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# Annual Report

## 2025



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## Mission

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

## Vision

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

## 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.

# Executive Summary

Thank you for checking out our 2025 Annual Report.

We are excited to bring you the latest information about services, supports, and initiatives happening at the Clermont County Board of Developmental Disabilities.

2025 was the second year of implementation of our 2024-2026 Three Year Strategic Plan.

We have provided highlights in the pages of this report of the progress on the goals identified in the Strategic Plan.

The two most important words for our Board and leadership to consider in 2025 were fiscal sustainability. The financial forecast that David



Sininger, our Business Operations Director, completed for 2025 and for the years following showed expenses exceeding revenue in 2025 and beyond. This is not unusual for levy - funded organizations like Clermont DD. The levies that have been approved by voters in Clermont County to support those we serve are fixed levies. That means that as property values rise due to property reevaluations, levies approved for Clermont DD have adjusted effective millage which is reduced so levy collections remain at the level originally approved by voters. Ohio House Bill 920, originally passed in 1976, prevents automatic property tax increases when property values rise for fixed rate levies. The only real increased revenue from fixed levies comes from new construction in the county and those increases typically do not keep up with inflation. Because of this, the Board came to the decision to ask the County Commissioners to allow for a new .75 mill continuous levy to be placed on the ballot for voters to consider in the May 2026 Primary Election.

A direct support professional workforce shortage in the Medicaid Waiver private provider community reached a crisis during the Covid 19 pandemic and immediately following. To stabilize that workforce, Medicaid provider rates increased by 38% over the past two years after several years with no increase. While this increase was necessary, it has had a substantial impact on our budget, necessitating the need for this levy request.

Local levy funds also support many of the necessary services people receive currently and help to responsibly address waiting lists for services. These services include Early Intervention Services; Family Support Services; Respite and other support services for

children ages 6-21; supports for adults, to live as independently as possible and to work at a job or attend a day program, often through Medicaid Home and Community Based Waiver supports; Behavioral Health and Behavior Support Services for children and adults; Service and Support Administration services; and supports for an aging population of people served and their caregivers.

We understand that we have a big responsibility to those we serve and those with which we partner, along with the Clermont County community, to continue to make strides and improvements. Please reach out to me at [dottke@clermontdd.org](mailto:dottke@clermontdd.org) with ideas or ways that we can continue to do just that.

We look forward to 2026 and appreciate you taking time to review the important work of this agency over the past year.





# CLERMONT COUNTY BOARD of Developmental Disabilities

## Strategic Plan 2024-2026 | Progress Report for 2024



### GOAL 1 PROGRAMS AND SUPPORTS

#### Objective 1 |

We are participating in county-wide discussions with community partners to address transportation needs.

#### Objective 2 |

We have doubled our access to affordable housing units through our partnerships with Metropolitan Housing Authority.

#### Objective 3 |

We are building relationships with private Community Employment providers and continue to work closely with Opportunities for Ohioans with Disabilities.



#### Objective 4 |

We are expanding our internal capacity for our respite program while collaborating with regional partners to increase capacity across counties.

#### Objective 5 |

We have formed strong cross-system partnerships to identify needs and share programming to support multi-system youth and their families, maximizing OhioRISE resources.

#### Objective 6 |

We continue to recruit and assist providers in completing the application process while exploring new data systems to connect families and individuals to providers.



### GOAL 2 COMMUNICATIONS: INTERNAL AND EXTERNAL

#### Objective 1 |

We continue executing our communication plan across mediums to share information and resources with individuals and the community at-large.

#### Objective 2 |

We continue to expand our current partnerships with community leaders, the chamber of commerce, and civic organizations to promote awareness of CCBDD programs and services.

#### Objective 3 |

We are restructuring our website to be more consumer-friendly to increase awareness and access to agency and community resources.



#### Objective 4 |

We currently use multiple social media platforms, websites, newsletters, and email list services to inform individuals about activities and events.

#### Objective 5 |

We have surveyed internal communication structures and preferences and are refining communication practices within the agency.

#### Objective 6 |

We hold an annual agency-wide In-Service, promoting cross-department activities and relationship building. We are developing a cross-training program as part of our succession planning to prepare roles for better understanding of interconnectivity and shared responsibilities.

#### Objective 7 |

We are reviewing and refining our outcome reporting methods through our Annual Report and community presentations.

- Completed

- In Progress



## GOAL 3 STAFF DEVELOPMENT

### Objective 1 |

We have revised our onboarding process for new staff, introduced our Trauma-Informed Care Team with new training materials from the State, and are exploring new supervisory training resources with an approved curriculum and implementation timeline.

### Objective 2 |

We have collected and shared the results of an agency-wide communication survey with staff and are developing an internal communication plan.

