

My  Voice
My Choice
Ohio's Provider Report Card

Cuyahoga County



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Mission Statement

Giving people with developmental disabilities and their families a voice in making a choice that will support them in having a better life.

Guiding Principles

- We believe all people have a voice and a right to be heard.
- We respect and value diversity, honesty and integrity.
- We will strengthen services and improve lives through partnerships and working together.
- We are committed to creating a user-friendly report card.
- The report card will be fair, based on consumer input, to help families and individuals make an informed choice.
- The results of the report card will be public, individual input will be kept private.

NOTES ABOUT THE REPORT CARD RESULTS . . .

To be listed in this report:

- Provider must serve at least 6 individuals
- Providers must have provided services for at least 6 months in the county
- Individuals must have received services from the provider for at least 6 months in order to participate

To list guardian and individual responses separately:

- For each provider, at least 6 individuals and at least 6 guardians must have responded to the report card

Provider Response:

- Providers are given the report card results 10 days prior to publication. Please contact the provider for information about their response to this report card.

Caution:

- Some counties and providers have low response rates from individuals and guardians. Low response rates can be from guardians failing to return guardian report cards and/or individuals being absent or otherwise unable to participate when interviews are conducted. Be careful when reading results from low numbers of people. These survey data may not be as accurate as survey data from larger numbers of people.
- Results for a provider will be published if 33% or more of individuals receiving services or their guardians respond.

All providers in each county may not be listed. For a complete list of providers in your county, please contact your local County Board of MRDD or the Ohio Department of Mental Retardation and Developmental Disabilities at www.odmrdd.state.oh.us

The grades assigned by this report should not be construed as a measure of the provider's compliance with applicable federal, state and local rules and regulations pertaining to the operation of its programs.

Cuyahoga County

(Interview Date: October 2004)

Provider: Anthony Wayne Services

Overall Grade: A-

of Individuals Served = 21

of Individuals Responding = 4

of Guardians Responding = 5

Combined Grade:

Service – B+

Quality – B+

Rights – A

Health and Safety – A

Satisfaction – A

Overall – A-

Provider: Bethesda Lutheran
Overall Grade: A-

of Individuals Served = 22

of Individuals Responding = 5

of Guardians Responding = 3

Combined Grade:

Service – A-

Quality – B+

Rights – A

Health and Safety – B+

Satisfaction – A-

Overall – A-

Provider: Connection in Ohio
Overall Grade: A-

of Individuals Served = 38

of Individuals Responding = 5

of Guardians Responding = 7

Combined Grade:

Service – A-

Quality – A

Rights – A

Health and Safety – A

Satisfaction – A-

Overall – A-

Provider: Consumer Support Services
Overall Grade: A-

of Individuals Served = 25

of Individuals Responding = 6

of Guardians Responding = 2

Combined Grade:

Service – A

Quality – A-

Rights – A

Health and Safety – A

Satisfaction – A-

Overall – A-

Provider: Dungarvin Ohio, Inc.
Overall Grade: A

of Individuals Served = 17

of Individuals Responding = 2

of Guardians Responding = 6

Combined Grade:

Service – A

Quality – A

Rights – A+

Health and Safety – A

Satisfaction – A

Overall – A

Provider: Hattie Larlham Community Services
Overall Grade: A

of Individuals Served = 41

of Individuals Responding = 1

of Guardians Responding = 12

Combined Grade:

Service – A

Quality – A

Rights – A

Health and Safety – A

Satisfaction – A-

Overall – A

Provider: Jewish Family Services
Overall Grade: A-

of Individuals Served = 103
of Individuals Responding = 18
of Guardians Responding = 15

Combined Grade:

Service – A-
Quality – A-
Rights – A-
Health and Safety – A
Satisfaction – A
Overall – A-

Grades from Individuals:

Service – B+
Quality – A-
Rights – B
Health and Safety – A-
Satisfaction – A
Overall – A-

Grades from Guardians:

