Looking Toward the Future

As 2014 came to a close, the implications of a “convergence of forces” created a new reality for Ohio’s County Boards of Developmental Disabilities (DD) and placed even greater attention on how and where services for individuals with DD are provided. The three primary forces driving this include: the Olmstead Ruling (stating people with DD have the right to receive services in the least restrictive setting possible); Centers for Medicare and Medicaid Services’ Rule (defining that individuals with DD must have full access to the benefits of community living and receive services in the most integrated setting); and Ohio’s Employment First initiative (promoting that community employment is the preferred option for working-age Ohioans with disabilities).

The Cuyahoga County Board of DD has always been committed to the idea that people with DD are entitled to services available in a variety of environments and, especially, to the full benefits of community membership. This is at the core of our mission and a value that permeates our programs and services. We have transitioned away from providing school services in favor of having these services provided in home districts. We have transformed our early intervention services from being center-based to being available in natural environments, like a family’s home. And, we have been placing greater focus on helping adults and those transitioning out of school to find meaningful work in the community.

As we look toward the future, we will and must continue to identify and develop new service delivery models and new opportunities for individuals with DD that maintain our forward momentum. This means finding ways to help individuals prepare well for jobs, networking with employers to create more job opportunities for people who want them, and allowing those who want to receive day services in the community to have this option available to them. Utilizing a person-centered approach, an approach that puts the individual in charge of defining the direction of his/her life, we must also make sure that those we support are aware of all of their options and be willing to support them in exploring new ideas and new opportunities.
The future holds much promise and new possibilities for individuals with DD, however, we all need to work hard and work together to raise expectations. We need to encourage people with DD to dream of a future that may not have been available before now; to support parents to imagine a future for their sons and daughters that includes working alongside typical peers and earning equal pay; to focus on how people with DD are more like us than different from us; to lessen dependence on programs and systems and instead rely on friends, family, coworkers, and neighbors for support and assistance; and to educate our communities and area businesses on the many benefits of including people with DD in neighborhoods and in the workplace.

The future is indeed exciting for the more than 10,000 individuals the Board serves annually, and there is so much more to do. We look forward to partnering with you to assure that the future remains bright and full of meaningful opportunities for people with DD to live, learn, work and play in the community.

Sincerely,

Kelly A. Petty
Superintendent & CEO

Ara A. Bagdasarian
President of the Board

2014 Board
Ara A. Bagdasarian, President
Steven M. Licciardi, Vice President
Tania J. Younkin, Secretary
David Crampton, Ph.D.
Diane Roman Fusco
Lisa M. Hunt
Richard V. Mazzola
By the Numbers

Who we support

<table>
<thead>
<tr>
<th>Children</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early Intervention</td>
<td>1,149</td>
<td>988</td>
</tr>
<tr>
<td>Supports for Public School Students</td>
<td>870</td>
<td>829</td>
</tr>
<tr>
<td>Student Transition Coordination</td>
<td>404</td>
<td>135</td>
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<tr>
<td><strong>Total Children</strong></td>
<td>2,423</td>
<td>1,952</td>
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<table>
<thead>
<tr>
<th>Adults</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Activities Centers, Non-Vocational</td>
<td>363</td>
<td>374</td>
</tr>
<tr>
<td>Adult Activities Centers, Contract Work</td>
<td>960</td>
<td>1,065</td>
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<tr>
<td>Job Placement</td>
<td>214</td>
<td>226</td>
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<tr>
<td>Supported Employment</td>
<td>745</td>
<td>605</td>
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<tr>
<td>Contract Agencies</td>
<td>648</td>
<td>624</td>
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<tr>
<td>Private Day Service*</td>
<td>1,177</td>
<td>1,121</td>
</tr>
<tr>
<td>Forensic Services</td>
<td>55</td>
<td>49</td>
</tr>
<tr>
<td><strong>Total Adults</strong></td>
<td>4,162</td>
<td>4,064</td>
</tr>
</tbody>
</table>

*The Board of DD provides the 40% local matching funds from its local levy for eligible individuals with DD served in private day programs.

| Support Administration Only       | 1,015| 975  |
| Family Supports Only              | 1,107| 1,238|
| **Total Individuals Served**      | 8,711| 8,245|
| Community/Residential Services    | 4,385| 4,633|

The above figures are a snapshot of enrollment at the end of the year, not cumulative for the year.

Unduplicated count of individuals served during the course of the year:

2014          2013
13,327         14,360

SATISFACTION WITH OUR SERVICES

Do you know who can help you if you have a problem?

95% yes

Were you treated with respect?

