Licking County Board of Developmental Disabilities

2019 Year in Review

A new chapter begins
I have no doubt that 2019 will be a year that we will always remember. From the completion of the renovation of the E. S. Weiant Center to bringing all employees under one roof, all while at the same time never skipping a beat by fulfilling our responsibilities to serve and support Licking County citizens with developmental disabilities and their families.

I am extremely grateful for the professional staff at LCBDD. Our focus never fails from making sure that the people we support have options to “discover, pursue and achieve what is important to them.” We do our jobs in ways that demonstrate accountability by focusing on what’s important for each person we support. This is who we are and this is how we work.

This year has not fallen short of many new, exciting adventures for LCBDD.

Welcoming a New Administration

In January, we welcomed a new leader to the Ohio Department of Developmental Disabilities. Jeff Davis was appointed by Governor DeWine to be the next director. Coming in as the President of the Ohio Provider Resource Association (OPRA) and previously their Government Relations Director, Jeff brings with him a vast knowledge of the DD system, as well as having developed a trusted relationship with our elected officials. Having known Director Davis for several years, I can attest that he is genuinely caring and committed to Ohioans with developmental disabilities. I’m certain that he knows he can count on LCBDD to fulfill our responsibilities and be collaboratively involved in the initiatives the department will undertake under his leadership.

As former Director John Martin left his post at the end of December, I wish to mention that over the many years that he served the department, we always enjoyed working with him and his team. Over his tenure, he served Ohio very well and will be missed by many.

E. S. Weiant Building Rededication

With careful planning and strategic design, the many years of waiting for the needed renovations finally became a reality. We reoccupied the building on May 9 after being relocated for several months during construction. Additionally, staff from 565 Industrial Parkway in Heath joined the administration staff. Now we are all under one roof.
The building, which was dedicated in 1967, never had any significant work performed on it over the years. It was well-maintained but as with any building, in time change has to be done. A huge thanks goes to local contractor, Robertson Construction, local architect firm, Wachtel McAnally, local attorney Ken Fisher, McCarthy Consulting who served as our project manager, and most importantly, the citizens of Licking County who made this all possible.

A few days after our ribbon cutting and rededication ceremony, one evening after all the staff left the building, I walked down one of the halls just looking around at the accomplished work. The building looked great. I took a moment to think about the parents who worked diligently together back in the 1950s to advocate for a place to educate the children of Licking County who had developmental disabilities. Often using a room in a school building or a church, they dreamed that one day they would have their own school. Through their constant efforts, in 1967 the E.S. Weiant Center was opened as the Starlight School. As I walked through the building that evening, I kept wondering if the happiness that I felt inside was the same they felt when they dedicated the building over 50 years ago. Most likely, they were filled with as much joy as me and the rest of the employees and board members. Now through our accomplishments, the building continues to live on as the physical foundation of our very first major accomplishment to serve Licking County citizens with developmental disabilities. While this journey was no easy task, I wouldn’t trade this experience, for I know that decades from now this legacy will continue to live on.

Thank you to everyone who supported us and to those who poured into our building for its rededication. I also wish to thank the LCBDD staff who pitched in and made relocating go so smoothly. Additionally, a thank you goes to the team from local business Mathis Moving who did a wonderful job.

**Multi-System Youth**

We have seen a huge increase in multi-system youth (MSY) needing some level of supports in our county. This number increased 59% between 2017 and 2019. The contributing factors vary but regardless, these children, ranging in ages from elementary school age to teenagers, need our help.
These youth are identified as “multi-system” because they are utilizing multiple systems of support in our county. This could include mental health, children services through Licking County Job and Family Services, DD, and sometimes they are involved in the court system. We also have observed a higher prevalence of grandparents being the sole caretakers of these youth.

For about a year and a half, we have been working with I am Boundless, a provider out of Franklin County who provides similar level of supports there. After being awarded a tri-county grant between Perry, Fairfield and Licking counties through Mount Aloysius, the Ohio Department of Developmental Disabilities granted us a little over $600,000 to provide in-home supports and respite for MSY. This was a great way to try different levels of supports to find out what worked and what didn’t work. One takeaway we found was that even though in-home supports are a good way to start, still some youth need out-of-home placement. Considering this information, we needed a home to serve children when in-home supports did not work. Our only issue was that we did not have the money for the capital to build or buy a home. Planning continued and we never let go of hope.

Charles Good Trust

Back in the early 1980s, a man from Etna, Ohio named Charles Good developed a trust. At that time, trusts were new and not many people used them, opting instead for traditional wills. Still, Mr. Good and his wife Lois were determined to set up a fund that would benefit their son Lyle and possibly other people in Licking County with developmental disabilities.

Mr. and Mrs. Good passed away in the early 1990s. Their son Lyle was supported by CSS, a local agency provider in Licking County. Lyle’s guardian was a family friend, named Charles Hagy, also from Etna. Lyle lived a happy life surrounded by friends. He took vacations and when he was still able, he attended LICCO. Many people have fond memories of Lyle, including his hat collection and how he refused to leave LICCO until everyone else was gone for the day. Lyle passed away in December 2018.

On August 6th we received a call from a bank in Columbus advising us that LCBDD had been named as the “charitable beneficiary” of the Charles Good trust. This was such a surprise. First, the most important thing was to find out more about the Good family, and the only person who could do this was Mr. Hagy himself. After several hours of talking about the family and the cherished memories he held of them, I recalled that he mentioned Mr. Good stating just one time how he hoped that someday the trust could be used to build a home for people with developmental disabilities. At that moment, I shared with Mr. Hagy the plans we had about building a home or homes for youth in Licking County. Without a blink of his eyes, he looked straight at me and said, “Let’s do it.” I just couldn’t believe that our dream was coming true.
Over the past several weeks, we have been busy planning and meeting. Since the provider, I am Boundless, has been involved with our in-home respite program and with the experience they have serving youth in Franklin County, we decided to continue our relationship with them for this project to ensure consistency and an understanding of expected outcomes. Also, because everything we do must ensure that the legacy of the Good Family continues for decades, Mr. Hagy has been an excellent resource and consultant. Things are beginning to come together and two homes will be constructed and opened in 2020. All of this happened because of Mr. and Mrs. Good. We will be forever grateful to them.

Provider Support and Improving Relationships

The provider support team was established when Nancy Neely was the Superintendent with a focus to strengthen our relationships with our provider agencies and help support them. Today, the team has grown to four employees. Not only do these staff members provide supports to both agency and independent providers, but we also go a step further by recruiting, training, and assisting with retention of direct support staff. Throughout the past couple of years, we have spent time assessing what works and what doesn’t work to then recalibrate these efforts to get the most out of the services we provide. While it is difficult to determine the real return on investment since the supports we provide are intangible, we do see that our relationships with our providers are excellent and we constantly receive praise for the services we provide them. Some real examples of this include:

- Developing and negotiating a very workable rate structure for Licking County Transit for people who are 100 percent funded by LCBDD;
- Partnering with COTC to introduce the DD field to human services classes and raise awareness of the work we do, with the hope that we will attract many new professionals to our field during or after college;
- Funding trainings for the members of The Excellence Network. We have superior participation at our TEN meetings, and have helped providers make needed changes and raise awareness of areas of weaknesses that can help them now and in the future;
- Assisting with funding for one provider to obtain consultant services and develop a strategic plan to set them on a positive course for the future. In 2020, we have budgeted additional funds for providers to receive support services through MEORC. This is another way we can strengthen our foundation.

