



Clermont County Board
of Developmental Disabilities

2017 ANNUAL REPORT &
OUTCOMES MANAGEMENT SUMMARY



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Our Mission

To help those we serve expand capabilities and navigate the possibilities.

Our Vision

We envision a culture comprised of inclusive communities where people with disabilities thrive and live a life on their own terms.

Our Philosophy

Individuals and families served by the Clermont County Board of DD have the right of choice and flexibility regarding what, how and where services are provided. Individuals and families will be empowered to make decisions, become partners and work cooperatively with professionals, and exert control over the services provided to them.

WE BELIEVE that persons with developmental disabilities have the right to be treated with dignity and respect, be able to take reasonable risk and be protected from exploitation, abuse and degrading treatment.

WE BELIEVE that infants and toddlers learn best in their natural environments, doing things they enjoy and with people with whom they are familiar.

WE BELIEVE that educational services will honor the informed choice of the individual or individual's family in partnership with local school districts.

WE BELIEVE that adults with developmental disabilities have the right to make choices regarding their lifestyle, their working environment and their living arrangements.

WE BELIEVE in providing adequate information to make informed choices. We believe in the importance of ongoing life planning and supporting individuals and families through the many transitions of life.

WE BELIEVE that adults have the right to work in the community in accessible workplaces, with access to the supports necessary to be successful and the right to wages and benefits provided to other workers in the same setting. We believe individuals should be encouraged to seek employment first.

WE BELIEVE that persons with developmental disabilities have the right to have access to the supports and services they need to be participating members of their communities, including transportation, recreation, social outlets and friends and regular interaction with peers who do not have disabilities.

Core Values

Safe and Supportive Environment

for individuals we serve, families, visitors, staff, and the community.

Understand

our mission, our values, our jobs, our mandates, and to ensure that others understand.

Responsibility and Respect

for individuals we serve, each other, the community, to manage resources efficiently, and to provide access to efficient services and programs.

Engagement

with the individuals we serve, families, advocates, each other, and the community.



Board Members

Clermont DD Board

- Greg Carson, President
- Kim Pellington, Vice President
- Robert Grant, Secretary
- Laurie Benintendi
- Emily Chesnut
- Rex Parsons
- Harry Snyder



Clermont DD Empowers Me Board

- Julie Wood, President
- Jeff Weir, Vice President
- Cory Wright, Secretary
- Jeff Diesel, Treasurer
- Michael Chapman
- Donald A. Collins
- Lisa Davis
- Jodi McPherson
- Peter Miller
- Brad Toft
- Stefani Warren



Executive Summary Dan Ottke, Superintendent



2017 was another very busy year for all of us at the Clermont County Board of Developmental Disabilities.

First and foremost, 2017 was a year of celebration at the Clermont County Board of DD, as we took the entire year to celebrate our 50th year in existence. 2017 marked a significant milestone – the 50th anniversary of the founding of Ohio’s 88 county boards of DD by the Ohio General Assembly. Since 1967, county boards have been unified in their overarching mission to support Ohioans with developmental disabilities, and we used the year to celebrate through various ways. We had a summer festival at Batavia Township Park, bringing together a number of the individuals and families that we serve, providers, and community partners to celebrate 50 years. We appreciated having various recognitions from our public officials, and some time spent reminiscing with individuals and former staff and leaders of the organization. The year was capped off at our Good Fortune Dinner, that just so happened to correspond with the 50th anniversary date of the legislation creating County Boards in October.



2017 also brought a changing of the guard for our Board. We were saddened to say goodbye to Laurie Benintendi, Harry Snyder, Greg Carson and Rex Parsons. We, at the agency, were so thankful for their volunteer service over the years. Laurie, Harry and Greg all served their full terms (three consecutive four-year terms). Rex was an integral part of the Board, serving as President for a couple of years in his one term on the Board. We were excited to welcome Michael Chapman, a local attorney and member of the Clermont DD Empowers Me Board; Dr. Kim Brady, a maternal-fetal medicine specialist and Director of Obstetrics at Good Samaritan Hospital; Mary Jane West, Vice President at Peoples Bank; and David Thamann, a recent retiree from National

Underwriter Company and a licensed non-practicing attorney with the State of Ohio.

