

County of Summit Developmental Disabilities Board

MINUTES

Wednesday, December 16, 2009
5:00 p.m.

The **combined work session and regular monthly meeting** of the County of Summit Developmental Disabilities Board was held on Wednesday, December 16, 2009 at the Summit DD administrative offices located at 89 East Howe Road, Tallmadge, Ohio 44278. The **work session** convened at 5:02 p.m.

BOARD MEMBERS PRESENT

William J. Ginter, President
Jacqueline S. Cooper, Vice President
Olivia P. Demas, Secretary
Joseph Siegfert
Randy Briggs

BOARD MEMBERS EXCUSED

Linda Bordenkircher
Cynthia Walker

ALSO PRESENT

Thomas L. Armstrong, Superintendent
Lisa Kamlowky, Assistant Superintendent
Bill Payne, Sr. Dir. of Brd. Svs. & Spts.
Holly Brugh, Director of Children’s Svs.
Jerilyn George, Director of SSA and
Medicaid Services
Kevin McGee, Director of PCR and
Specialty Businesses
Carrie Roberts, Director of Adult Svs. –
Community Employment

Billie Jo David, Director of Planning &
Performance Excellence
Harold Harrison, HR Director
Tom Jacobs, Dir. of Operations/SHDC
Jean Fish, Director of Adult Services -
Center Based
Tom Whitfield, CFO/CIO
Joe Eck, Labor Relations Manager
Lindsay Bachman, Director of MUI
Maggi Albright, Recording Secretary
and others

I. INTRODUCTION OF NEW DIRECTOR OF MUI

Mr. Armstrong announced that Lindsay Bachman will assume the role and responsibilities as the new Director of MUI effective immediately. Mrs. Bachman has been employed with the Board for eighteen years and has held various positions such as service coordinator, MUI coordinator, and most recently SSA manager. Her leadership and administrative skills will be valued assets in leading the MUI Department into the future.

WORK SESSION *(continued)*

II. PEDEN & ASSOCIATES CONTRACT – LEADERSHIP TRAINING SERIES

The request is to contract with Peden & Associates to assist the Summit DD with a leadership training series; The Essentials of Leadership Executives. The program would begin in February 2010 and consist of ten days of facilitator based training, one day per month (excluding July and August), and cover the essential areas of leadership training and development. The training model is designed to engage participants via classroom exercises, individual projects, public speaking opportunities and team assignments. All management level employees will be required to complete the training program and completion of the program will be linked to the annual performance review process. The contract period with Peden & Associates would be from February 1, 2010 through March 31, 2011 in an amount not to exceed \$47,471.50. Peden & Associates have provided leadership training for other organizations such as: Summa Health Systems, Summa Western Reserve Hospital, Metro Health Medical Center, Kent State University, Ohio State University, University of Notre Dame and the City of Hudson, just to name a few. The 2009 Employee Satisfaction Survey results indicated leadership training for managers as an area for improving the organization. This training series will aid in the enhancement of the skills of leaders relative to their current roles within the organization. Funds are available in the budget and the contract has been recommended for by the December HR/LR Committee and the December Finance & Facilities Committee.

III. 2010 OPERATING PLAN

The 2010 Operating Plan identifies goals and objectives and is aligned with goal statements outlined in the Agency's 2007-2012 Comprehensive Long Range Plan. The annual Operating Plan highlights the measures that will be met and projects that will be accomplished during the year to work towards achievement of the long range objectives. Some of the outcomes identified in the dashboard measures of the 2010 Operating Plan include:

- ◆ Providing congregate residential services to 50 additional persons served from the residential waiting list and providing in-home supports to 25 additional persons served.
- ◆ Serving 58 additional individuals in Adult Services.
- ◆ Serving 40 additional children and families through Early Intervention.
- ◆ Serving 73 additional individuals through Transportation services.
- ◆ Achieving the goal of 4,225 lives touched by the end of 2010, which would exceed the levy plan goal of 3,999.