97% Satisfied

How satisfied are you with your overall experience with CCBDD?

95% Satisfied
Since the passage of our last levy in 2005, our levy income, which provides the largest portion of our funding, has decreased by 12%. CCBDD has focused on securing resources to add to its sustainability fund in order to offset the losses occurring because of the county’s reduced tax base, the state’s elimination of the tangible personal property tax and ongoing reductions in other state funding. In 2014, our expenses exceeded revenue for the second consecutive year, and we continued to use our sustainability fund to cover expenses.
Expenditures by Service

- Services for Children: 25%
- Services for Adults: 25%
- Special Services: 6%
- Transportation: 7%
- Business: 3%
- Administration: 4%
- Community & Medicaid Services: 20%
- Local Match: 3%

Sources of Revenue

- County Levy: 55%
- State of Ohio: 35%
- Federal Funds: 5%
- Other: 5%

2013:
Expenditures by Service

- Services for Children: 26%
- Services for Adults: 9%
- Special Services: 6%
- Transportation: 3%
- Business: 3%
- Administration: 25%
- Community & Medicaid Services: 25%
- Local Match: 3%

Sources of Revenue

- County Levy: 54%
- State of Ohio: 34%
- Federal Funds: 7%
- Other: 5%

2014:
Early Intervention

Conducted 2,047 developmental evaluations on children under age three

Provided early intervention services to 1,400 young children and their families with 445 children successfully transitioning to preschool

CCBDD’s evidence-based early intervention program achieved federal average standards of performance only two years after implementation and became a Best Practices model for Ohio

Children’s Services

Served 875 students through partnerships with all 31 public school districts in the county

Earned a 98% recommendation rate by school district staff for our technical services

781 children participated in summer camp programs

Quinn’s Story

At just 10 months old, Quinn became eligible for CCBDD services. A CCBDD occupational therapist helped Quinn’s parents understand medical terms and apply recommendations in their home environment, making it a safer and more sensory-friendly place for Quinn. The therapist taught his parents many activities they could do with him to address his needs and unlock his potential. She also inspired them to become informed advocates for their son.

At age two, a CCBDD physical therapist and speech-language therapist became a part of Quinn’s support team. They helped him improve his physical mobility, oral motor skills, vocabulary development and eating skills. They recommended products to help Quinn during this important time of development and modeled exercises that could be done in between their visits.

When Quinn was nearing his third birthday, the team of CCBDD professionals and a service coordinator supported Quinn and his parents as he transitioned seamlessly to his local school district where he is now a happy preschooler, learning and playing with his peers in an integrated preschool program. “From the moment the team entered my house on that first day, I have been amazed at the quality of services provided to us. What a lucky family we were to have had each person of this amazing team with us through the early part of his journey,” shared Quinn’s grateful mother.
Assistive Technology

Responded to **3,609** referrals for therapy services in all program areas

Provided **100** pieces of daily living and mobility equipment to individuals

Distributed and supported **294** refurbished computers to individuals as a part of the Computers Helping to Inspire People (CHIP) Program

Provided **653** hours of sign language interpretation for **78** individuals, the majority of which occurred in community employment settings

Requests for our therapy services fell into these three categories:

- **39%** Speech Therapy
- **31%** Occupational Therapy
- **30%** Physical Therapy
Revitalized coordination with all public school districts in the county to better prepare students for work opportunities after graduation

Co-sponsored a county-wide Transition Expo that was attended by 350 students with DD transitioning from high school and their parents/family members

Provided transition planning services for children leaving the custody of the Department of Children & Family Services

Began planning for summer work experiences for transition-age students

Blaise’s Story

Blaise was first introduced to retail while attending Beachwood High School when she was given the opportunity to work in various departments at Heinen’s. She did her senior project at the Gap, and that is when Blaise decided she really enjoyed retail and wanted to further improve her skills to find a competitive job. CCBDD was part of the team working with Blaise, gathering information for her transition to employment profile. Community partners supported Blaise as she completed community-based assessments at Old Navy and Petco. She made great progress at Old Navy, sorting, labeling and neatly displaying the merchandise. She also improved her customer service skills by interacting with customers and helping them find products.

Blaise displayed much promise that she has what it takes to be part of a successful retail team. Each work experience has helped her gain confidence in her skills and abilities as she moves closer to her dream job. In her spare time, Blaise enjoys performing with the Beachwood Community Theater and creating and selling artwork.

Pathways to Adulthood

Promoting community employment as the preferred option for working-age Ohioans with disabilities
Abilities at Work

CCBDD adopted a policy on Ohio’s Employment First initiative, reinforcing that work is the preferred option for Ohioans with disabilities.

