

MINUTES – combined work session and regular meeting
Thursday, March 28, 2019

Summit County Board of Developmental Disabilities

MINUTES

Thursday, March 28, 2019
5:30 p.m.

The **combined work session and regular monthly meeting** of the Summit County Developmental Disabilities Board was held on Thursday, March 28, 2019 at the Summit DD administrative offices located at 89 East Howe Road, Tallmadge, Ohio 44278. The **work session** convened at 5:37 p.m.

BOARD MEMBERS PRESENT

Meghan Wilkinson, Board President
Denise Ricks, Board Vice President
Allyson V. Lee, Board Secretary
Randy Briggs
Tom Quade
Dave Dohnal
Tami Gaugler

ALSO PRESENT

John J. Trunk, Superintendent	Joe Eck, Director of Labor Relations & Risk Management
Lisa Kamlowksy, Assistant Superintendent	Mira Pozna, Director of Fiscal
Russ DuPlain, Director of IT, Records & Facilities	Drew Williams, Director of Community Supports & Development
Billie Jo David, Director of Communications & MUI	Maggi Albright, Recording Secretary and others
Holly Brugh, Director of SSA & Children's Services	

I. VOLUNTEER GUARDIAN PROGRAM CONTRACT

Guardianships assist people known as wards who are unable to manage their own affairs due to mental and/or physical impairments or a developmental disability. In many cases, a ward has no family members to serve as a guardian. When that happens, the Probate Court can appoint a volunteer guardian from the Volunteer Guardian Program (VGP) to serve as the legal guardian. Not all individuals with developmental disabilities or other mental and/or physical impairments require a guardian. Only a small percentage of those who are eligible for Summit DD services need a guardian. When family members are not available and a guardian is necessary, the availability of one through the Probate Court is essential. The program had previously been operated through a contract with Jewish Family Services from July 2014 until April 2018, at which time it was transferred to the Summit County Combined General Health District.

WORK SESSION *(continued)***I. VOLUNTEER GUARDIAN PROGRAM CONTRACT** *(continued)*

The request is to renew a Memorandum of Agreement between Summit DD, Summit County Combined General Health District (SCPH), Summit County Probate Court, the ADM Board and DJFS in support of the VGP for the period April 1, 2019 through March 31, 2020, in an amount not to exceed \$50,000. This Agreement allows funds to be used, almost exclusively, to cover staff costs associated with monitoring the cases and recruiting additional volunteer guardians. There are currently about 110 volunteer guardians for approximately 219 wards. Of the 219 wards, 56 are eligible for Summit DD services. Referrals are random but the number of cases has increased each year the program has been in operation. Specific deliverables for this Agreement beyond recruiting and training volunteers include; accepting referrals of clients needing a guardian, matching volunteer guardians with clients, assuring monthly visits take place and case notes are completed and filed, and participating and reporting back to the Advisory Committee on a quarterly basis. Mr. Quade asked about how wards are identified. Mr. Trunk replied that many times it is through the court system. Mr. Briggs added that Judge Elinor Stormer started this program about four years ago because there was a greater need for guardians than there were wards. In addition to volunteer guardians, there are also guardians who are paid to handle the difficult cases that are more complex. Mrs. Wilkinson asked about the process to recruit volunteers. Mr. Trunk said there is a website, advertising, a speakers bureau, mailings and other entities, such as Summit DD help to get the word out. Summit DD publishes information on its website and there are some staff who have become volunteer guardians. Mrs. Lee asked about the administration of the program being transferred to SCPH. Mr. Trunk stated it was restructured. Funds are available in the budget and the Volunteer Guardian Program Contract has been recommended for approval by the March Finance & Facilities Committee.

II. CENTER FOR MARKETING AND OPINION RESEARCH (CMOR) CONTRACT

Summit DD uses a local research firm, Center for Marketing and Opinion Research (CMOR), to obtain data from key stakeholders. Data gathered from this research is used for continuous quality improvement and as input into the Agency's Long-Range Plan and annual Action Plans. The 2019 Action Plan identifies the need to collect additional data from providers and employees. The request is to enter into a contract with CMOR in 2019 for an amount not to exceed \$61,475. This amount would cover monthly satisfaction surveys to individuals and families (\$32,725), community surveys of registered voters (\$15,500), a provider satisfaction survey (\$7,250) and an employee engagement survey (\$6,000). CMOR conducts up to 35 monthly satisfaction surveys of eligible adults and 50 surveys of parents/guardians of adults and children. The monthly sample is selected randomly and they coincide with when the individual has an ISP meeting to obtain feedback and perceptions on a real-time basis. Results are reported and provided that aggregate data by demographic segments and by provider.