### Objective 3 |

We are committed to creating an environment of support and positivity for staff. To promote cross-department relationship building, we are hosting annual holiday gatherings, quarterly Trauma-Informed Care Lunch 'n Learns, and monthly Cupcake Days with the Investigations Team.

### Objective 4 |

We continue to engage staff to seek solution-focused practices aimed at supporting new staff while building rapport and enhancing the supervisory relationship. Human Resources conducts exit interviews to understand staff motivations and needs. Staffing has stabilized in the last six months.

### Objective 5 |

We are developing tools to foster discussions with staff regarding growth potential and leadership development.

### Objective 6 |

We have completely revised and applied the staff evaluation process throughout the agency.



## GOAL 4 TECHNOLOGY

### Objective 1 |

We have implemented a comprehensive technology infrastructure plan to address modernization and access.

### Objective 2 |

We have completed a comprehensive cybersecurity assessment and are implementing recommendations based on those results.



## GOAL 5 BUILDINGS, FACILITIES, AND INFRASTRUCTURE

### Objective 1 |

A schedule for systematic repair and preventative maintenance has been completed and implemented.

### Objective 2 |

We have implemented a new security system, BluePoint, to enhance and maximize physical security measures.



## GOAL 6 FISCAL ACCOUNTABILITY AND BUSINESS OPERATIONS

### Objective 1 |

We continue to employ sound fiscal management practices and communicate them to our board, staff, and community. We seek grant funding for additional support and services.

### Objective 2 |

We have implemented agency-wide fiscal presentations to the Board and staff, to the community through our Annual Report, and to the State through required fiscal forecasting reporting.

### Objective 3 |

We are consulting with a specialized service to help with this work.

# Core Values & Our Board



## 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.

## Engage

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

## Clermont DD Board Members



Michael Chapman



Natalie Fiscus



Elizabeth Jensen



David Thamann



Eric Thompson



Mary Jane West



Jeff Weir

In 2025, meetings of the Clermont DD Board were held at 5:30 p.m. on the fourth Thursday of each month, except July and October when no meetings were held. Officers were: Mary Jane West, President; Michael Chapman, Vice President; and David Thamann, Secretary. Members served on the following Committees that met at least once throughout the year:

### Ethics Committee

Michael Chapman  
David Thamann  
Mary Jane West

### Facilities Committee

Michael Chapman  
Natalie Fiscus  
Jeffery Weir

### Finance Committee

David Thamann  
Eric Thompson  
Jeffery Weir

### Program Services Committee

Natalie Fiscus  
Elizabeth Jensen  
Mary Jane West

In December, Board Vice President Michael Chapman chose to step down from the Board, having served 8 consecutive years (2 four-year terms).

# Business Operations



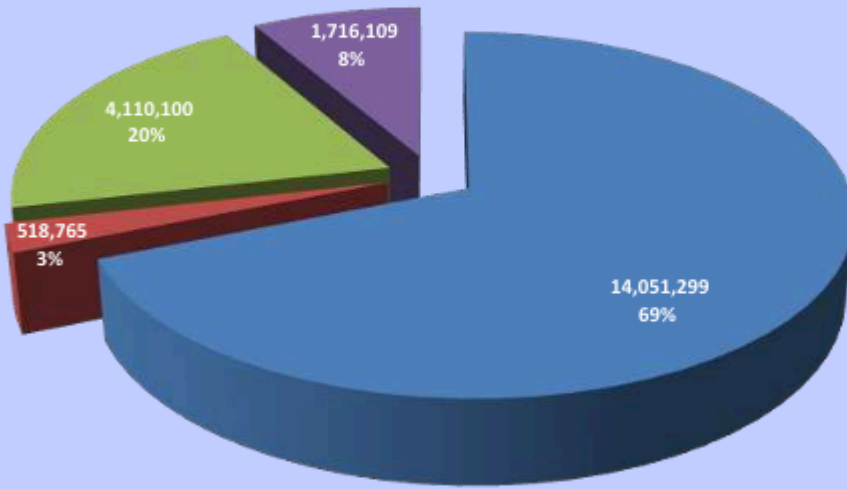
The Business Operations Department provides several key functions to the agency: fiscal operations, information technology, risk management and safety, administrative quality and compliance, facilities management, and transportation management.

