documents	Adult Services Director	The department will minimize or eliminate waiting lists for all day program services provided.	Goal met. The Adult Services program was able to enroll individuals into the program throughout the 2011 year without having to use a waiting list. <b>Engagement</b>
Efficiency	To identify "paperless" ways of documenting services	Identify and purchase a new system	Documentation of services	January 1, 2011- December 31, 2011	Adult Services budget and purchases	Adult Services Director	The department will purchase, install and implement an electronic system for documentation of services	Goal: In progress. Adult Services Director explored using Caretracker. Did not feel it would meet our needs at this time. Met with a representative from Gatekeeper at the end of 2011. They are hoping to develop a goal tracking program that could be developed for iPads. We will continue to monitor progress on this because we feel this would be a very good route to explore for our staff. <b>Responsibility</b>
Satisfaction	Improve staff orientation program	Staff feeling more prepared to work in the program immediately. Improved new hire and manager satisfaction	Adult Services Department staff	January 1, 2011- December 31, 2011	Completed Orientation checklists	Adult Services Management Staff	This department will implement a four-day staff orientation program for all direct service staff before they begin work in the program (increased from 2-day orientation program)	Goal met: The new staff orientation program was implemented in 2011 with a great deal of success. <b>Understand</b>
Satisfaction	To enhance the quality of activity programs offered to individuals	Improved satisfaction with the activities offered	Activity programs in the department	January 1, 2011- December 31, 2011	Satisfaction Surveys	Adult Services staff	The department will expand/start/enhance upon current activity programming options offered.	Goal Met: Krista Clmebell was hired as the activity coordinator midway through 2011. She, along with the other managers, has expanded the number of community options for individuals in all three programs. <b>Safe and Inviting Environments.</b>
Access	To explore ways to offer more choice in the area of sheltered employment	Offer 1 new opportunity in the area of sheltered employment	Individuals and families being served or are looking to be served in Adult Services	January 1, 2011- December 31, 2011	Contract	Adult Services Director	The department will seek at least one new opportunity to offer more choice in the area of sheltered employment opportunities.	Goal met: A new relationship was formed with Goodwill Industries in 2011. About 8 individuals decided to pursue this option by leaving our program and choosing this option. <b>Engagement</b>
Effectiveness	Access to individuals and families early in the transition process so more information sharing takes place.	Develop 2 summer opportunities for youth	Students/Families in transition	January 1, 2011- December 31, 2011	Bridges documentation	Community Employment staff	The Department will improve its transition process with individuals/families moving from school to adult programs.	Goal met: 17 students took advantage of the Bridges to Transition Summer Youth opportunities that were made available in the summer of 2011. We hope to expand this to 25 in 2012. <b>Engagement</b>
Effectiveness	To more effectively serve individuals in which environmental factors may make it more difficult for individuals to get the most from their day	Renovate one area in the program	Individuals with sensitivity to loud, over-stimulating environments	January 1, 2011- December 31, 2011	Completed area	Adult Services Director and management staff	The department will evaluate the needs of the persons served to create or expand more appropriate work/activity environments to accommodate their needs.	Goal met: The upstairs at Grissom was completed in the first quarter of 2011 to provide this environmental change for individuals. DAC and Wildey will be going through renovations in 2012. <b>Safe and Inviting Environments</b>
Satisfaction	To get a larger response rate to satisfaction survey requests	Increase the rate or return of response to over 50%	The Adult Services Program	January 1, 2011- December 31, 2011	Satisfaction Survey	Adult Services Staff	The department will revise the way it currently gathers satisfaction from individuals and other stakeholders and will create a new system to do so.	Goal met: A higher response rate was attained late in 2010. The same system will be used in 2011 to test the validity of the new method. <b>Responsibility</b>

