

Medina County Provider Survey: Summary of Results

In May and June of 2017, the Medina County Board of Developmental Disabilities sent a survey to its provider agencies. Fourteen Adult Day Services (ADS) and Non-Medical Transportation (NMT) providers were asked about the barriers and obstacles that their agencies face. The providers were also invited to meet individually with Charlie Ardnt, PPIPD Consultant, and Crystal Brodzenski, MCBDD Transformation Manager, to discuss these topics. Here is a summary of the findings.

Summary of Provider Feedback:

All of the providers said that they are aware of the federally mandated changes and know that the MCBDD will be making significant changes in the near future. Most providers said they are looking to the MCBDD for a strategy, so their agencies can determine how they can assist with these changes. The majority of agencies indicated that their two main concerns are related to staff shortage/turnover and transportation. This is not surprise since both of these are crisis situations in Ohio as a whole. Community employment also remains a gap in Medina County.

During discussions with the agency providers, ways of offsetting costs were discussed, including the possibility of the MCBDD assisting providers with mandated trainings. Several agencies mentioned that completing background checks, drug testing, and fingerprinting is another high expense when hiring new staff members. It was reported that other County Boards in the state provide these services and providers asked on more than one occasion if the MCBDD could look into taking over these new-hire expenses. Additionally, the MCBDD has provided one-on-one consultative services to agencies upon request and will continue to do so. Most consultations have been related to starting a new service or specific trainings for individuals in the future.

Some agencies mentioned that they want the MCBDD's service and support administrators to understand more fully what services each provider offers, especially niche services, so that together they can provide the best options for each individual.

All provider agencies agreed that there should be more of a partnership with the MCBDD; some agency leaders vocalized the importance of all ADS/NMT agencies coming together as well. It is imperative that we all work together to maintain local, state, and federal funding sources. As the MCBDD will continue to be the funder of services, the outcome of future levy requests will have a significant impact on the county's DD system. All agencies also agreed that free choice of provider is important to them, and that no single provider should receive preferential treatment.

Other comments and suggestions included:

- Providers thought it would be beneficial if the MCBDD would assist with the payee services and respite options, as those are expensive services.
- Providers requested a better curriculum for individuals receiving vocational habilitation services who want to eventually be in community employment.

- Providers requested a county-wide resource that provides information on free events that individuals with DD can attend with their friends in the community.
- It was suggested that the MCBDD have follow up sessions after a training/speaker to help providers understand how topics can be specifically applied to their agencies.
- Providers thought it would be beneficial for the MCBDD to hold job fairs to obtain more direct care workers.
- The expense in regards to billing is costly. Some providers thought it would be beneficial to have billing software in-house, to cut down on this cost.

What is currently being done by the MCBDD:

- The MCBDD will be opening up their in-service trainings, which occur twice a year, to private agencies. The MCBDD is considering opening up new employee orientations to providers as well.
- A Provider Engagement Committee has been formed and will meet in September 2017. This committee will assist with coordinating and communicating between provider agencies and the transformation process.
- The MCBDD has provided one-on-one consultative services to some provider agencies upon request, and will continue to do so.
- A transportation task force has been established and is currently working on several ideas to assist with the transportation crisis in Medina County.