## In 2025:

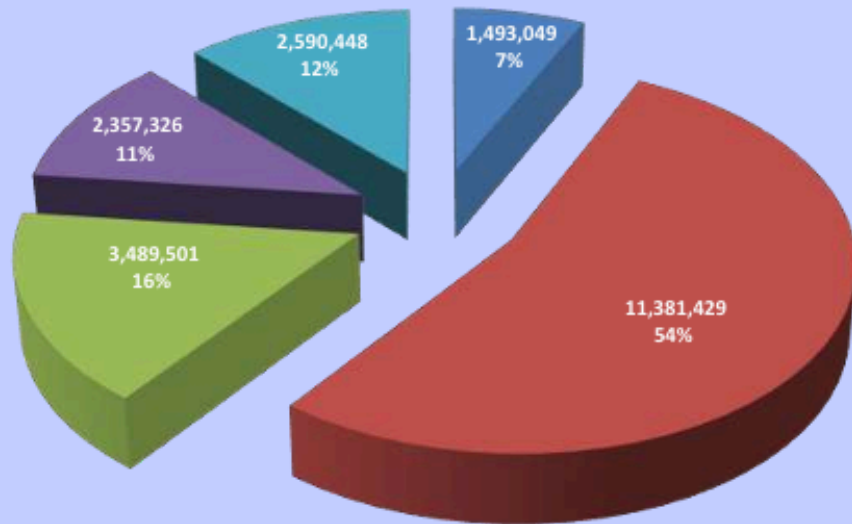
- Facilities staff worked with Behavioral Health Services to apply for and receive a grant for a new wheelchair and trike path for the Wildey School courtyard. This project was completed by Luke Snyder, a Milford High School student as part of Luke's Eagle Scout project.
- The Clermont DD Board Finance Committee met in February and August to discuss financial stability and the possibilities surrounding upcoming levy campaigns.
- The Board approved putting a .75 mill continuing levy on the 2026 primary ballot
- Presented the financial forecast to each Agency Department to discuss long-term financial stability.
- James Taylor, Facilities Maintenance Supervisor, was honored with the Employer of the Year Award at Clermont DD's Good Fortune Recognition Dinner.



**2025 Revenue  
\$20,396,273**



**2025 Expenses  
\$21,311,753**



**Adult**

- Employment Services
- Mental Health
- Behavioral Health

**Service and Support**

- Service and Support Waiver
- Medicaid Support
- Waiver Match

**Community Services**

- Service and Support Local Services
- Investigations
- Family Resource Services
- Developmental Center Placements

**Early Intervention**

- Early Intervention
- Regional Infant Hearing
- Service Coordination

**School Age**

- School Age

# Behavioral Health Services



The Behavioral Health team held steady in 2025, focusing on streamlining data collection, strategic/succession planning, and responding to increased coaching/training needs for caregivers and providers. We revised our referral documentation processes in Brittco in order to better capture utilization, capacity, and gaps in service. Below is an outline of services and activities for which the Behavioral Health Services Department has the responsibility of program management/oversight and the respective numbers served.

## In 2025:

**Staff:** 1 Behavior Support Coordinator, 3 Behavior Support Specialists, 1 Mental Health Therapist, 1 Administrative Assistant, 1 Director = 178 years combined social service experience across credentialed staff.

## Services and Supports (334 unique clients)

- Behavioral Health Services (95) – grant funded services not otherwise identified, including Compassion Collaborative, Resilience Project, Galperin Autism Consulting.
- Behavior Support (156) – specific assignment to staff under Behavior Support Coordinator. May include traditional or specialized behavior support role.
- CITE services (99) – Individuals specifically referred to CITE.
- GOT Respite (11) – those individuals utilizing GOT Respite services through Clermont DD.
- Mental Health Services (33) – In-house mental health and/or Access services facilitated by BHS Dept.
- Respite Services (7)- those individuals referred to/served by SWOCOG respite.

## Activities

- Human Rights Committee (13) - Management of individuals with Restrictive Measures
- Trauma-informed care - agency-wide oversight and implementation
- Grants/Contracts/Subsidies - writing/administration/program development and implementation
  - \* In SFY25, we doubled services to Multi-System Youth under SFSC grant/KFT subsidy -Compassion Collaborative – a Hamilton/Clermont County collaboration.
    - From 38 (SFY24) to 76 (SFY25) total multi-system youth/families served
  - \*Total expenses \$334,538 accessing 134 unique service points.
  - \*Clermont County represented 74% consumers, 72% service utilization.
  - \*Stated goal of preserving DD youth in their homes – 87% were in home settings at the end of the year. If excluding abuse/neglect cases, it increases to 96% of youth maintained in their homes.
  - \*40% cut in state funding for SFY26, significantly impacting numbers served.

