



**BELMONT-HARRISON-NOBLE
COUNTY BOARDS OF DEVELOPMENTAL DISABILITIES**

2019 ACTION PLAN



The BHN Alliance is a partnership between the Belmont, Harrison and Noble County Boards of Developmental Disabilities in southeastern Ohio. The following administrative functions are shared:

- Superintendent**
- Business Management**
- Communications**
- Early Intervention and PLAY Project**
- Employment Navigation**
- Human Resources Management**
- Medicaid Services Management**
- Major Unusual Incidents (MUI) Compliance**
- Provider Development & Support**
- Quality Assurance**
- Service and Support Administration**

The three boards also share a common philosophy in the coordination and delivery of supports to more than 700 children and adults. They each maintain separate boards of directors, comprised of five members appointed by the local county commissioners and two appointed by the local county Probate Judges. Per Ohio Revised Code, at least three members on each board must be related to someone who is eligible for, or receiving, board supports. Board members serve on a voluntary basis.

The County Boards are funded by their own local levies, state reimbursements from the Ohio Department of Developmental Disabilities and federal funds from Medicaid.



- Robert Quirk, President**
- John Rataiczak, Vice-President**
- Annette Wiater, Secretary**
- Phil Andes**
- Joel Braido**
- Amy Dias**
- Barbara Pomaranski**



- David Koch, President**
- Dr. Porsche Beetham**
Vice-President
- Sara Taggart, Secretary**
- Mary M. Carter**
- Mike Miller**
- Margaret Pickens**



- Don Bridgman, President**
- Beth Guiler, Vice-President**
- Linda Buckey, Secretary**
- Catherine LaFollette**
- Jerry Russell**
- Drew West**

A MESSAGE FROM THE SUPERINTENDENT

The development of this 2019 Annual Action Plan considers progress on our 2016-2021 Strategic Plan goals and input from those we serve, our partners and the public.

The Belmont-Harrison-Noble County Boards of Developmental Disabilities are trauma-informed. That means we seek first to understand the people we support. It means we take into account what a person has experienced in life and then arrange supports that make each one feel safe so he or she can thrive.

County Boards are the primary funder of supports for people with intellectual and physical disabilities. We can be there throughout a person's entire life, starting with early intervention. Babies and toddlers with developmental delays and disabilities receive what they need through a team approach that helps each one learn and grow in their natural environment. EI is the fastest growing area of support across our three counties and we are strengthening our commitment to it with additional resources in 2019.

Families with a child in emotional distress receive what they need through our *BHN Youth in Crisis* initiative. This multi-system approach offers intensive care coordination, respite and in-home supports to youth and their families struggling for

healing and wholeness. This way of serving is achieving results and was recognized with a \$500,000 grant from the Ohio Department of Developmental Disabilities in 2018.

Employment continues to be a priority and we are happy to report more people are on the job than ever before. Our relationships with Opportunities for Ohioans with Disabilities, the public schools and providers are strong and together, we help youth, ages 14 and up, enhance their abilities so they can get a job after graduation. We also offer grants and funding that support the education of students with disabilities in the 10 public schools and the Belmont-Harrison Career Center.

In 2019 we will continue to support our provider partners through trainings, grant opportunities and incentives. Our Provider Support Coordinator is a central contact, just a phone call away, with help when a provider needs it.

We value the relationships we have with the people we support, their families and friends, our provider partners, and the incredible BHN staff members who are help people of all abilities achieve what matters the most to them.

Stephen L. Williams
Superintendent





MISSION

Encouraging, Supporting and Respecting People on their Journey through Life

VISION

People are valued for who they are and what they bring to the community

VALUES

We value people and the choices they make for their lives.

We value the human spirit and the potential that lies within each person.

We value supports that help people live, learn, love and have a life of their choosing.

We value relationships that develop from common bonds and interests.

We value Self-Determination and its dream about life that goes beyond basic needs.



2016-2021

STRATEGIC PLAN GOALS

GOAL ONE

Cultivate an environment throughout the BHN Alliance that will create opportunities for people to learn, live, work, play and contribute in the community.

GOAL TWO

Ensure that children have the tools, accommodations and education that enhance their abilities and promote inclusion into their schools and communities.

GOAL THREE

Reinforce the BHN Alliance's philosophy through consistent messages that help people understand the 'why' behind what we do.

GOAL FOUR

Manage our real property, financial and human resources in ways that are efficient, productive and sustainable.

GOAL FIVE

Become the recognized leader in respect-based relationship building that nurtures people and creates a caring environment for everyone.

2019 GOALS

EARLY INTERVENTION AND SCHOOL AGE SUPPORTS

STRATEGIC PLAN

FOCUS AREAS

Self-Advocacy

Evidence-Based Practices
in Early Childhood

Transition Planning for
School-age Students

Provider Development
and Support

Financial Stewardship
and Sustainability

Development of
Future Leaders

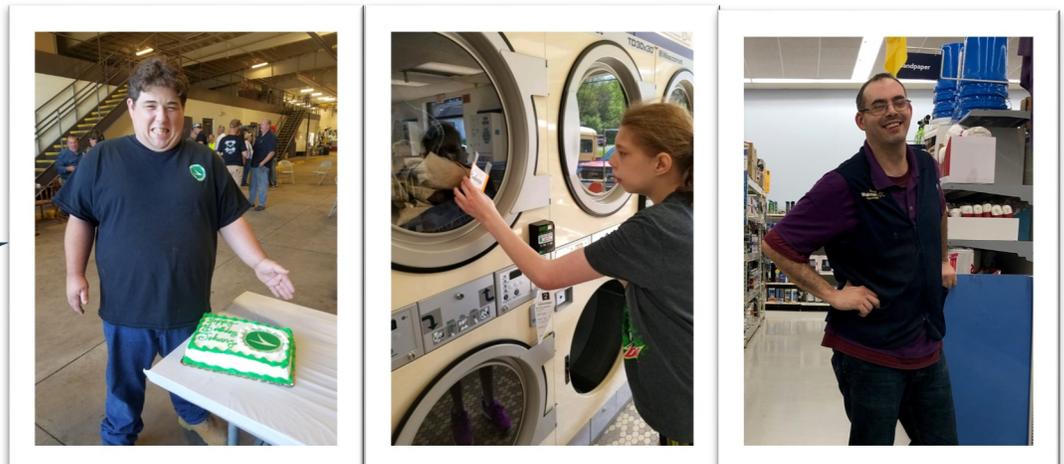
Awareness

- Implement new DODD EI rules and associated forms including implementation of a new Individual Family Support Plan.
- Participate in trainings regarding Neonatal Abstinence Syndrome.
- Participate in the training and implementation of the newborn observation tool.
- Expand staffing resources to meet continued growth.
- Work collaboratively with central coordination to support local outreach activities.
- Identify a transition plan for every student enrolled at the School of Hope (Belmont).



EMPLOYMENT FIRST

- Increase the number of people employed in the community by supporting our provider partners in building their job development skills and other competencies.
- Collaborate with our partners by awarding Partnership Grants that support creative employment opportunities in the community.



2019 GOALS

COMMUNITY FIRST

- Solicit Requests for Proposals for Privatization of Adult Services in Harrison County in the first quarter of 2019.
- Select a private provider to assume Adult Services in Harrison County by third quarter of 2019.
- Enhance the quality of life for those we support by locating “life outside of work” opportunities for adults by partnering with other people and organizations in the community.
- Continue to develop and improve upon relationships with partnering agencies and organizations by encouraging a team approach and supporting multi-agency strategies.

EFFICIENT USE OF RESOURCES

- Combine the Finance and Human Resources functions across Belmont, Harrison and Noble counties.
- Continue working the succession plan that addresses key leadership turnover over the next 24-36 months.
- Provide skill development and leadership training for current and future leadership across the BHN Alliance.

TRAUMA INFORMED CARE *and* THE GOOD LIFE

- Continue our leadership role in the Ohio Valley Trauma Support Initiative to ensure respect-based supports and relationships among partners and the general public.
- Provide presentations on Trauma-Informed Care to public school staff and others that clearly communicate the benefits of a trauma-informed approach to service coordination and service delivery.
- Offer *Good Life* Learning Experiences in a consecutive three-day format in the second quarter of 2019 to accommodate scheduling needs of residential providers
- Provide an opportunity for BHN Alliance staff and provider partners to learn the value of Trauma-Informed Care from recognized experts in the field.
- Put a plan in place for in-home supports that upholds the BHN *Youth in Crisis* initiative.
- Conduct a review of current housing stock and assess future residential needs; create a three-year financial investment plan to meet the need.