We were proud to attain a continued accreditation from CARF (Commission on Accreditation of Rehabilitation Facilities). For a number of years, our agency has been accredited by CARF in the areas of Child and Youth Services (EI); Community Employment Services – Employment Supports; Community Employment Services- Job Development; Community Integration; Employment Planning Services; Organizational Employment Services; and Service Coordination. We also celebrated a first-time accreditation from the Sanctuary Institute. Sanctuary is a trauma informed, organizational change model that focuses on helping organizations become better equipped to work through internal and external stressors so that the staff are better equipped to help the individuals and families they serve manage adversity. Examples of attributes of a Sanctuary Certified organization include: Staff at all levels feel part of a more democratic process; Nonviolent practices that extend to all community members and focus on physical, psychological, social and moral safety; a social learning perspective exists and therefore mistakes are seen as opportunities for improvement; collaboration between leaders and employees; open communication and transparency; teamwork is valued over “silos”; and growth and change is valued over inflexibility and “this is the way we’ve always done it”. So, I am extremely proud of the staff for all the work that went into this effort.

Finally, towards the end of the year, with the help from individuals, families, providers and other stakeholders, we put together our Vision 2020, three-year Strategic Plan. This is available on our website for review.

We hope you find our report informative, and thank you for the support of our work!



The Sanctuary Model

Trauma-Informed Care

The Sanctuary Model promotes change in an organization and addresses the way in which chronic stress, adversity, and trauma influence individual behavior, as well as recognizes the ways in which whole organizations can be influenced by chronic stress, adversity, and trauma. Sanctuary is a treatment and organizational change model that integrates trauma theory with the creation of therapeutic communities which then provides safety for individuals and staff.

The Seven Commitments

There are seven commitments that are practiced in the Sanctuary Process. These are nonviolence, growth and change, democracy, social responsibility, open communication, social learning, and emotional intelligence.

The Process

Implementation of Sanctuary is a three-year process. There are four elements that make up the basic implementation process: Evaluation, Training, Planning,

and Practice. Certification standards were developed by the Sanctuary Institute with Dr. Sandra Bloom, as a way of measuring adherences and fidelity to the practices and philosophies of the Model.

Achieving certification is contingent upon satisfactory implementation of the model. Evaluation of the model is organized along the four pillars of Sanctuary: Trauma Theory, the S.E.L.F. framework (Safety, Emotions, Loss, Future), the Seven Commitments, and the Sanctuary Toolbox.

Accreditation

Clermont DD went through a two-day accreditation survey process in May, 2017, along with our training partners: St. Aloysius Orphanage and Envision. When the survey was completed, we were honored to have received a three-year accreditation.

Training and additional planning moved forward in 2017, and new developments were made in order to continue this trauma-informed care into 2018 and the coming years.



Early Intervention

Early Intervention (EI) Services are provided by the Clermont County Board of Developmental Disabilities for children under the age of three, following rules from the Ohio Department of Developmental Disabilities and Part C of I.D.E.A. The overarching goal of early intervention is to increase family and caregiver competence and confidence in helping their child learn and grow. The Early Childhood programs operating under or coordinated by Clermont DD in 2017 were:

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

Service Coordination - System for the coordination and implementation of services to children birth to three.

Central Coordination - Intake and referral site for all Help Me Grow Home Visitation and Early Intervention Services for only January 1, 2017 – July 31, 2017. Central Coordination switched to a statewide system as of August 1, 2017.

Hearing Services - Services for children birth to three identified with hearing loss and their families. Deaf educators serve nine counties: Adams, Brown, Butler, Clinton, Clermont, Fayette, Hamilton, Highland and Warren.

2017 Highlights

- Referrals were down 18.74%. This reduction occurred after the transition to the Statewide Central Coordination system August 1, 2017. Our numbers dropped dramatically and have not yet recovered.
- We completed 460 evaluations of children and families in 2017. This is actually a 23% increase but all of the increase came in the first six months of the year.
- In response to families asking for opportunities to meet other parents, we have continued play groups. They are meeting with great success.
- We are now fully Sanctuary accredited and continue to rely on the tools in our Sanctuary toolbox.
- Various feedback sources: State surveys, anecdotal feedback, ongoing administrative review and direct home visits.

