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medina county board of developmental disabilities

Special Board Meeting

June 9, 2025

- General Session: 5:00 p.m.
- Purpose: Board Review & Discussion of Metrics & Reporting
- In-person Only

*MCBDD Board Meetings will be held in Board Conference Rooms 1 & 2.
Attendees are requested to follow all posted safety guidelines.*

The mission of the Medina County Board of Developmental Disabilities is to promote and empower individuals with developmental disabilities to live, learn, work and socialize as citizens in the community.



**Medina County Board of DD
Special Board Meeting Agenda
June 9, 2025**

- I. Call to Order (5:00 p.m.)**
- II. General Session (5:00 p.m.)**
 - A. Pledge of Allegiance
 - B. Mission Statement Affirmation
 - C. Acceptance of Agenda
 - D. Introduction and Rules of Order
 - E. Discussion
 - F. Final Comments
- III. Adjournment**

The next Regular Board Meeting is scheduled for June 23, 2025

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Medina County Board of DD Special Board Meeting

June 9, 2025
5:00 p.m.

Board President Statement

This Special Meeting of the Medina County Board of Developmental Disabilities is to better understand the responsibilities of the Medina County Board relative to the operations of the agency. This meeting will specifically focus on: “Board Review and Discussion of Metrics and Reporting.” It is imperative that an understanding of this relationship is acknowledged by Board Members in order to provide the most beneficial and relevant services to Medina County. In preparation for a more rewarding discussion, it is requested that in addition to reviewing the previously provided Board dashboards and reports, all Board Members review Section 4: “Board Governance,” of the Ohio Association of County Boards, Board Member Reference Manual, 2025 Edition, and identify sections in which clarifications or questions arise.

Also, to encourage an informative discussion, specific clarifications and/or questions relative to the Board dashboards and reports and/or Section 4 can be provided in advance to Superintendent, Stacey Maleckar (Please cc: Board President, Andy Olah). This will simply enable a better response to questions along with the relevant background information.

Your cooperation is greatly appreciated,

Andy Olah
Board President

Report Samples

2022-2024 Strategic Plan Recap



Provider Support

FOCUS AREA 1

Foster collaborative environments which promote understanding and trust to empower providers in service provision.

Initiatives

1. Address the Direct Support Professional (DSP) workforce crisis.
2. Create a collaborative provider network.
3. Coordinate opportunities that promote a culture of excellence.
4. Address service gaps and increase provider capacity.

Transitions

Enhance connections and resources for individuals and families to navigate through life transitions.

FOCUS AREA 2



1. Address the gaps between eligibility benchmarks.
2. Address the school to adult transition to promote independence and self-advocacy.
3. Assist families with future planning.



FOCUS AREA 3

Community Membership

Promote a county-wide culture that gives individuals the opportunity to be active members in the community.

1. Address the need for reliable and flexible transportation options.
2. Increase housing options.
3. Increase integrated employment opportunities.
4. Promote an inclusive culture within the community while promoting self-advocacy.

6 medina county board of developmental disabilities 2022-2024 Strategic Plan

Over the past three years, the Medina County Board of Developmental Disabilities has made significant strides in achieving the goals outlined in our 2022-2024 Strategic Plan. Through focused efforts and collaboration, we successfully addressed key challenges, and expanded opportunities for the individuals and families we support. This summary highlights our most notable accomplishments, showcasing our impact in building a stronger, more inclusive community.

Started DSP-U Program

as a partnership with the Medina County Career Center, with enrollment increasing from four students in the first year to six the second year.

Increased Interactions

between MCBDD staff and provider staff through one-on-one activities such as Mingles, Meet and Greets, thank you cards and recognition efforts such as DSP Appreciation Month, Cavs Night, Cleveland Zoo Day.

Worked with Local Daycare Providers

through a pilot program with Project Open House to provide education and support to their staff as they began serving more children with challenging behaviors in more inclusive environments.

Developed "Speak Up, Speak Out" Program

to provide self-advocacy curriculum and instruction to local schools and providers to increase advocacy skills of the students and people they serve.