When we work together, we are better and stronger. I’m so thankful for our providers and the partnerships we have been able to establish and maintain.
Angie Finck has been the “star” of LCBDD this year. The Licking County Chamber of Commerce named Angie as the “Employee of the Year.” This prestigious award is well-deserved. Angie’s husband Jayson and two daughters Kira and Niah joined in the surprise announcement. I’m very proud of Angie and lucky to have her as part of the dynamic leadership team at LCBDD.

Newark High School Wildcat Network Partnership

Early this year, the talented students from Newark High School’s Wildcat Network program provided live streaming of our provider appreciation luncheon. They did an awesome job which sparked an interest to continue partnering to produce some of our informational videos.

A Licking County DD TV relaunch will occur in 2020. We will be changing things up a little, but still using the same two to three minute vlog format which will provide information so that interested people can call in to find out more.

Additionally, the students have been filming informational videos connected to our new partnership with COTC.

Growth in the Number of People Served (Overall)

From 2015-2018, the number of people supported by LCBDD has grown 11.8%. Oftentimes I’ve been asked what is causing such an increase. I believe that the cause is due to three reasons:

- Population growth, especially in the western side of the county
- Increase in needs of the multi-system youth population
- Early Intervention promotion (EI has seen a 12.6 % increase in referrals in 2019)

Employee Stability

Year to year, LCBDD’s employee turnover is not overwhelmingly high. This is an excellent place to work and we care about our employees, so naturally people stay. This year, however, we have experienced an extremely low turnover rate. Most recently, I received an email from an employee to show her appreciation for (in her words) “providing me with a work environment that is so supportive, understanding and downright amazing.” I was so thankful to receive this email. Actually, LCBDD is only as strong as the employees that we have and because we have such “amazing” staff, this is why this is a great place to work.
Fiscal Stability

Year after year Gary puts together our annual budget with the help of each component director. This year, we had an opportunity to present to the Licking County Budget Commission on our current financial status. Back in 2016 when we were last on the ballot, we promised county taxpayers that if our levy passed, as we knew things then, we would remain off the ballot for 8 to 10 years. Now that we are ending 2019, it is a good time to assess our financial status. I’m happy to report that even after an increase in the number of people we support and other related expense increases, we are still on track. This is all due to our lean operations and staying focused on our mission.

Legislation

During this budget process, I worked with the Ohio Association of County Boards of DD and testified on behalf of all 88 county boards. My passion for the work we do motivates me to share our stories, our mission, and our purpose with our elected officials. This year I testified before the Senate Finance Health and Medicaid Subcommittee and then later testified before the full Senate Finance Committee. I also attended testimony hearings for the House Finance subcommittee of Health and Human Services. Making sure our elected officials know what challenges we are facing is vitally important to us and appreciated by them. They are unable to represent us well if we don’t communicate with them and utilize our skills to provide viable solutions that will benefit Ohioans.

The budget that was introduced to Governor DeWine and later approved demonstrated a system that works together with common goals to improve our system. By doing so, we ensure that services and supports for Ohioans with developmental disabilities will provide opportunities so they can live their lives in a happy, productive way yielding the outcomes they wish to achieve.

In Closing

There is no doubt that LCBDD continues to work hard for the people that we support and their families. This year will be remembered for many years to come. It was a year of major changes, a year we all pulled together, a year we joined together in one building, a year that dreams came true, a year that tested our strength to follow our plans, a year that we are proud of.

This is all possible because of a strong, supportive board who trusts us to follow our mission. A huge thanks goes out to our seven board members: Dan Hoover - President, Gary Baker - Vice
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President, Julie Ashcraft - Secretary, David Doney - Member, April Dusthimer - Member, Wanda Krupp - Member, and Joe McCoy - Member.

Wishing you a prosperous and enjoyable 2020!

Sincerely,

Jason L. Umstot
Superintendent/CEO
EARLY CHILDHOOD
While reflecting on this past year in Early Childhood, there is one word that continues to come to mind. That is growth. This year has brought growth in the number of families served, the capacity of the staff supporting families, and in the actual component itself. Growth such as this is positive as it indicates we are reaching a larger number of children earlier in their lives where the greatest impact can be made and we are changing as a team to better meet their needs.

Families Served

- Previously we saw an increase in the number of referrals into Early Intervention (EI) of 11.7% from 2017 to 2018. This year has again shown similar growth as our referrals have increased 12.6% during the first 11 months of 2019 as compared to same time span in 2018. The leading referral sources this year have continued to be parents, physicians and children services. We continued to work in partnership with Action For Children for central intake and some promotional activities. We received monies through The Ohio Department of DD specifically designated for promotion and outreach. Those dollars were used for things such as billboard advertising, theater advertising, and purchase of items to distribute to the public at events such as the Fair, Final Fridays, Health Fair, Pataskala Street Fair, etc. Partnerships were also developed with two local child care centers where new materials were created that not only met a need for the center, but also shared information about EI with parents in an ongoing manner. Presentations were also completed to parent groups and local agencies.

- Services to children over the age of three and their families also experienced an increase in 2019. Last year we directly served an average of 60 children per month in the three to six year old age group by having a Developmental Specialist assigned for home visits. This year we have averaged 69 children per month which represents a 15% increase. Progress and individual growth are noted for these children as 86% of the outcomes developed by the families were either met or partially met when reviewed during the first three quarters of this year.

- Over the past several years we have experienced an increase in the number of families served from Nepal. Cultural and language differences are apparent and can bring unique challenges when working in their homes. An in-service was provided earlier this year which provided insight into the history, customs and beliefs of the Nepali people. We have also worked closely with two interpreting services for visits. A video to explain Family Support Services specifically for families from Nepal was also recorded this year with assistance of an interpreter.

- A focus this year has been on increasing the participation of families in our weekly EI team meetings. The use of a “save the date” card combined with adjustments in the environment and scheduling resulted in an increasing percentage of families participating this year. The percentage of families participating through either phone call or physical attendance ranged from 20.4% – 24.5% during the first three quarters of the year.
addition of a HIPAA compliant video conference platform (doxy.me) offers an alternative for participation in meetings as well as for service provision with families.

**Staff Capacity**

- The opioid epidemic is well documented and the effects are felt here in Licking County as well. Babies diagnosed with Neonatal Abstinence Syndrome (NAS), previously often referred to as “drug addicted”, are now automatically eligible for EI services as of July 1st. The expectation is that we will serve a growing number of children with this diagnosis. In preparation for this we had four team members attend training last spring entitled “Opioids: The Ripple Effect”. This fall six team members attended a full day conference entitled “Identifying and Integrating Interventions for Young Children of Addicted Parents”. Our entire team participated in part one of a series of webinars sponsored by DODD addressing this topic with plans to continue the series in 2020.

- Early intervention is no longer just about the child. A child does not exist in isolation. Over the past decade there has been continued growth into serving the entire family and recognizing the need to support families in building an early bond with their child. Leigh Daniels, Developmental Specialist, completed her certification for the Newborn Behavioral Observation and is now able to help parents of young children (birth to 3 months) recognize their child’s actions and learn appropriate ways to respond to their cues.