**Training & Support Groups (403) - 63 separate sessions, 430+ attendees (NOT included in our unique number of individuals served)** including SURE refreshers, Internet Safety, Trauma-Informed Life Skills, Behavior Concepts, De-escalation/Crisis Response, and Resilience and Behavior Support Strategies:

- Initial SURE training: 12 sessions - 117 new employees, partner agency staff and caregivers (including people from Maggy's Home Health Care, Caring Angels, Loving Hearts, Transitions Behavioral Health, Silver Lining Care, Epilepsy Alliance, Mama's Care, Tender Love and Care, SEBC, Healing Touch, Umbrella Academy, Graceful Living and American Primary Healthcare)
- Personal Protection trainings: 2 sessions – 12 caregivers trained.
- SURE refreshers: 4 sessions - 2 SSA departments, EI Department, Behavioral Health Department, Investigations Dept – 80 attendees
  - \*Basketball is Life (Life skills training): 19 sessions (27 unique attendees) 204 total attendance.
    - Car wash by participants & staff raising \$1,561.51.
  - \*Relationships Class: 2 attending over 3 sessions (6)
  - \*Aktion Club: Safe, Healthy Relationships - 30
  - \*Clermont County CIT training: 1 session – 35 attendees
  - \*Clermont DD Onboarding: 15 sessions, 11 attendees
  - \*TIC Lunch 'n Learns: 4 sessions, 49 attendees.
  - \*Children's Services/DD Collaborative Lunch series: 2 sessions, ~100 attendees

Much of these efforts involved not only working with individuals, but supporting their families and providers, as well as cross system collaborations with other agencies and programs such as Clermont County Children Services, Family & Children First Council, Hamilton County DDS, Clermont County Mental Health & Recovery Board, Child Focus, Inc., Greater Cincinnati Behavioral Health, Pressley Ridge, and SWOCOG. We have worked extremely hard to build and maintain relationships with our community partners.



# Early Childhood Services

I can't believe it has been another year in the Early Intervention world! Our team works hard to serve birth to three populations that may have developmental delays or disabilities in our community. We have two teams that serve the entire Clermont County area.

## Meet Our Team:

Arley Hammons, Director of Early Childhood Services  
Tiffany Regenstein, EI Service Coordinator Supervisor  
Angie Dunaway, EI Clerk  
Danielle Deeter, EI Service Coordinator  
Stephani Luce, EI Service Coordinator  
Allison Kelly, EI Service Coordinator  
Jesse Florczak, EI Service Coordinator  
Karmin Fredwest, EI Service Coordinator  
Lexi Morgan, EI Service Coordinator  
Katie Mills, Developmental Specialist  
Tracy Schaeffer, Developmental Specialist  
Robin Lowe, Developmental Specialist

Kim Bolin, Developmental Specialist  
Marla Kizer, Speech and Language Pathologist  
Layne Nyland, Speech and Language Pathologist  
Sharon Antunes, Speech and Language Pathologist  
Sharon Fowler, Speech and Language Pathologist  
Katie Vaught, Occupational Therapist  
Heidi King, Occupational Therapist  
Lauren Kohler, Occupational Therapist  
Leslie Long, Physical Therapist  
Kathy Herriott, Physical Therapist  
Kiley Larios, Deaf/Hearing Impairment Educator

## Accomplishments from the Team:

Evaluations/Assessments - 483 completed  
Initial IFSP's - 277 completed  
Periodic Reviews - 305 completed

Annual Reviews - 124 completed  
Transition Planning Conferences - 156 completed

A lot of work and dedication has been put in this year. All this while sometimes where we weren't fully staffed due to our own personal life reasons, but we worked together and made a lot of accomplishments this year. I am very proud of our team and the hard work they do to serve our community.



## **Other Program Data:**

Total Referrals: 501

Biggest Referral Source: Parents

Part B Eligible at the age of 3- 121

Compliance Indicator for 2025- Timely Receipt of Services- 100%

LEA Report Compliance- 100%

Annual Program Report- Meets all requirements

## **Early Intervention Program News**

This year was our first full year under the new department, Department of Children and Youth. Our state consultant, Lindsey Jay, has been very helpful in this transition. She provided us with outcomes training, which was very helpful to all staff. We were happy to know that the outcomes of our plans were good and will be even better in the future. She worked with us on our Interagency agreement, which is an agreement with the local Educational Service Center, Child Focus, and the public schools. This helps us with transition from Part C to Part B and makes sure that things run smoothly. We had a meeting with her to go over our annual training analysis plan, which went very well. We are very thankful for our relationship and guidance with Lindsey Jay, who supports us/helps us make sure we are providing the best services possible to our families.

The Early Intervention Program has a new credentialing process that has been a change for Service Coordinators and EI Developmental Specialists. All training and credentialing information will go through Ohio Childcare Resource and Referral Association (OCCRRA). While the change has had some glitches and confusion, it allows all the employees training, applications, education information, and job information to be a one stop and accessible to both the employee and the training/credential personnel to help make the process smoother.

We participated in several child-find activities this year: Family Fun Day in April, the Clermont County Fair in July, and Family Health and Wellness in October. These events helped us get the word out about Early Intervention Services, as well as other services for the Clermont County Board of Developmental Disabilities.