## Business Operations

	OBJECTIVE	MEASURE	APPLIED TO:	TIME OF MEASURE/SIZE OF SAMPLE	DATA SOURCE	OBTAINED BY:	GOAL	OUTCOME ACHIEVED
Access	Identify the internal and external doors that need to be automated and establish a budget for them	Persons served and visitors can enter buildings through accessible doors at the main entrance and Adult Services entrance.	Adult Services Entrance and fire doors at Wildey	Annual/Wildey Adult Services entrance, hallways, and classrooms	Input from visitors and department secretaries who sign visitors in and out.  Budget and vendor quotes	Business Operations Management team and Long Range Planning Team	Make access to and navigation of our buildings more accessible.	Budget was established late 2011 for completion in 2012
Efficiency	Employees will use a web-based training program to complete their annually required training.	Tracking and reports obtained online	All employees	Configuration and rollout of web-based training by end of 1 <sup>st</sup> quarter 2011  Implement annual training and tracking by end of 3rd quarter 2011	Works International reports	Asst. Director of Business Operations	Purchase Works International, Inc. web-based training program.	Completed 100%
Effectiveness	1. Identify and budget for roofing needs at the Wildey Center	Roof replacement or repair	Wildey Center	Annual/ roof	Budget and quotes from vendors	Business Operations Management Team	Develop a capital improvement plan and a budget so that funds are available to maintain and repair facilities when major needs arise.	Completed 100%
	2. Identify and budget for additional parking needed at the Wildey Center	To provide enough parking space for all employees and visitors who park at the Wildey Center	Wildey Center	Annual/ based on number of current spaces compared to number of spaces needed for all employees and visitors who park at Wildey	Budget and Accounting system			Parking and paving budgeted for completion in 2012
	3. Analyze the condition of the Wildey Wastewater Treatment plant and estimate costs of repair or replacement, develop and RFP, and go out for bid.	Wastewater treatment plant in good operating condition	Wildey Center	Annual/repair or replacement	Outside vendors & research by Facilities & Safety Coordinator			Completed 100%
	4. Analyze the HVAC system at DAC to determine when upgrade or replacement is needed and the cost	HVAC replacement or repair	DAC	Annual/repair or replacement	Research by Facilities & Safety Coordinator and quotes from vendors			Completed 100%
	5. Determine the costs of upgrading the HVAC system in the sections of the Wildey Center that were not renovated in 2007/2008 and establish a plan and budget for upgrading it	HVAC replacement	Wildey Center	Annual/replace	Research by Facilities & Safety Coordinator and quotes from vendors and budget			In process- further research in 2012
Efficiency	1. Analyze the costs of digitizing records stored in the warehouse as compared to the cost of installing a sprinkler system	Safe storage of records	Documents stored in Wildey Center Warehouse	Annual/ based on the comparison between cost of digitizing records currently stored in the warehouse, storing offsite, or adding a sprinkler system	Budget and quotes from outside vendors and research by Business Operations management team	Business Operations management team	Analyze the past, present, and future storage of records and files and the Wildey Warehouse document storage system	Research on warehouse records conducted in 2011 but postponed for further research in 1 <sup>st</sup> quarter of 2012
	2. Analyze the cost of digitizing all consumer and personnel records	Safe storage of and access to records	Consumer and personnel files	Annual/all consumer and personnel files	Budget and quotes from outside vendors and research by Business Operations Director	Business Operations Director		Budgeted for implementation in 2012

## Communications & Community Relations

	OBJECTIVE	MEASURE	APPLIED TO:	TIME OF MEASURE/SIZE OF SAMPLE	DATA SOURCE	OBTAINED BY:	GOAL	OUTCOME ACHIEVED
Efficiency	Continue to fine-tune signature events	Annual Fundraiser	People living in Clermont County; those involved with the CCDD program; those who read about fundraiser through newspaper and newsletter articles	One time per year/number of people who attend fundraiser	Newsletter database, newspaper circulation, previous gala invitation lists	Communications and Community Relations Department, Fundraising Committee	To raise at least \$30,000 for the Gift of Time Respite Program by obtaining sponsors and selling tickets for the Dancing with the Stars event.	33% achieved. We raised \$10,000 for Respite at Dancing with the Stars and the Flying Pig Marathon events. Will continue this goal into 2012 until \$30,000 is reached.
Effectiveness	Assist teens and adults to continue meaningful community activities	Number of people requesting new activities in 2007 activity survey	Teenagers and adults, ages 13 and up	Two additional activities/number of teenagers and adults, ages 13 and up who are served by CCDD	Activity database; consumers and students who attend day programs	Communications and Community Relations Department, other CCDD departments receiving survey feedback	To create at least 2 new activities in 2011, to add to the already-full activity schedule.	100% achieved.  Attended the Reds Game, coordinated an Open Swim at Wildey, and road The Ducks at Newport on the Levee.
Access	Work with Region 3 COG on awareness campaigns	Number of opportunities available in Clermont County (includes local cable access, cinemas, newspaper, etc.)	Clermont County Community	Awareness Month (March) and Disability Employment Awareness Month (October)	Number of awareness activities in the community	Communications and Community Relations	To build awareness in Clermont County about the DD program and those who receive services	100% achieved. Clermont DD participated with Hamilton, Butler and Warren County in Awareness Month Campaign AND produced a communication video.
Satisfaction	County officials and stakeholders report satisfaction.	Annual Stakeholder Survey	Those familiar with Clermont DD Services	November-December 2010/441 people from provider list, publicity alert email list, social media pages, and website.	Newsletter E-Database Provider Email List	Communications and Community Relations	To determine satisfaction within general public.	10% achieved. We used Survey Monkey for the first time, sending survey to 501 email addresses; only 48 were returned. Will continue to research survey options, including One Call phone system.