These are important for the people we support...

CHOICE

OPPORTUNITY

RESPECT

KNOWLEDGE

UNDERSTANDING

2019 GOALS

PARTNER SUPPORT INITIATIVE

- Re-brand the Quality Services Initiative into the Partner Support Initiative, whereby all provider support strategies are catalogued into one document.
- Ensure continuous quality improvement, positive practices, strong relationships and responsive service delivery through the Partner Support Initiative.

AWARENESS

- Launch a new Belmont County Board of DD website in first quarter of 2019.
- Develop a social media presence for the three county boards.
- Work with *People First of Belmont County* to develop awareness activities and opportunities for self-advocacy.
- Create a series of videos promoting employment, community engagement and the direct support profession.



WHO WE SUPPORT

The BHN Alliance provides supports to eligible children and adults who have a developmental disability and qualify per standards set by the Ohio Department of Developmental Disabilities. Eligibility requirements vary by age and standard assessment tools are used.

Services are funded through three sources: local property taxes; state reimbursements from the Ohio Department of DD and Ohio Department of Education; and through federal programs like Medicaid.

Number actually served in each program and service

BELMONT COUNTY		HARRISON COUNTY		NOBLE COUNTY	
TOTAL SERVED	552	TOTAL SERVED	130	TOTAL SERVED	113
Early Intervention	130	Early Intervention	25	Early Intervention	33
ICF	96	ICF	8	Waiver	30
Waiver	191	Waiver	37	Non-Waiver	5
Non-Waiver	52	Non-Waiver	8	SSA Supports	44
SSA Supports	260	SSA Supports	46	Employment Navigation	3
School of Hope	10	Preschool	28		
Employment Navigation	39	Employment Navigation	6		



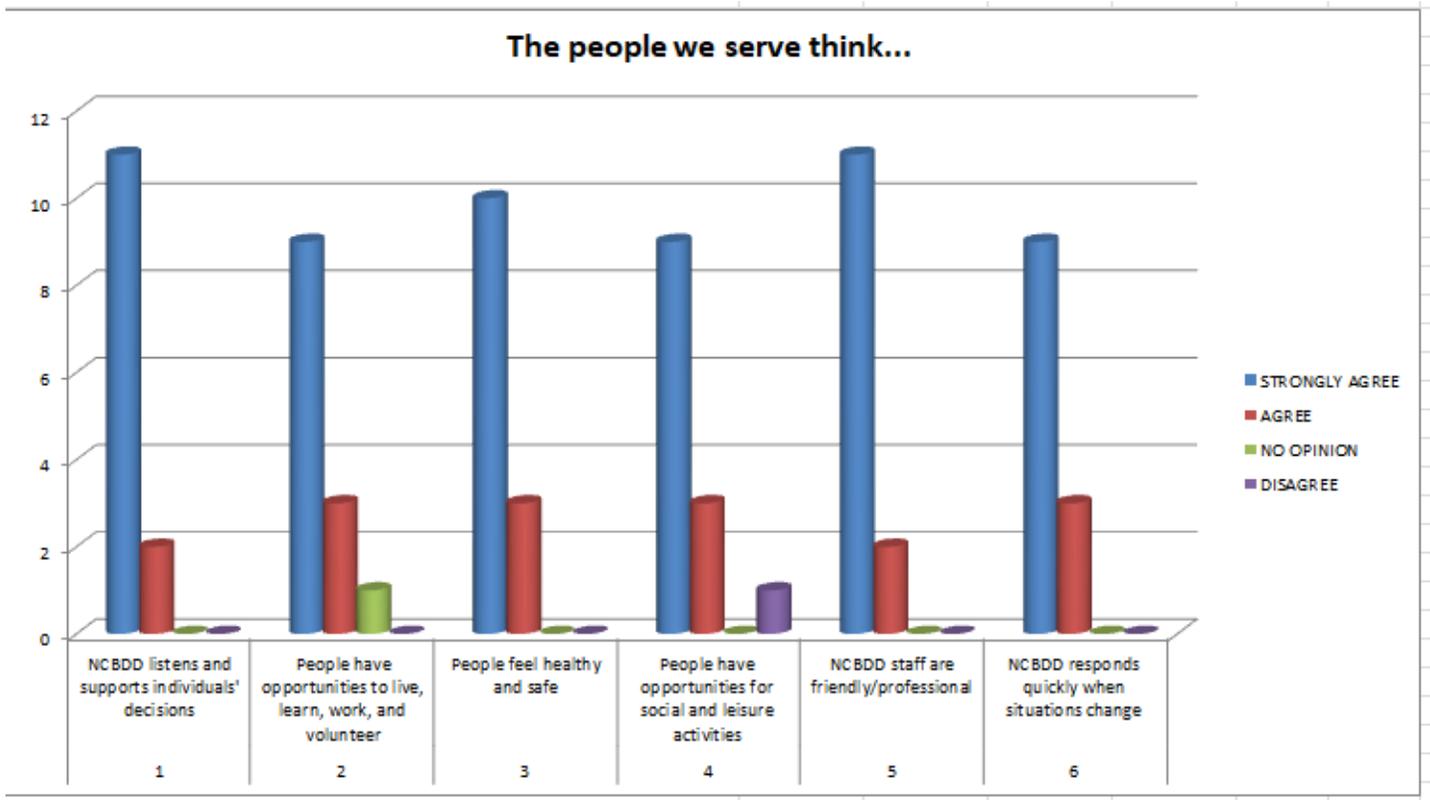
SURVEY RESULTS

Each county board in the BHN Alliance conducts an Annual Assessment of Service and Support Needs to determine what we are doing well and where improvements can be made. Two surveys are created; one is sent to every person served, while another is sent to community partners, i.e. providers, public schools, agencies, et al . Results of the feedback received for Calendar Year 2018 follows.



NOBLE COUNTY SURVEY OF PEOPLE SUPPORTED AND/OR THEIR FAMILIES

- The Noble County Board of DD listens to people and supports the decisions they make about what they need and want in their lives.
- People have opportunities to live, learn, work and volunteer in the community.
- People supported feel healthy and safe at home and in the community.
- People have opportunities for social activities where they can meet new people.
- The Noble County Board of DD staff is friendly.
- The Noble County Board of DD responds quickly when family or life situations change.



SURVEY RESULTS

SURVEY OF PEOPLE SUPPORTED AND/OR THEIR FAMILIES

What is the most important support you receive from your provider(s)?

- Personalized referrals, problem-solving, support, friendship.
- Listening ears—supportive relationship, that we are not alone. Our case manager goes beyond trying to assist when issues come up. She's changed her schedule to help with concerns that came up from the school district.
- Just being there and providing services we need.
- Giving me and my husband techniques to help our child better succeed.
- Early learning and socialization with peers in structured setting.
- They care for me very well.
- Their friendship.
- They help me write out my checks to pay bills, etc. Take me places. Take me to my appointments.

- We receive all that he needs to live his life full.
- She takes me places.

Is there anything you want that is currently not offered by your provider?

- Is there a parent support group that meets regularly?
- Nothing I can think of.

What makes you happy?

- Playing video games and play sports and watching my favorite shows on TV.
- Having Early Intervention support—adult conversations.
- Movie and coloring.
- Everything you do! NCBDD is a Godsend to this little boy and I.
- When I ask for something for my son and your office provides me with help.
- When things are peaceful!!
- The support my child gets through NCBDD.
- Having someone there to help support my child and family.
- Playing and learning with other children.
- Music, 80's, light up toys, watching my programs on TV
- Home, family and friends.
- Talking to my provider, going places



What, if anything, do you need to make your life better?

- A provider
- Continued support and listening ears.
- A new vehicle
- More financial assistance for the middle class.
- Things to do to help me from being bored.