Areas of oversight include: Ohio Department of Health: Ongoing oversight of all components of Central Coordination for January 1, 2017 – July 21, 2017. Ohio Department of Developmental Disabilities: Ongoing support and monitoring of all components of the implementation of Part C services, including IFSP outcomes as well as evaluation and assessment including DODD requirements. Local Family and Children First Council: Ongoing feedback and recommendations from these overseeing entities provides information on a regular basis to all of the EI programs operated by the CCBDD.

Individuals served by the Early Childhood Program

Early Intervention – total individuals enrolled – 480 waiting list – 0
Active enrollees as of 12/31/17 – 224 waiting list – 0



School Age Services

The Thomas A. Wildey School is operated by the Clermont County Board of DD. The school follows Ohio Department of Education rules and regulations and is considered a public school.

The school provides intensive, specialized instruction to children age 5–22. Students are placed in classrooms based on their needs; our “medically-fragile” classrooms focus on medical, physical and sensory needs, and our “transition” classrooms focus on functional academics, life skills, behavior, and developing vocational skills. We have eight classrooms which are designed to meet the unique needs of the students. We limit our classrooms to 6 students per class with an average staff to student ratio of 1:3. Students are referred by their local school district, and placement is determined by the Individualized Education Plan (IEP) team. The district of residence pays 100% of the cost for students to attend the Wildey School and provides transportation.

2017 Highlights

- Average enrollment 44 students.
- Six students graduated in May, 2017.
- Received \$1780 from the Greater Cincinnati Foundation Learning Links Grants to create a “Shoobox Task” library and an “A, B, C” theme box library.
- Implemented “Project Core” school wide. Project Core is part of a research study out of UNC Chapel Hill which focuses on teaching and modeling the 36 core words for communication. We presented at the Ohio Association of County Boards Winter Conference.
- Staff attended trainings and professional development on Rett’s Syndrome, Autism, Project Core, Poverty, and Emergency training.
- The Wildey PTO sponsored the first school prom on May 6.
- Students attended performances at the Cincinnati Children’s Theatre.
- Students participated in Special Olympic events which included swimming and bowling.
- Students volunteered at Crayons to Computers.
- Students sold “Wildey Dog Treats” at the Milford Craft Show.
- Students wrote letters to Santa and delivered them to Macy’s for “Make a Wish.” Macy’s donated \$1.00 to “Make-a-Wish” for every letter written to Santa.



Adults Services

Adult Services has several different programs within its department. The Mental Health Program serves individuals with co-occurring mental health diagnoses and developmental disabilities. This was a small part of Adult Services and only served individuals who were not being served elsewhere. In 2017, the Mental Health Program became its own department.

Two facility-based programs, the Donald A. Collins Habilitation Center and the Wildey Adult Center, offer both habilitation activities and work activities. Supported Employment Enclaves were offered until December 2017, and provided small group work for individuals who wished to become employed in the community but needed additional support to do so.

Community Employment Services works with individuals who wish to be employed in their community. BRIDGES to Transition was a grant program specifically designed to assist young adults (ages 14–25) to work on needed skills for employment. The grant ended in 2017, yet the services will continue under the name “Pre-Employment Transition Services.”

2017 Highlights

- Created artwork for a rain barrel that was auctioned off at the Cincinnati Zoo for the Save Local Waters program.
- 66 businesses employed individuals with disabilities.
- 106 people were working in community employment in 2017.
- Held a Reverse Job Fair at Ohio Means Jobs.
- Nominated Matt Lisa of Red Robin Milford, who was one of five employers to receive the 2017 Employer of the Year award from the Ohio Governor’s Council on People with Disabilities.
- Presented the BAC Employer of the Year Award to AMC Dine-In 9 Cinema at the October Chamber Breakfast.
- Participated in the Governor’s Employment First 5th Anniversary photo celebration. Two photos we submitted were used in a 2018 Calendar produced by the Ohio Department of DD.