Started the Leadership Academy

to help people with developmental disabilities learn important steps and skills in taking on leadership roles in our community.

Offered Provider Support Programs and Training

including behavior support, job development, employment, front line supervisors, to local providers to help support their ability to provide services. There were also programs specific to encouraging inclusion activities such as community experiences, after hours employment transportation, and fuel costs reimbursement.

Hosted the First Annual Tech Summit

in collaboration with Summit DD and We Thrive Together. Over 40 vendors and 500 guests enjoyed exploring and learning about the newest technology available to help increase inclusion and independence.

Analyzed Future Housing Needs

through a new annual process to identify current and future needs, planning data, and transition needs while also working with local housing network and landlords to provide education about benefits of working with people with developmental disabilities.

Focused on DSP Recruitment and Retention Efforts and Programs,

including offering a DSP Magnet training course for local providers, as well as creating a new Medina County DSP Careers website as a central point of recruitment for local providers. Along with staff retention incentive programs, also provided on-boarding programs such as background checks, CPR training, and Med Pass training; free of charge.

Identified Areas and Needs for Annual Training

for families and providers through a newly formed committee. Created new educational opportunities, resources, and materials for easy access to information about Guardianship, Financial Matters, Benefits, and other areas.

Began the Committed to Inclusion Project

to develop and distribute educational materials to the general public to raise awareness about the importance of inclusion of people with developmental disabilities and ways everyone is able to increase efforts and create success. Worked with local elected officials, businesses, and entities to find ways to create change and improvement.

medina county board of developmental disabilities - 2024 Annual Report -



2024

was a year marked by significant achievements, growth, and meaningful milestones for individuals with developmental differences in Medina County.

As we reflect on the achievements of 2024, we are proud to share the progress our organization has made in advancing our mission of helping people with developmental differences become valued members of our community. Together with our dedicated team, partners, and stakeholders, we have embraced new opportunities, and strengthened our commitment to our community and those we serve. We are happy to share all that our agency was able to accomplish in the last year.

We are truly grateful for your support. Our community has embraced people with developmental differences into everyday life and activities. We commend the unwavering support and dedication of Medina County residents in championing those who need it most.

Your efforts are essential to the success and well-being of the people and families we serve, playing a crucial role in helping approximately 1,500 of our neighbors access the resources they need to achieve greater independence.

We look forward to continuing our mission as we build on the momentum of 2024.

Stacey Maleckar
Superintendent

2024 Notables

• Hosted the First Annual Tech Summit

In collaboration with Summit DD and We Thrive Together, worked with 40 vendors and 500 guests to explore and learn about the newest technology available to help increase independence for people with disabilities.

• Received the highest level accreditation from Ohio Department of DD

Accredited for a period of three years - the highest rating an agency may receive - through a process with a team of on-site reviewers, looking at over 370 areas related to the Ohio Administrative Code, as well as daily operations and processes, for the ability to help people with developmental differences.

• Created Direct Support Professionals (DSP) recruitment resources to increase employment

Developed a DSP Recruitment and Retention Program which included the development of a DSP recruitment website and a six agency collaborative; overall efforts enabled over 175 applicants to be shared with the local provider network.

• Developed an online knowledge library of resources for individuals and families

Identified the areas of training and resources most needed by individuals and families as they navigate the DD system and established an online Family Resource Library focused on those resources.

• Collaborated to support child care providers to enroll and support children with disabilities

Worked with four child care providers for recommendations about environments, schedules, behavior support training and strategies to use to support children with disabilities.

• Presented new format of "Speak Up! Speak Out!" advocacy training to local schools and providers

Updated and presented important advocacy training to help students in transition classes at the Medina County Career Center, and people with developmental differences at provider agencies, learn to make their voices heard.

• Collaborated for three-part community employment training event

Partnered with the Northeast Ohio County Boards Employment Collaborative, to present a three-part series about planning, service delivery and employer engagement to educate on best practices and processes for increasing community employment for people with disabilities.