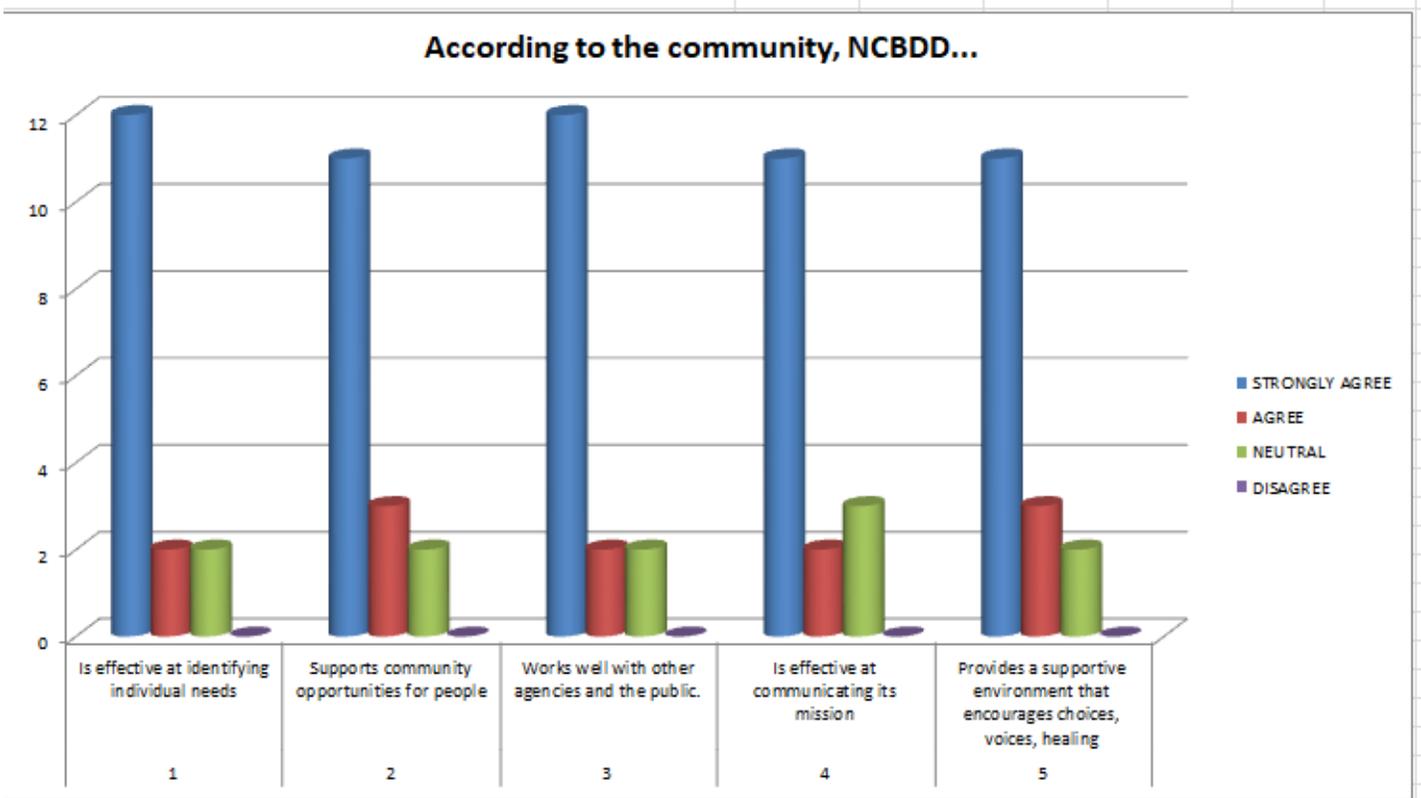
SURVEY RESULTS

GENERAL COMMENTS FROM PEOPLE SERVED AND THEIR FAMILIES

- Everyone that works with us is very supportive and understanding what we need to live a whole full life.
- Peggy has been a blessing to our family—we appreciate her time and efforts helping our boys grow.
- Thanks for the gift voucher.
- Lauren always lets us know about things, activities and events that I may not know about. She’s always there for us. She calls at least once a month to see how things are going, sometimes twice. I’ve met other people in this organization. Can’t remember their names very well, but you are all heroes!
- We are grateful for your local board and the time and energy that goes into each family. Where would our children be without your great service? Thank you!!
- Thank you for everything NCBDD has done for our family.
- I cannot thank Peggy enough for her help and support. She is wonderful!

Statements assessed from community partners, i.e. providers, county agencies, school officials, et al

1. The Noble County Board of DD is effective at identifying the needs of people with disabilities.
2. Noble CBDD supports community opportunities for people with developmental disabilities.
3. Noble CBDD works well with other agencies and the public.
4. Noble CBDD is effective at communicating its mission to its community partners.
5. Noble CBDD provides a supportive environment that encourages choices, voices and healing for people it



NOBLE COUNTY SURVEY OF COMMUNITY PARTNERS

What is your overall opinion of Noble CBDD:

- Doing an excellent job.
- They work hard to get people what they need.
- NCBDD is an asset to our small, rural community. They have been instrumental in serving our community by providing sufficient help to those in need.
- Very professional with a strong desire to provide for their clients.
- I have no opinion of NCBDD as I have not had any interactions with staff.
- All good.
- I think your services are needed in the community.
- Favorable.
- Great leadership. Great partner.
- It is an asset to the county.
- Provides a very positive and caring attitude to those they serve and those that other agencies serve!
- Do a good job.
- They work very well with helping individuals meet their needs, wants and choices, promoting their independence and community support.
- Amazing people to work with. Any issues or needs re addressed immediately. Very person-centered.
- Staff is professional and dedicated to their work.

What do you think we do well?

- Immediate attention to needs.
- Encourage and communicate with individuals.
- Referral services—treat all clients with decency and respect.
- Communication, planning.
- It's all good.
- Support people with DD get connected in their community.
- Reach those who need your services.
- Early intervention services.
- Coordination of services.
- Communication with clients!

- Help with the individual diversity of different cultures, beliefs with respect and dignity.
- Community and fast response times.
- Early intervention services are excellent. We don't have many other opportunities to work with children or adults.

What do you think we can do better?

- I like how it's run.

Other comments

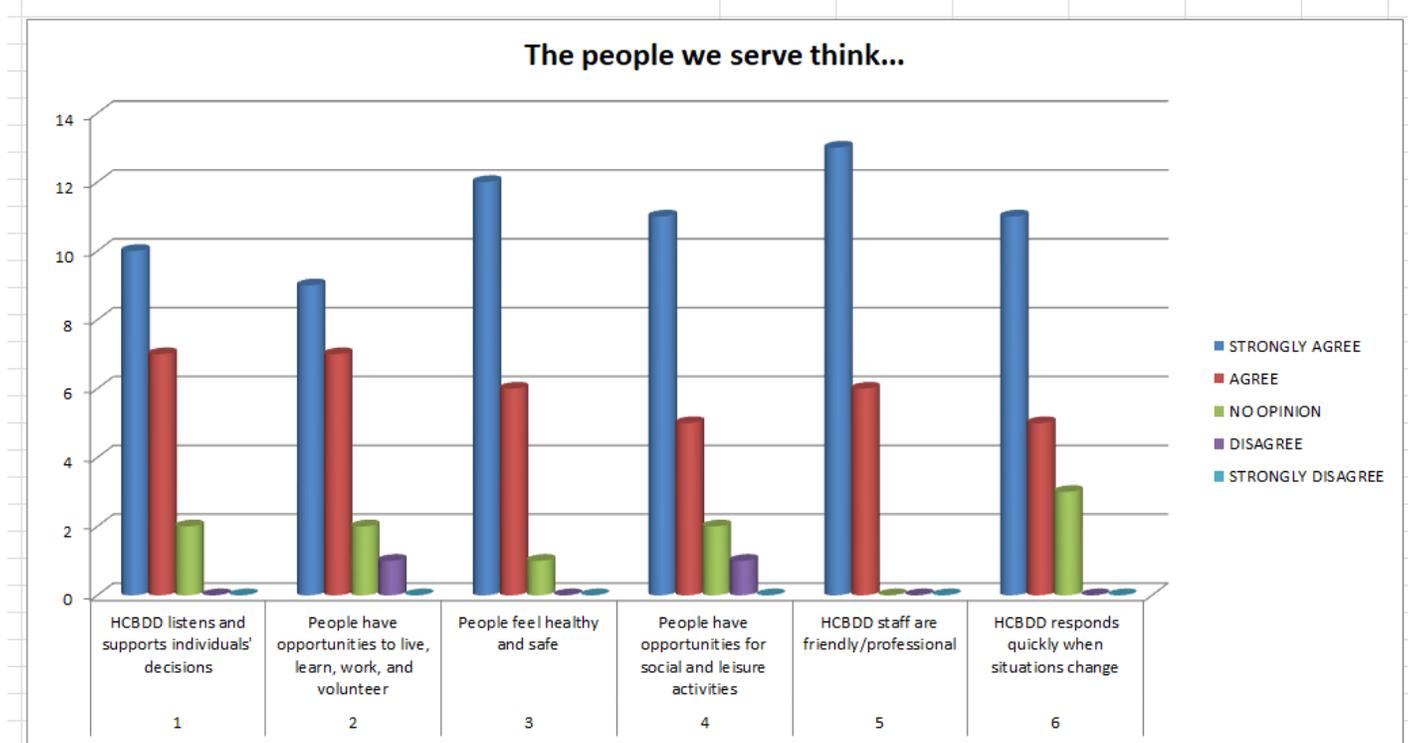
- Thank you to all the staff and volunteers for your excellent program and for being so caring to those who need it most!
- It is a pleasure to work with the SSAs, the EI (Peggy) and their supervisors and superintendent. Kimberly is always helpful as well.