Mental Health Services

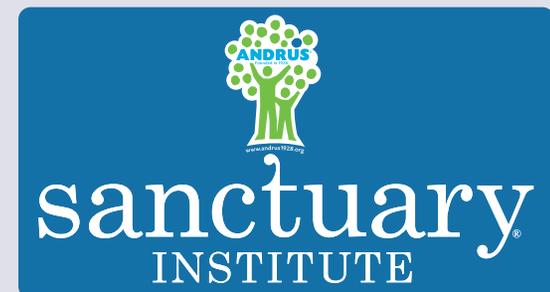
In 2014 the Clermont County Board of DD took steps towards becoming a certified Mental Health provider in Clermont County. With growing demand to support individuals with Developmental Disabilities and Co-Occurring Mental Health concerns, these services helped meet that demand in Clermont County. The goal was that by offering these services, there would be fewer adults finding themselves in high risk situations that jeopardized their health and safety.

Services offered include: mental health assessment; psychiatric evaluation; individual therapy; behavior health counseling; and pharmacologic management. Anyone who is eligible for services provided by the Clermont County Board of Developmental Disabilities, has Medicaid, and is in need of mental health services is eligible to be enrolled in the Mental Health Services program.

Clermont DD is one of the first of 88 counties in Ohio to provide mental health services to individuals eligible for our DD services. In September, 2017, Mental Health Services moved out from the Adult Services Program to become its own department. Mental health services are provided by licensed social workers and a board-approved psychiatrist. The counselors are located at the Wildey Center and are dedicated to incorporating the Sanctuary Model, a trauma-informed culture, into therapy and counseling.

2017 Highlights

- Twenty-five people received mental health services in 2017.
- Seven people were discharged from the program. Of those seven, three were referred to other programs, two no longer wanted services, and two completed their goals within the program.



Community Support Services

Community Support Services Staff help support individuals with developmental disabilities and their families by determining eligibility, facilitating assessments to determine the service needs, identifying available resources and facilitating service planning that ensures individuals and their families have choice and control in planning while maintaining the health and well-being of the individual being served. Individuals and their families discuss their needs with CSS Staff regarding utilizing the funding streams and resources that can be used to support them. Some resources that are considered include Family Support Services, Alternative Options, Supported Living, Adult Individual Budgets, Medicaid Waivers, Private Insurance, Medicaid Cards, other public funds, personal assets and natural supports. Efficient utilization of available resources is necessary to maximize the number of individuals who can be supported while balancing our fiscal accountability to taxpayers who make these services and supports possible. Areas of service are based on the rules and laws set by the State, as well as the budgets and priorities of the County Board. Components of services within the Community Support Services Division includes, Intake, Eligibility, Referral, Waiting List Management, Service and Support Administration, and Investigations.



2017 Highlights

- Hosted Kim Linkinhoker and Lori Stanfa from the Ohio Association of County Boards on January 5 and 6 for an audit to review operational efficiency and effectiveness. The process included meeting with Administration, Managers, SSAs, Providers, Family representatives and Individuals in separate focus groups. As they gathered input from these various groups, they formulated insight into areas of organizational structure and staffing, our Empower Me Plan document, services and case management as well as technology use and compliance with legal requirements. The report they generated was utilized as a resource for improving our overall operations, service delivery and financial stability.
- The 2017 calendar of the Provider Meeting dates and topics was posted on the Clermont DD website. The meetings help in meeting the requirements for annual training for Providers as required in 5123: 2-2-01 regarding Provider Certification. Providers also receive monthly mailings with information on other training options. We have also instituted an online training for Major Unusual Incidents.
- We continued to train and coach on how to achieve Person Centered Planning and a strong focus was placed on writing outcomes for individuals based on what they want in their lives. On March 10, we offered an Outcomes Training session for several Providers and also scheduled additional sessions for Provider groups at their requests.
- Due to the difficulties that Provider Agencies have experienced in finding direct care professionals, we reached out to Monika Royal-Fischer and