More than 1,400 adults received vocational and rehabilitation services helping to prepare them for a range of employment opportunities.

More than 250 individuals received ongoing services to help them maintain their jobs in the community.

More than 500 individuals were employed in supported work environments.

More than 400 individuals received employment services in partnership with community provider agencies.

Increased participation in the Community Employment Preparation Program and Employment and Me curriculum lead to improved work-readiness skills for individuals attending Adult Activities Centers.

Jennifer’s Story

From her first day at Beachwood Adult Activities Center (AAC), Jennifer took advantage of every opportunity to learn vocational tasks and social skills necessary for successful employment. She was a part of the first CCBDD Community Employment Preparation Program at the AAC, and she graduated at the top of her class.

Eager to apply her new skills in a community setting, Jennifer transitioned from the AAC to one of CCBDD’s three Just-A-Buck retail stores, operated in partnership with SAW, Inc. The Just-A-Buck stores serve as community-based employment training programs. Not only has Jennifer learned important work skills at the store, she is improving her social skills that are key to becoming better prepared for a competitive job in the community.

Jennifer’s job coaches state that she is a role model for her fellow employees who are inspired by her dedication. When Jennifer is not working, she is an accomplished artist and has contributed to a number of collective pieces, including “The Journey Continues” which celebrated the establishment of CCBDD.
According to outcomes measured over the last three years (2012-2014):

95% of individuals served in the Adult Activities Centers are satisfied with their current services

86% of individuals placed in competitive jobs retained their jobs for 90 days or more

Average hourly wages increased for individuals in all work settings:

19% wage increase for standard work activities
31% wage increase for supported employment
11% wage increase for competitive employment

John’s Story

John has worked at a variety of jobs, learning new skills and meeting new people. Being open to trying something new without complaint is a special trait of John’s. In early 2014, he decided to try out a new career as a packager at Seedhouse Distribution in Cleveland as a part of CCBDD’s supported employment program. In only two months’ time, John’s talents and hard-working nature landed him a competitive job at Seedhouse Distribution, unpacking and repacking bulk food items that are sent to retail distributors.

John’s co-workers shared that he comes to work every single day with a positive attitude and helps to keep them in a good mood to such a degree that “John’s attitude should be bottled and sold.” John’s co-workers have not only been inspired by his positive work ethic, but they have rallied around him to support his weight loss and health goals. To date, and with the help of his employer and co-workers, John has lost over 100 pounds and now enjoys walking in his neighborhood and working out with a personal trainer.

John is more than a remarkable employee and role model for a healthier lifestyle. His mother and extended family share that John loves to cook for others, help take care of their home, and fill-in at the family store when needed.
Provided support administration (case management) services for more than **4,600** individuals and assisted an additional **750** individuals residing in various intermediate care facility settings.

Enrolled **20** new individuals on the Individual Options (IO) waiver, bringing the total enrollment to **1,950**

Enrolled **20** new individuals on the Self-Empowered Life Funding (SELF) waiver, bringing the total enrollment to **30**

Enrolled **125** individuals on the Level 1 waiver, bringing the total to **1,875**

Processed an average of **287** intake (enrollment) requests/inquiries per month; **74%** of determinations were completed within **45** days

Purchased **5** new residential facilities, bringing the total number of CCBDD-owned facilities to **17**

Provided family supports, including camp, respite and home modifications, to nearly **1,500** families

Trained **37** individuals to use public transportation and better navigate their communities
Coordinated a Provider Fair that reached hundreds of families and provided them with resources and information about services and supports available in the community.

Renewed shared funding agreements with the Cuyahoga County Departments of Children & Family Services and Alcohol, Drug Addiction & Mental Health Services Board.

_Patty & Dan’s Story_

For many years, Patty and Dan lived side-by-side as neighbors in separate apartments. They spent most of their time together, and their friendship bloomed into falling in love. They clearly stated to their CCBDD support administrator that they wanted more control over their lives, and that they wanted to live together. They were ready for change.

With the encouragement and guidance of their support administrator, Patty and Dan selected a provider of residential services who also believed in their shared goals of living together and becoming more self-sufficient. Their new provider was able to assist them in finding an apartment where they could live together very close to Patty’s mother, whom Patty wanted to provide more care. Patty and Dan were happy and enjoying more privacy and greater independence. They soon requested to have their supports reduced to weekdays only, and they began planning together for their futures. They were excited about new possibilities.