Helping People. Building Relationships. **TOGETHER.**



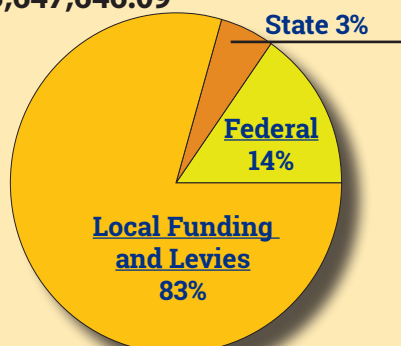
MCBD
Website

medina county board of developmental disabilities

Fiscal 2024

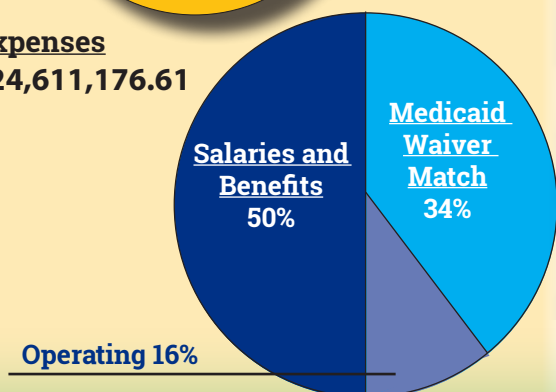
Revenue

\$25,647,646.09



Expenses

\$24,611,176.61



Medicaid Funding

672 people rely on Medicaid Waivers

When a person is given a "waiver" it is to access Medicaid funding sources to help pay for the services they need. MCBDD is mandated by the federal Medicaid program to be responsible for 35% of Medicaid Waiver costs. Once a person receives a waiver, it is considered a lifelong funding source (as long as need-based requirements continue to be met) and typically increases each year; this results in annual increased costs to MCBDD.

\$9.8 million - MCBDD's Medicaid Waiver Match Costs

80% increase since 2020

MCBDD's 35% Waiver Match funding allowed local providers to receive Medicaid payments totaling \$36,209,586.

68% increase since 2020



Critical Needs Increasing, We Continue To Serve

Service Areas:

- Early Intervention
- Therapy
- Windfall School
- Transition
- Assistive Technology
- Advocacy
- Employment
- Case Management
- Funding
- Training
- Family Support
- Health and Safety

1532

number of people served
18% increase*

799

children ages 0-22
16% increase*

733

adults over age 22
21% increase*

*Changes Since December 2020

\$129,581.60

ARPA Grant funds used to create more community opportunities for people with developmental differences

1,120

number of people who attended DD related trainings and presentations

423

number of people who used or visited the MCBDD funded Mobile Changing Unit at community events

349

number of providers we work with to provide needed services to help people with developmental differences

89 Agency Providers
260 Independent Providers

137

staff members
9% decrease*



The mission of the Medina County Board of Developmental Disabilities is to promote and empower individuals with developmental disabilities to live, learn, work and socialize in the community.

330-725-7751 | www.mcbdd.org

2024 Action Plan Year-End Summary



Helping People. Building Relationships. **TOGETHER.**

FOCUS AREA 1

PROVIDER SUPPORT - Foster collaborative environments which promote understanding and trust to empower providers in service provision.

1. DSP WORKFORCE CRISIS

Evaluate current DSP-U Program at the Medina County Career Center and make recommendations for 2024-2025 school year. DSP-U program evaluated before 2024-2025 school year. Recommendations put in place included earlier access for students, increased internship opportunities and increased earned credits. Six students are participating in the current program.

Implement and evaluate DSP Recruitment and Retention Program for providers.

DSP Recruitment and Retention Program was put in place, included development of a DSP recruitment website and a six agency collaborative. The use of "Indeed" job postings and career fairs led to over 175 screened applicants being shared with provider agencies. Evaluation of program identified continued use of above tools for recruitment. 2025 program recommendations include assessing of tools and other recruitment options.

Incorporate a Provider Success Coach Program into the DSP Recruitment and Retention Program.