- An area that parents often request support in is “behavior”. Parents often want to know how to stop certain behaviors or how to get their child to do other desired behaviors. We had four team members receive their accreditation in Triple P (Positive Parenting Program) this year and they will be able to directly support the families they serve as well as act as consultants for other team members/families.

- Research is ongoing and evidence based practices change as a result. Staying abreast of the findings and new recommendations can be challenging. Throughout this year team members attended trainings to learn about specific diagnosis or interventions to support the children/families they serve as well as our team at large. Topics ranged from autism to trauma informed care to hearing loss to expressive communication to building resiliency to learning about local services.

- New EI rules went into effect on 7/1 and along with the rules were 17 new forms. The EI team participated in numerous trainings to learn the implications of the rule changes, understand the new forms and to build their capacity in serving families. The movement away from child centered to family centered services impacts the ways in which forms and service plans are completed as well as how conversations are held with families/caregivers. To help ensure greater family engagement, our team reviewed and ultimately modified many of our processes. The team created and trialed new tools, as well as created talking points, so that a clear, consistent message would be given to all families.

- We do not work in isolation within early intervention. Within the creation of new processes due to rule change, Beth Rutter, Early Childhood Team Leader, worked with Licking County Job and Family Services to create a memorandum of agreement to
simplify the process for children in foster care. She then also recorded a script for DODD demonstrating how a service coordinator could have the conversation around this topic with the assigned case worker.

- Writing quality outcomes can be a challenge and there is greater push for family outcomes rather than just child centered outcomes. The EI team went through training this year addressing this topic. In addition the EI Service Coordinators are also reviewing outcomes with their supervisor for relevant personal feedback on the outcomes they are writing, so that they can grow and ultimately improve their goal writing skills. The EI service coordinators have also just started utilizing an ecomap as a tool to gather information about family supports. The entire team underwent training so that all members understand the purpose and know how to use that information to further support families as they work with them.

**Early Childhood Component**

- Those team members serving as primary service providers (PSPs) were challenged during 2019 with staff changes and resultant heavier caseloads. While we were saddened to see staff members leave, we were happy to welcome new people into those positions. As a result of increased referrals and increased number of children/families served, two new positions have recently been approved for Early Childhood. One for service coordination and one for service provision.
- The move into the newly remodeled single agency building which brought everyone under one roof has been tremendous. It offered an opportunity for service providers and service coordinators to be located physically in a shared space for greater communication and partnership. Feedback from the team members has been positive.
- The move of the Early Childhood Service Coordination team to the Early Childhood component at the end of July has allowed for single oversight of early intervention which operates under separate rules from the rest of the agency. The component doubled in size as a result of this move.
- With the passage of the new budget this year, there were additional dollars allocated to Licking County for both EI service coordination and EI promotion. These additional dollars allow for expansion of services, trainings and even equipment.

As we look forward to 2020 we know there are some exciting changes coming that will have big impacts on the children/families we support. We'll have two additional team members to address need areas within the component. The Early Intervention team is anticipating additional assistance from an early childhood mental health consultant as part of state wide support from DODD. This is a much needed support as our team continues to face challenges within the area of mental health for which they do not feel they have expertise. Megan Hopp, Developmental Specialist, will begin her certification process to become a PLAY Project consultant allowing us to serve a larger number of children through this intervention. And plans are underway to bring the Triple P training – Stepping Stones – to our agency in late 2020. Stepping Stones is designed for use specifically for children with developmental disabilities with high effectiveness. All of
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these things will result in even greater growth throughout this next year and Early Childhood feels ready for the challenge.

Thank you,

[Signature]

Caley Norton
Director of Early Childhood Services
The Service Coordination Unit has seen a year of growth and change in 2019. The Service Coordination Unit moved from 565 Industrial Parkway to 116 N. 22nd Street on May 16. We are excited to be under one roof and are enjoying an increase in communication since we are now able to walk down the hall when we need to talk instead of traveling to another building to have a discussion.

As a Unit, we continue to grow in both enrollment and employees. 2019 brought another year of an increase in enrollment. We saw an increase of 5% overall and a 3% increase in adults ages 24 and beyond in our program. Typically, we see our enrollment increases within the Early Childhood or Transition Youth Teams. The increase in the number of adults was new and supported adding an additional Adult Service Coordinator position. This is the first new position added to the Adult Team in over five years. Additional positions help keep caseloads at a manageable number so that Service Coordinators can continue to work hard and assist individuals in achieving their outcomes. We also continue to review our processes in order to be as efficient as possible. During the summer months, a small group of Service Coordinators worked with MEORC to map out and simplify the ISP process. These changes allowed us to set clear deadlines for steps in the ISP process and reduce waste in the process. We will continue to examine the data to determine if the new process is truly saving us time. The 2020 budget includes placeholders for two new Service Coordinator positions. We continue to monitor caseloads during this time of increased enrollment in order to determine when to fill those positions.

During the moving process, Early Childhood Service Coordinators shared that they felt it was beneficial for their team to share offices with Developmental Specialists. After the move, it became clear how beneficial this communication would be. After some discussion, we asked the board to approve their request to move Early Childhood Service Coordinators to the Early Childhood Department, which they did. This move has increased communication and decreased the amount of meetings for Early Childhood Service Coordinators that contained information that did not pertain to birth to 13 year old children. I am sure we will continue to see more benefits in the years to come.

During 2019, the Service Coordination Unit did not experience any turnover. Service Coordinators may have moved to other positions within LCBDD but no one left the agency. This allowed us to really focus on initiatives. Below are the three main initiatives the Service Coordination Unit focused on in 2019:
Waiting List Assessments

The Licking County Board of DD continues to complete Waiting List Assessments as part of the changes to the Waiting List Rule that occurred on Sept. 1, 2018. LCBDD has until December 31, 2020 to complete a waiting list assessment for all individuals on the transitional waiting list in order to determine if the individual has an immediate or current need. As of December 2, 433 Waiting List Assessments have been completed. These assessments produced the following results: 305 individuals had no need or alternate services can meet their needs. 22 individuals had an immediate need that resulted in waiver enrollment. 18 individuals had a current need that resulted in waiver enrollment or remaining on the waiting list while teams assess what will best meet their needs. 85 individuals were identified as having a current waiver that is meeting their needs. 62 individuals actively connected to the county board remain on the Transitional Waiting List and are projected to have a WLA completed by the end of 2019. 116 individuals not actively connected to the county board remain on the Transitional Waiting List. We have begun to reach out to these individuals in an attempt to schedule a Waiting List Assessment or give families the option to voluntarily remove themselves from the list if they desire. Each individual will receive a letter, a phone call and a certified letter in an attempt to make contact. LCBDD continues to offer information regarding this rule change and connect people with fixthelist.org through our website and social media outlets.

Impact: As of December 2, 2019, 32 individuals have been enrolled on waivers for the 2019 calendar year; 10 Individual Options Waivers, 1 SELF Waiver, and 21 Level One Waivers. Five individuals have been identified as having a current need. These individuals remain on our waiting list while we work to assess what supports can best meet their needs.