- Glenda Neff from UC Clermont, Greg Cottrill from Ohio Means Jobs, Sophie Charlton from Easter Seals and Robin Thomas from the Southwest Ohio COG to assist us in designing a Hiring Fair that would meet the objectives of linking job seekers to the Provider positions. We began this project on September 7 and met routinely to discuss how to have a successful event and target a wide exposure for linking job seekers to the participating Provider Agencies. On the down side, we also had to recognize that every business is struggling to find workers so the competition is great. For that reason and a few other factors, it was determined that it would be best to wait until the first of 2018 to host the event and select the best venue for getting the employment seekers to check out what these positions have to offer.
- We attempted to think of every way possible to entice potential Direct Support Professionals to attend the Hiring Fair. CSS representatives attended a Speed Mentoring session at West Clermont High School on November 15 and Batavia High School on December 5. We spoke to approximately 50 students and presented the Direct Support Professional job as a career as well as a possible part-time job as a student while pursuing higher education.
 - We continued our participation as partners with the Community Advocacy and Protection for Seniors (CAPS) group. There are two components, one that shares information on investigations and legal matters and a second group dedicated to Education and Outreach. The Education and Outreach

group presented a brief PowerPoint presentation to raise awareness of elder abuse, neglect and exploitation and the role of Adult Protective Services and CAPS to several civic and community organizations in Clermont County. The individuals receiving services from Clermont DD are also vulnerable to these issues of exploitation.

- As a result of our collaboration with CAPS, we were excited that Clermont DD was invited to participate in bimonthly meetings with Clermont Mercy Hospital personnel to discuss barriers in getting behavioral health assistance for seniors and individuals with developmental disabilities who are brought into the Emergency Room due to unmanageable behavioral needs. We have learned much about the restrictions of the hospital but have been very encouraged that they are wanting to make all systems work better together to meet the needs of our community. We have also shared the tremendous need we are seeing for a local based behavioral unit for children and adults.
- Our Investigations Manager conducted Stakeholder Committee meetings in March and September. The County Board is required to coordinate a Stakeholder Committee meeting to review trends and patterns of MUI's. The Committee is made up of a representation from the County Board, provider agencies, families, and other stakeholders. The Stakeholder Committee reviews data prepared by the County Board to identify trends, patterns and areas for improving quality of life for individuals supported by the county.
- The Investigations Team devoted time to training not only the SSA staff but also Providers related to the components of a good Prevention Plan following an MUI. They provided tools and tip sheets on what needs to be included to effectively address the situation so it will not occur again. The Investigation Team is always available for consultation and communicates this to all parties. Retraining will occur on an as-needed basis.
- The Alternative Option Budget for 2017 remained at the same level as the 2016 allocation. Our efforts continued in establishing guidelines and categories in an effort to still meet the immediate needs and serve as many individuals and families as possible. We had a total budget of \$337,500. Of that amount, \$32,000 was earmarked to be used by Employment Services Staff for assisting individuals placed in employment to have transportation to their job when logistic issues arose. By February 23, we had authorized \$305,000 of Alternative Option funds and began a waiting list. There were a total of 144 Individuals who received funding through Alternative Options.

- In 2017, there were 260 initial intake requests fielded by the CSS Staff. Final numbers for the 2017 Intake Report of Individuals eligible for County Board Services was 148, 15 were deemed not eligible, and 73 individuals failed to follow through with the process.
- We began utilizing Community Integration SSAs who work with individuals receiving local funds (Individual Budget and Supported Living) to begin assisting with transition and informational support for school districts. The SSAs were assigned to two school districts to be their point person. Those SSAs will still carry caseloads and also do needed assessments for eligibility and waiver services. They will attend IEP meetings upon request.
- In 2017, we enrolled a total of 59 Individuals on to a Medicaid Waiver. There were 21 IO Waivers, which included a mixture of State Funded, Emergency, and Exit Waivers. There were 8 SELF Waivers and 27 Level One Waivers. We also added 10 locally-funded Individual Budgets and continued to fund services through Family Support Services.
- The SSAs assigned to manage waivers spent time adjusting to new caseload assignments and were heavily involved in enrolling all the new waivers. A big project has been working with the individuals who are receiving Exit Waivers as they are moving from the Developmental Center or an ICF/DD. It was very time consuming even with the services of the SWOCOG Home Choice Coordinator's assistance. As a result of two groups of individuals moving from a local ICF/DD, it was decided to have the Housing Resource Network request Capital Funding to purchase a home with assessable features. The funding was approved, and one house was purchased in the Eastgate area off of Summerside Road in a neighborhood near Clepper Park. The search continued for a second home to be purchased with the capital funding we were granted.
- We were pleased to learn that approval was granted to participate in the FY 2018-2019 Strong Families, Safe Communities Grant: Helping Ohio's Children & Youth in Crisis. Youth who have experienced trauma are at significantly greater risk for health and behavioral health disorders. Research suggests that people heal from trauma through building five resilience factors: positive connections with safe adults, affiliation, self-esteem, self-efficacy, and external support systems. The Resilience Model uses powerful strategies to increase resilience factors so that youth begin a healing journey that results in less risk of harm and greater stability in living situations. Our Behavior Support Team were very engaged in making this service available to Individuals served by our Board.