While change is sometimes inevitable, we continue to put our priority into serving families. We know that we face a lot of challenges in the year coming up, which could change the structure and the course of Early Intervention, however, one thing stays the same and that is continuing to serve our families in Clermont County to the best of our ability.

## **Words from the families we serve:**

- Help Me Grow (Early Intervention) has been such a blessing for our family! When my daughter was 18 months old, she barely spoke. Now, just 8 months later, she has an extensive vocabulary and speaks in full sentences. We're so grateful for the support and guidance we've received, it's made such a difference in her development!
- EI was instrumental in coordinating our daughter's needs in physical activity and preparing for preschool.
- The ability to have resources and support put in place early on for our child has allowed him to progress; we didn't know how to address this on our own.
- The relationships and real world support. They (staff) come in and see the way we live but help us grow and use our lifestyle to help develop our child.
- EI has helped us gain confidence in parenting our child and validate concerns that we have.
- The ability to have therapist come to my home truly helped with my son's progress. They were able to see things around the house that impacted our daily lives and help find solutions.
- It was useful having the different tools and strategies provided so that we could work on speech therapy between visits. It was nice having another type of intervention to use other than what we were doing via the hospital. We were working on the same goal but had different pathways that we used to get there.
- Flexible scheduling, at home sessions, one-on-one intervention with home instruction regarding activities to facilitate carry-over, consistency of provider and collaborative goal making.

# Thomas A. Wildey School



The Thomas A. Wildey School is a public separate school through the Ohio Department of Education (ODE). Our school is located within the Clermont County Board of Developmental Disabilities. Wildey School partners with local school districts to provide specially-designed instruction for students as Individualized Education Program (IEP) teams see fit. When an educational placement is deemed appropriate by the student's IEP team, the school district of residence is responsible for 100% of the cost to educate the student as well as providing specialized transportation.

## 2025 Highlights:

- After meetups in the summer, Wildey Students returned to school on August 14.
- The PTO Craft Show on October 4 was a huge success for the second year in a row. This event hosts vendors that cater to people with disabilities or showcases vendors who have disabilities.
- Held a successful Veteran's Day Assembly and ROTC Visit on November 12.
- The Second Annual Snowball Dance was held in January. DJ Etrayn volunteered his time once again. King Lucas and Queen Emma were crowned.
- Author of Be U Bear visited us in March. The Wildey PTO purchased a book for each student.
- Worked with Care Medical to do new chair assessments for students throughout the year.
- Four staff collaborated with Wood County Board of DD's school with a day-long visit to their campus to observe the adapted PD teacher, as well as speech, OT, and PT providers.



- Enjoyed a game of basketball in April between the Wildey Comets and the Clermont County Sheriff's Office.
- Three staff from Wood County Board of DD and the Woodlane School attended our professional development day to speak about augmentative alternative communication devices.
- Community worksites for school-age: Scoopable, Fuego, Impacting Tomorrow, St. Louis School. New worksites were added: One Way Church in Batavia and Snappy Tomato Pizza in Richmond.
- Delivered shredding for the pets to use at Bilby's Supply Shop in Owensville.
- Instructor Assistant Josh Reno, published a book about his son, "The Tale of the Brave Prince and his Amazing, Magical, and Awesome Chair with the Wheels." He was featured at Bike Trails Books in Loveland.
- Wildey students made cards that were shared with a local assisted living home for DD Awareness Month.
- Hosted a Breakfast with Buddies event in April, where each student was able to invite special guests to spend some time at school with them.
- Celebrated Teacher and Staff Appreciation Week in May with a special celebration each day during the week.
- The staff implemented Tiers 1, 2, and 3 levels of behavior supports to better support students with intense needs. School held a Schoolwide PBIS (positive behavior intervention supports) assembly in January to provide reminders to staff and students about our school-wide expectations.
- Two students, Victoria and the late Lucas, graduated on May 23 from the Thomas A. Wildey School.
- Pam Perrotti, Instructor, and Cathy Burton, Instructor Assistant, both retired in May. Instructor Polly Heater retired in November.
- Enjoyed visits from Miss Kim from the Clermont County Public Library throughout the year.
- Celebrated Librarian Appreciation Day in April.

New



# Community Support Services

The Community Support Services Department (CSS) has a community integration team of Service and Support Administrators (SSAs) who help support individuals with developmental disabilities and their families by determining eligibility, facilitating assessments to determine service needs, and identifying available resources.