## Community Support Services & Family Support Services

	OBJECTIVE	MEASURE	APPLIED TO:	TIME OF MEASURE/SIZE OF SAMPLE	DATA SOURCE	OBTAINED BY:	GOAL	OUTCOME ACHIEVED
Effectiveness	Family Support Services (FSS) guidelines will allow support to the greatest possible number of eligible families	# of families receiving support	FSS eligible families	Annually 100% of sample	Quarterly FSS Usage Reports	FSS Coordinator	Maintain funding of the Family Support Services Program to enable families to access funding assistance for needed services/items.	Total families served=177 All funds were utilized by mid November 2011 and waiting list was implemented until January 2012 funds become available
Efficiency	Develop a protocol for gathering service needs and addressing in innovative ways using available local funds.	# of additional consumers service by existing County Board Resources	Consumers requesting services and assistance	Annually 100% of intake	Intake record and consumer files	CSS Staff	Improve the efficiency of service delivery by separating need from funding streams of traditional waiting list categories	Guidelines for additional Alternative Services were completed. By mid-September, all individuals on the waiting list were called to inquire of immediate needs. The Waiting List was updated to include the new requests generated from phone calls.
Effectiveness	Develop a mechanism in the intake process to identify any one time, immediate needs that can be addressed expeditiously to reduce the need for long term services.	# of needs addressed by: 1. enrollment on SELF Waiver 2. provision of a funded transportation source 3. provision of additional in home behavior support via a contracted agency	Requests received by Intake personnel	Annually 100% of Sample	Intake Data Collected in 2011 and cost comparison with traditional waivers and service delivery if done by county board staff	CSS Staff and Finance Records	Effectively meet the immediate needs of individuals requesting assistance	In the Alternative Option Categories, the number of services funded for individuals for 2011 was 77.  CITE served 22 families need in home behavior support during the course of the year.  We partnered with other agencies and funded therapeutic residential services for 2 youth. Additionally, residential assessments at Southwest Ohio Developmental Center were funded for 2 adults.
Satisfaction	Expand the offering of assistance in the areas of crisis stabilization and short term in home support and consultation.	# of crisis cases remediated and outcome surveys	Recipients of Short Term Assistance and Services	Annually 100% of Survey Respondents	Survey	CSS Staff	The lives of Individuals and families receiving supplemental services will be improved.	There were 6 individuals who received stabilization services in 2011.  The Bed Bug fund assisted 6 households.
Access	Offer and begin services in the community for individuals on current waiting lists up to the number approved in the Board's planning budget for 2011.	# of additional consumers obtaining a requested service	Consumers on the Waiting Lists for HCBS Waivers, Supported Living, Adult Service Individual Budget	Annually 100% of sample	Enrollment documentation and payment authorizations	CSS Staff	Enroll additional consumers from Waiting List 35 Level 1 20 Individual Budget 10 SELF Waiver Supported Living (mn of 4)	Local funds were directed to assist 37 families from the Camp Waiting List.  35 new level one waivers were allocated in 2011.  20 additional individuals received Adult Individual Budgets in 2011.  6 Individuals from the Supported Living Waiting List began receiving services.

## Early Intervention

	OBJECTIVE	MEASURE	APPLIED TO:	TIME OF MEASURE/SIZE OF SAMPLE	DATA SOURCE	OBTAINED BY	GOAL	OUTCOME ACHIEVED
Efficiency	Continue collaboration at local, regional and state level to maximize efficient use of resources	Children who participate in the enhanced evaluation process.	All children enrolled in the Early Intervention Program (Part C eligible) who meet established criteria for the ADEP process as per regional guidelines	January 1, 2011-December 3, 2011	Child Record	Director of Early Childhood -Supervisor of Early Childhood -Project Director of Help Me Grow	10 children from Clermont County DD will participate in the enhanced evaluation for suspicion of autism as per the regional process.	Achieved – 11 children participated in the enhanced evaluation process in Clermont County in 2011.
Effectiveness	Develop program to match requirements of federal guidelines	Data specific to each child in child record stating name of primary service provider	Entire enrollment	Applied to all children enrolled on December 1, 2011	Child Record	Supervisor of Early Childhood	Nine out of every ten families will have a primary service provider.	Achieved – nine out of ten families now have a primary service provider
Satisfaction	Develop more effective ways to get feedback from families	Parents' satisfaction with services	All families that are available by phone during month of November 2011	Phone survey during month of November to each family in program who has phone availability; survey will cover period of time from January 1, 2011 to October 1, 2011.	Phone survey	Volunteers as per the direction of: -Director of Early Childhood -Early Intervention Supervisor -HMG Program Coordinator	Families will respond that they were offered at least one opportunity to effectively and meaningfully express their comments about the services they have received in the year 2011.	Achieved – more families were reached in 2011 than in years previous. The phone survey performed by the EI administration along with the surveys from Families Connected were more successful this year.
Access	Increase awareness of community of the importance of early identification and best practice programming for all children	Help Me Grow referrals from physicians	Each referral that comes into Help Me Grow from a physician's office specific to Part C	January 1, 2011-December 3, 2011	HMG referral data	Director of Early Childhood  Supervisor of Early Childhood  Project Director of Help Me Grow	Collectively, referrals from doctors' offices will increase over the course of 2011 from a baseline obtained in January, 2011	Achieved, referrals from pediatric centers and hospitals increased 30% in 2011.