Community Relations

The Communications and Community Relations Department has four main areas that help tie the Clermont DD agency to the community. These areas are press/media relations, volunteer coordination, community activities, and fundraisers/events/awareness activities.

2017 Highlights

- Assisted with planning and implementing 50th Anniversary awareness activities throughout the year. These included a family-friendly summer carnival, week of service in partnership with the Ohio Association of County Boards, and a special Good Fortune Dinner on October 25, 2017...the actual 50th anniversary of our agency.
- Continued our online newsletter on the Cerkl.com platform.
- Conducted a social media awareness campaign in March in partnership with the Southwestern Ohio Council of Governments Public Relations Group.
- Assisted the Clermont DD Agency to produce “Training Connections” for families, individuals, and providers. These were held every-other month; on the opposite months, we hosted “Parent Cafés” in partnership with 4C For Children.
- Held a successful Lip Sync Battle in May to raise money for the Gift of Time Respite Cooperative. The winners were the Hip Hop Chesnuts. We also participated in a summer fundraising program with Jet’s Pizza that resulted in a \$1,700 donation for respite.
- Presented emergency preparedness information about our Volunteer Reception Center at the Tri-State Disaster Volunteer Summit in Northern Kentucky on June 3.
- Staff attended Project STIR (Steps Toward Independence and Responsibility) training in Butler County in July. As a result, the Clermont County Voices Self Advocacy group was created.
- Hosted two booths at the 2017 Clermont County Fair in July.
- Attended several events in 2017 including the Empowering Families Symposium, the Siblings Symposium, the Felicity back-to-school event, the Transition Bootcamp, and the Clermont Y Fall Festival, as well as many Rotary events with Batavia and Eastside clubs.
- Several volunteers and interns spent time with us in 2017.
- Added items to the OACB Time Capsule at the 50th anniversary celebration at the Ohio Statehouse.



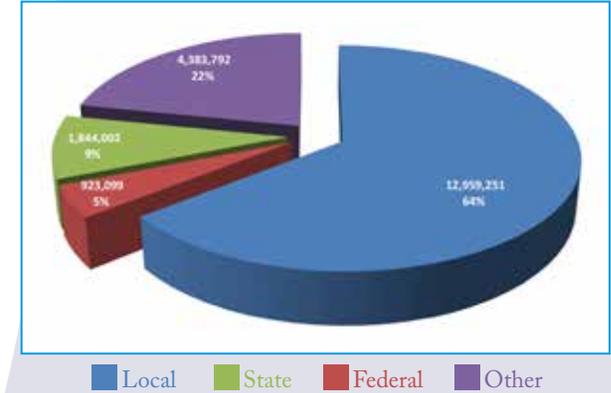
Business Operations

The Business Operations Department provides several key functions to the agency: fiscal operations, information technology, risk management and safety, human resources, administrative quality and compliance, facilities management, and transportation management.