## 2025 Highlights:

- Roger Moring retired as the Employment Navigator after 23 years at Clermont DD in the Employment Services and Community Support Services Department. Amber Ramsey was hired as the New Employment Navigator.
- Met with Clermont Metropolitan Housing Authority in February to discuss increasing housing vouchers and developing an internal process for referrals
- The CSS department updated CPR/First Aide in March and June.
- Meetings with County partner agencies, CSS, and Ohio Rise to work on collaboration in efforts to improve processes and efficiencies.
- There was an increase in referrals from aging caregivers and family members who are reaching out in desperation because they can no longer provide care for their adult children/family members.
- Received increased referrals from CPS, Ohio Rise, Juvenile Court, and Adult Protective Services requesting eligibility information on individuals who have never been in our system but have been identified as being in unsafe situations.
- CSS set up information sessions for StationMD, which is a high-quality, 24/7 urgent care program for people with I/DD, no matter when they need it, wherever they are in the United States.
- Met with Clermont County Juvenile Court Judge James Schriver and his staff to work on collaboration efforts to improve processes.
- Organized the Red, White, and Bloom into Independence event on July 10.
- OnSeen LiveCare Marketplace was launched in June. This electronic search tool assists providers to find individuals to serve. Clermont DD was one of the first few counties to be using OnSeen.
- Met with many community agencies including New Life Furniture, Charlie Health, Angel Sense, and began including the S.A.L.T. curriculum to our services. S.A.L.T stands for School to Adult Life Transition series, providing a monthly series of learning opportunities, resources, and guidance for families of children in school transition.
- Celebrated DSP Appreciation Week in September.
- Adopted the Blue Envelope Program for Clermont County, helping families of people with developmental or other disabilities work with law enforcement during traffic stops and emergencies.
- Met with community support staff of 15 counties throughout Ohio to discuss Clermont DD's CSS acuity tool, which determines SSA assignment.



- CSS staff participated in the Inaugural Clermont Collaborative Learning Conference at West Clermont High School to discuss services and supports provided by Clermont DD.
- CSS staff also participated in the Journey Into Adulthood Expo at the Sharonville Convention Center, by gathering new resources for families ready to transition from school to adult.
- CSS Staff participated in the Clermont DD Haunted Drive-Thru. This year, we were Snow White, the Seven Dwarfs, and the Evil Queen.
- Clermont DD now partners with SALT TALKS Series, an online transition series virtual format a monthly series developed to provide a learning opportunity, along with the resources and guidance, to families of children with disabilities navigate the transition from school to adult life.
- Attended transition fairs at Milford and New Richmond High Schools, CCESC Monthly Staff meetings, and held CPS/DD Quarterly Meetings.

**Total Providers listed in Clermont DD Database: 426**

Agency Providers Actively Serving: 112  
 Clermont Individuals Actively being served by Agency Providers: 812  
 Independent Providers Actively Serving: 153  
 Clermont DD Individuals Actively being served by Independent Providers: 7  
 New Independent Providers in 2025: 4  
 New Agency Providers in 2025: 5

**78 Individuals in follow-along with Employment Navigator**

**Intake Total – 426**

2025 New and Redetermination # Eligible for Services – 267  
 Total individuals served at Clermont DD – 1995



# Waiver/SSA Department



The Waiver Department includes a dedicated team of Service and Support Administrators (SSAs) and Medicaid Specialists. SSAs support individuals with developmental disabilities and their families by, facilitating assessments to identify service needs, and connecting individuals to appropriate resources. The Medicaid team plays a critical role in ensuring service authorizations are accurately entered into required systems for payment and that Waiting List requirements are completed in compliance with state guidelines.

## 2025 Department Activity & Key Metrics

During 2025, the department experienced significant activity and service delivery:

- 154 Waiting List assessments requested
- 47 individuals enrolled in waivers
- 24 waiver transfers into Clermont County
- 5 waiver exit requests processed
- 597 plan revisions completed
- 731 30-day monitoring contacts conducted
- 1,059 ongoing monitoring contacts completed

## System Improvements & Initiatives

- Live Care / OnSeen Provider Search Tool

Implemented in June 2025, this tool supports individuals and guardians in identifying providers.

79 provider searches were completed between June–December 2025

- Medicaid Community Workshops

The Medicaid team hosted workshops to assist individuals with understanding the Medicaid renewal process and required documentation.

## Community Engagement

- The department actively contributed to agency and community engagement efforts, including:
  - Hosting two major agency events:
    - Summer Picnic
    - Harvest Happenings (Fall 2025)
  - Participation in the agency Halloween Drive-Thru

## Regulatory Changes & System Updates

Throughout 2025, the department adapted to numerous rule changes and system transitions requiring ongoing training and compliance:

### Policy & Service Updates

- Major Unusual Incident (MUI) Rule updates
- Specialized Medical Equipment / Durable Medical Equipment
- Assistive Technology
- Vehicle Updates

### Service Delivery Changes

- Remote Support updated from hourly to 15-minute billing units
  - Resulted in 55 PAWS revisions
- Electronic Visit Verification (EVV)
  - Implemented October 1, 2025
  - Required for applicable services to ensure accurate service documentation and payment

### System Transitions

- Migration from Legacy MSS to New MSS
- Waiting List assessments transitioned to Salesforce
- Transition from Data Warehouse to Tableau
  - Tableau offers enhanced reporting capabilities, including faster performance and visual dashboards
  - The team supported statewide Medicaid managers with training and report development

## Access Rule Implementation

In August 2025, all SSAs completed training on the Access Rule, which went into effect July 9, 2024.