Technology

The Service Coordination Unit continues to work with individuals/families to educate and empower them on the use of technology. A new waiver service, Assistive Technology, went into effect on January 1, 2019. This allowed individuals to not only access “off the shelf” technology through home and community based waivers but also receive training and consultation to learn how to use this technology. The Licking County Board of DD received a grant along with Perry and Fairfield counties to expand the use of Assistive Technology. Working together with the two other counties, we surveyed Service Coordinators, individuals and families to find out what they needed to expand their use of technology. The clear answer was education on what was out there and how it worked. Education became the main focus and we worked to get the word out. Actions that the Service Coordination Unit have taken to educate team members and increase the use of technology are listed below:

- Alice Brouhard came to Ohio to present information about assistive technology. Mrs. Brouhard is a mother from Colorado who has worked with her daughter to use “off the shelf” technology to assist her to live independently in her own home. She shared stories and walked us through the process of using several apps to help families understand that if she can do it, they can too!
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- Multiple Service Coordinators attended conferences to learn more about Assistive Technology. These conferences included TechFest through Disability Cocoon and a Tech Summit. We also invited multiple technology providers to attend our unit meeting and share information about their services.
- LCBDD team members traveled to Ohio University’s GRID Lab to explore opportunities available for future trainings utilizing virtual reality. At the time of the visit, we left feeling that the cost of the training would be a barrier but we recently became aware of a project between DODD and OCALI who are working to develop Virtual Reality Trainings. LCBDD is hoping to pilot these trainings and are very excited about this opportunity.
- We continue to review the use of On Site/On Call service to determine if Assistive Technology may be an alternative meet the needs of some individuals.

Impact: Licking County currently has 14 individuals using remote supports and 35 individuals utilizing assistive technology as a waiver service. We are very excited about these increases and the independence they bring to individuals served by our county. We will continue to work to increase these numbers in 2020.

Multi System Youth

Similar to county boards across the state, LCBDD continues to see an increase in the number of multi system youth in our enrollment numbers. 35 of these children are also served by Licking County Children and Family First Council. These children are at risk of out of home placement. Children and Family First is able to support these children using a wrap-around model that includes many local agencies in order for teams to brainstorm how to best meet the child’s needs. We are extremely lucky to have a fantastic Children and Family First team and are thankful for all the great work Cindy and Heather do to support the children of Licking County.

We continue to look at what supports we can offer to families of multi system youth. We are working with families and the CFFC to evaluate the possibility of providing a parent advocate to families who are connected to the council. This will give families a person to reach out to who has that lived experience and can relate to what they are experiencing. LCBDD also attended the first Northeast Ohio System of Care ECHO program. LCBDD was invited to participate in this pilot program where county boards are able to present cases to meeting participants, which includes a team of medical professionals, in order to brainstorm ideas to support each person. This program gives us the opportunity to learn from other counties and the resources they have used or developed. This program has been so successful; these meetings are now held on a biweekly basis.

Licking County continued to work with Fairfield and Perry counties, to fund respite for youth in crisis in order to avoid out of home placement, through the grant we received from the Ohio Department of Developmental Disabilities. Although this grant enabled LCBDD to provide respite to five children in our county, it demonstrated we still have a greater need. Looking at
lessons learned from the grant, it was clear we needed an out of home respite option. We worked with both North Coast Builders and IamBoundless to examine housing plans and funding sources to determine what would best meet the needs for the children of Licking County. We also traveled to Belmont County to look at their respite home and talk about the lessons they learned. We determined that we really had two options: build a six bed ICF or a house that contained two two-bedroom respite apartments. In August of 2019, LCBDD became aware they were the beneficiary of the Charles Good Trust. Working with friends of the Good family, we were able to draft a plan where the trust would financially support the building of these two homes. This is a monumental opportunity for LCBDD! We look forward to 2020 and the opening of these homes to support multi system youth in our county and assist them to return to their homes.

I am thankful to be part of such a great Service Coordination team. Our team works hard to support DODD initiatives and the individuals who receive services in our county. We look forward to 2020 and all the exciting opportunities we will have to help people achieve the things that are important to them.

Sincerely,

Abby Spear
Director of Service Coordination
## LICKING COUNTY

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**2019**

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<th>Service Coordination Enrollment-Year in Review</th>
<th>January</th>
<th>February</th>
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**Early Childhood and Youth (Birth through Age 12)**

- January: 557
- February: 559
- March: 563
- April: 553
- May: 564
- June: 555
- July: 566
- August: 555
- September: 566
- October: 560
- November: 550

**Transition (Age 13 through 24)**

- January: 418
- February: 417
- March: 426
- April: 423
- May: 428
- June: 422
- July: 433
- August: 439
- September: 435
- October: 430
- November: 425

**Adult (Age 25 +)**

- January: 572
- February: 578
- March: 579
- April: 584
- May: 589
- June: 591
- July: 592
- August: 596
- September: 592
- October: 596
- November: 596

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*Graphics courtesy of Ericka Haines*
PROVIDER and EMPLOYMENT SUPPORTS
The Provider Relations department has been in existence for almost three and a half years and is showing no signs of stopping when it comes to evolving to meet the needs of our providers and families. Upon the retirement of Employment Supports Director, Holly Shellogg, our departments united to create the Provider and Employment Supports department. To quote Helen Keller, "Alone we can do so little, together we can do so much." Both teams have already demonstrated initiative to learn from each other, so we can leverage our strengths and relationships to encourage stronger collaboration and increased efficiencies.

Housing

- Met with representatives from Licking Metropolitan Housing Authority (LMHA) to discuss the housing voucher distribution process resulting from the grant for new Section 811 Housing Choice Vouchers (known as Mainstream Vouchers) to assist non-elderly people with disabilities who are transitioning from an institution, at risk of institutionalization, and who are homeless or at risk of homelessness
- Assessed Licking County housing needs and communicated resource information regularly during meetings with our two housing corporations, The Center for Disability Services and the Licking County Coalition for Housing
- Updated master housing contracts with our housing corporations to ensure continued communication moving forward
- Upon the dissolution of the Disability Housing Network, participated in the statewide planning committee comprised of county boards and housing corporations in an effort to maintain the knowledge and a support system for housing-related issues
- Updated the home modification process and printed materials for improved communication with families

Impact: Affordable housing continues to be a statewide issue. With LCBDD's assistance, Licking County Metropolitan Housing was granted new Section 811 Housing Choice Vouchers (known as Mainstream Vouchers) to assist non-elderly people with disabilities who are transitioning from an institution, at risk of institutionalization, and who are homeless or at risk of homelessness, which were distributed in 2019. As a result of our regularly scheduled meetings with our housing corporations, there is improved communication regarding maintenance concerns, as well as, the use of Community Capital Assistance (CCA) funds offered by the Ohio Department of Developmental Disabilities. Housing corporations are very interested in the continued availability of a housing network for resource and guidance purposes, so they are supportive of LCBDD's efforts to serve on the statewide planning committee to secure a replacement for the dissolved Disability Housing Network.
DSP Recruitment and Retention