WORK SESSION *(continued)***II. CENTER FOR MARKETING AND OPINION RESEARCH (CMOR) CONTRACT**
(continued)

A new aspect of this survey in 2019 is that Summit DD can add 2-3 questions to ask direct care professionals who work with the individual, when available. All CMOR employees conducting surveys are trained in person-first language, rights of individuals with developmental disabilities and major unusual incident reporting. Cost for the satisfaction survey has remained flat for the past four years. Since 2005, the community survey has assisted the Agency to understand community perspectives and opinions about Summit DD and people with disabilities. This data is used in marketing plans, Agency messaging, levy plans and as input for the annual Action Plan, with the goal of increasing support for the Agency and to improve attitudes and perceptions about inclusion. The random sample consists of 400 registered voters. CMOR produces a detailed report of aggregated results by several demographic segments. The cost of the community survey has remained flat for the past four years. The provider satisfaction survey, new in 2019, will obtain data from providers who are authorized to deliver services in Summit County. Once complete, CMOR will provide a report with data aggregated by type of provider employee, independent versus agency provider and by provider type. This data will assist with provider development, training and strategic planning. Summit DD has not conducted an employee satisfaction survey since 2014. Since that time, the Agency has transitioned out of being a direct service provider. This transition has significantly changed the makeup and numbers of the Agency's workforce. This survey will measure employee attitudes and perceptions of Summit DD as a baseline data point. Upon completion, CMOR will prepare a detailed report with results aggregated by employee demographics. Funds are available in the budget and the CMOR Contract has been recommended for approval by the February Finance & Facilities Committee.

III. AGENCY LIABILITY INSURANCE

Summit DD must maintain risk protection for Board operations. Current policies expire March 31st and the request is to approve liability policies for the period April 1, 2019 through March 31, 2020. Recommended renewals include coverage enhancements of Employment Practices retention decrease from \$50,000 to \$35,000 per claim and Directors and Officers retention decrease from \$25,000 to \$20,000 per claim. The property and general liability, fleet/automobile liability, and umbrella liability coverages would be with Selective Insurance Company in an amount not to exceed \$67,689; Directors and Officers and employment practices liability insurance would be with Selective Insurance Company in an amount not to exceed \$32,294; Cyber liability insurance would be with AIG, Inc., in an amount not to exceed \$10,072. Both companies have an "A" (excellent) rating and have been recommended by Wichert Insurance, the Board's insurance consultant. Funds are available in the budget and the liability insurance has been recommended for approval by the March Finance & Facilities Committee.

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WORK SESSION *(continued)*

IV. FEBRUARY FINANCIAL STATEMENTS

February ended with deficit spending of \$13,035,584 and a fund balance of \$37,684,679. Revenue for the month included an increase to the property tax budget by \$474,400 due to a revised tax collection estimate and quarterly Title XX grant reimbursement of \$74,100. Expenditures for the month included \$11,200 for new tablets for staff, annual OACB dues in the amount of \$92,700 and annual software licensing and maintenance fees totaling about \$47,700. The February Financial Statements have been recommended for approval by the March Finance & Facilities Committee.

The work session adjourned at 5:55 p.m.

BOARD MEETING

The **regular monthly meeting** of the Summit County Developmental Disabilities Board convened at 5:55 p.m.

I. PUBLIC COMMENT

Leslie Frank, a parent and former Summit DD staff, asked about when renovations will begin at the Cuyahoga Falls and Barberton facilities, how parking will be addressed at Cuyahoga Falls and if staff will work out of cubicles. Mr. Trunk replied that plans are still being developed and there are no final floorplans yet relative to interior space. Staff are working with the City of Cuyahoga Falls to address parking issues. Ms. Frank also congratulated Lisa Kamlowsky and Billie Jo David on their recent employment contract renewals. Ms. Frank mentioned that she recently visited several day programs and the individuals still seem very happy with their new choice of providers.

BOARD MEETING (continued)

II. APPROVAL OF MINUTES

A. FEBRUARY 28, 2019 (combined work session and regular meeting)

RESOLUTION No. 19-03-01

Mr. Briggs moved that the Board approve the minutes of the February 28, 2019 combined work session and regular meeting, as presented in attachment #5. The motion, seconded by Mr. Quade, was unanimously approved.