SURVEY RESULTS

HARRISON COUNTY SURVEY OF PEOPLE SUPPORTED AND/OR THEIR FAMILIES

- The Harrison County Board of DD listens to people and supports the decisions they make about what they need and want in their lives.
- People have opportunities to live, learn, work and volunteer in the community.
- People supported feel healthy and safe at home and in the community.
- People have opportunities for social activities where they can meet new people.
- The Harrison County Board of DD staff is friendly.
- The Harrison County Board of DD responds quickly when family or life situations change.



What is the most important support you receive from your provider(s)?

- Support to know I can do my job.
- I get help like taking me to the store or shopping.
- Love and understand me.
- They listen to me and help me in any way.
- We get help of some form.
- Everything.
- Help with paying for medication.
- Home for close physical therapy for C.
- Having a place to go during the day.
- Speech.
- A job.
- Suggestions and a listening ear when it gets difficult.
- 24/7 care.
- () is listened to, loved, cared for and his meds are a huge priority and he has choices
- All care-home.
- Items needed.
- Take me to get groceries and take me shopping.
- Reimbursements for hygiene needs.

SURVEY RESULTS

SURVEY OF PEOPLE SUPPORTED AND/OR THEIR FAMILIES

Is there anything you want that is currently not offered by your provider?

- Getting money from my account to do Christmas shopping.
- Medicaid
- More opportunities for socialization in small groups or one to one. Socialization opportunities that () chooses.
- Nope. I'm spoiled.
- Yes. I would like my son () to have stayed in school longer, but DD agreed with his school.

What makes you happy?

- Everyone is doing something.
- Being with the people that love and support me thru anything.
- Living in my own apartment.
- Field trips
- Spending time with my family, friends, providers
- My family
- Family relatives
- When () is happy and able to do as much as possible on his own.
- Knowing that people understand/communicate with () and that he's involved in meaningful activities.
- Our provider is very friendly and kind.
- Computers
- How much () loves Cortney and Jaime
- Being able to make my own decisions; stay at home and enjoy playing my Xbox
- Carol and Roger, going to Stepping Stones, music, choosing clothes and choices when we eat out.

- Trucks, VTech cars, going to sisters
- Blocks and Mr. Roger's show
- Shopping
- Going to school made John happy, especially when he had an aide that worked well with him.

What, if anything, do you need to make your life better?

- Anything at all.
- Not a thing.
- Going for long walks.
- My own washer and dryer
- All of the above and to know that the things we've discussed over the years are actually being done.
- If we could figure out what to do to get him to talk.
- More education.

What else would you like to share with us?

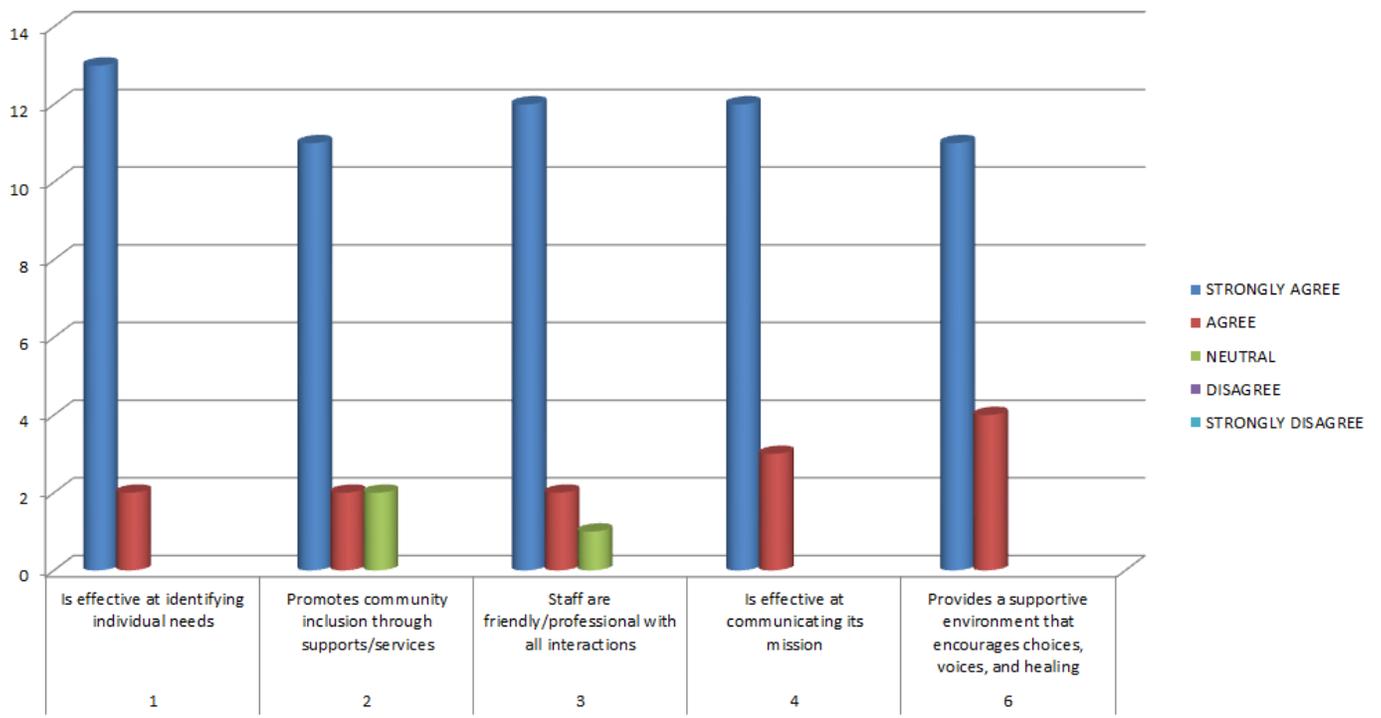
- It's been nice Christmas
- Thanks for what help we have gotten
- Great service
- I am glad we have the help we have throughout county services. At our age it makes caring for () so much easier, and keeps him growing up to his fullest potential.
- We need dependable respite on a consistent basis.
- Our provider is wonderful!
- Thank you for your service!
- I love my mom and R

HARRISON COUNTY SURVEY OF COMMUNITY PARTNERS

STATEMENTS ASSESSED BY COMMUNITY PARTNERS, i.e. PROVIDERS, SCHOOLS, ET AL

- The Harrison County Board of DD is effective at identifying the needs of people with disabilities.
- Harrison CBDD supports community opportunities for people with developmental disabilities.
- Harrison CBDD works well with other agencies and the public.
- Harrison CBDD is effective at communicating its mission to its community partners.
- Harrison CBDD provides a supportive environment that encourages choices, voices and healing for people it serves.

According to the community, HCBDD...



QUESTIONS ANSWERED BY COMMUNITY PARTNERS, I.E. PROVIDERS, AGENCIES, ET AL

Overall Opinion of HCBDD?