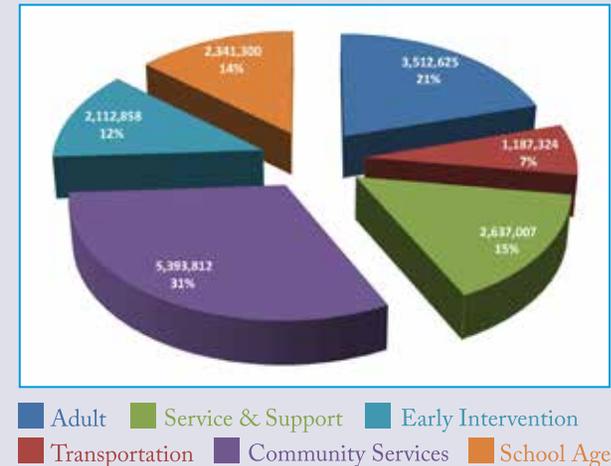
2017 Highlights

- Installed automatic door openers in areas of the Wildey Center including Early Intervention Staff Entrance, Service & Support Administration Entrance, and throughout the inside of the building.
- Purchased new chairs for the Wildey Center Cafeteria to provide better stability and comfort.
- Maintenance and custodial staff became certified in OSHA and received a 30-hour training to become more aware of hazards that could cause harm to anyone.
- Developed an action plan to reduce hazards in the maintenance and custodial departments.
- Repaved and resealed pavement at the Wildey Center.
- Installed interior and external directional signs at the Wildey Center, Donald A. Collins Center, and Grissom Building to guide visitors to the appropriate areas.
- Installed new toilet paper and towel dispensers in all restrooms, to be more accessible.
- Repaired the sidewalk at the Donald A. Collins Center.
- Worked with the Clermont DD Board Finance Department, to determine whether a renewal levy would need to be placed on the 2018 ballot.

2017 Revenue \$20,110,144



2017 Expenses \$17,184,926



Our Community Partners

Regional Autism Advisory Council (RAAC)

Clermont DD has been an active supporting member of the Regional Autism Advisory Council (RAAC) since 1999. RAAC encompasses four counties: Butler, Clermont, Hamilton, and Warren. Each county meets monthly in regional task forces. Early Intervention and Adult Services also meet as individual work groups several times a year. Clermont County Task Force: Meets monthly. Representatives from Clermont DD, local school districts, and Family and Children First Council regularly attend. Summer Institute: RAAC sponsors this summer training series which is a premiere Autism training opportunity for educational professionals, para-professionals, DD professionals, healthcare professionals, and parents.

Clermont DD Empowers Me

The Clermont DD Empowers Me Board was established in 2012 as a 501(c)3 non-profit whose mission is to assist Clermont DD to seek funding for programs and services for individuals served and to support their mission, vision, and goals of empowering people with disabilities. Events that were sponsored or supported by this Board in 2017 were the Lip Sync Battle and Jet's Pizza Summer Fundraiser. The Board also received several private donations. As a result, a \$10,000 donation was made to the Gift of Time Respite Cooperative in December. Information about this board can be found at empowersmeboard.org.

Southwestern Ohio COG

Five counties now make up SWO COG (Southwestern Ohio Council of Governments): Butler, Clermont, Hamilton, Green, and Warren Counties in Ohio. In 2017, we collaborated with the COG for Family Support Services, Provider Compliance Reviews, Home Modifications, and Home Choice. We joined with the COG in 2017 to produce social media ads for DD Awareness Month in March and created a billboard campaign for National Disability Employment Awareness Month in October. The COG was also instrumental in assisting with planning for the provider career fair, referenced in the Community Support Services section of this publication.

Clermont County Safety Net Alliance

Clermont DD has been a member of the Clermont County Safety Net Alliance since it began in 2012. This group of non-profit, government, and faith-based organizations have created a portal that brings resources together for people in the Clermont County Community. In 2017, Clermont DD staff served on the Executive Committee, prepared a video for a retiring member of the Alliance, and assisted with registration at quarterly events.



Business Advisory Council

The BAC is made up of employers from the community who assist The BAC is made up of employers from the community who assist Clermont DD's Community Employment Services Department to recognize current trends in business. Membership included representation from Cintas, Deimling-Jeliho, Round Bottom Recycling, Ohio Means Jobs, Clermont DD, and Opportunities for Ohioans with Disabilities. The BAC partnered with the Clermont Chamber of Commerce in October to present an Employer of the Year Award to AMC Dine-In 9 Cinema. This award was in recognition of National Disability Employment Awareness Month.

