

# ASHTABULA COUNTY BOARD OF DEVELOPMENTAL DISABILITIES

2505 South Ridge Road East  
Ashtabula, Ohio 44004  
440.224.2155  
Fax 440.224.0678  
[www.ashtabuladd.org](http://www.ashtabuladd.org)

## 2014 PROPOSED ANNUAL PLAN



### BOARD MEMBERS:

Mrs. Kris DeCaro, President  
Mr. Brett Horvath, Vice-President  
Mr. Ron Cramer, Secretary  
Don Cosner

Anne M. Zeitler, Superintendent

Adopted:

January 16, 2014

## INTRODUCTION

We are pleased to present our 2014 Annual Plan and we hope that you will take the time to review it. This plan reviews our accomplishments in 2013 as well as our identified and prioritized needs for the upcoming year.

The Ashtabula County Board of Developmental Disabilities utilizes a variety of resources to develop our Annual Plan. Through our ongoing extensive planning process, we are able to identify and prioritize needs and services to allow the continuation of services for individuals with developmental disabilities in Ashtabula County.

If you would like to learn more about our program and the services we provide, you can make arrangements to visit any of our program locations, visit our website at [www.ashtabuladd.org](http://www.ashtabuladd.org) or call the Board Office for information at 440.224.2155.

We would like to take this opportunity to say *thank you* to our stakeholders for their ongoing support that allows us to provide much needed programs, services and supports to the individuals we serve and their families.

We recognize the importance of providing cost effective and efficient services. We will continue to be good stewards of our resources and look forward to another year of providing high quality services to individuals with developmental disabilities.

Sincerely,

*Anne M. Zeidler*

Superintendent

# ASHTABULA COUNTY BOARD OF DEVELOPMENTAL DISABILITIES

## MISSION

The mission of the Ashtabula County Board of Developmental Disabilities is to assist eligible individuals with developmental disabilities in choosing and achieving a life of increasing capability such that they can live, work and play in the community, and to assist and support the families of these individuals in achieving these goals.



## PHILOSOPHY STATEMENT

It is the belief of the Ashtabula County Board of Developmental Disabilities that all individuals with developmental disabilities have the fundamental rights to live, learn, work, play, and participate in the community and to have access to programs and services which will promote and maximize their growth and potential.

The Ashtabula County Board of Developmental Disabilities continuously assesses and reviews issues and policies to support consumers' rights, confidentiality, service needs and service monitoring. The following policies and information are always available for public review:

- Adult Services (Policy 3500)
- Ashtabula County Board of Developmental Disabilities Mission and Philosophy (Policy 1100)
- Behavior Support Policy (Policy 3210)
- Confidentiality (Policy 3110)
- Due Process Rights and Administrative Resolution of Complaints (Policy 3100)
- Early Intervention Services (Policy 3300)
- Admission to County Board Programs and Services (Policy 3020)

- Family Support Services (Policy 3710)
- Health Services (Policy 3250)
- Preschool/School Age Services (3410)
- Reporting Abuse, Neglect & Addressing Major Unusual Incidents to Ensure Health, Welfare & Continuous Quality Improvement (Policy 3200)
- Safety (Policy 3230)
- Service and Support Administration (Policy 3700)
- Supported Living and Home and Community Based Waiver Programs (Policy 3720)
- Transportation (Policy 3600)
- Waiting Lists, Service Substitution Lists (Policy 3030)
- Input from those served

# RIGHTS OF PERSONS WITH DEVELOPMENTAL DISABILITIES

Ohio Revised Code, Section 5123.62

1. The right to be treated at all times with courtesy and respect and with full recognition of their dignity and individuality;
2. The right to an appropriate, safe and sanitary living environment that complies with local, state and federal standards and recognizes the persons' need for privacy and independence;
3. The right to food adequate to meet accepted standards of nutrition;
4. The right to practice the religion of their choice or to abstain from the practice of religion;
5. The right of timely access to appropriate medical or dental treatment;
6. The right of access to necessary ancillary services including, but not limited to, occupational therapy, physical therapy, speech therapy, and behavior modification and other psychological services;
7. The right to receive appropriate care and treatment in the least intrusive manner;
8. The right to privacy, including both periods of privacy and places of privacy;
9. The right to communicate freely with persons of their choice in any reasonable manner they choose;
10. The right to ownership and use of personal possessions so as to maintain individuality and personal dignity;
11. The right to social interaction with members of either sex;
12. The right of access to opportunities that enable individuals to develop their full human potential;
13. The right to pursue vocational opportunities that will promote and enhance economic independence;
14. The right to be treated equally as citizens under the law;
15. The right to be free from emotional, psychological, and physical abuse;
16. The right to participate in appropriate programs of education, training, social development, and habilitation and in programs of reasonable recreation;
17. The right to participate in decisions that affect their lives;
18. The right to select a parent or advocate to act on their behalf;
19. The right to manage their personal financial affairs, based on individual ability to do so;