Some of the new projects for 2010 include:

- ◆ Reducing the congregate services waiting list to 50 individuals by the end of 2010.
- ◆ Systematizing data collection for MUIs, identifying trends and patterns to measure the effectiveness of prevention plans and develop a baseline measure for repeat MUIs (five MUIs per individual within six months and ten MUIs per individual within six months).

WORK SESSION *(continued)*

III. 2010 OPERATING PLAN *(continued)*

- ◆ Evaluating vehicle options for Board transportation to identify optimum number of buses, vans and passenger vehicles needed to increase customer satisfaction to 93.2% and maintain 100% of trip times at less than 90 minutes.
- ◆ Developing reward and recognition programs for staff to increase employee satisfaction to 85%.

Relative to the Board's question about the percentage of time paid work is available in Summit DD facilities, Mr. Armstrong noted that the goal has been revised to be more specific and measurable and has been increased to 90%. A public open house was held on December 8th and the 2010 Operating Plan has been recommended for approval by the November Finance & Facilities Committee, the November Services & Supports Committee and the November HR/LR Committee.

IV. WEAVER INDUSTRIES SPECIALTY BUSINESSES CONTRACT

The Weaver Industries Specialty Businesses Contract covers the employment of individuals with developmental disabilities working in Specialty Businesses, financial and accounting services for the businesses, equipment purchases to support the businesses, subsidizing projected operating expenses to the Specialty Business units and employing the store manager. The two-year contract would be for the period January 1, 2010 through December 31, 2011 for a total contract amount not to exceed \$140,000.00. The Specialty Businesses have experienced significant growth since 2006 when 47 eligible individuals were employed compared to the 78 individuals that are currently employed. It is projected that 85 individuals will be served during 2010. Funds are available in the budget and the contract has been recommended for approval by the November Finance & Facilities Committee and the November Services & Supports Committee.

V. NORTHEAST OHIO NETWORK (NEON) CONTRACT

The NEON contract provides regular and special provider compliance reviews, quality assurance registered nurse (QARN) reviews, MUI investigations, pays bills and invests funds on behalf of the Board. The two-year contract period is January 1, 2010 through December 31, 2011 for the total contract amount not to exceed \$302,284, which is an increase of \$27,170 per year due to an increased number of reviews. The projected number of QARN reviews each year of the contract is 130. The hourly rate is \$42.50 for actual hours spent completing reviews, which represents no increase over the 2008/2009 contract rate. The projected number of compliance reviews will be 35 in 2010 and 40 in 2011, which is based on the number of waivers received. The Board asked if this contract is monitored for quality. Mr. Armstrong replied that the review tool is standardized state protocol. The MUI portion of this contract serves as a back-up during increased demand and allows for up to four investigations per week at a rate of \$39.50 per hour. This contract also provides that NEON will pay invoices and invest funds on behalf of the Board, according to investment policy. Mr. Briggs asked about the investment portion of the contract.

WORK SESSION *(continued)*

V. NORTHEAST OHIO NETWORK (NEON) CONTRACT *(continued)*

Mr. Armstrong explained that NEON is a Council of Government (COG) of 16 county developmental disabilities boards who have joined together to invest funds and receive group pricing on specialized services. The Summit DD Board sends money to NEON and they invest those dollars and also pay the Board's waiver match to the State of Ohio on behalf of the Board. NEON follows the same guidelines as the County Treasurer is required to follow relative to investment of funds. Funds are available in the budget and the contract has been recommended for approval by the November Finance & Facilities Committee and the November Services & Supports Committee.

VI. SUMMIT HOUSING DEVELOPMENT CORPORATION (SHDC) CONTRACT EXTENSION

The request is for a six month extension to the current SHDC contract to cover accounting and administrative assistant services for the period January 1, 2010 through June 30, 2010, in an amount not to exceed \$26,400. This extension will allow both the Summit DD Board and the SHDC Board to work on redefining the relationship and the roles of each board. Mr. Armstrong thanked Mr. Ginter and Mr. Siegfert for agreeing to represent the Summit DD Board on an ad-hoc committee. It was noted that three years ago SHDC had 44 homes and today there are 77 homes, with 41 of those homes being paid in full. Approximately 297 individuals reside in SHDC homes. Funds are available in the budget and the contract extension has been recommended for approval by the November Finance & Facilities Committee.