Ohio Valley Goodwill Industries, Inc.

Clermont DD's partnership with Goodwill is one that assists with our work contracts through the Clermont Sheltered Work Administration Services, Inc. Throughout 2017, Goodwill East in Batavia continued to offer additional work choices to the individuals served in Clermont County. They also participated as sponsors of the Lip Sync Battle and had an excellent team of performers, The Goodwill Pearls, compete for the trophy.

Greater Cincinnati Behavioral Health (GCB)

Trained therapists and counselors from GCB continued working with Clermont DD staff to provide weekly group sessions for individuals to receive Dialectical Behavior Therapy (DBT). This is a treatment designed specifically for individuals with self-harm behaviors such as self-cutting, suicidal thoughts, urges to suicide, and suicide attempts. These sessions took place at GCB's Amelia office in 2017.

Clermont Emergency Management Agency

Clermont DD remains committed to safety and emergency preparedness. We continue to offer our services as the Volunteer Reception Center (VRC) in case there is a disaster in Clermont County. Clermont DD serves as a member of the Clermont County Citizen Corps Council and conducted a break-out session at the Tri State Disaster Summit in Northern Kentucky on June 3.



2017 Agency Goals

Access



Access can involve access directly related to services, partnerships, and what resources are available to individuals and their families in the community.

Communication	Services	Partnerships	Health & Safety	Community
Use GoToMeeting.com and Social Media "Live" features to include more people in events, meetings, and trainings.	Increase the capacity for families to identify need and access mental health supports.	Increase community partnerships in order to strengthen Early Childhood relationships to lead to better collaborative outcomes.	Provide training and support by Investigations to generate good Prevention Planning to address Major Unusual Incidents.	Offer 1-2 new community activities for teenagers and adults served by Clermont DD.

Efficiency



Administratively-oriented goals that include service delivery and cost, personnel resources, and other areas related to the efficient running of the Clermont DD agency.

Communication	Services	Partnerships	Resources
Upgrade phone system.	Complete enrollment of state-funded and transition waivers for a total of 26 individuals on the IO Waiver and 4 individuals on the SELF Waiver.	Continue contractual agreements and shared funding opportunities to provide stabilizing services in the most efficient and effective manner.	Sell one of the Board's buildings.
	Increase services by providing 10 new Level One Waivers and 10 Individual Budgets.		Promote providing eligible individuals with what they need, when they need it, by continuing Alternative Option Services.
	Offer Individual Budgets to up to two families with children served in Early Intervention.		Transition to the new Fee-For-Service platform for Early Intervention Hearing Services for nine counties in our region.
			Begin preparation for 2018 five-year operating levy renewal campaign.

Effectiveness



Measures and addresses the quality of care through measuring change over time in regards to community integration, involvement in activities, community employment, awareness, etc.

Services	Partnerships	Resources	Community
Assist the People In Action self-advocacy group to grow its membership.	Partner with local businesses to assist the Clermont DD Empowers Me Board to increase its membership.	Build a more comprehensive data tracking system that captures the impact on the Early Childhood services as delivered, as well as the intensity of the services.	Plan effective and memorable events for Clermont DD's 50 th Anniversary.
Develop a "GAP" service to support individuals who are employed part-time and need assistance to cover non-work hours in their week.			Implement annual Early Childhood community awareness plan to continue improving relationships with partners and providers.
			Offer limited services to children ages 3-5.
			Work with partners, other government entities, and stakeholders to improve transportation options for individuals served.

Satisfaction



Measures are oriented toward individuals, families, staff, the community, and funding sources that help individuals receive what they need and want most in life.

Communication	Services	Partnerships	Community
Incorporate Sanctuary commitments into topics for Superintendent Forums.	Place people in jobs within their field of interest.	Partner with providers to work on training and recruitment needs.	Embrace the seven Sanctuary commitments and work to increase knowledge/utilization of the Sanctuary tools available.
	Increase wages for those in community jobs.		



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