20. The right to confidential treatment of all information in their personal and medical records;
21. The right to voice grievances and recommend changes in policies and services without restraint, interference, coercion, discrimination, or reprisal;
22. The right to be free from unnecessary chemical or physical restraints;
23. The right to participate in the political process;
24. The right to refuse to participate in medical, psychological, or other research experiments.

# PUBLIC ACCESS TO THE ASHTABULA COUNTY BOARD OF DEVELOPMENTAL DISABILITIES

## ADMINISTRATIVE OFFICES

The Administrative Office of the Ashtabula County Board of Developmental Disabilities is located at 2505 South Ridge Road East, Ashtabula, Ohio, 44004. Phone: 440.224.2155. Fax: 440.224.0678. Business hours are 8:00 a.m. – 4:00 p.m., Monday – Friday.

Visitors may access the Administrative Office during regular business hours through the board office entrance and in accordance with building safety/security procedures.

- All visitors are encouraged to schedule advance appointments in order to assure that appropriate personnel or resources are available to facilitate their visit.
- Visitors with appointments will be directed to the appropriate office.
- For visitors without appointments, the front receptionist will attempt to provide necessary assistance, which may include scheduling of a subsequent appointment.

## BOARD MEETINGS

The meetings of the Ashtabula County Board of Developmental Disabilities are open to the public in compliance with 121.22 of the Ohio Revised Code (Sunshine Law).

The board meets on the 3<sup>rd</sup> Thursday of the month at 6:00 p.m. at the Board Training Room. December meetings are scheduled the 2<sup>nd</sup> Thursday of the month.

# PARTNERSHIPS WITH COMMUNITY ORGANIZATIONS

Arc of Ashtabula County  
Ashtabula Area City Schools  
Ashtabula County Educational Service Center  
Ashtabula County Emergency Management Agency  
Ashtabula County Family and Children First Council  
Ashtabula County Health Department  
Ashtabula County Help Me Grow  
Ashtabula County Red Cross  
Ashtabula County Special Olympics  
A-TECH  
Buckeye Local Schools  
Conneaut Area City Schools  
Geneva Area City Schools  
Grand Valley Local Schools  
Jefferson Local Schools  
Kent State University Ashtabula Campus  
Knuedler School of Nursing  
Ohio Rehabilitation Services Commission/Bureau of Vocational Rehabilitation  
Pymatuning Local Schools



# ADMINISTRATIVE PERSONNEL

**Anne M. Zeitler**

*Superintendent*

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## Demographics

Overall, Ashtabula County Board of Developmental Disabilities provided service to 541 individuals in the third quarter and 541 year to date. Of these individuals 327 were male and 214 were female.

### Ages:

0-2	62
3-5	28
6-21	179
22-49	177
50-69	89
70+	6

### MR Level:

Mild	129
Moderate	127
Severe	57
Profound	11

**Dual Diagnosis:** 31 individuals had dual diagnosis.

### Diagnosis:

Alzheimers	3	Panic Disorder	0
Anxiety	8	Parahilia	0
Asperger	9	Parkinsons	0
Attention Deficit	50	Pervasive Development	15
Autistic Deficit	64	Pica Behavior	0
Bipolar	17	Post Traumatic Stress	3
Cerebral Palsy	40	Prader Willi	0
Conduct Problems	2	Schizophrenia	7
Depression	11	Spina Bifida	4
Down Syndrome	28	Sterotyped Movement	1
Epilepsy Seizure	63	Substance Related	0
Fetal Alcohol	1	Tourette	1
Fragile X	1	Traumatic Brain Injury	6
Hearing Impairment	32	Visual Impairment	153
Mood Disorder	7	Obsessive Disorder	11

# PROGRAM INFORMATION

## *Services provided:*

Adaptive Physical Education  
Adult Services  
Behavior Support Services  
Community Support Services  
Developmental Evaluations  
Early Intervention/Help Me Grow  
Eligibility Determination  
Emergency On-Call Services  
Family Support Services  
Habilitation Services  
Information and Referral Services  
Individual Support Planning  
Investigative Support Services  
Leisure/Recreational Services  
Nursing Services  
Occupational Therapy  
Physical Therapy  
Preschool Services  
Psychological Services  
School-age Services  
Service Coordination  
Service and Support Administration  
Speech Therapy  
Supported Employment Services  
Transition Planning  
Vocational Training  
Waiver Services