- Extremely positive. They are a blessing to the county.
- A positive provider of services of the county.
- I believe it is a wonderful program for the community.

More responses on Page 17

SURVEY RESULTS

Overall Opinion of HCBDD?

- The board does an excellent job of serving the residents of our county who have disabilities and assisting businesses with their work.
- Good.
- Great service for county residents.
- Knowledgeable staff; great reputation
- Very high opinion.
- They do a great job serving the people of Harrison Co.
- Evaluate those with disabilities.
- The staff is nice and helpful.

What do you think we do well?

- Everything that I checked on the other side of this paper.
- Provide education.
- Over and above for services for the children of Harrison County. Excellent preschool.

- Public interaction.
- Workshop/Harrison Industries, preschool
- Providing a variety of services and opportunities for their clients.
- Everyone raves about the preschool.
- Trying to get support from community.
- Listening and finding help.

What do you think we can do better?

- I honestly don't know.
- More activities for adults.
- Outreach to outlying parts of the county.

Other Comments

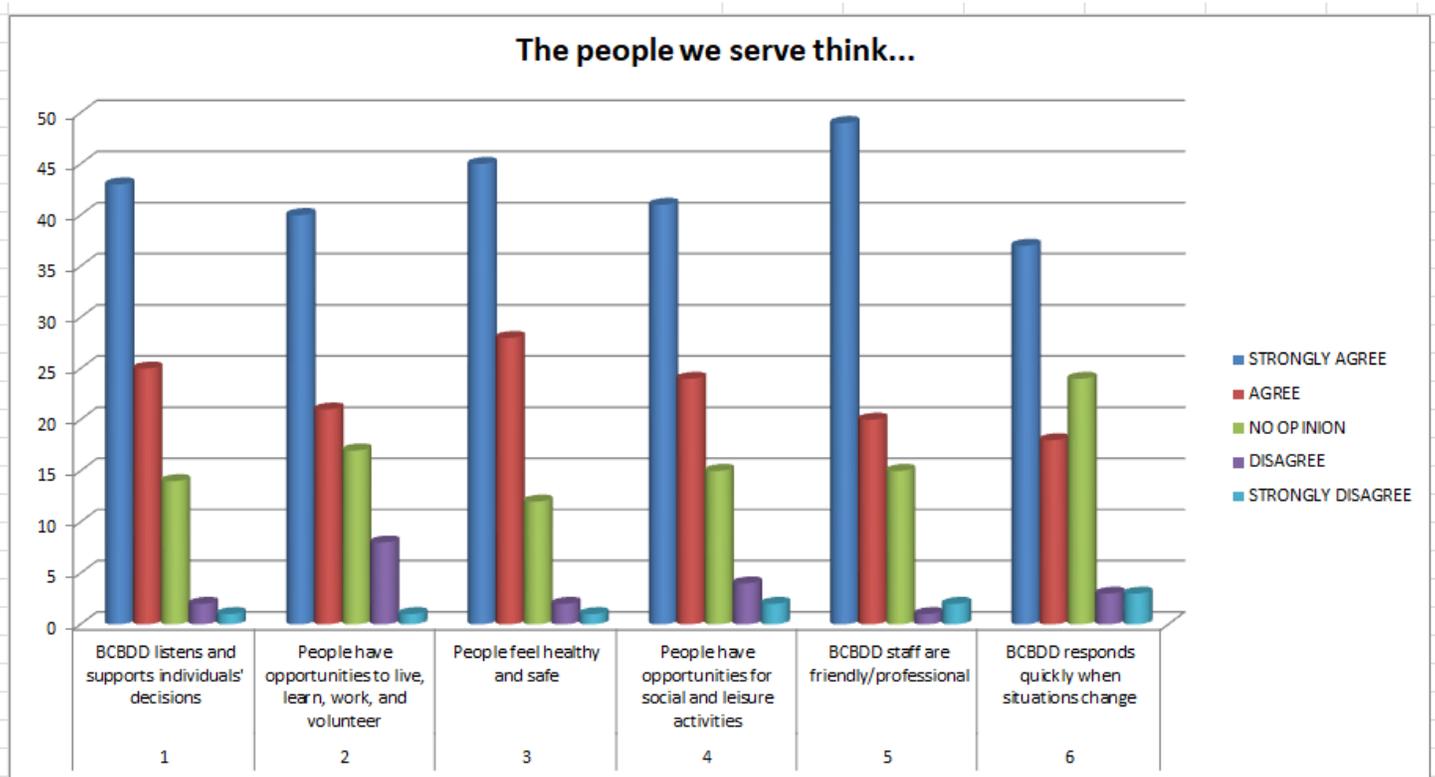
- Keep up the great work.
- Make sure services are available to all parts of the county equally – transportation is sometimes a barrier.
- You all do a great job!



SURVEY RESULTS

BELMONT COUNTY SURVEY OF PEOPLE SUPPORTED AND/OR THEIR FAMILIES

- The Belmont County Board of DD listens to people and supports the decisions they make about what they need and want in their lives.
- People have opportunities to live, learn, work and volunteer in the community.
- People supported feel healthy and safe at home and in the community.
- People have opportunities for social activities where they can meet new people.
- The Belmont County Board of DD staff is friendly.
- The Belmont County Board of DD responds quickly when family or life situations change.



SURVEY RESULTS

RESPONSES FROM PEOPLE SUPPORTED AND/OR THEIR FAMILIES

• **WHAT IS THE MOST IMPORTANT SUPPORT YOU RECEIVE FROM YOUR PROVIDER(S)?**

Encouragement

- Help me a lot.
- Life services
- Daily care to meet all () needs
- PLAY Project and day care reimburse
- BCBDD provides us with sensory support speech and other service support and is an amazing advocate for our daughter.
- Knowing they will help me to receive other employment if needed.
- Help me find a living place and a job.
- The help in my music.
- Seems interested in meeting our needs.
- Love.
- Good care.
- Transportation, social outings.
- Help with a lot of things.
- Food.
- Good relationships.
- A home and everything that goes with it.
- Grocery shopping
- To take to appointments
- Transportation that is available to extra outings. I am caregiver and hate driving after dark.
- Mental and health support. Transportation.
- They give my son and I all the support they can.
- Take care of us ever time.
- I feel the ResCare support provided by them is the most help to my family.
- She loves to work and make money.
- They are honest and loyal
- Work.
- Safety
- Someone to have and talk with.
- For his food intolerance, gluten intolerance we get reimbursement.
- Learning new things.
- Med reminders, outings, shopping. Being able to talk to my providers about anything.
- Availability Opportunity
- Steph getting () support working with Larry.
- Food, meals, drinks.
- TC and daily living supports
- Social activities
- That she cleans for me, she is a wonderful cook, she is wonderful cleaner, too.
- Job support
- Provide a safe and friendly place to work.
- She cares and keeps track of everything I do.
- Maintain friendships with people in the house.
- Pat is very nice and () and her get along very well.
- Information on waivers.
- They show up on time.
- Help my Dad around the house.
- She is always there if we have questions or needs.
- Rides to places.
- Bus service.
- Help around the house.
- Listening to me.
- Daily care.
- Going and getting to Belco.
- Have an aide. Would like to have nursing.
- Helping with my care plan
- Going places.
- Help with what I want to do.
- They keep him happy and healthy
- Transportation and learning life, social and occupational skills.
- Assistance with social skills and behaviors

SURVEY RESULTS

RESPONSES FROM PEOPLE SUPPORTED AND/OR THEIR FAMILIES

IS THERE ANYTHING YOU WANT THAT IS CURRENTLY NOT OFFERED BY YOUR PROVIDER? IF SO, WHAT IS IT?

- Experience with food service industry
- Communication on bus schedule.
- No, I am offered a lot. Thank you!! And I do appreciate that.
- Let me cash my paycheck.
- Really haven't asked for anything more.
- Yes, for services to begin.
- More independence.
- Wish there was a type of play date group available so if there are people going through what we are going through, we were able to connect to help each other and have the children play.
- More time for () with staff.
- I would like to go to the mall, a little bit more to go.
- Holiday with my friends
- More hours.
- Driving license.
- Perhaps group physical activity like yoga or just stretching and breathing/ also less pizza at activities, more healthier food
- He needs people in a group to talk to.
- Currently working on more access to social skills education.