The Provider Success Coach Program was put in place with six different providers; each provider identified an employee to be their internal Success Coach. Each Success Coach completed training and attended regularly scheduled meetings with the MCBDD. Success Coach data showed primary areas of support included mental health counseling, food insecurity and medical concerns. However, overall data from Success Coaches was varied and inconsistent.

2. COLLABORATIVE PROVIDER NETWORK

Implement recommended changes to increase provider interaction at regularly scheduled Provider Mingles. Changes incorporated into the SSA/Provider Mingles included giving time at each event to allow new providers to discuss services or present information about new services. In 2024, four mingles were held including two at provider locations and one at the Medina Library. Attendance increased over the year with new provider participation at each Mingle.

Create and maintain effective relationships between SSAs and providers.

The Service and Support Administration (SSA) Department continues to send out "Kudos" cards in recognition of the hard work and service delivery of independent and agency providers. In 2024, SSAs sent out 506 cards to providers.

3. CULTURE OF EXCELLENCE

Complete four new frontline supervisor trainings for providers.

Four frontline supervisor trainings were developed, scheduled and completed. Initial response to training was very positive as all spots were filled by providers. Number of participants decreased over the course of the year; overall six participants completed all four trainings. Recommendation to enhance and expand frontline supervisor training into 2025.

Develop one appreciation effort for non-DSP, frontline staff/supervisors.

Cleveland Zoo Appreciation Event specifically identified ALL provider/agency staff for appreciation and recognition.

Increase leadership development opportunities for MCBDD staff.

In collaboration with Leadership Medina County, a three-year leadership development plan has been developed. Components of the plan include an application process for acceptance into the program, creation of an individual development program, designation of a mentor, participation in at least six trainings per year, and goals specific to the desired position. Plans will be reviewed by the Superintendent, Assistant Superintendent, and Director of Human Resources on a regular basis to monitor progress.

4. PROVIDER CAPACITY

Organize a Tech Summit that would include Tech Ambassadors, Remote Support and Supportive Technology.

Interactive Tech Expo was held in partnership with Summit County Board of DD and We Thrive Together, on September 9, 2024. Expo included over 40 vendors and was attended by over 500 guests; including providers, SSAs, Early Intervention staff, families and the general public. Recommendation to hold an annual Tech Expo.

Implement regular training schedule for training Career Planning services for providers and new staff.

Employment Navigator completed Career Planning for numerous providers and SSAs. Meets with all new SSAs regarding Career Planning and Community Employment services. Providing annual training on Career Planning for providers.

Implement a collaborative process with behavioral health providers to serve individuals with challenging behaviors.

With the goal to wrap services around a specific person with extraordinary needs, a pilot was developed which included collaborating with ESC and a provider agency. The family identified decided to not participate in the proposed plan. A relationship with another provider was being developed with the MCBDD to provide Crisis Intervention training. That provider was unable to move forward with services. Moving forward, we will use the specific providers that are working with a person to create stability and bring in additional resources including training as needed.

FOCUS AREA 2

TRANSITIONS - Enhance connections and resources for individuals and families to navigate through life transitions.

1. GAPS BETWEEN ELIGIBILITY BENCHMARKS

Determine needed resources for children and their families transitioning at the three mandated ages that require county board re-determination.

Task completed for ages 0-3 Early Intervention Resources guide. Moving forward, committee will be developing interactive road maps that encompass all stages of life.

Create video resource to raise awareness and complement eligibility benchmarks.

All the information needed for the videos is complete. We will be partnering with the MCCC students to support production of the videos.

Create post-transition survey to identify additional gaps or improvement areas.

This will continue to be a focus area within the 2025-2027 Strategic Plan.

2. SCHOOL TO ADULT TRANSITION

Evaluate current transition programming on meeting current needs for transition students.

Evaluated current transition programming including Medina County Educational Service Center (ESC) SITE Program. Site program feedback has been positive. Several schools have included more community employment aspects into programming. ESC has plans to expand SITE program in the near future. Recommendation is to expand access and capacity to SITE program or similar programs.