Service – A
Quality – A-
Rights – A
Health and Safety – A
Satisfaction – A
Overall – A

Provider: Koinonia Homes, Inc.
Overall Grade: A-

of Individuals Served = 160
of Individuals Responding = 28
of Guardians Responding = 51

Combined Grade:

Service – A-
Quality – B+
Rights – A
Health and Safety – A
Satisfaction – A
Overall – A-

Grades from Individuals:

Service – B+
Quality – B
Rights – A-
Health and Safety – A
Satisfaction – A
Overall – A-

Grades from Guardians:

Service – A-
Quality – A-
Rights – A
Health and Safety – A
Satisfaction – A-
Overall – A-

Provider: L'Arche Cleveland
Overall Grade: A+

of Individuals Served = 14

of Individuals Responding = 5

of Guardians Responding = 5

Combined Grade:

Service – A

Quality – A

Rights – A

Health and Safety – A+

Satisfaction – A+

Overall – A+

Provider: Maricare, Inc.
Overall Grade: A

of Individuals Served = 21

of Individuals Responding = 2

of Guardians Responding = 7

Combined Grade:

Service – A-

Quality – A-

Rights – A+

Health and Safety – A

Satisfaction – A

Overall – A

Provider: New Avenues to Independence, Inc.
Overall Grade: A-

of Individuals Served = 107
of Individuals Responding = 22
of Guardians Responding = 22

Combined Grade:

Service – B+
Quality – A-
Rights – A-
Health and Safety – A
Satisfaction – A-
Overall – A-

Grades from Individuals:

Service – B+
Quality – A-
Rights – B+
Health and Safety – A-
Satisfaction – B+
Overall – B+

Grades from Guardians:

Service – B+
Quality – B+
Rights – A-
Health and Safety – A
Satisfaction – A-
Overall – A-

Provider: Northeast Care Center, Inc.
Overall Grade: A-

of Individuals Served = 155
of Individuals Responding = 12
of Guardians Responding = 64

Combined Grade:

Service – A-
Quality – A-
Rights – A-
Health and Safety – A
Satisfaction – A
Overall – A-

Grades from Individuals:

Service – A-
Quality – A-
Rights – A-
Health and Safety – A
Satisfaction – A
Overall – A-

Grades from Guardians:

Service – A-
Quality – A-
Rights – A-
Health and Safety – A
Satisfaction – A-
Overall – A-

Provider: North Shore Residential Services
Overall Grade: B+

of Individuals Served = 63
of Individuals Responding = 14
of Guardians Responding = 7

Combined Grade:

Service – A-
Quality – B
Rights – B
Health and Safety – A-
Satisfaction – A-
Overall – B+

Grades from Individuals:

Service – A-
Quality – B
Rights – B
Health and Safety – A-
Satisfaction – A-
Overall – B+

Grades from Guardians:

Service – A-
Quality – A
Rights – A
Health and Safety – A
Satisfaction – A
Overall – A

Provider: Ohio Mentor
Overall Grade: A-

of Individuals Served = 88
of Individuals Responding = 10
of Guardians Responding = 29

Combined Grade:

Service – A-
Quality – A-
Rights – A
Health and Safety – A
Satisfaction – A
Overall – A-

Grades from Individuals:

Service – A+
Quality – A
Rights – A
Health and Safety – A
Satisfaction – A
Overall – A

Grades from Guardians:

Service – A-
Quality – A-
Rights – A
Health and Safety – A
Satisfaction – A-
Overall – A-

Provider: Our Lady of the Wayside
Overall Grade: A-

of Individuals Served = 82
of Individuals Responding = 18
of Guardians Responding = 11

Combined Grade:

Service – A-
Quality – A-
Rights – A
Health and Safety – A
Satisfaction – A
Overall – A-

Grades from Individuals:

Service – A
Quality – A-
Rights – A-
Health and Safety – A
Satisfaction – A
Overall – A-

Grades from Guardians:

Service – A-
Quality – B+
Rights – A
Health and Safety – A
Satisfaction – A-
Overall – A-