WHAT MAKES YOU HAPPY?

- Work and meals.
- Kindness of others.
- Playing board games/video games
- Being able to play my sports and attending the parties
- () likes being around a lot of different people.
- Chew, sports
- God, people, and my girls, R
- Faith
- Food, video games

- My family
- That I'm confident in those that take care of () and are willing to meet her needs. It means a lot to me.
- The willingness of all staff to help with guidance and support. Attn: Darlene and Board of Directors going above and beyond to help us.
- My girlfriend and the fact that I am going to be a dad, it's a boy!
- Helping people.
- Being a CD jockey (sic)
- Volunteering in the community.
- Dancing, singing songs, giving hugs.
- My home.
- Bowling, working, friends.
- Living in my home with my family.
- Harley motorcycles, visiting friends.
- I am usually always happy.
- To be trusted, with no supervision.
- The way I live.
- Going out to activities
- Living at the ranch.
- () being happy and getting to enjoy his peers.
- Good people playing games, eating good food.
- Being with my family.
- Niece and nephew (great) dogs and cats, going with Denice (ResCare)
- Work, family and friends.
- My mom and friends. ODOT workers, bus garage.
- Work
- Birds. Friends.
- Food.
- That you are available any time to help us.
- Friends, family and boyfriend.
- Being at home.

SURVEY RESULTS

RESPONSES FROM PEOPLE SUPPORTED AND/OR THEIR FAMILIES

WHAT MAKES YOU HAPPY?

- Going out to eat. Visiting family.
- Happy is when () is happy doing things.
- Going out to eat, family time.
- Playing. Seeing my family.
- Work. I cannot stand. I have to set in my wheelchair all the time... It is hard to find me a job. I need something to do.
- When I get to see Judy; Judy, makes my day.
- I am always blown away by the support and services that are out here.
- Them working with my son.
- Work makes me happy and cheering.
- Loves going to Tomorrow's Corner.
- To go out, shopping, swimming, amusement park.
- Come home from work and ride exercise bike.
- Music, food, family, friends, bowling and school.
- Going to Belco. Visiting with my family. Living at ().
- Making sure there are available services for my son and extra help as needed with obtaining resources due to limited income.
- Not having to pay for something that Medicaid should be paying for.
- Getting help from everyone.
- People.
- Going out on trips
- Fishing, rides, outings, family
- Being involved in Special Olympics, attending social events put on by ARC and friendships I have made by being part of these activities.
- When Darlene says that she can get me some help with my daughter.
- When I can select the providers of services that I need for my child.

WHAT, IF ANYTHING, DO YOU NEED TO MAKE YOUR LIFE BETTER?

- () wants to go to the mall and see her friends again.
- I want to live on my own.
- Opportunity to have newer van that's in good shape.
- More money on the hour.
- Finding a job and a place to live at.
- Enjoying playing music for other people.
- It is good. I'm happy now.
- Counseling. See family (they don't return calls).
- For my services to start.
- A job.
- I don't know. I guess I'd have to have money.
- Not go out in the cold weather.
- He's happy and content.
- Go back to school to better my son and I's life.
- Having work each and every day.
- Friends
- More money.
- Something for him to do more during the week.
- To work keep from being depressed.
- I surely do miss my edmitate (sic) family.
- More time with family
- Talk to someone.
- Was very disappointed in work exploring experience.
- Money. Learn how to drive.
- Ride on 4-Less
- Work for Philadelphia Eagles Football team, give Gatorade to players.
- Learn now to drive, graduate, get job, live on my own someday.
- A new bed.
- Not to have to fight with services. Nursing.
- People.
- More money.
- Having continued support to help me become more self-sufficient and independent.

SURVEY RESULTS

RESPONSES FROM PEOPLE SUPPORTED AND/OR THEIR FAMILIES

WHAT ELSE WOULD YOU LIKE TO SHARE WITH US?

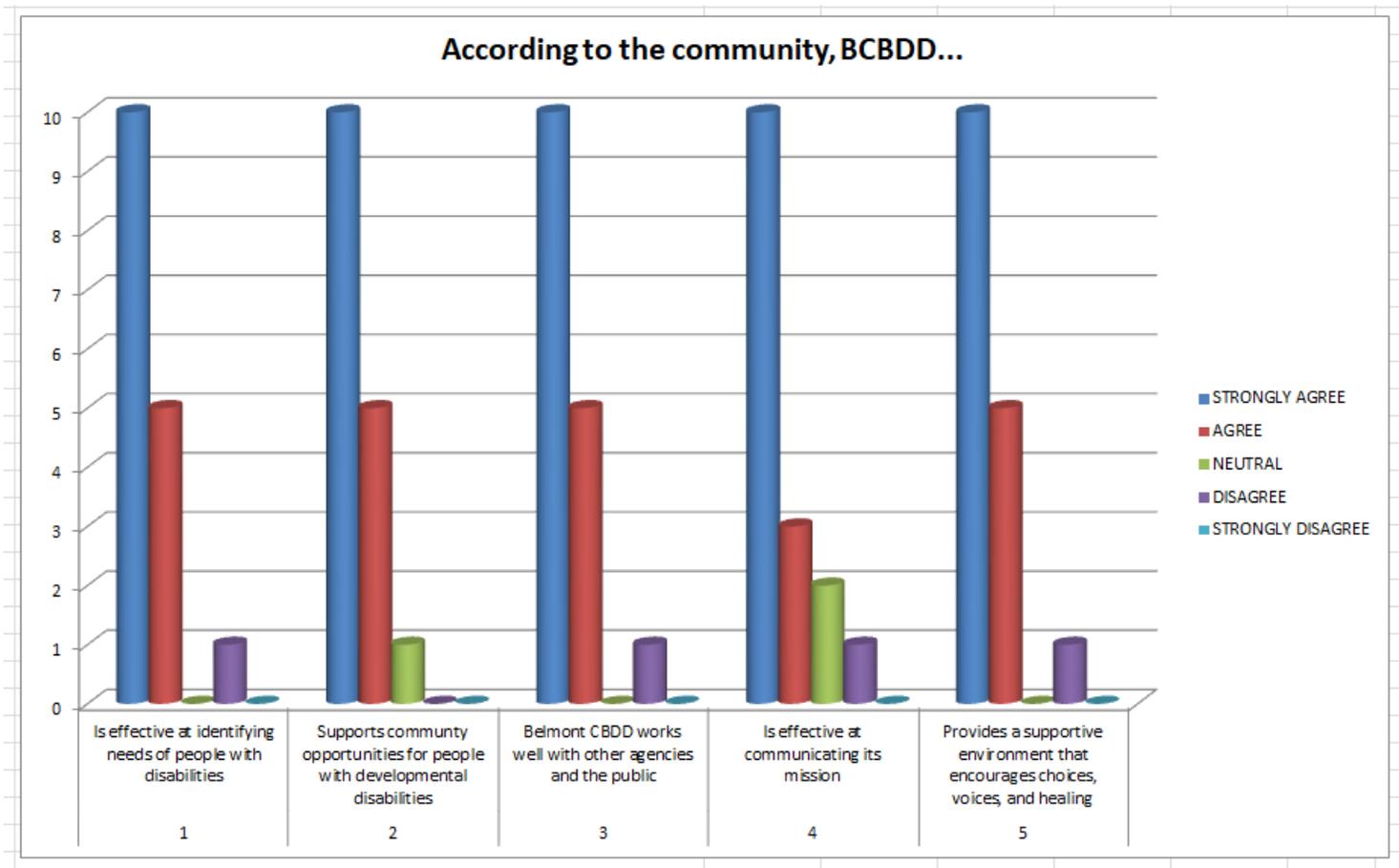
- Like to work.
- We greatly appreciate everything that the BCBDD does for our community.
- I also like construction equipment and John Deere.
- I want to help people.
- To share playing music for you.
- I love my providers and friends and SSA.
- I'm very happy with my life right now.
- We have not been able to start services since our case manager went on maternity leave over six months ago before I even got started.
- This year () is swimming and extra outing on Friday and gives me a break.
- We have no complaints. We are pleased with our services.
- Patty, Bethany and Lori are great!!
- We have not been real pleased so not saying anything more.
- I like my staff and friends.
- I'm happy () gets to spend time with (provider) and gets to go out. Just wish he had more choices to do things!
- I surely do miss them in Cambridge. I worked down there for long long time!
- Is worried about her Dad's health.
- Thank you as always.
- Family and friends.
- Have not been paid for health program which was paid by parent in October.
- When I was about 7 years old I wanted to be a teacher. But I am not smart to go to college on be teacher. I hate being brain damish (sic)
- I enjoyed working in the different departments at Gabes.
- I love going to Belco and being with my friends.
- Your family support checks are always 2 months or more overdue.
- Help us.
- I thinking about get a bus pass but I will let you know. It will after taxi hours.
- I would like to see my SSA respond to my questions and concerns in a more timely manner.
- Darlene has tried to meet our needs on so many things. For this, I am very grateful.
- Darlene has always tried to help my family and I appreciate that. My "3" ratings were due to the situation of my child.