Identify and analyze three transition programs in the state for recommendations on transition initiatives.

Identified and met with three transition programs; Medina County Career Center (MCCC), Lake County BDD Pathways to Careers program and Huron County Project Life. Each program had positive take-aways. Based on this information, we will continue to meet with the Medina County Career Center on the development of new transition programming after high school.

Reformat advocacy training for Medina County high school transition students.

Advocacy curriculum was updated and presented to local providers and MCCC high school classes. Feedback and response to training has been positive and ongoing. The program known as "Speak Up! Speak Out!" will be promoted to transition age students and adult day programs in 2025.

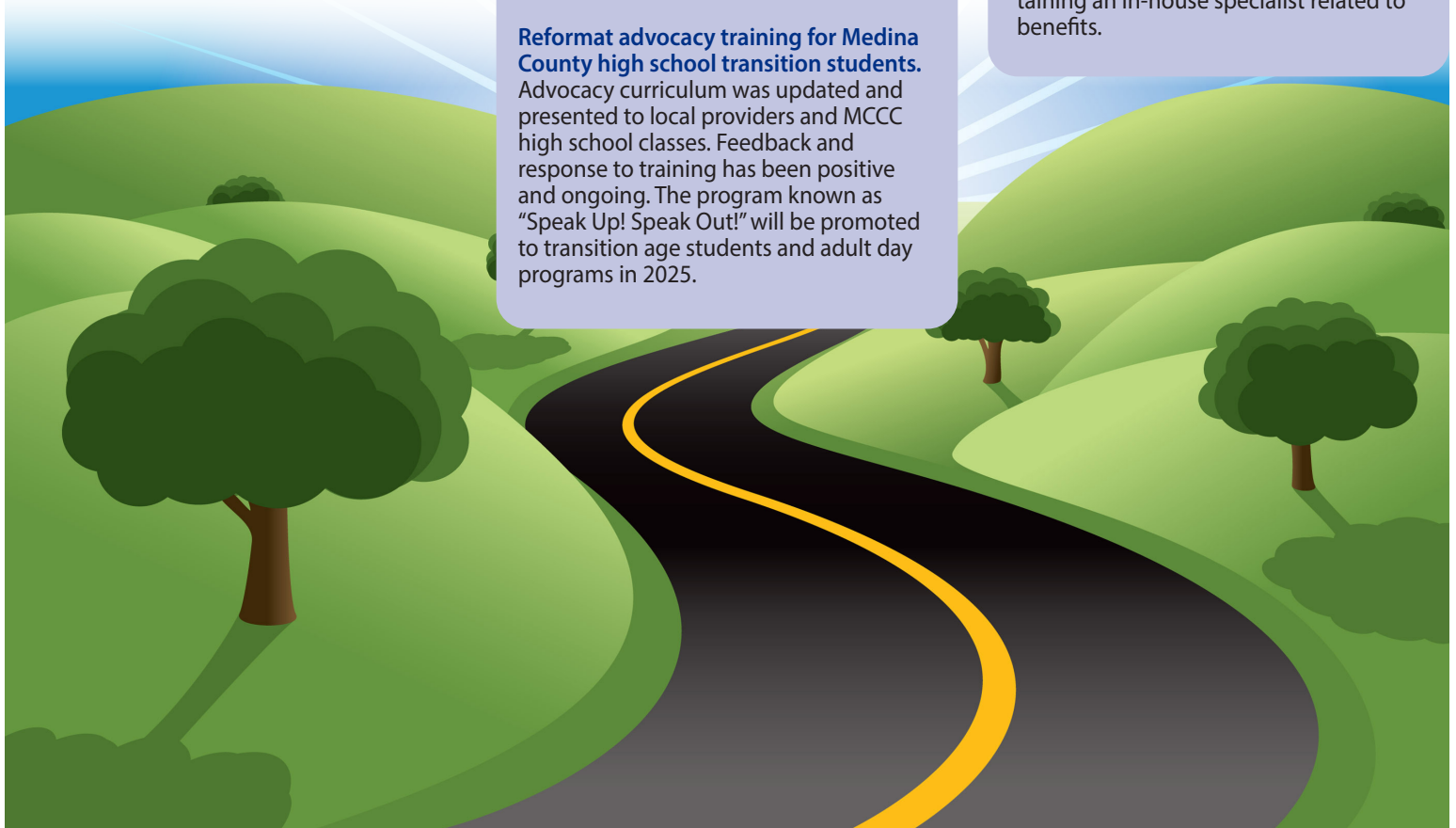
3. FUTURE PLANNING FOR FAMILIES

Training and Resource Committee to identify trends to develop an online knowledge base/library of resources available to individuals and families.

Training and Resource Committee reviewed all trainings. Committee identified three trends (Benefits, Guardianship and Transitions) to ensure training on regular basis. Family Resource Library established on website with videos for the three identified focus areas and additional resources.

Identify needs and gaps in benefit analysis processes.

During 2024, 13 families requested benefit analysis. Over 20 families needed assistance with Social Security related issues. Five individuals needed assistance with opening Stable Accounts. Two formal benefit analysis trainings were held with over 30 participants. Recommendations moving forward include ongoing and increased training for all benefit areas, identify willing and able providers for benefit analysis, and maintaining an in-house specialist related to benefits.



FOCUS AREA 3

COMMUNITY MEMBERSHIP - Promote a county-wide culture that gives individuals the opportunity to be active members in the community.

1. TRANSPORTATION OPTIONS

Develop a partnership with an agency to propose a new transportation project in Medina County.

A program was developed to incentivize transportation providers to deliver services to off hour employment and individuals who use wheelchairs.