- Facilitated routine communication with DSP Employment Connections’ participating agencies to develop and assess the process, forms, and resource network.
- Educated the public on employment opportunities available in the field of developmental disabilities, which included the following groups: C-Tec, Newark City Schools, Newark Digital Academy, Lakewood Schools, Granville Schools, OSU-Newark, Central Ohio Technical College – Newark, Pataskala Job Fair attendees, Hire Ohio Career Fair attendees, Hartford Fair attendees, and Pataskala Street Fair attendees.
- Rebranded The Excellence Network (TEN) to give it a fresh look for use with DSP Employment Connections marketing.
- Hosted a Direct Support Professional (DSP) appreciation/recruitment event, which honored the amazing work of DSPs complete with an award ceremony, highlight video, and featured speakers Jason Umstot and DODD Director Jeff Davis.
- Developed radio spots, billboards, and printed marketing materials featuring local Direct Support Professionals.
- Contracted with Blitz Media to develop a strategic marketing plan for the DSP Employment Connections program.
- Scheduled to present to all of COTC’s Principles of Social Work classes at all three campuses and online starting in the fall of 2020.
- Participated in the Human Resource Management Association, a human resources group with the Licking County Chamber of Commerce, which meets monthly to discuss employment trends, recruiting ideas and resources to assist in changing the culture of companies to meet the needs of the current workforce.
- Participated in the Bridges2Equality event at the statehouse to help bring awareness to the national DSP workforce crisis.
- Sponsored the Ohio Alliance of Direct Support Professional (OADSP) appreciation event.

Impact: Licking County is committed to assisting providers with the administrative costs associated with the recruitment and retention of staff. As of 12/1/2019, the DSP Employment Connections program has resulted in 114 hired, 30 screened but not hired and 5 pending applicants. We have saved our provider agencies $135,995 year to date, which they can reinvest into their retention efforts. Even more profound is these efforts have solidified our partnership with agencies amidst the DSP workforce crisis to the point we have providers contacting us to request assistance with difficult staffing situations. In addition, the data we are obtaining from routine follow-up with DSPs hired through the program has been tremendously valuable in informing our training and other support efforts.

Training

- Provided 10 rounds of Direct Support Professional (DSP) certification training in 2019 to 51 new and 35 seasoned DSPs for a grand total of 86.
- Facilitated training on the topics of leadership, boosting organizational vitality, DSP recruitment and retention.
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- The Excellence Network’s monthly meetings covered a wide variety of topics, including a team approach to employment, Electronic Visit Verification (EVV), Monthly Rate Calculator (MRC) implementation, DSP Employment Connections, outcomes/action plans/learning logs, utilization tracking, maintaining supervision levels in the community, new Major Unusual Incident (MUI) rule, trauma-debriefing, provider/home transitions, staff appreciation, longevity/competency-based DSP rate add-on, vocational habilitation services, non-medical transportation proposal, Center for Medicaid Services reviews, and the Imagine information system
- Provided first aid and CPR certification instruction at no-cost to independent providers
- Served on the Ohio Alliance of Direct Support Professionals (OADSP) board to support their efforts to provide high quality training to elevate the professionalism of the direct support workforce
- Participated in statewide provider coordinator workgroup, Ohio Department of Developmental Disabilities (ODODD) transportation workgroup, Ohio Provider Resource Association’s Day Services Leadership workgroup and Employment Services workgroup

Impact: Keeping up with the day-to-day demands of managing and scheduling staff to meet the needs of people served, in addition to, dealing with emergencies, doesn’t leave a lot of time for providers to stay abreast of system changes and best practices. Provider Relations’ role is to stay informed of issues with the potential to impact providers and relay that information in a condensed, usable format with resources for detail that providers can explore as they see fit. Providing and coordinating training also allows LCBDD the opportunity to develop stronger relationships with staff at all levels of the provider organization, as well as, reduce the administrative burden for each agency to provide separate internal trainings.

Community Collaboration

- Participated in the Licking County Chamber of Commerce’s community leadership program, Chamber events, United Way’s Women United group, Heath/Moundbuilders Kiwanis Club, Granville Kiwanis Club, Super Sociable’s Business Networking Group, Behavioral Healthcare Partners program committee, Licking County Transportation Development Plan steering committee, ENGAGE meetings for transition youth, and the OSU-Newark/COTC Community Intercultural Relations Committee (CIRC)
- Attended the board of directors meeting at the Licking County Transit Board (LCTB) to keep informed of changes and opportunities to support their efforts
- Met with the YMCA to discuss All-For-One Camp programming

Impact: Collaboration allows us to be the best possible stewards of tax payer dollars, spread the word about what LCBDD does, and connect individuals with the community. Transportation continues to be a struggle across the state for people seeking employment and wanting to engage in their communities. We are committed to supporting our existing transportation providers and exploring options to meet the demand of the people we support.
Self-Advocacy

- Awarded self-advocacy contracts in response to six provider agencies’ proposals focusing on the unfunded cost of self-advocacy and efforts outside of day service agency walls
- Awarded three additional contracts to the Newark, Heath/Moundbuilders, and Granville Kiwanis clubs to support their efforts related to the Kiwanis AKTION Club.
- Attended the Kiwanis AKTION Club’s monthly meetings, which included discussions on various fundraising events and outreach
- Facilitated meetings of Licking County self-advocates and meetings of contract contacts, which is attended by established groups and is an opportunity for advocates to present to one another and network

Impact: This year, self-advocacy contracts were awarded for proposals focusing efforts within the community and outside of the day service facilities. Each self-advocacy group continues to offer a customized approach to their efforts based on what is the most important to its members. More and more people can be observed participating in discussion at their team meetings, presenting to larger groups, and participating in the planning of their life.

Employment Supports

- Explored the development of a second Project SEARCH at KDC/One in the Beauty Park and Anomatic and attended Licking Memorial Hospital steering and youth employment meetings
- Continued to have an Employment Support Specialist meet with all new intakes and youth starting at the age of 13 and assigned Employment Support Specialists to individuals receiving vocation habilitation or group employment services to assist with outcomes to continue their progress on the path to employment
- Connected with schools by attending the County Special Education Directors’ meeting and meeting individually with North Fork, Licking Heights, Southwest Licking, Johnstown Monroe, C-Tec, and Newark City schools
- Continued to meet with Southwest Licking schools to provide paraprofessional training on job coaching and employer networking for their work-based learning program created in collaboration with LCBDD
- Participated in the Licking County Chamber of Commerce’s Workenomics group and Business and Community Advisory Council
- Supported employment providers by hosting monthly employment provider meeting with Ohio Means Job, hosting the APSE job development training, and circulating monthly job coaching tips electronically
- Presented the employment support specialist/navigator model at the Ohio Association of County Boards (OACB) spring conference
- Attended the Opportunities for Ohioans with Disabilities (OOD) training on the new fee schedule, regular meetings with OOD staff, and ODDDD Employment First meetings
- Participated in Region V employment navigation meetings hosted by MEORC and ODODD
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Impact: The Employment Supports team is a trusted resource for providers, families, and individuals as they journey through learning, work, and other aspects of life. Starting these conversations early is the key to keeping options open to include additional education, volunteer opportunities, employment, and career advancement. Efforts continue to be made to strengthen relationships with schools, local businesses, and statewide agencies.

It has been another productive year! We continue to see potential issues become opportunities to evolve the culture, which is necessary to truly move the system forward. The Provider and Employment Supports department consists of staff with very unique talents that have been instrumental in developing strong relationships and a collaborative spirit. I can’t wait to see what this amazing staff accomplishes together with a whole year under their belt!

Thanks so much for your continued support!