SURVEY RESULTS

Statements assessed from community partners, i.e. providers, county agencies, school officials, et al

- The Belmont County Board of DD is effective at identifying the needs of people with disabilities.
- Belmont CBDD supports community opportunities for people with developmental disabilities.
- Belmont CBDD works well with other agencies and the public.
- Belmont CBDD is effective at communicating its mission to its community partners.
- Belmont CBDD provides a supportive environment that encourages choices, voices and healing for people it serves.



SURVEY RESULTS

SURVEY OF COMMUNITY PARTNERS, PROVIDERS, ET AL

What is your overall opinion of BCB?

- BCBDD cares deeply about meeting the needs of students
- Still a little confused about services offered. Have some concerns about future of transportation for our eligible community members.
- I do not believe you do a good job with transition services – either to school age or from school age to adult.
- Very high opinion. An excellent provider and advocate for those with developmental disabilities.
- Excellent provider of much-needed services.
- The Board is an excellent source of information and resources to those in need of services and to their families.
- My opinion is highly influenced by the high quality and professionalism of their senior staff.
- Could do more to help public schools
- It is a very professional agency with positive outcomes.
- Excellent services; progressive thinking; team player
- The board offers a wide variety of services. We would like them to work with school age students more, making use of the beautiful facility in St. Clairsville.
- From my perspective, Gloria Llewellyn is creating an improved structure that was lacking. Overall, I see improvement with services for the students who attend BCBDD. Staff knowledge of requirements for SWD is improving as well as collaboration with school districts.
- Great services for individuals and families.
- BCBDD is generally supportive of provider partners and individuals. The leadership demonstrates

commitment to mission and is adapting to a changing role for county boards within the DD system.

What do you think we do well?

- Provide differentiated services to students based off of individual student needs.
- SSA Services; great outreach to parents of disabled young adults.
- Nothing that involves school-age persons
- Coordination, collaboration with other agencies, communication
- Serve all ages of DD clients
- The Board is very effective in providing various support services and opportunities for those in their care.
- Trauma-Informed Care. Lead cultural change inside and outside organization.
- Adult programming
- We see positive things for handicapped persons moving into the workforce.
- Collaboration with other agencies; identify needs and provide services
- Link families with community resources. Provide funding to school districts to help serve students with special needs.
- The therapy opportunities for students are an asset to the BCBDD. The social events for students (prom) seem to be well-received and supported by community stakeholders.
- You have strong leaders and staff who care about individuals and families.
- Provider support
- Offers trainings
- In-service presentations
- Good Life
- Responsive when issues arise
- Offers grant funds for provider projects/initiatives
- Acts as a partner to providers
- Provider Partner meetings are a very positive effort
- MUI System
- Improved over past year – more consistent and reliable, offers guidance and support
- Promotes community integration/employment
- Communication – general news, announcements, PR/marketing efforts



SURVEY RESULTS

SURVEY OF COMMUNITY PARTNERS, PROVIDERS, ET AL

What do you think we can do better?

- Provide services to more students. Many school districts are concerned that BCBDD is phasing out its role as being a provider.
- Providing more opportunities for socialization, hear this from parents frequently.
- Work with the public schools – give the public schools the levy dollars you generate by making people think you serve school age children.
- Communicate DD rules and regs to partners and educate us
- Work closely with public schools to help prepare students with disabilities for independent living.
- Be available to participate in meetings within school districts. Provide services within the School of Hope facilities.
- Serve more students who need the resources and supports that local school districts may not have access to. Or provide financial support to districts so they can better meet the needs of all students.
- Consistency in awareness and implementation of rules and information – often leadership seems well-informed but SSA's do not always seem to be as well-informed.
- Assist SSA's to understand that providers' single biggest challenge is the workforce crisis, an issue that is not unique to one or two providers in Belmont county, but is a nationwide problem. This impairs our ability to meet requests for services sometimes.
- Recognize providers as knowledgeable and competent in areas of responsibility.
- Facility maintenance (Belco Works).

Other comment(s):

- If BCBDD doesn't act in the role of serving as a provider, I would like to see BCBDD provide schools with service providers.
- You pass levies by using school age persons on your ads, but don't serve them. The public schools do!
- Grateful for the collaboration with my agency.
- Great Partner!
- The BC Board of DD is a "class" agency!! Thank you for your service.
- Thanks for all you do.
- Schools districts appreciate all the support from BCBDD and respect the need to serve children in their least Restrictive Environment. However, we fear fragile students are being exposed to germs and behaviors that put them at risk within the home district's public school.
- Realizing the future closing of the workshop, reduction in student enrollment, how will the tax revenues be reallocated to the districts who serve the student population who use to attend BCBDD?
- We appreciate being asked what we need. Every provider has different needs even though we all share some common issues. Keep asking as things change. Likewise, continue to inform us of what the county board needs/expects.

ADDRESSING NEED

Information and Referral

Requests for information and referrals for adults (ages 22 and older) are handled through a unified Service and Support Administration at 740-695-7433.

To make a referral for early intervention (birth to three) call toll-free, 1-800-755-4769, or 740-371-3322. People who are ineligible for services are referred, with their consent, to other agencies or sources of services and supports.

Service Coordination and Monitoring

When a person contacts a county board in the BHN Alliance, a visit is arranged with the person and his or her family. An informal conversation takes place so Alliance representatives and the person requesting services can get to know one another. A service and support administrator (SSA) is available to help people determine what supports will best meet their needs. The SSA is the single point of accountability for the person and performs the following duties:

- Assesses need for services and supports
 - Develops/revises the person's Individual Service Plan (ISP) and monitors the plans
 - Establishes the person's budget for services
 - Assists the person in choosing providers
 - Ensures that the person's services are effectively coordinated and provided by appropriate providers.
- The SSA coordinates a meeting within 60 days upon notification of a newly certified independent provider chosen by a person served. The provider's role in providing services, according to the ISP, is reviewed along with other pertinent information.

- Assists in selection of a daily representative
- Ensures crisis intervention/emergency response

Crisis Intervention Phone Line 740-310-2255

The BHN Alliance operates a 24-hour emergency response system manned by a trained SSA. When emergencies or situations involving people with developmental disabilities happen, families, providers, social service agencies, and emergency personnel can call **740-310-2255** for immediate assistance.

Major Unusual Incident Review/Assessment

The Major Unusual Incident Review/Assessment is the BHN Alliance's system to report, investigate, review, correct and analyze incidents adversely affecting health and safety of the people we serve and to monitor preventative actions to ensure health and safety.

Incident reports are received by MUI Coordinator Angela Dunn at 740-695-0407, ext. 346, or via email at adunn@bcbdd.org

The MUI Coordinator enters the information about the incident via the Ohio Department of Developmental Disabilities' online system.

The Boards contract with the Mid East Ohio Regional Council (MEORC) for the investigation of Major Unusual Incidents.

The MUI Coordinator is responsible for the internal review of all MUIs; for ensuring all reasonable steps are taken to prevent reoccurrence; and for identifying and addressing trends and patterns.