Nine independent providers transported 12 individuals to their place of employment for a total of 273 trips in the first quarter. One agency provided transportation to 11 individuals to their place of employment for a total of 603 trips in the first quarter. Seven independent providers transported 10 individuals to their place of employment for a total of 327 trips in the second quarter. One agency provided transportation to 11 individuals to their place of employment for a total of 607 trips in the second quarter. A second agency provided transportation to 4 individuals to their place of employment for a total of 204 trips in the second quarter. We will continue this program into 2025 with incentivizing new trips.

2. HOUSING OPTIONS

Develop three new opportunities to present on the benefits of renting to people with intellectual and developmental differences in order to educate new potential landlords.

Created an information sheet for landlords on the benefits of renting to individuals with disabilities. Presented information to landlords through three separate opportunities; Medina County Housing Network, Medina County Fair Housing Awareness Day, MCBDD Let's Talk Housing presentation.

Develop and implement an assessment for matching potential roommate(s) selection.

The roommate matching assessment was developed and presented to SSA staff in June 2023. It was also provided during the MCBDD Let's Talk Housing presentation as an option to help in identifying compatible roommates.

3. INTEGRATED EMPLOYMENT OPPORTUNITIES

Develop a library of trainings for community employment services to be available for providers.

Employment Navigator provided training on all Career Planning services, including Discovery to individualized agencies interested in providing the service. Also, developed and provided trainings on OOD services. Trainings were recorded and are available through the MCBDD's Provider website.

Complete at least two trainings with SSAs on Employment Navigation, Path to Employment and OOD/Career Planning services.

Employment Navigator completed training with SSAs on Employment Navigation and Career Planning. Also invited SSAs to Community Employment Collaborative series.

Organize an event with the Medina County Employment Collaborative to engage and educate on community employment.

In partnership with the Northeast Ohio County Boards Employment Collaborative, a three-part series was held on Planning for Community Employment, Community Employment Service Delivery and Employer Engagement. The 2nd part of the series focused on Service Delivery, was put on by MCBDD and Summit County DD. The event had over 50 participants in-person or online. The focus was educating all stakeholders on best practices and processes for community employment.

4. INCLUSIVE CULTURE

Work with two community agencies on expanding recreational, leisure, and/or sports activities to include adaptive and inclusive options for individuals with developmental differences.