## EMPLOYEE STATISTICS

### Administration

Superintendent	1
Directors	5
Supervisor	1

### Educational Level

High School Diploma -	82
LPN -	4
Associate's Degree-	11
Bachelor's Degree -	24
Master's Degree -	11

### Department

# of Board Office/Fiscal	6
# of Investigative Support Services	2
# of Community Support Services	12
# of Early Intervention/HMG & School	44
# of Adult Services	35
# of Transportation	33

### Employment Experience/ Years of Service

1 – 5 years	37
5 – 10 years	21
11 - 15 years	26
16 – 20 years	15
21 – 25 years	20
26 – 30 years	8
31 – 35 years	4
more than 35 years	1

### Full-Time Employee Representation

# of Bargaining Unit Employees	118
# of Non-Bargaining Employees	14

### Average Age of Full-Time Employees

52 years

### Gender

Female	118
Male	14

### Substitute Employees

34

# STATEMENTS

## **EARLY INTERVENTION SERVICES**

The focus of Early Intervention Services provided through the Ashtabula County Board of Developmental Disabilities is to assist the family in meeting the unique needs of their child (ages 0-2) by providing in-home (natural environment) supports by qualified personnel and to assist the system in meeting its mandates through collaboration with other local agencies and providers within our local Family and Children First Council.

The Ashtabula County Board of Developmental Disabilities provides administrative functions for service coordination and central coordination within the Help Me Grow system

## **FAMILY SUPPORT SERVICES**

It is the belief of the Ashtabula County Board of Developmental Disabilities that all individuals who have developmental disabilities have a right to live in a stable home, enjoy membership in a family, have access to the array and quality of supports needed to enable them to participate in the life of their communities to the degree that they choose, and experience enduring relationships with brothers, sisters, other family members, and friends committed to their welfare.

The Ashtabula County Board of DD distributes Family Support Services Program surveys to assess the funding needs of families served along with the Family Taxable Income Form to each family enrolled in the Family Support Services Program on an annual basis after April 15<sup>th</sup> of each year. The most preferred services in 2013 were in-home respite and camp.

The Ashtabula County Board of DD has established a priority of providing limited family support service funding to a broad base of families. This priority has been established in order to meet the needs of as many families as we can through the Family Support Services Program.

The county board structure for implementing the 2014 Family Support Services Program will be managed and coordinated through the Director of Community Support Services. The Northeast Ohio Network (NEON) will be responsible for payment of respite providers, camp, and health and safety request bills.

The Family Support Services Program is evaluated annually on the basis of data collected from the individuals served, families and providers and the direct monitoring of providers.

The Ashtabula County Board of DD collaborates with and provides linkage to other community agencies for needed programs and services through all agencies involved with the Ashtabula County Family and Children First Council. As part of our procedure, copies of our Family Support Services brochure are distributed annually to families, hospitals, doctors and community service agencies within Ashtabula County to help make them aware of our Family Support Services Program.

## **SERVICE AND SUPPORT ADMINISTRATION**

The purpose is to assist individuals choosing and accessing services from the Ashtabula County Board of DD and/or other agencies. To coordinate the planning to provide services and support and to assure the development of an overall service delivery plan and to assure that the Ashtabula County Board of DD services are integrated with services available in the community. To secure Ashtabula County Board of DD authorization for services written on the individual plan and to ensure that all services across all systems meet the individual's needs.

## **SERVICE MONITORING**

The purpose is to review and monitor service delivery for quality outcomes and individual/family satisfaction and to address conflicts and problems which pose barriers to effective service delivery.

## **CRISIS INTERVENTION**

The mission of the Ashtabula County Board of DD is to provide a 24-hour intervention service for individuals who may be in crisis. This service includes immediate communication with the individual or caregiver, support, guidance, or in certain cases direct services needed to alleviate the crisis.

The Ashtabula County Board of DD in coordination with the service and support administration and investigative agent services, provides an on-call emergency response system available at all times. The service and support administrators (SSA's) and the investigative agents (IA's) are trained and have the skills to identify situations that define a crisis. SSA's and IA's determine the immediate responses needed to alleviate the emergency; identify and contact the person(s) who need to assist or take action; and ensure the individual will be safe until a service and support plan can be developed.