Angie Finck  
Director of Provider and Employment Supports
LICKING COUNTY

Board of

DEVELOPMENTAL DISABILITIES

2019

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<th>March</th>
<th>April</th>
<th>May</th>
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<td>73</td>
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<td>Individuals with OOD Cases</td>
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<td>119</td>
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<td>121</td>
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**Working/Volunteering**

**Other Activities**

**OOD Cases**

**2019 Year in review**

- Team worked hard throughout the year to get individuals engaged in activities such as job development, vocational schooling/training, and college courses.

*We only had 59 individuals engaged in activities at the start of 2019, but by December 2019 there were 92 individuals engaged in other activities!*

- A new focus for 2019 has been working with Capabilities to help individuals gain independence by obtaining their drivers license.

* 20 individuals have obtained their drivers license in 2019 through this partnership!

Graphics courtesy of Ericka Haines
PUBLIC
INFORMATION
OFFICER
2019 was a fast-moving year, and looking back, it’s hard to believe that so much has happened in just 12 months. When Jason and I were discussing our goals for 2019, collaboration rose to the top of the list and I am confident that we were able to make that a priority.

As always, I am very appreciative of the amazing teams I get to work with every day and the supportive culture that we have created at LCBDD. I cannot express how excited I am for 2020 and all the exciting opportunities we will have to talk about our agency and the value we bring to the people we support and our entire community.

Here is a list of some of my most notable activities in 2019:

**Assistive Tech**

This year, our goal was to really drill down and explore ways to go beyond the traditional “remote supports” assistive technology and learn more about “off the shelf” options that people we support could use. We started this process by visiting Assistive Technology of Ohio, a technology lending lab at Ohio State University that is free and available to any Ohio resident who needs to test a piece of assistive technology before purchasing it. Thanks to grant dollars from the OSU Nisonger Center, we were fortunate to host Alice Brouhard, a parent advocate who shared some great information about simple assistive technology and took audience members step by step through the process. We were able to stream her presentation on Facebook Live for those who could not attend. We ended the year with a visit to the GRID Lab at Ohio University. This group of students and professors has been working on numerous government contracts using 360 video and virtual reality. The lab is an amazing resource in this state. Now that we have explored some of these more unconventional options, our next goal will be to determine how we can implement them, or fund projects related to them.

**Expanded Outreach**

As LCBDD works to redefine itself, it is important that we continue to demonstrate the ways we can impact the whole community, far beyond the people we support. Once of the best ways to do this is through partnerships and collaboration. This year we were able to establish new or improved relationships with the following entities:

- Granville Intermediate School (participated in career day and provided a month of speakers for a Language Arts unit on disabilities.)
- Explore Licking County (they will be presenting to our staff and we will be offering them ways to make local events more inclusive.)
- OSU-N/COTC (more about that later in this report.)
Licking County DD: The Sequel

With the building move, we took a hiatus from filming new Licking County DD TV episodes, and with some of the technical difficulties we had during our first attempts, I was concerned about the future of the project. But in the spring, while in Newark High School supporting a student, Brandi and I struck up a conversation with the head of the Newark High School digital media program, the Wildcat Network. Once the new school year started, we were able to create a new partnership with that program to film and edit our video blogs about important DD topics. We had our first shoot in early November and we were thrilled by the opportunity to professionalize this project and give the students real world video experience, while learning about what a county board does every day. I am looking forward to continuing this partnership!

Relationship with DODD

I have been fortunate to have always had a positive relationship with the communication team at DODD. They are always responsive to my questions and I try to help them with content whenever possible. This year, after a great meeting together, we decided to start meeting monthly to talk about our initiatives and how we can support each other. We have met twice and it has been very beneficial so far. I look forward to continuing to meet in 2020.

New Building

Moving back into the renovated E.S. Weiant Center brought our agency back home and under one roof. With that came lots of packing and unpacking, organization, new signage for the building and marketing of our new location. This culminated with a very successful ribbon cutting celebration, which brought a standing room only crowd to our improved facility. It was a great way to close out that chapter in LCBDD’s history.

DSP Employment Connections

As DSP Employment Connections celebrated its first anniversary, and looked ahead to the future it was clear that we needed to assess what we had done and where we were going. We started off...
the year with a very successful DSP recognition event at the beginning of May, to acknowledge Ohio In-Demand Jobs Week and strengthened our relationship with the new DODD provider support team. Several months later, while attending a training hosted by Blitz Media Designs, it became clear that their expertise would help guide DSP Employment Connections out of infancy to maturity. We determined we needed to narrow our focus, and Brandi decided to prioritize working with high schools and colleges to create a pipeline of direct care staff. Not only have we made some great connections at the high school level, but we have FINALLY gotten in front of the right people at OSU-N/COTC. This has led to some amazing opportunities including, Brandi teaching the disability unit of the COTC Intro to Human Services Class (with a video component made by Newark High School), LCBDD having a seat on the COTC Human Services Advisory Committee and LCBDD establishing a new relationship with the OSU-N social work department. In 2020, our focus will be to continue to support these partnerships, establish new ones and continue to promote the work that Blitz Media is doing with our local providers, so that the new DSPs we recruit will be motivated to stay in the field.

**Additional Items of Note:**

- This summer I had my first intern, Madeleine McDonald, a psychology student at Rhodes College. She spent a significant amount of her time at LCBDD shadowing me and learning about the role of the county board. I hope that it was beneficial for her, because we enjoyed having her.
- With the growing number of Nepali refugee families being supported by LCBDD, we have been working to make sure they have the same access to the information as other families. This year we added a translation feature back on our website, with an option for Nepali, attended a very informative culture training and have spotlighted several Nepali families, with another story coming in early 2020. We also recorded our first video with a native Nepali speaker to explain our FSS program.
- This fall I started the Licking County Chamber of Commerce’s Community Leadership class. I was placed on the Education team and presented on education in Licking County in November. So far this has been a very helpful, educational experience.
- Garrett Ford’s amazing success at the Special Olympics World Games was certainly cause for celebration here in his home county. We were able to help coordinate recognition for Garrett from several cities, the county commissioners, his state representatives and Congressman Troy Balderson. LCBDD also created several banners to hang in Pataskala recognizing Garrett. It was an honor to help with these very well-deserved moments for a great young man.

*Started in 2019, will be priorities in 2020*

**Website Redesign:**

It has been clear for a while that our current website has outgrown its template and has some challenges when it comes to ADA compliance. We have started laying the groundwork with AlphaLink to create a more user friendly site and will be investing in a design that will bring us
into compliance. Right now we are gathering feedback from our different components that we will use to build the new design.

Good Trust Content

The construction of the two multisystem youth homes with funds from Good Family Trust will be the defining event of 2020. This project will shape a significant portion of our marketing in 2020, from the newsletters we put out and the videos we create to the events we plan. In early 2020, we will release an announcement video with a significant press release about the homes. After construction is completed it is likely that we will plan a large scale ribbon cutting. After that, we will debut a documentary that will showcase the process from start to finish. This will be a significant project, but it is important to preserve this next chapter in LCBDD’s history.

Digital Update:

In January 2019, we started the year with 2,627 Facebook likes, 577 Twitter followers, 498 Instagram followers and 104 Pinterest followers.

Our DSP Facebook page started the year with 188 Facebook likes and 22 followers on Instagram.