This federally mandated rule is designed to improve the quality of Home and Community-Based Services (HCBS) waivers. As part of Ohio's "Money Follows the Person" initiative, the rule supports individuals in transitioning from institutional settings to community-based living.

## Key Requirements of Access Rule Implementation

- Applies to individuals age 18 and older on HCBS waivers
- Annual completion of:
  - Additional assessment questions
  - Two new screening tools
  - Verification and upload of Level of Care into Salesforce

## LS's Journey: A Story of Resilience, Connection, & Growth

### Before – The Challenges (2020–2022)

LS was once a highly social and active member of the Families with ASD community. His parents founded this nonprofit, which became a hub of connection and resources for families across three states. LS thrived in community events, friendships, and independent living.

### The Impact of COVID

With the onset of the pandemic, LS experienced a sharp decline in social engagement. He avoided leaving the house, even sitting at the same table with his family. He declined car rides and withdrew to isolation in the basement. Anxiety, sensory sensitivities, and trauma responses took root.

### Turning Point – The Plan (Late 2022)

#### SSA's Role

Having known LS and his family for years, a new SSA stepped in. The SSA recognized LS's situation as trauma-based, requiring a non-traditional, person-centered approach. The SSA advocated for PDGS funds to bring in Humans Being Human Consulting (Danae Riggs) to begin trauma-responsive, resilience-focused work.

### After – The Progress (2023–2025)

#### LS's Accomplishments:

1. 30th Birthday Celebration – Planned and hosted his own party, bowling with friends and loved ones.
2. Medical Courage – Completed MRI, dental procedures, and IVIG infusions while managing anxiety.
3. Family Vacation – Swam, boogie-boarded in the ocean, dined at restaurants, tried new foods, and enjoyed family game nights.
4. Riding Shotgun – Sat in the front seat with his mom for the first time in nearly 15 years.
5. Living – Adjusted to living with his sister and her cat, storing important belongings, and adapting to a new budget.

This journey highlights the power of: Person-Centered Support – Meeting LS where he was and building safety first; Collaboration – Family, SSA, and provider working in unison; Trauma-Responsive Practices – Focusing on regulation, resilience, and sustainable growth.

*"From the basement to the bowling lane, LS's courage and the love of his team have brought him back to a life full of connection." Danae Riggs*



# 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. Community Relations staff also serve as advisors for the Aktion Club self advocacy group.

## 2025 Highlights:

- Activities such as Open Bowling, Lunch and Dinner on the Road, Movies, and Dances continued to be well attended.
- Partnered with OSU to offer Healthy Cooking Classes in February, June, and October.
- Members of the LEAD Clermont Class volunteered at the Annual Sweetheart Dance, held this year for the first time at Pattison Park Lodge.
- Becky Fiscus, OSU Extension Office manager of the Health Cooking Classes was awarded the Friends of DD Award at Clermont DD's annual Good Fortune Award Dinner.
- Continued to participate in the Ohio Safety Net Alliance - Clermont Chapter.
- Many volunteers spent time with us this year including college students who interned with Behavioral Health Services, members of American Legions and Auxiliaries, and church members.
- Created a comprehensive calendar of events for DD Awareness Month in March.
- Participated in the Kiwanis Club of the East Fork Region's 5<sup>th</sup> anniversary dinner at Norlyn Manor. Superintendent Dan Ottke served as Kiwanis President during this event and Megan Werring from Community Relations served on the planning committee.
- Submitted three ads to Southwest Ohio Parent Magazine to spotlight services.
- Assisted Early Intervention with a Diaper Drive during DD Awareness Month.
- Loaned our disaster prep trailer to the New Richmond community, to be used during an Ohio River flood to hand out clean-up supplies to homeowners.
- Megan Werring and Angie Stanton from Community Relations went with give self advocates to the Project STIR training in March, paid for by the Southwestern Ohio Council of Governments. STIR stands for Steps Toward Independence and Responsibility.
- Members of the Loveland, Mt. Carmel, and Bethel American Legion and their Ladies Auxiliary hosted activities throughout the year. These included St. Patrick's Day, a Summer Luau, and Western Fling dances, as well as a spring picnic. Over 200 people attended each activity.
- Set up as a vendor and ran the music for the Mental Health and Recovery Board's Car Show in September.
- Hosted two booths at the Clermont County Fair this year (paging booth and informational booth).
- Scheduled 35 individuals and providers/parents to cover shifts at the Clermont DD Info Booth at the Fair.