VII. UNITED DISABILITY SERVICES (UDS) CONTRACT – TWINSBURG CENTER

The UDS Contract is for the operation of the Twinsburg Center, providing adult day support services to approximately 46 individuals, with capacity for 50. The contract period is January 1, 2010 through December 31, 2010. UDS bills Medicaid directly for persons served funded by a Medicaid waiver and the Summit DD Board reimburses UDS with local funds, at the UDS usual and customary rate or the Medicaid reimbursement rate – whichever is lower, for services provided to individuals without a waiver. Total rent for the Twinsburg facility is \$156,000/year. UDS pays Summit DD \$45,000 and the Board subsidizes \$111,000. If the reimbursement UDS receives from Medicaid exceeds the revenue projections upon which the rent was calculated then the rent amount paid by UDS to the Board will be adjusted. The Summit DD is in the fourth year of a ten year lease at \$10.00/square foot with no escalator. Relative to the Board's suggestion of renegotiating the lease for a lower rate, Mr. Armstrong advised that since the lease is mid-term, the Board would need to extend the term of the lease to renegotiate the price and he indicated that staff are not comfortable with that option at this time. Funds are available in the budget and the contract has been recommended for approval by the November Finance & Facilities Committee.

WORK SESSION *(continued)*

VIII. HATTIE LARLHAM NURSING SERVICES CONTRACT

A Request For Proposal (RFP) was conducted for the nursing services contract with eight responses received. Bids were reviewed by a committee of staff and parents and the recommendation is to award the contract to Hattie Larlham. Hattie had the lowest overall bid, met all specifications of the RFP and satisfaction with this provider has been excellent. The contract would provide nursing services to 583 individuals in Adult Services and 111 kids in Children's Services. The contract in 2010 is in the amount of \$602,733, and in 2011 is in the amount of \$614,788, for the total two-year contract not to exceed \$1,217,521. The increase in cost from 2010 to 2011 is to cover a 2% increase in Hattie Larlham staff compensation. Relative to the 2% increase, Mr. Armstrong noted that it would be applied to expenses such as payroll, health insurance, longevity bonuses, etc. The Board asked about quality measures for this contract. Mr. Armstrong replied that more specific metrics have been established for this contract and noted that Hattie receives very high satisfaction ratings from persons served and families and the relationship with the Board has been collaborative. Funds are available in the budget and the contract has been recommended for approval by the November Finance & Facilities Committee and the November Services & Supports Committee.

IX. ARDMORE DIRECT SUPPORT SERVICES CONTRACT

The Ohio Revised Code (ORC) prohibits SSA staff from providing direct service supports to individuals served. Some individuals, however, require assistance in order to ensure their needs are met. This contract provides direct services to individuals with no other supports available. The contract is for the period February 1, 2010 through January 31, 2011, in an amount not to exceed \$45,000. A RFP will be conducted prior to the expiration of this contract to be consistent with the Agency's quality assurance practices. Funds are available in the budget and the contract has been recommended for approval by the November Finance & Facilities Committee and the November Services & Supports Committee.

X. EQUIPMENT PURCHASE FOR BARBERTON AND CUYAHOGA FALLS CENTERS

The request is to utilize National Office for the majority of equipment and furniture purchases for the Barberton and Cuyahoga Falls Centers. National Office is a state contract vendor and purchasing co-op that provides substantial discounts up to 60% on some items. National Office was the main supplier for the Ellet Center and the Tallmadge Center multi-purpose room renovation and they have provided exceptional quality and customer service. They provide decorating and color selection expertise as well as space planning advice. Total cost of the equipment and furniture to be purchased from National Office for the two new sites is \$160,000. Funds are available in the budget and the contract has been recommended for approval by the November Finance & Facilities Committee.