As of Nov. 27, 2019:
Facebook: 2,940
Twitter: 626
Instagram: 689
Pinterest: 109

DSP Facebook page ended the year with 256 Facebook likes and 41 followers on Instagram.
LICKING COUNTY - Board of DEVELOPMENTAL DISABILITIES

A Year in Our Website (Dec. 6, 2018 to Nov. 27, 2019)

Overview

- Users
  - 16,807
- New Users
  - 16,600
- Sessions
  - 25,358
- Number of Sessions per User
  - 1.51
- Pageviews
  - 48,914
- Pages / Session
  - 1.93

 Avg. Session Duration
- 00:01:39
- Bounce Rate
- 61.57%

Exits
- 300

Primary Dimensions: Page

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Show rows: 10 | Go to: 1 of 10 | 1 - 10 of 1631
### LICKING COUNTY Board of DEVELOPMENTAL DISABILITIES

#### Key Metric: Users

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#### Gender

- Female: 55%
- Male: 45%

#### User Activity

- Users: 300
- Jan 2019: 16,807
- Feb 2019: 16,600
- Mar 2019: 25,358
- Apr 2019: 61.57%
- May 2019: 1.93
- Jun 2019: 00:01:39
- Jul 2019: 00:01:23
- Aug 2019: 00:01:54
- Sep 2019: 00:01:50

#### Conversion Rates

- Mobile: 47.72%
- Desktop: 46.95%
- Tablet: 45.33%

#### Page Views

- Mobile: 8,051
- Desktop: 7,921
- Tablet: 898

This report was generated on 11/27/19 at 1:50 PM. Refresh Report.
LICKING COUNTY

Board of

DEVELOPMENTAL DISABILITIES

A Few Insights

- The use of mobile devices to access our site has **officially surpassed desktops**. Our redesigned site will have to respond to this by being mobile friendly.
- We have seen an increase in new users to our site.
- We have seen an increase in people spending time on our “Provider training” pages and “What are developmental disabilities” pages.

Thank you once again for your attention to this report and your support throughout the year,

Anna Jeffries
Public Information Officer
FINANCE AND OPERATIONS
2019 Year in Review
Finance and Operations

2019 brought many opportunities and challenges to the department. One fiscal specialist position remained unfilled for the year and the facility maintenance position was vacant for the second half of 2019. In addition I was away from the office for 2 and ½ weeks due to surgery. No complaints, no “how are we going to get this done”, the finance and operations staff all continued to perform their duties and then picked up parts of the other tasks that needed covered. An exemplary display of true teamwork.

The active department staff is comprised of these individuals: Teresa McCullough, Fiscal Specialist, 20-years with the board; Shane Smith, Information Technology Manager, 5-years with the board; Wendy Wells, Waiver Coordinator, 3-years with the board; Sarah Quinn, 4-years with the board. The other Fiscal Specialist remains on leave and Mark Bryant, Facility Maintenance, retired effective November 30, 2019.

Highlights from 2019

E.S. Weiant Building Renovation Project (there were many, these are just a few)

- Continuing weekly and bi-weekly update meetings on project status and establishment of a move date.
- The planning for the move to return staff to E.S. Weiant from 195 Union St., and moving of the staff from 565 Industrial Parkway. After careful consideration the move was done in two phases.
- IT configuration and setup for the return. Shane coordinated with AlphaLink and other vendors to enable a smooth transition of the network infrastructure.
- Working with Pam Jones in the County Commissioner’s office three online auctions took place for excess Board owned equipment and other inventory. We were also able to transfer some of the items to other County departments.
- Coordination with new vendors for maintenance related items such as mowing; cleaning; snow removal.

Preparing the Board’s Financial System to Close Out a Year and Begin a New Year

Teresa McCullough coordinated the effort for this. This is typically the role of the other fiscal specialist. Teresa worked with our software vendor to verify the process and necessary information. We were up and ready for business the first week of 2019. Teresa is already working on preparation for 2020. Teresa also plays an integral part of budget preparation and preparing of the cost report.
Waiver Coordination and Services Authorization

2019 brought a variety of changes to the way services are authorized. First was the implementation of the Monthly Rate Calculator (MRC). The MRC was the output of a workgroup that we provided input into that strived to bring simplification and reduce the number of changes that were happening to plans (by both boards and providers) for amounts of time as small as 15-minutes. Wendy and Sarah devised a plan to work with our providers that have group settings and implement the new tool.

Sarah and Wendy, working with Service Coordination leadership, put together a training schedule that made training available to all service coordinators on the varying aspects of services funding.

With approval of the additional funding for a direct service professional compensation increase an accompanying increase to provider rates were necessary. The first is slated to be effective 1/1/2020. This means that over 500 waiver payment authorizations needs to have the rates adjusted. DoDD worked with some county boards to test an automatic update of the authorizations. After careful evaluation and discussions with DoDD IT staff and other county boards we opted to allow the automatic adjustment program to update ours. The update went rather smoothly requiring Wendy and Sarah to have to make further adjustments to less than 10% of the total waivers.

2018 County Board Cost Report

Completed and filed on time with DoDD. Rates were in line with expectations and previous years. The 2015 cost report settlement was received this year.

Information Technology

Shane’s coordination efforts of IT then subsequent renovation related work demonstrates his flexibility. Our IT infrastructure was up and functioning when the first of the staff returned to ESW, by the time the final person moved over things were operating as well as could be expected. In addition, with a building upgrade such as the one we undertook many of the critical elements, for example HVAC, are all controlled via IT based systems.

With the staff shortage in the department Shane was also involved in coordination of the various aspects of GovDeal with me. Shane assisted with organization of the items being sold and also assisting with being available when items were to be picked up.
Below are a few of the workgroups and initiatives I was involved in during 2019:

**OACB Business Manager Association**

At the 2018 summer conference I was re-elected to the chairperson role of for the county board business managers, it’s a two-year term. It’s because of the staff I have that keeps things flowing and working on a daily basis that I am able to be involved at the state level. Duties include finding mentors for our new business managers, sitting on various statewide workgroups and committees, and coordination of our annual March training and July summer conference. Our 2020 conference will be returning to Licking County after a 7 years absence. The July 2020 conference will be held at the Cherry Valley Hotel.

**System Wide Long Term Cash Projection Requirements**

Working with a variety of stakeholders including other business managers, DoDD personnel, superintendents, OACB personnel and legislators, we were able to get into the budget bill for 2019-2021 a requirement that all county boards complete on an annual basis a 5-year (at minimum) cash projection and position tool. This will provide the various stakeholders a snapshot of our system’s fiscal long-term stability and to plan and take corrective action as necessary.

**Direct Support Professionals Compensation Tool**

As one of 3 representatives from the county boards on the committee I am able to review and provide input on tool development that providers will complete to show how they have passed on the increase in rates enacted in the most recent state budget. All of the stakeholders understand the importance of gathering verifiable and solid data for the long-term survival of our system and ability to attract direct provider staff.

An initial draft of the compensation tool has been developed and I had the opportunity to meet with two of our agency providers for their feedback. The stakeholders are all coming from different backgrounds: county boards; providers; trade organizations; DoDD; legislators. If all goes well, the data gathering tool will be shared beyond the workgroup within the next month.