Provider: Palmcrest Bellaire, Inc.
Overall Grade: A-

of Individuals Served = 13

of Individuals Responding = 2

of Guardians Responding = 7

Combined Grade:

Service – B+

Quality – B

Rights – B+

Health and Safety – A+

Satisfaction – B+

Overall – A-

Provider: Phoenix Residential
Overall Grade: A-

of Individuals Served = 64
of Individuals Responding = 16
of Guardians Responding = 12

Combined Grade:

Service – B+
Quality – A-
Rights – A-
Health and Safety – A
Satisfaction – A-
Overall – A-

Grades from Individuals:

Service – B
Quality – B
Rights – B
Health and Safety – A-
Satisfaction – B+
Overall – B+

Grades from Guardians:

Service – A
Quality – A
Rights – A
Health and Safety – A
Satisfaction – A
Overall – A

Provider: Pine Grove Habilitation Facility
Overall Grade: A

of Individuals Served = 22

of Individuals Responding = 0

of Guardians Responding = 10

Combined Grade:

Service – A

Quality – A

Rights – A

Health and Safety – A

Satisfaction – A

Overall – A

Provider: REM Consulting of Ohio
Overall Grade: A

of Individuals Served = 63

of Individuals Responding = 6

of Guardians Responding = 21

Combined Grade:

Service – A

Quality – A-

Rights – A

Health and Safety – A

Satisfaction – A

Overall – A

Grades from Individuals:

Service – A+

Quality – A

Rights – A

Health and Safety – A+

Satisfaction – A+

Overall – A

Grades from Guardians:

Service – A-

Quality – A-

Rights – A

Health and Safety – A

Satisfaction – A

Overall – A-

Provider: RMS of Ohio, Inc.
Overall Grade: B+

of Individuals Served = 32

of Individuals Responding = 8

of Guardians Responding = 3

Combined Grade:

Service – B+

Quality – B

Rights – A-

Health and Safety – A-

Satisfaction – B

Overall – B+

Provider: Stonewood Residential, Inc.
Overall Grade: B+

of Individuals Served = 18

of Individuals Responding = 2

of Guardians Responding = 4

Combined Grade:

Service – B

Quality – B

Rights – B+

Health and Safety – A

Satisfaction – B+

Overall – B+

Provider: Support Care
Overall Grade: B+

of Individuals Served = 31

of Individuals Responding = 8

of Guardians Responding = 4

Combined Grade:

Service – B+

Quality – B

Rights – B

Health and Safety – A-

Satisfaction – B+

Overall – B+

Provider: United Cerebral Palsy
Overall Grade: A-

of Individuals Served = 52
of Individuals Responding = 15
of Guardians Responding = 6

Combined Grade:

Service – A-
Quality – A-
Rights – A
Health and Safety – A
Satisfaction – A-
Overall – A-

Grades from Individuals:

Service – A-
Quality – A-
Rights – A
Health and Safety – A+
Satisfaction – A-
Overall – A-

Grades from Guardians:

Service – A-
Quality – A-
Rights – A-
Health and Safety – A
Satisfaction – A-
Overall – A-

Provider: Warrensville Developmental Center
Overall Grade: B

of Individuals Served = 202

of Individuals Responding = 4

of Guardians Responding = 103

Combined Grade:

Service – B

Quality – B

Rights – B+

Health and Safety – A

Satisfaction – B

Overall – B

Provider: Welcome House
Overall Grade: A-

of Individuals Served = 101
of Individuals Responding = 24
of Guardians Responding = 15

Combined Grade:

Service – A-
Quality – B+
Rights – A
Health and Safety – A
Satisfaction – A
Overall – A-

Grades from Individuals:

Service – B+
Quality – B
Rights – A-
Health and Safety – A
Satisfaction – A
Overall – A-

Grades from Guardians:

Service – A
Quality – A
Rights – A
Health and Safety – A+
Satisfaction – A
Overall – A