WORK SESSION *(continued)*

XI. NOVEMBER FINANCIAL STATEMENTS

Cash receipts reflect an overall favorable variance of \$2,065,359 for the month due to tangible personal property taxes being distributed in November instead of October and reimbursements coming in above budget. Expenditures reflect an overall unfavorable variance of \$1,669,043 for the month primarily due to contract services at \$1,742,429 more than budget due to waiver match expenses originally budgeted for January. The ending fund balance for November was \$56,522,340, which is a favorable variance of \$12,280,581 year-to-date. The November Financial Statements have been recommended for approval by the December Finance & Facilities Committee.

XII. OHIO ASSOCIATION OF COUNTY BOARDS OF DEVELOPMENTAL DISABILITIES (OACB) 2010 MEMBERSHIP DUES

The Board's 2010 OACB membership dues are \$75,000 and are based on program size. The Board's OACB membership dues have been the same amount since 2006. The OACB serves as an advocate for developmental disability boards and provides technical assistance and training to member boards. The OACB represents all 88 county boards. Funds are available in the budget and the Superintendent recommends continuing membership with the OACB.

The work session adjourned at 5:35 p.m.

BOARD MEETING

The **regular monthly meeting** of the County of Summit Developmental Disabilities Board convened at 5:35 p.m.

I. BOARD MEMBER CAUCUS

Mr. Briggs advised that there is a baseball league for disabled children in Pennsylvania that has a field with artificial turf to accommodate wheelchairs and special adaptive equipment so all kids that want to play are able to participate. He indicated that there are no leagues of this nature in Northeast Ohio and thought the Board might be able to establish a committee to review this topic and possibly engage other community organizations to partner in this endeavor. Mr. Armstrong noted that the Board built the Challenger Field so that individuals with disabilities would have somewhere to play, however, that field does not have artificial turf and is rarely used. He indicated that staff will look into this further and it can be reviewed through the Services & Supports Committee.

BOARD MEETING (continued)

II. PUBLIC COMMENT

Tom Berry, a parent and Board Member of The Arc of Summit and Portage Counties, expressed his appreciation to Summit DD Board Member, Linda Bordenkircher, whose third term ends at the end of this month, for her many years of service and dedication to individuals with disabilities in Summit County. He also thanked the Board and staff for their service this past year. He noted that there seems to be a greater level of cooperation between everyone and wanted it to be known that it is recognized and appreciated. He wished all happy and safe holidays.

Mr. Ginter stated that Mr. Berry's comments are appreciated. He advised that Mrs. Bordenkircher was not able to attend her final meeting this evening, but will be present at the January 13, 2010 meeting. He invited Mr. Berry, as well as anyone else interested, to attend the January meeting.

Mr. Armstrong noted that Mr. Berry frequently volunteers his time by participating on Agency committees and becoming involved in initiatives. His time, effort and input are tremendously valuable and he thanked Mr. Berry for his service on behalf of the Summit DD Board and staff.

III. APPROVAL OF MINUTES

A. NOVEMBER 18, 2009 (combined Work Session and Regular Meeting)

R E S O L U T I O N

No. 09-12-01

Mrs. Demas moved that the Board approve the minutes of the November 18, 2009 combined Work Session/Regular Meeting, as presented in attachment #12. The motion, seconded by Mrs. Siegferth, was unanimously approved.

B. NOVEMBER 25, 2009 (special Board Meeting)

R E S O L U T I O N

No. 09-12-02

Mr. Briggs moved that the Board approve the minutes of the November 25, 2009 special Board Meeting, as presented in attachment #13. The motion, seconded by Mrs. Cooper, was unanimously approved.

BOARD MEETING *(continued)*

IV. BOARD ACTION ITEMS

A. FINANCE & FACILITIES COMMITTEE

1. 2010 OPERATING PLAN

R E S O L U T I O N

No. 09-12-03

Mr. Siegfert moved that the Board approve the 2010 Operating Plan, as presented in attachment #2. The motion, seconded by Mrs. Cooper, was unanimously approved.