Before long, Patty and Dan decided it was time to make some additional improvements in their lives. They went to the local animal shelter and adopted a cat, Buddy, which brings them much joy. Dan gave up smoking cigars, and Patty decided to budget her money better. With the support of their residential provider, Patty and Dan learned how to save money for things that were most important to them—healthier food, new household items and trips to the salon. They also learned how to live a healthier lifestyle and have both lost weight. They walk daily for exercise and follow a healthy diet. They are very happy—happy together.

Living in the community with minimal supports and being able to lean on each other for support is a point of pride for Patty and Dan. They make choices about their lives. They have become strong advocates for themselves. And they enjoy being active in their community while living happily together.
Responded to **3,542** referrals for behavioral health services

Developed new opportunities in support of individuals’ needs and desires, including the “Ohio City Slickers” social group and a support group for individuals who identify as lesbian, gay, bisexual or transgender

Strengthened effectiveness and customer service as evidenced by receiving “good” or “excellent” ratings by provider agencies on their understanding of the behavioral support plan

Maintained partnerships with local health care institutions to support care coordination for individuals and to expand the number of medical residents dedicated to serving individuals with intellectual disabilities

Completed **238** nursing quality assurance reviews, **485** Major Unusual Incident (MUI) nonprotocol evaluations, and certified **45** registered nurses to be Department of DD trainers for medication administration

Provided RN delegation and monitoring for individuals attending the Adult Activities Centers resulting in approximately **77,000** medication administrations, health-related activities and nursing tasks
CCBDD’S Health Committee, Wellness for Life, identified that many of the individuals supported by CCBDD are obese and sedentary (much the same as the typical population). In response to this, the Wellness for Life Committee designed and developed a curriculum, Ways of Wellness, to teach individuals with DD about nutrition and exercise to see if that would motivate them to make healthy food choices and to exercise. A Wellness for Life newsletter is published twice a year and tailored to helping individuals with developmental disabilities achieve a healthy lifestyle.

CCBDD piloted this curriculum in three of the Adult Activities Centers. The pilot has revealed that, although there was no weight loss, there was an increase in stamina in the individuals who participated. The Wellness for Life committee is currently strategizing how to bring information on nutrition and exercise to community providers to continue the work started by the Ways of Wellness curriculum and determine how it can be implemented for individuals who live and work in the community.

Ways of Wellness

CCBDD piloted this curriculum in three of the Adult Activities Centers. The pilot has revealed that, although there was no weight loss, there was an increase in stamina in the individuals who participated. The Wellness for Life committee is currently strategizing how to bring information on nutrition and exercise to community providers to continue the work started by the Ways of Wellness curriculum and determine how it can be implemented for individuals who live and work in the community.
**Safety & Quality Assurance**

Conducted safe transportation training for **44** non-medical transportation providers

Facilitated more than **35** educational forums for community provider agencies on a variety of topics, such as risk management, complying with rule requirements and human resource tools

Responded to increased calls to the provider support phone line; **49%** increase from 2013

Began offering background check services to providers at a nominal cost

Investigated **1,442** major unusual incidents (MUIs), with **99.7%** completed within the required timeline

Conducted more than **30** in-service training programs on the MUI and UI rule requirements

Expanded outreach and training to local law enforcement, provider agencies and community members in an effort to proactively address challenges

**Behind the Scenes**

**Improving Efficiencies and Reducing Costs**

Increased alternative transportation options that resulted in a **28%** reduction of out-of-boundary riders and reduction of **2** buses in the bus fleet

Reduced energy costs through the installation of LED and fluorescent lighting in all facilities and parking areas

Increased participation in the agency-wide recycling program and use of environmentally-friendly green products

Responded to more than **1,500** work orders, providing proactive repairs that reduced costly emergency services

**Enhancing Communication**

Expanded social media through increased traffic to CCBDD’s Facebook page and website

Developed a communication plan for increasing public awareness about Ability at Work and the value employees with DD bring to the workplace

Won **3** statewide Ohio Public Images awards for our *Insight* publication, our DD awareness billboards and our Making Choices video
Celebrated the talents of 377 volunteers who shared their time to enrich social, recreational and cultural experiences of individuals with DD

Inducted 9 new individuals into the CCBDD Hall of Fame in recognition of their lifelong commitment to serving individuals with DD, bringing the total inductees to 28

Recognizing our VIPs (Very Important Partners)

Making a Difference

For more than two decades, CCBDD has been committed to helping address a growing need in Cuyahoga County—hunger. Staff, volunteers, and individuals served by the Board have given of their time and talents to participate in community-based solutions to help families alleviate hunger. Sorting food items at the Greater Cleveland Food Bank, delivering nutritious meals to home-bound seniors, and supporting nearby churches with their food drives are just some of the efforts that have been undertaken. All who have participated in these efforts will be the first to tell you just how satisfying it is to be able to give back to their communities.