Collaborated with several agencies/organizations to provide adaptive and inclusive options for yoga, football and other activities. Partnership with Momentum Refresh increased accessibility for more people at 8 community events and was visited by 490 people.

Collaborate with the Early Childhood Resource Center to support child care providers to enroll and continue to support children with developmental differences.

Worked with 4 different child care providers to give recommendations about environments, schedules and strategies to use to support children as well as behavior support training.

Meet with three county officials and/or businesses to educate and discuss inclusion initiatives.

Provided materials about inclusion to elected officials at two roundtable events. Superintendent met with two different local public officials/bodies at least twice a month from February through November to discuss inclusion efforts. Staff met with the Medina Library, main Street Medina, and local businesses about inclusion efforts and opportunities.

Evaluate the MCBDD Leadership Program and make recommendations.

Received feedback from 2024 graduating class with recommendations including expansion of community speakers, initiate class project and increase promotion of Leadership program.

2024 Management Team

Stacey Maleckar, Superintendent

Annie Finnerty, Assistant Superintendent

Carey Bates, Director of Business

Jeannie Petrarca, Director of Service and Support Administration

Diana Davis, Director of Human Resources

Ed Dryer, Director of Community Supports

Tracey Lambdin, Director of Children's Services

Bobby Richards, Director of Facilities and IT

Shannon Lees, Executive Administrator

Patti Hetkey, Community Relations Manager



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Helping People. Building Relationships.

TOGETHER

Medina County Board of Developmental Disabilities

2024 Medina Community Poll



80%

have heard of the
Medina County Board of
Developmental Disabilities



85%

of those who know of us
have a favorable opinion of
our agency.

.9% unfavorable, 14% neutral



96%

of those with an
opinion have a favorable
opinion.



1 in 5

have heard something
about MCBDD in the news
in the past year.

Messaging and Awareness

When thinking about the MCBDD, what comes to
mind first...

36.4%

helping
people with
developmental
disabilities

27.1%

providing
services

12.4%

worthwhile and
necessary
organization,
needs community
support (funding)

Most frequently used words to describe MCBDD:
"Helping People with Disabilities"

Second Tier Words:
Services, Help, Needs, Support

News about MCBDD

21% people hear about the MCBDD through
local news media

Types of MCBDD news heard in last year



65% - Supportive/positive

17% - News and events in the community

34% - Neutral/general information

Value of Services



Services with the greatest value to the
community and importance for funding.

Early Intervention services

Family training and info

Employment and job training services

Education options for children

Communication Demographics - Medina County -

22% Social Media (1% decrease)
- current affairs and entertainment
- ages 45-64, females, employed full time
- registered voters
- Facebook (3% decrease), YouTube (3% increase),
Instagram (no change)

21% Internet (1% increase)
- general information on specific topics
- ages 18-24, males, employed: 65+, males, retired
- non-registered voters

19% Newspapers (1% increase)
- local news
- ages 45+, female/male, not employed or part-time,
- registered voters
- 44% read digital news (9% increase)