ADDRESSING NEED

Family Support Services (FSS)

The County Boards provide Family Support Services (FSS) with the goal of meeting the needs of eligible families caring for their loved one who has a developmental disability at home. Those needs may include, but are not limited to:

- ◆ Respite
- ◆ Adaptive equipment
- ◆ Home modifications to accommodate the family member with disabilities
- ◆ Specialized diets
- ◆ Medical and emergency needs

Eligibility for Family Support Services is determined by the following criteria:

- ◆ Family must be eligible for services
- ◆ Funding must be available
- ◆ Items or services must be available
- ◆ The item or service cannot be funded by other sources

Family Support Services are designed to be flexible. Funds are distributed by the Ohio Department of Developmental Disabilities. The Superintendent can, at his discretion, request that local resources are added to the state allocation, if local financial resources are available. The Board may also choose to use Family Support Services as its match for waiver funding.

Annual surveys provide feedback on service quality and the funding needs of families receiving

Family Support Services. Information is provided during the intake and planning processes. Families may contact their SSA for information, as well. The County Boards also distribute information to schools, community agencies, and the general public through BHN Alliance publications and websites.

Quality Assurance

The Belmont, Harrison and Noble County Boards are committed to continuous quality improvement, positive practices, strong relationships and responsive service delivery. Our Quality Services Initiative is designed to support a fluid, continuous service assessment process that will drive a forward-looking support delivery network. The people we support are an integral part of this process. Self-advocates ensure that every person has the opportunity to express his/her thoughts about supports.

This partnership is based on the following:

- ◆ Are we listening to those we serve?
- ◆ Are services self-determined?
- ◆ Do people feel respected?
- ◆ Are people happy with their services?
- ◆ Do people feel safe in their homes or work environments?
- ◆ Does staff have the necessary skills to assist people in obtaining a quality of life they deserve?

ADDRESSING NEED

NUMBER OF PEOPLE NEEDING TO BE SERVED

The BHN Alliance determines the needs across our communities by conducting annual surveys of service and support needs that are distributed via U.S. Postal Service to every person supported. The surveys are also placed on each Board’s website. The survey is also distributed to other agencies and partners, including Family and Children First Councils, public school special education coordinators, providers, et al.

Our Service and Support Administrators (SSA) know the people they serve and are actively engaged with each one. We provide person-centered planning and that means we continually assess need - in casual conversations with people on a regular basis, not just at their annual ISP and special team meetings.

ENROLLMENT OVER LAST THREE YEARS

	Belmont	Harrison	Noble
2016	512	111	103
2017	512	113	113
2018	552	130	108

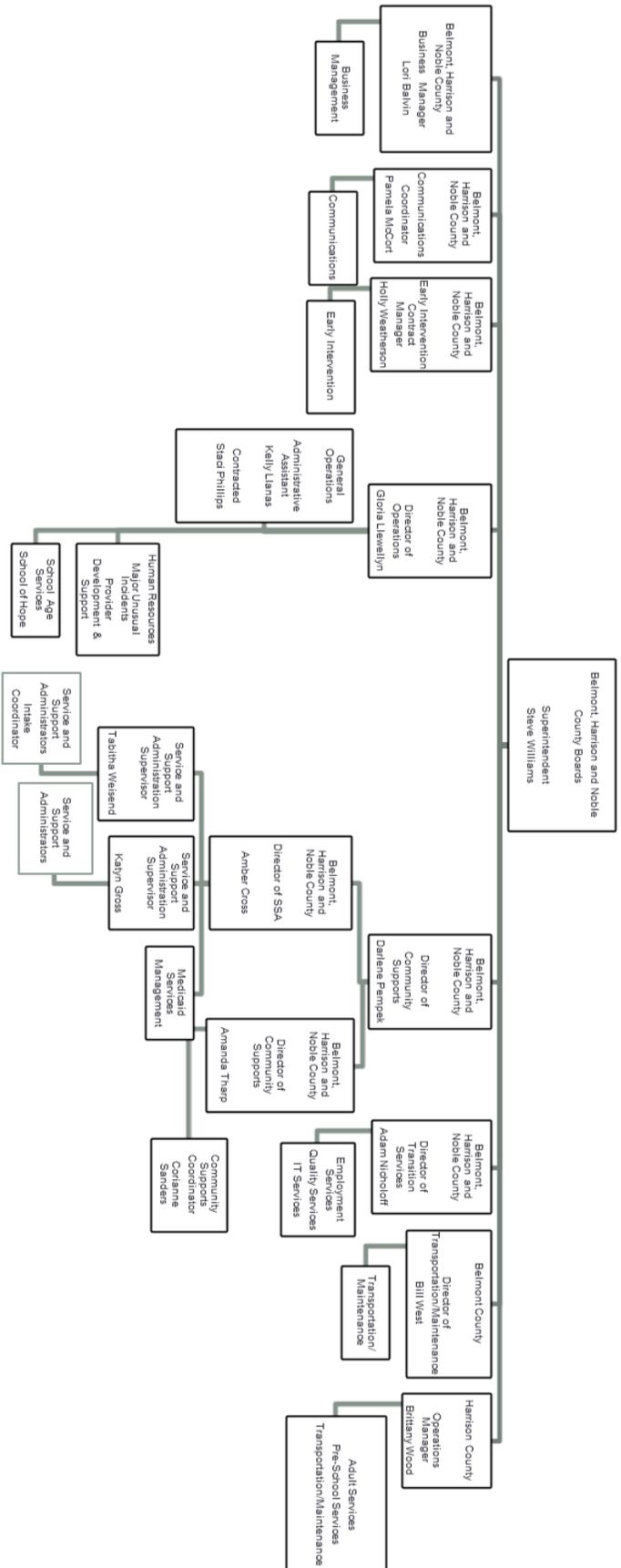
NUMBER OF PEOPLE REQUIRING SUPPORT IN THE FUTURE

Need is also determined by following local, state and national trends and how they impact the supports funded and/or provided by the county boards. Based on enrollment history and trends, the number of people who may require support in the future is estimated to be as follows:

YEAR	PROJECTED NUMBER SERVED
2019	869
2020	955
2021	1050



**BELMONT-HARRISON-NOBLE
COUNTY BOARDS OF DEVELOPMENTAL DISABILITIES**



ADMINISTRATIVE PERSONNEL

SUPERINTENDENT

STEPHEN L. WILLIAMS

740-695-0233 / 740-732-7144 / 740-942-2158

DIRECTOR OF OPERATIONS

GLORIA LLEWELLYN

740-695-0407, Ext. 315

BUSINESS MANAGER

LORI BALVIN

740-695-0407, Ext. 339

DIRECTOR OF COMMUNITY SUPPORTS

AMANDA THARP

740-695-7433, Ext. 356

DIRECTOR OF SERVICE AND SUPPORT

AMBER CROSS

740-695-7433 Ext. 308

DIRECTOR OF SPECIAL PROJECTS

DARLENE PEMPEK

740-695-7433 Ext. 330

EARLY INTERVENTION CONTRACT MANAGER

HOLLY WEATHERSON

740-695-0407, Ext. 345

DIRECTOR OF TRANSITION SERVICES

ADAM "Nick" NICHOLOFF

740-695-0407, Ext. 352

HARRISON BOARD OF DD OPERATIONS MANAGER

BRITTANY WOOD

740-942-2158

PUBLIC ACCESS TO BOARD OFFICES



BELMONT COUNTY BOARD OF DEVELOPMENTAL DISABILITIES

68421 Hammond Road
St. Clairsville, OH 43950
740-695-0407
www.bcbdd.org

HOURS OF OPERATION

Monday - Friday
8 a.m. to 4 p.m.

24-Hour Emergency Number
740-310-2255



HARRISON COUNTY BOARD OF DEVELOPMENTAL DISABILITIES

82480 Cadiz-Jewett Road
Cadiz, OH 43907
740-942-2158
www.hcbdd.org

HOURS OF OPERATION

Monday - Friday
8 a.m. to 4 p.m.

24-Hour Emergency Number
740-310-2255



NOBLE COUNTY BOARD OF DEVELOPMENTAL DISABILITIES

46049 Marietta Road
Caldwell, OH 43724
740-732-7144
www.ncbdd.org

HOURS OF OPERATION

Monday - Friday
8 a.m. to 4 p.m.

24-Hour Emergency Number
740-310-2255





**BELMONT-HARRISON-NOBLE
COUNTY BOARDS OF DEVELOPMENTAL DISABILITIES**

***Encouraging, Supporting and Respecting People on their
Journey through Life***