The Maple Heights Adult Activities Center wanted to make an even bigger difference and became a food distribution site for the Greater Cleveland Food Bank. Thirty-five volunteers and 17 individuals who attend the Center have shared nearly 700 hours of their time helping to supply nutritious and healthy food to more than 5,000 people in need. Often referred to as ‘partners in produce,’ the volunteers serve as role models to fellow volunteers with developmental disabilities supporting them to learn new skills and gain confidence through this experience. These hard-working individuals remind everyone that their abilities matter and make a difference, sharing smiles, hugs, comradery, storytelling, inquiries about friends and family—all while sorting, bagging and packing food for others.

In 2014, CCBDD staff raised nearly $40,000 for the Harvest for Hunger campaign, a collaborative effort of four food banks in Northeast Ohio.
Directory

Michael A. Donzella Administration Building
1275 Lakeside Avenue East
Cleveland, Ohio 44114-1129
(216) 241-8230

Beachwood Adult Activities Center
23750 Mercantile Road
Beachwood, Ohio 44122-5906
Manager – Robert Kaschalk
(216) 931-7304

Big Creek Center
6149 West 130th Street
Parma, Ohio 44130-1042
(216) 362-6450

Brooklyn Adult Activities Center
10991 Memphis Avenue
Brooklyn, Ohio 44144-2055
Manager – David Nodge
(216) 941-8800

Cleveland Crops Main Campus
Terrence M. Ryan Agricultural Education Center
5320 Stanard Avenue
Cleveland, Ohio 44103-1337
(216) 429-8200

Cleveland Crops Farm Sites
Heritage Farm (Cleveland)
Ohio City Farm (Cleveland)
Stanard Farm (Cleveland)
Stearns Farm (Parma)
(216) 241-8230

Cleveland Crops Café
Virgil Brown/Cuyahoga Jobs & Family Services

East Cleveland Adult Activities Center
13231 Euclid Avenue
East Cleveland, Ohio 44112-3918
Manager – Margalie Belizaire
(216) 681-4433

Euclid Adult Activities Center
1490 East 191st Street
Euclid, Ohio 44117-1380
Manager – Mary Beth Schwarz
(216) 486-0600

Forest Hill Center
14800 Private Drive
East Cleveland, Ohio 44112-3599
(216) 761-3353

Green Road Services Center
4329 Green Road
Highland Hills, Ohio 44128-4884
(216) 931-7340

Instructional Media Center
2421 Community College Avenue
Cleveland, Ohio 44115-3118
(216) 736-8353

Just-A-Buck I
Midtown Shopping Center
1844 Snow Road
Parma, Ohio 44134-2723
(216) 351-2825

Just-A-Buck II
Maymore Plaza
4507 Mayfield Road
South Euclid, Ohio 44121-4016
(216) 291-2825

Just-A-Buck III
River Plaza
21820 Center Ridge Road
Rocky River, Ohio 44116-3921
(440) 333-2821
Maple Heights Adult Activities Center  
14775 Broadway Avenue  
Maple Heights, Ohio 44137-9998  
Manager – Johanna Patena  
(216) 931-7410

Operations Facility  
4553 Hinckley Industrial Parkway  
Cleveland, Ohio 44109-6003  
(216) 741-2503

Parma Adult Activities Center  
12660 Plaza Drive  
Parma, Ohio 44130-1046  
Manager – Stacey Maleckar  
(216) 265-3030

River Copy and Mail  
12117 Berea Road  
Cleveland, Ohio 44111-1611  
(216) 251-8150

Rocky River Adult Activities Center  
20120 Detroit Road  
Rocky River, Ohio 44116-2421  
Manager – Laura Cooper  
(216) 931-7390

SAW, Inc.  
1275 Lakeside Avenue East  
Cleveland, Ohio 44114-1129  
Manager – Judith Carey  
(216) 861-0250

Southwest Adult Activities Center  
4720 Hinckley Industrial Parkway  
Cleveland, Ohio 44109-6003  
Manager – Karen Fifelski  
(216) 749-0356

Transportation Center  
7001 Euclid Avenue  
Cleveland, Ohio 44103-4013  
(216) 881-4333

William Patrick Day Services Center  
2421 Community College Avenue  
Cleveland, Ohio 44115-3118  
(216) 736-2920

CCBDD was named one of Northeast Ohio’s Top Workplaces for 2014 based on employee nominations and surveys