2. WEAVER INDUSTRIES SPECIALTY BUSINESSES CONTRACT

R E S O L U T I O N

No. 09-12-04

Mrs. Cooper moved that the Board approve a two-year contract with Weaver Industries for the Specialty Businesses for the period January 1, 2010 through December 31, 2011, in an amount not to exceed One Hundred Forty Thousand Dollars (\$140,000.00) for the two year period, and that the Superintendent be authorized to sign said contract. The motion, seconded by Mrs. Demas, was unanimously approved.

3. NORTHEAST OHIO NETWORK (NEON) CONTRACT

R E S O L U T I O N

No. 09-12-05

Mrs. Demas moved that the Board approve a two-year contract with Northeast Ohio Network (NEON), as presented in attachment #4, for the period January 1, 2010 through December 31, 2011, in an amount not to exceed Three Hundred Two Thousand Two Hundred Eighty Four Dollars (\$302,284.00) for the two year period, and that the Superintendent be authorized to sign said contract. The motion, seconded by Mr. Briggs, was unanimously approved.

BOARD MEETING *(continued)*

IV. BOARD ACTION ITEMS *(continued)*

A. FINANCE & FACILITIES COMMITTEE *(continued)*

4. SHDC CONTRACT EXTENSION

R E S O L U T I O N
No. 09-12-06

Mr. Briggs moved that the Board approve a six month contract extension with Summit Housing Development Corporation (SHDC), for the period January 1 through June 30, 2010, during which time the parties shall clarify responsibilities and expectations, and to reimburse SHDC for accounting and administrative assistant services not to exceed Twenty Six Thousand Four Hundred Dollars (\$26,400.00), and that the Superintendent be authorized to sign said contract extension. The motion, seconded by Mr. Siegfert, was unanimously approved.

5. UNITED DISABILITIES SERVICES (UDS) CONTRACT – TWINSBURG CENTER

R E S O L U T I O N
No. 09-12-07

Mr. Siegfert moved that the Board approve a two-year contract with UDS for the operation of the Twinsburg facility, as outlined in attachment #6, for the period January 1, 2010 through December 31, 2011, and that the Superintendent be authorized to sign said contract. The motion, seconded by Mrs. Demas, was unanimously approved.

6. HATTIE LARLHAM NURSING SERVICES C ONTRACT

R E S O L U T I O N
No. 09-12-08

Mrs. Cooper moved that the Board approve two-year contract with Hattie Larlham for the provision of nursing services for the Adult Services and Children’s Services programs, for the period January 1, 2010 through December 31, 2011, in an amount not to exceed One Million Two Hundred Seventeen Thousand Five Hundred Twenty One Dollars (\$1,217,521.00) for the two-year period, and that the Superintendent be authorized to sign said contract. The motion, seconded by Mrs. Demas, was unanimously approved.

BOARD MEETING *(continued)*IV. BOARD ACTION ITEMS *(continued)*A. FINANCE & FACILITIES COMMITTEE *(continued)*

7. ARDMORE DIRECT SUPPORT SERVICES CONTRACT

R E S O L U T I O N
No. 09-12-09

Mrs. Demas moved that the Board approve a contract with Ardmore for direct support services for the period February 1, 2010 through January 31, 2011, in an amount not to exceed Forty Five Thousand Dollars (\$45,000.00), and that the Superintendent be authorized to sign said contract. The motion, seconded by Mrs. Cooper, was unanimously approved.

8. EQUIPMENT PURCHASE FOR BARBERTON/CUYAHOGA FALLS CENTERS

R E S O L U T I O N
No. 09-12-10

Mr. Briggs moved that the Board approve the purchase of furniture and equipment for the Barberton and Cuyahoga Falls Centers from National Office in an amount not to exceed One Hundred Sixty Thousand Dollars (\$160,000.00), and that the Superintendent be authorized to sign said contract. The motion, seconded by Mr. Siegferth, was unanimously approved.

9. NOVEMBER FINANCIAL STATEMENTS

R E S O L U T I O N
No. 09-12-11

Mr. Siegferth moved that the Board approve the November Financial Statements, as presented in attachment #10. The motion, seconded by Mr. Briggs, was unanimously approved.