**Summary**

In summary, I am very fortunate to be surrounded by a strong group of professionals in our department. The past 18 months have been challenging staffing wise but they pull together and make things happen. They are all highly respected by other within the board and with those outside the board they interact. They may not be the board employees that are in daily contact with the individuals and families we support but it’s through their efforts and professionalism that for those who do they may have more time to spend with those individuals.
2020 we will be addressing some of the capacity issues within the department and providing additional opportunities for staff to grow. Cross training and continuing education opportunities will be a priority.

Respectfully submitted,

Gary Smith
CFO/Director of Finance and Operations
HUMAN RESOURCES
Hiring Information

- We filled 11 open positions in 2019. Six were filled by internal candidates and five new staff members were hired from outside the organization. All five new staff members we hired in 2019 still remain.
- We had 310 total applicants for the 11 open positions, which equates to almost 30 applicants per position.
- Five staff members left the organization in 2019, including three retirees.
- Our turnover rate this year was 6%, compared to 12.5% in 2018.

Five Year Turnover Rate Trend

Safety Team Highlights

- Our LCBDD Safety Manual was updated throughout 2019 to reflect our move to the renovated E.S. Weiant location.
- We completed an audit of all the chemicals located in our building so we could update our Safety Data Sheet (SDS) Binder.
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- Through the Project DAWN program at the Licking County Health Department, we secured a Narcan kit for our building in the event of an opioid overdose.
- We had one recordable incident in 2019, resulting in 25 days away from work.
- Standing desks were installed at all work stations in our renovated building to help reduce the ergonomic impact of sitting all day. These were well received by our staff and many utilize these throughout their workday.

Wellness Team Highlights

- The Wellness Team continues to send out a monthly wellness tip to all staff members.
- We celebrated our move back to E.S. Weiant by hosting a Wellness Walking Challenge that ran from June 3-14. Each day, staff was encouraged to walk for 20 minutes. 32 staff members completed the challenge.
- Staff once again participated in the Licking Memorial Hospital Corporate Challenge held at Dawes Arboretum on July 27th.
- To encourage healthy eating habits, we celebrated National Eat Fruit at Work Day on October 1st by providing fresh fruit to all staff members. In addition, the team made signs extolling the benefits of the fruit that was provided.
- The second annual 12 Day Wellness Challenge ran from December 2-13. Each day, staff had a small 5 minute wellness challenge to complete.
- All staff members were given a 2020 wellness calendar full of healthy tips, recipes, etc.

Staff Council & Fundraising Highlights

- We once again ran a successful Operation Feed campaign. Through a few different fundraisers, including a jeans week and a pizza lunch, we raised $734.00. We also collected a large box of food to donate to the Food Pantry Network.
- Our United Way campaign saw a 6% increase over the previous year’s campaign. We pledged $4659.00. LCBDD was recognized as a pacesetter organization by the United Way of Licking County and also had a slight increase in the number of staff who donated. We once again held a successful hot dog lunch that was open to the public and hope to continue this tradition in 2020.
- Staff Council was instrumental in offering up ideas for the renovated building, including the addition of clocks to all the conference rooms and the installation of bulletin boards for internal communication.
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- Staff Council offered many suggestions in regards to the revision of some of our policies and procedures, including our Dress Code Policy, which was revised to allow the wearing of jeans and athletic shoes.
- Staff Council played a large role in helping to plan our annual Staff Development Day, which took place on December 13th this year.

Sincerely,

Luke Pintz
Director of Human Resources
ADMINISTRATIVE SUPPORT
2019 has been a busy and exciting year for the Administrative Support team. Here are some highlights and accomplishments of this past year:

**Building Move**

On May 9\textsuperscript{th} and 10\textsuperscript{th}, the Administration, Provider Relations, Employment Supports, and Early Childhood departments moved from the temporary location at 195 Union Street to the newly renovated E.S. Weiant building on 22\textsuperscript{nd} Street. On May 16\textsuperscript{th} and 17\textsuperscript{th}, the Service Coordination department also moved from their building in Heath to the E.S. Weiant building.

This was an exciting and busy time. The Administrative Support team assisted with both moves and coordinated numerous logistical details related to packing, moving, and preparing the E.S. Weiant building for staff. From ordering and distributing equipment and furniture, to mapping desk locations and keys, to creating new procedures for the building, to moving historical records, to creating training materials on new tech equipment, the Admin Support team helped ensure a smooth and successful transition to the new building.

**Addition of Positions to Department**

With the building move came an opportunity to consolidate administrative support operations. When all staff moved into the ESW building, the two Service Coordination Administrative Specialists moved to the Administrative Support team. This restructure has already proved to be beneficial. Having all Administrative Specialists on one team has allowed for increased sharing of ideas and cross-training, as well as some standardization of processes. All team members have embraced the challenge of fully supporting the Service Coordination department in addition to the other departments.

**Organization & Digitization of Historical Records**

The digitization of our historical records continues to be an ongoing focus, as it is important to the Board that the records of people we support be maintained in a secure and accessible manner. Having electronic records ensures that records will be safely and securely stored for many years, and allows staff to access needed information from either their desk or remote location.

In February, we completed scanning the historical records of people actively receiving services from the Board. This was a multi-year project, and all administrative support staff spent many hours sorting, organizing, preparing, and scanning hundreds of boxes of
Records. I cannot thank all those involved enough for their hard work, persistence, and dedication to this project.

Once the active files were scanned, the digitization of historical records of people no longer served by the Board became our next priority. The Licking County Records and Archives Department graciously agreed to help us scan these records, and over 60 boxes were scanned in 2019. These efforts will continue into 2020.

Records Management

We worked with the Licking County Records and Archives department this year to revise and obtain approval for our updated Records Retention Schedule, then provided training to staff on the new records retention requirements. We value the strong partnership we have with the Records & Archive department, and greatly appreciate their continued guidance and assistance.

A priority this past year was the research and selection of a document management system. Shane Smith, IT Manager, and I met with various vendors to discuss and view their document management systems and electronic forms capabilities. We narrowed the list to two possible systems, and demonstrated each product to a group of staff from various departments. The decision was made to recommend and purchase Document Locator. We feel that this system will help us manage our many electronic files more efficiently, make the fillable form and electronic signature process easier for staff in the field, and offer some automated workflow options. The purchase, implementation, and training of this system will be a top priority for 2020.

Data Tracking and Analysis

The Board values feedback and input from people we support and their families, as well as providers, partners, and community members. This past year, we solicited feedback from families who exited our services and families who utilized our Information & Referral services. In addition, we asked for community feedback on our website, and we partnered with Fairfield and Perry Boards of DD to survey families, providers, and staff regarding their use of technology and how technology could be better used to assist people with developmental disabilities.

All input received from surveys was compiled and summarized, and used for decision making and planning purposes.

Technical & Administrative Support to All Departments

The Administrative Support team provided technical and administrative support to all departments, including Provider and Employment Supports, Early Childhood, Service Coordination, and Administration.
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- Wait list assessment tracking, communication, and scheduling
- Posting and tracking of 187 Requests for Provider on the Board website
- Distribution of 14 tech trainings to staff
- Coordination of Board meetings and Board member training
- Processing of referrals, intakes, and closures
- Processing of FSS applications and reimbursements
- ISP and OPP distribution

Thank you,

Beth Tharp
Executive Administrative Manager