- Sponsored “A Day in the Ring” on July 23 during the Clermont County Fair; 32 individuals participated by joining up with a 4-H Mentor and showing an animal (ducks, chickens, goats, cows, sheep and rabbits).
- Attended Community Outreach events that included the Williamsburg Farmer’s Market Community Night on June 11, Operation BRIDGE with Mental Health and Recovery Board on July 16, Clermont County Fair in July, the Clermont County Sheriff’s National Night Out in August, Revving Up for Mental Health Car Show in September, Trunk or Treats at CNE in October and Williamsburg on November 1, and the Williamsburg Christmas Walk on December 5.
- Celebrated the 35<sup>th</sup> Anniversary of the Americans with Disabilities Act on July 26. We were at the Clermont County Fair and invited the public to take a selfie and share with us.
- Held an End of Year Summer Bash at Sycamore Park where 150+ individuals and their providers/parents enjoyed a performance by volunteer Becky Fiscus, cornhole, karaoke, and a creek stomp lead by one of the Clermont County Park District’s naturalists.
- Presented the Volunteer of the Year award to the Mt Carmel Legion’s Ladies Auxiliary at the annual Good Fortune Awards Dinner.
- Assisted with the Direct Support Professional Appreciation Week events in September.
- Implemented a very successful Haunted Drive-Thru for the sixth year in a row on October 22.
- We held a food drive in November, to help fulfill the need left by the cancellation of SNAP benefits.
- Participated as a member of the Journey Into Adulthood transition fair Committee by creating social media and PR for the event. There were 63 vendors and 550+ attendees including our own CSS Department.
- The Giving Tree was hosted by Community Relations and featured names of children and adults who found themselves in need this holiday season.
- Volunteer Kathy Gibson presented another great Holiday Bazaar for individuals to “shop” for five gifts for family members.



# Aktion Club Self Advocacy



The Aktion Club of Clermont County, Ohio is a subgroup of the Kiwanis Club of the East Fork Region. The club is made up of self advocates who are truly making an impact in their community.

In 2025, they held monthly meetings that featured visitors from various organizations, they recruited new members, volunteered in the community, and held one fundraisers. It was a great year with a lot of fun and learning!

## 2025 Highlights:

- Self advocates presented information about themselves at Aktion Club meetings including Heather Delehanty who own's Heather's Knitting and Sean Green who wrote and illustrated two children's books in 2025.
- Completed 200 food packs for CNE Cares in Owensville.
- Five self advocates attended Project STIR in March.
- Austin Porter, self advocate, accepted the DD Awareness Month Proclamation in March.
- Celebrated Aktion Club week March 3-7.
- Attended the Kiwanis Club's five-year anniversary dinner on March 4. Thirty-two people attended from the Aktion Club.
- Restocked Little Libraries in New Richmond and the Clermont County Domestic Court monthly.
- Volunteered at Empower Youth in Bethel one Saturday each month to fill food packs for children.
- Bused tables at the Kiwanis Club and Park District pancake breakfast on March 8.
- We said goodbye to Mark Iles, a self advocate/Aktion Club member who passed away in April after a short illness. The Kiwanis Club donated a bench in his honor for individuals to use while waiting on rides .
- Self Advocates who attended Project STIR presented information to the Clermont DD Board at their May meeting.
- Volunteered at the Red, White and Bloom Event, the Clermont County Sheriff's National Night Out, and the Clermont County DD booth at the County Fair.
- Made holiday cards with the Medicaid Team at Clermont DD, which were sent to Developmental Centers.
- Self advocates Charlie Gardner and Austin Porter represent Southwestern Ohio on the Council Of Ohio Leaders (COOL) which is a subcommittee of the Ohio Self Determination Association.
- Seven Self advocates attended the Synergy Conference in Northern Ohio October 1-3.
- Aktion Club shopped for Giving Tree on December 3 with \$400 of their own money, plus an extra \$550 that was donated by The Watkins Family and the Mt. Carmel American Legion.





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# Community Partnerships



Department of  
Developmental  
Disabilities



Opportunities for  
Ohioans with  
Disabilities



CLERMONT  
COUNTY OHIO  
CHILDREN'S PROTECTIVE  
SERVICES



Clermont County  
MENTAL HEALTH  
& RECOVERY BOARD



Greater Cincinnati  
Behavioral  
Health Services  
Our Work is Life Changing



Early Childhood Coordinating Committee  
**EC3**

Clermont County

a subcommittee of Family & Children First Council



**PRESSLEY  
RIDGE**