B. OTHER

1. OHIO ASSOCIATION OF COUNTY BOARDS OF DEVELOPMENTAL
DISABILITES (OACB) 2010 MEMBERSHIP DUESR E S O L U T I O N
No. 09-12-12

Mrs. Cooper moved that the Board approve the 2010 OACB Membership Dues in the amount of Seventy Five Thousand Dollars (\$75,000.00), as presented in attachment #11. The motion, seconded by Mrs. Demas, was unanimously approved.

BOARD MEETING *(continued)*

V. SUPERINTENDENT'S REPORT

Mr. Armstrong announced that the new logo has been applied in the gym. He noted that feedback received from Special Olympics athletes indicates that they are pleased with the new logo. He invited everyone to stop by the gym to see the new logo. Mr. Briggs applauded the Board and staff for addressing this sensitive issue and indicated that he is very happy with the outcome of this situation and the new logo.

A. 2009 SERVICE SATISFACTION SURVEY RESULTS

The results of the 2009 Service Satisfaction Survey indicate a .2% increase in overall satisfaction with a total satisfaction rating of 87.5%. Approximately 200 interviews were conducted with persons served and 400 phone interviews were conducted with parents/guardians. The satisfaction rating in Children's Services decreased by 11.7% but is attributed to the Calico transition. There were approximately 200 additional persons served and 400 additional parents/guardians surveyed to provide statistically valid data for each provider for the areas of residential, work centers, day programs, community employment and transportation. Providers listed in the scorecard must serve at least ten individuals and have completed five valid surveys. Mr. Armstrong mentioned that staff are in the process of setting up meetings with providers to review the tool and results. The data is available via the provider portal. The 2009 Service Satisfaction Survey results were reviewed by the December Finance & Facilities Committee, the December HR/LR Committee and the PAC.

B. WORK CENTERS AND TRANSPORTATION START TIMES – FEEDBACK

With the opening of the two new work centers in March 2010 some individuals served will be transitioning to the center closest to their home. Since there will be approximately 200 individuals impacted by the opening of the two new centers, it provides the opportunity to increase efficiencies and resources while decreasing transportation times and providing door-to-door service to most individuals in employment services. In order to accomplish this, it will be necessary to change the program hours at some of the work centers by fifteen minutes. It is anticipated that this time change will cause minimal disruption. A committee consisting of staff, parents and a representative from The Arc has been reviewing this topic and has recommended implementing the adjustment of the fifteen minute time change. This topic has also been reviewed by the Person Served/Parent Advisory Committee (PAC). Letters communicating the time change were sent to every family and SSA. There have also been three parent/family meetings held at the sites to discuss specific individual issues families may have. A total of ten family members attended the three meetings.

BOARD MEETING *(continued)*V. SUPERINTENDENT'S REPORT *(continued)*

C. THE ARC OF SUMMIT AND PORTAGE COUNTIES FAMILY SUPPORT SERVICES (FSS) SURVEY RESULTS

The Arc conducted a survey of 350 FSS participants/families with 28 responses received. The responses were favorable but the survey cannot be considered statistically valid since the rate of response was so low. The Board will work with The Arc relative to the possibility of conducting another survey in the future. The results of the survey are included in attachment #15.

VI. PRESIDENT'S COMMENTS

Mr. Ginter advised that tonight is Linda Bordenkircher's last scheduled meeting prior to the end of her third term (12 years) of service to individuals with disabilities in Summit County and the Board. She was not able to attend the meeting tonight but will in attendance at the January 13, 2010 meeting so that the Board can recognize her contributions. He invited all to attend.

Mr. Ginter noted that he and Mr. Armstrong attended a Board inservice recently and it was very informative and useful. Attending the meeting provided different perspectives and he feels, as the parent of a child with a disability, very fortunate to live in Summit County. The staff are professional and assertive on behalf of the individuals they serve and it is outstanding. The facilities are in great condition and quality programs and services are being provided. The total quality of an organization doesn't happen by accident and the Summit DD is fortunate but staff should not become complacent. He wished everyone happy holidays.

The Board Meeting adjourned at 6:05 p.m.

Olivia Demas, Secretary