# Investigations

	OBJECTIVE	MEASURE	APPLIED TO:	TIME OF MEASURE/SIZE OF SAMPLE	DATA SOURCE	OBTAINED BY:	GOAL	OUTCOME ACHIEVED
<b>Efficiency</b>	Enhance the effectiveness and efficiency of and improve communication in the MUI reporting process	DODD conformance guidelines for <ul style="list-style-type: none"> <li>Submission of incident reports within established time frames</li> <li>Distribute required notices in time frames</li> <li>Monitor CB and provider incident review systems</li> </ul>	All Major Unusual (MUI) reports	Random sample of incident reports 25% each quarter	MUI files	Investigative Unit	90%	89% 90% CB 100% Provider agencies 51% of reporting agencies
<b>Effectiveness</b>	Enhance coordinated prevention planning and collaboration by teams  Coordinate county wide incident analysis to identify trends/patterns and reduce health and safety risks	Prevention plan documentation  Monitor provider and CB UI log and MUI review	All MUIs  CCBDD programs, agency and independent service providers	Random sample of incident reports 25% each quarter  UI logs and MUI quarterly analysis	MUI files  Meeting records, logs, reports, stakeholder meeting	Investigative Unit  Investigative Unit	90%  100% of providers reporting incidents	100% assessed files showed prevention planning by teams  CB 100% logs, analysis, stakeholders
<b>Access</b>	Monitor County Board and provider notification process to ensure same day notification to required parties	Evidence of guardian and SSA notification by reporting service provider	All MUIs	Random sample of incident reports 25% each quarter	MUI files	Investigative Unit	100%	87%
<b>Satisfaction</b>	Provide information, support, training opportunities, assistance to programs and services in the area of health and safety awareness and education.	Distribution of safety alerts, training opportunities	Clermont County disability services community	2011 Calendar Year	DODD (for safety alert information)  Quarterly training for providers	Investigative Unit and CCDD Community Relations and Community Supports depts.	ongoing	100%

## School Age

	OBJECTIVE	MEASURE	APPLIED TO:	TIME OF MEASURE/SIZE OF SAMPLE	DATA SOURCE	OBTAINED BY	RESOURCES NEEDED	GOAL	OUTCOME ACHIEVED
Satisfaction	Bridge continuum of services between School Age Services and Adult programming.	Documentation of meetings/planning sessions	Adult Service and School Age staff and students 18-22	January – December 2011	Meeting notes Procedure	Director	Meeting time and staff training	Calendar of transition activities for School Age staff, families and students	Goal Met Designed transition plan with Adult Services which included a calendar of transition activities.
Efficiency	Improve data collection systems that accurately measures student progress and identifies student deficits.	Documentation of training	Instructors and Therapists	January 2011 – November 2011	Meeting Notes Samples Progress Reports	Director	Professional Development	100% of instructors and therapists will participate in (4) training sessions/work groups to improve data collection systems.	Goal Not Met 100% of instructors and therapists participated in (2) training sessions to improve data collection. Individual training occurred more frequently.
Effectiveness	Develop a system to collect analytical data which measures effectiveness of behavior interventions. Data collection will be used to measure student progress.	Documentation Data	Students who have behavior plans	January 2011 – November 2011	Behavior Support Monthly Summary (Excel Spreadsheet)	Director	Professional Development  Excel template	Data will be collected and compared to previous year's data on 12 students.	Goal Met Data was collected and compared to the previous year's data on 15 students.
Access	Develop a program to increase opportunities for students to practice and generalize skills in the community.	Documentation of planning	Students	January 2011 – November 2012	Meeting/planning notes and logs	Director	Transportation and Staff	4 classrooms per month will have community trips	Goal Not Met Procedure was created and students and staff trained. 3 classrooms began having community trips in December 2011.
Access	Develop an intensive classroom model to provide services for challenging students.	Documentation of planning and collaboration.	Future Students	January 2011 – November 2011	Meeting/planning notes and logs	Director	Consultation  Professional Development	1 intensive needs classroom	Goal Met Intensive classroom was created. Need not currently present.