## **INFORMATION AND REFERRAL SERVICES**

The purpose is to connect individuals who need services to agencies and parties offering services (i.e., Ashtabula County Board of DD programs, community services, funding sources, etc.).

## **INCIDENT REVIEW AND ASSESSMENT**

The Ashtabula County Board of DD Investigative Services Department reviews all Unusual Incidents and Major Unusual Incidents that occur to individuals with developmental disabilities within Ashtabula County, by DD certified and licensed providers.

The Mission of the Investigative Service Department is to determine the facts of a particular incident by conducting a review, assessment, or investigation. It is the Investigative Agent's goal to: 1) Ensure, either directly or indirectly, that action is taken immediately to ensure the individual remains healthy and safe; 2) identify the fundamental reasons why the incident occurred; 3) analyze information to determine if there are any trends or patterns of similar incidents; and, 4) ensure that the team providing services and supports to the individual have developed a plan of care, or preventive measures, to decrease the likelihood of further incidents occurring.

## **CULTURAL DIVERSITY**

The Ashtabula County Board of Developmental Disabilities respects the culture diversity within Ashtabula County. The Board has the ability to access interpreter services as needed. The Board also provides quarterly cultural diversity training for all employees and individuals served. The Board assesses cultural diversity needs and addresses them as appropriate.

## **SELF-ADVOCACY**

Self-Advocacy is our approach to services and supports for individuals with developmental disabilities. The Board is committed to individual freedoms and each individual's authority to choose needed services and supports.

The Health and Safety of each individual is a top priority. All individuals have an inherent right to be treated with dignity and to be respected in all areas of their lives.

It is the goal of the Board to encourage each individual to participate in decisions that affect their lives, become a part of their community and establish a circle of supports that will help them achieve their fullest potential in life.

## **ASSESSMENT OF NEED**

The Ashtabula County Board of Developmental Disabilities conducts annual surveys of their constituency to obtain feedback and input regarding the Board's programs, services and supports.

The Ashtabula County Board of Developmental Disabilities also receives input from families, consumers, employees and the community through a variety of venues. In 2013, the following opportunities were provided for the Board to receive feedback and input:

- Public forums (6) were held throughout 2013.
- Surveys were distributed throughout 2013.
- Random Interviews were conducted in 2013.

All feedback and input was reviewed and assessed for trends and patterns. After the review of gathered information, pertinent suggestions and ideas were incorporated into the Board's Strategic Plan and Annual Plan.

## **EMPLOYMENT FIRST INITIATIVE**

The Ashtabula County Board of Developmental Disabilities supports the Ohio's Employment First Initiative by providing meaningful and rewarding vocational opportunities in the community, and by supporting individuals with developmental disabilities in the employment setting of their choice.

The individuals we serve are diverse and our focus remains on providing a spectrum of vocational opportunities. Our services and supports are viewed and evaluated in the context of each person's interests, aspirations, abilities and resources available.

## PUBLIC PROCESS FOR PLAN REVIEW

Information received from the public and the individuals we serve help us serve our community better. Public Forums were conducted throughout 2013. Consumer Council Meetings were conducted on a regular basis. Public Forums and Consumer Council Meetings provided opportunities for the county board to receive input from our community and the individuals we serve. This valuable input is taken into consideration throughout our planning process.



# 2014 ANNUAL PLAN GOALS

## Summary of Core Strategies

### 1. Ensure fiscal sustainability.

Objective	Activity	Responsible Person	Target Completion Date	Completed Date	Cost
Decrease current operating expenses	Review and assess all job positions for effectiveness and efficiency	Leadership Team	Ongoing		
	Monitor health care costs	Leadership Team	Ongoing		
	Explore more cost effective and efficient way of providing transportation.	Leadership Team	March 2014		
Increase current operating revenue	Maximize SSA productivity and efficiency	Director of Community Support Services	December 2014		
	Maximize MAC Billing	Director of Community Support Services	Ongoing		
	Assess the need for new operating levy	Leadership Team	October 2014		
	Increase the number of individuals on waivers beyond our required waiver floor	Leadership Team	December 2014		Staff time
Continuous assessment of financial resources	Conduct monthly financial strategic planning meetings	Leadership Team	Ongoing		
	Monitor waiver match costs to determine adequate funding	Director of Community Support Services	Ongoing		

**2. Ensure that programs, services and supports are designed, organized and implemented to support the best possible outcomes for children, consumers and their families.**