III. BOARD ACTION ITEMS

A. FINANCE & FACILITIES COMMITTEE

1. CENTER FOR MARKETING AND OPINION RESEARCH CONTRACT

RESOLUTION No. 19-03-02

Mr. Quade moved that the Board approve a contract with Center for Marketing and Opinion Research for 2019, in an amount not to exceed Sixty One Thousand Four Hundred Seventy-Five Dollars (\$61,475), as presented in attachment #2, and that the Superintendent be authorized to sign said contract. The motion, seconded by Mr. Briggs, was unanimously approved.

2. AGENCY LIABILITY INSURANCE

RESOLUTION No. 19-03-03

Mrs. Lee moved that the Board approve liability insurance for Summit DD, in an amount not to exceed One Hundred Eight Thousand Five Hundred Twenty Dollars (\$108,520.00), as presented in attachment #3, and that the Superintendent be authorized to sign documents necessary to execute said coverages. The motion, seconded by Mr. Briggs, was unanimously approved.

3. FEBRUARY FINANCIAL STATEMENTS

RESOLUTION No. 19-03-04

Mrs. Ricks moved that the Board approve the February Financial Statements, as presented in attachment #4. The motion, seconded by Mrs. Gaugler, was unanimously approved.

BOARD MEETING *(continued)*

IV. SUPERINTENDENT'S REPORT

March DD Awareness month is wrapping up with many events and activities held throughout the month, including more than 12,000 people who engaged through the Summit DD website. An Adapt-a-car event was held on March 15th and attended by over 100 people, Terminal Tower in Cleveland lit up orange on March 16th to recognize DD awareness, over 100 people attended a sensory friendly movie hosted by the BLAST program and March 27th was Summit DD's annual Appreciation and Awards Breakfast. Mr. Trunk noted that all seven Board Members attended the Breakfast for the second year in a row and thanked them for their support. He also thanked staff for putting the event together and for all their effort on the many other activities and events held in March to raise awareness. Mr. Trunk, as well as several Board Members, commented that Mrs. Wilkinson's welcome comments at the Breakfast were fantastic and very well stated.

Mr. Trunk noted that he provided County Council with a general update of the Agency at an informal retreat. He fielded questions about the Agency's transition and satisfaction and he also provided a budget update. He will be meeting with the SSAB next week to provide an overview of 2018 from a fiscal standpoint and will also give a programmatic update.

Mr. Trunk reminded everyone about the Agency's accreditation celebration which will take place on Wednesday, April 10th from 4:00-6:00 p.m. at Jilly's Music Room on the Northside District in Akron.

The Governor submitted the state budget, which is being watched to see how DODD will be impacted and what the trickle-down effect will be on county boards. Subsidies were flat in the budget and there is a proposed increase of state funded waivers. DODD is still trying to move people out of developmental centers and larger ICFs so additional funds are being appropriated. There is also a 3% increase in the Part C Early Intervention funding. For fiscal years 2020 and 2021, there is \$1 million dollars each year for multi-system youth services, as well as grant money to address multi-system youth. There is a proposal in the state budget to appropriate new money to county boards to pass on to provider agencies to increase the DSP rate by about \$1.20/hour, with assurances that the funds will go directly to DSPs. Issues around training, quality and monitoring will still need to be addressed. Mr. Quade asked who collects data. Mr. Trunk replied that OACB has a workgroup comprised of many stakeholders including representatives from provider associations, county boards, DODD staff, etc. to identify how to gather data and how it is measured.

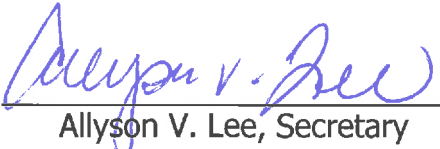
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BOARD MEETING *(continued)*

V. PRESIDENT'S COMMENTS

Mrs. Wilkinson thanked all who were involved with putting together the annual Appreciation and Awards Breakfast. She stated it was an incredible event and acknowledged the hard work and effort it takes. It is her favorite event because the community comes together to celebrate what Summit DD does. Mrs. Wilkinson issued a call to action. She said she would like to see more people at Board Meetings so she encouraged everyone to invite someone they know to come to meetings and see what the Board does. She said the Board is accountable to taxpayers and the community and she would love to see more people, other than staff, at the meetings to hear about the wonderful things that Summit DD does. She thanked Leslie Frank for coming to meetings and asked everyone to invite community members to attend.

There being no further business, the Board Meeting adjourned at 6:13 p.m.



Allyson V. Lee, Secretary