



March 9, 2023

The Honorable Keith Faber, Auditor of State
Office of the Auditor of State
88 East Broad Street 5th Floor
Columbus, OH 43215

Auditor Faber:

The Medina County Board of Developmental Disabilities appreciates the work of the Office of the Auditor of State, specifically the Ohio Performance Team, for their efforts and collaboration during the recent State Performance Audit of our agency. The intensive nine-month audit process required an immense amount of dialogue, partnership, collaboration, and cooperation between the audit team, the Medina County Board of DD, the Ohio Department of Developmental Disabilities, and other County Boards of DD peer groups.

As an agency, we are always looking for ways to improve operations and efficiencies to enhance the valuable services we provide not only to the individuals and families we serve, but to all citizens of Medina County. As responsible stewards of local taxpayers' funding, we are committed to seeking and providing continued and ongoing transparent financial analysis and data to our community while also discovering ways in which we are able to be more impactful in the lives of people with developmental disabilities in Medina County.

As our agency moves forward in its mission of providing life-long services for people with developmental disabilities, this process has given us and our community an additional third-party perspective and insight into our agency's overall financial position and how we provide services. The data gathered has reaffirmed our path and supports our agency's ability in continuing to make decisions in the best interest of those we serve.

The performance audit report includes recommendations, for our Board and the leadership to consider, that broadly fall into three categories: increase documentation, review insurance premiums, and monitor staffing levels. We welcome the recommendations which have been presented and look forward to incorporating them into our strategies, policies, and procedures as we move forward in completing our mission.



Attached you will find our responses to the performance audit recommendations. Many of these recommendations align with actions which we have already undertaken as part our continuing processes to improve our agency and the services and programs we provide.

The Medina County Board of Developmental Disabilities again extends its appreciation to the Office of the Auditor of State in compiling this report and thanks them for the opportunity to provide this response.

Respectfully,

A handwritten signature in blue ink, appearing to read "Stacey Maleckar".

Stacey Maleckar,
MCBDD Superintendent

Attachment: Responses to Performance Audit Recommendations



Responses to Performance Audit Recommendations

Recommendation 1: MCBDD Should Establish a Cash Balance Floor Amount Policy

The MCBDD agrees with this recommendation and has created a draft policy document for consideration for approval by our Board within the next quarter. This policy will formalize cash balances needed at the end of each levy cycle which will allow the MCBDD to meet its financial obligations and commitments based on funding timelines both locally and from the state.

Recommendation 2: DODD Should Incorporate Best Practices into the Cost Projection Tool

As this recommendation is intended for the Ohio Department of Developmental Disabilities, we will follow any updates or guidance provided by the state for all 88 County Boards of DD in Ohio to follow.

Issue for Further Study 1: DODD Should Seek Interpretation on Limitation of Non-operational Reserve Balances and Capital Improvement Accounts

As this issue for study is intended for the Ohio Department of Developmental Disabilities, we will follow any updates or guidance provided by the state for all 88 County Boards of DD in Ohio.

Recommendation 3: Reduce Targeted Case Management (TCM) Rate

As part of our own ongoing internal analysis processes, prior to the performance audit, the MCBDD had identified this as an area which we needed to address. We agree that while our Service and Support Administrators (SSA) have been providing important support to those we serve and their families, we need to do a better job of documenting that work (case notes) in the TCM System to therefore reduce our rate. The performance audit provided valuable data which will allow us to target our efforts in specific areas to improve employee documentation skills. We will be increasing training sessions for newly hired SSAs, scheduling ongoing meetings and one-on-one conversations to review expectations for best practices for current SSAs, instituting monthly manager check-ins, assigning peer mentors for SSAs identified as needing additional help with documentation guidelines, and training SSAs on the new Ohio Association of County Boards/Ohio Department of DD Case Notes Guide being released later this year.



Issue for Further Study 2: DODD should assess the Cost Report Settlement process for time savings so county boards of developmental disabilities are reimbursed in a timely manner

As this issue for study is intended for the Ohio Department of Developmental Disabilities, we will follow any updates or guidance provided by the state for all 88 County Boards of DD in Ohio.

Recommendation 4: Consider Alternative Insurance Plan Options

The MCBDD is diligent in its efforts to ensure it is making well informed and financially responsible decisions. The MCBDD agrees that controlling the cost of benefits such as health care should be an ongoing priority to manage employment associated costs. We will continue to review and collaborate with the Medina County Commissioners about available options as well as continue discussions within the MCBDD's two collective bargaining unit processes.

Recommendation 5: Monitor Staffing Levels During Transition to Conflict-Free Case Management Model

Through our annual budget process, the MCBDD continually reviews, monitors and adjusts staffing levels to be proactive in meeting the needs of those we serve. We are committed to looking at the ever-changing needs of those we serve and their families and to making any necessary staffing adjustments as they are needed.