<b>Objective</b>	<b>Activity</b>	<b>Responsible Person</b>	<b>Target Completion Date</b>	<b>Completed Date</b>	<b>Cost</b>
Positive Culture Initiative	Continue dialogue and training to create positive culture awareness throughout the program.	Leadership Team	Ongoing		
Improve substitute knowledge of their performance	Conduct substitute evaluations	Leadership Team	Ongoing		
Increase professional development	Provide professional development growth activities (CPI, First Aid/CPR, Focus on Future Leaders, Positive Culture awareness, Board meetings, etc.)	Leadership Team	Ongoing		
Provide grief support to consumers/students/employees	Utilize the C.A.R.E.S. team to provide grief support.	C.A.R.E.S. Team	Ongoing		
Ensure compliance with all rules and regulations for programs, services and supports.	Continuous review rules and regulations	Leadership Team	Ongoing		
Utilize the Gatekeeper program	Identify a Gatekeeper implementation team	Leadership Team	March 2014		
	Implement the Gatekeeper system program wide	Leadership Team	March 2014		
	Explore additional Gatekeeper Modules and technology for Workshop Payroll	Leadership Team	March 2014		
Increase community employment opportunities	Will network with community employers.	Job Coaches	Ongoing		
	Explore funding opportunities for School to Work transition.	Director of Adult Services	June 2014		
Increase the number and variety of job opportunities for consumers in the workshop	Will network with area businesses	Production Manager	Ongoing		
Ensure continuity of service for individuals receiving services	Decrease staff absenteeism	All Employees	Ongoing		
Ensure Cultural Diversity Education Training	Provide quarterly diversity training	Leadership Team	December 2014		
Ensure provision of Service Coordination and Central Coordination for children 0-3	Re-apply for the HMG Funding Grants	Superintendent	June 30 <sup>th</sup> annually		
Ensure continuity of service for individuals receiving services	Obtain a full-time Early Intervention Supervisor	Superintendent	March 2014		
	Develop succession plan	Leadership Team	December 2014		

**3. Improve the external and internal communication system to effectively convey and receive information.**

<b>Objective</b>	<b>Activity</b>	<b>Responsible Person</b>	<b>Target Completion Date</b>	<b>Completion Date</b>	<b>Cost</b>
Expand and improve website	Publicize and include feature articles	Website Committee	December 2014		
	Continue to update website	Website Committee	Ongoing		
Encourage employee and family participation with feedback and input surveys	Increase usage of internet based surveys	Website Committee	December 2014		
Increase communication between departments	Utilize Gatekeeper software	Leadership Team	December 2014		
	Install new telephone systems	Leadership Team	March 2014		
	Explore option for one call center for all incoming calls	Leadership Team	March 2014		
	Promote positive community employment culture within the workshop to increase the number of individuals participating in community employment work experiences.	Director of Adult Services and Production Manager	December 2014		
Cross training initiative	Developing standard operating procedure manual for each department.	Leadership Team and clerical staff	December 2014		
	Provide cross training with all clerical staff	Leadership Team and clerical staff	December 2014		

**4. Increase public relations within Ashtabula County.**

<b>Objective</b>	<b>Activity</b>	<b>Responsible Person</b>	<b>Target Completion Date</b>	<b>Completion Date</b>	<b>Cost</b>
Increase public awareness	Utilize the newspaper	Leadership Team	December 2014		
	Schedule and advertise event day opportunities	Director of Adult Services	December 2014		
	Develop activities and events to educate the public on developmental disabilities awareness month	Leadership Team	October 2014		
	Create media presentation	Jamie Davis	December 2014		
Continue to support Family and Children First Council/HMG	Review agreement for in-kind support through office space at Happy Hearts School	Superintendent	March 2014		

**5. Ensure Health and Safety throughout the program.**

<b>Objective</b>	<b>Activity</b>	<b>Responsible Person</b>	<b>Target Completion Date</b>	<b>Completion Date</b>	<b>Cost</b>
Provide a safe and secure work environment	Secure grants to upgrade security in all buildings	Jill Oliver	March 2014		
	Explore funding options for a generator for Happy Hearts School and Ash/Craft Industries	Jill Oliver	December 2014		

## **2014 PROJECTED NEEDS**

### ***Anticipated Capital Improvements:***

- Repair bus garage parking lot
- Replace roof on storage shed at Happy Hearts School
- Refurbish multi-purpose room at Ash/Craft
- Refurbish bathroom floors at Ash/Craft

### ***Anticipated Equipment Needs:***

- Replace/upgrade computers as needed
- Replace copiers as needed
- Stander for individuals at Ash/Craft
- Replace Vehicles as needed