Digital Information Access

87% Smartphone **79%** Desktop **47%** Tablet

Medina County Board of Developmental Disabilities

- Contract Report -

Received 1/1/2025-3/31/2025

Italicized - not listed on previous quarter's report

Contracts to be Approved by Board	Contract Approved by Superintendent	NAME OF CONTRACTOR	SERVICE PROVIDED BY MCBDD	SERVICE RECEIVED BY MCBDD	START DATE	END DATE	CONTRACT RATE	CONTRACT MAXIMUM	DATE APPROVED	DATE RECEIVED	Responsible Department
	x	Midwest Family of Companies	Lease of space	Revenue contract	5/13/2025	5/12/2028	\$9,540.00 per month	\$ 343,440.00	3/31/2025	3/31/2025	Operations/Community Support -Ed
	x	Consumer Support Services		Locally Funded Day Services & NMT	1/1/2025	12/31/2025	Medicaid Rate	\$ 42,000.00	2/21/2025	3/11/2025	Business Office
	x	Your Guardian Angels	Amendment	Locally Funded NMT, added day services	1/1/2025	12/31/2025	Medicaid Rate	\$ 50,000.00	2/19/2025	2/19/2025	Business Office
x	x	Windfall Industries	Amendment 2	Locally Funded Day Services, Transportation, Career Planning, IES	1/1/2024	12/31/2024	Medicaid Rate	\$ 207,000.00	1/28/2025	1/29/2025	Business Office
	x	ESC of Medina County		Therapeutic Youth Respite Services - BCBA & RBT	11/1/2024	12/31/2025	See contract	\$19,702.00	1/27/2025	1/27/2025	SSA
x	x	Independent Employment Services, LLC		Locally Funded Individual Employment Support & Career Planning and Transportation	1/1/2025	12/31/2025	Medicaid Rate	\$ 85,000.00	11/19/2024	1/2/2025	Business Office
	x	Midwest Community Services, LLC		Locally Funded Contract Services - custodial services	1/1/2025	12/31/2025	\$15.00/hour	\$ 8,100.00	11/12/2024	1/2/2025	Operations - Paula/Bobby

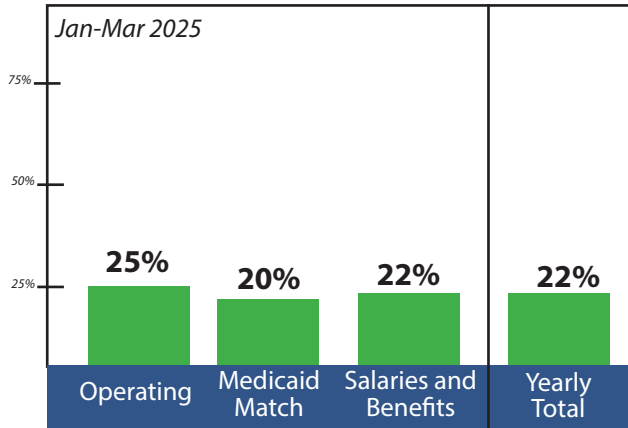
- 2025 Fiscal Indicators -

1ST QUARTER



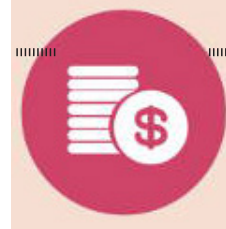
EXPENSES

Projected for 2025
\$28,363,101.00
Current Year-to Date
\$6,150,710.48



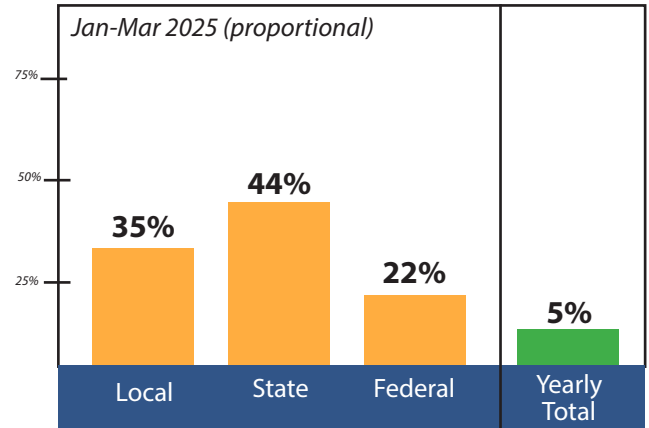
Under Projection

At Projection



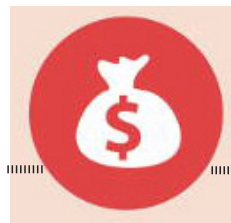
REVENUE

Projected for 2025
\$25,713,339.00
Current Year-to-Date
\$1,212,531.61



Over Projection

Neutral



SERVICE RELATED COSTS

Service Dates - Billing Cycle
 10/1/2024 thru 12/31/2024

Paid to Providers for Services Needed

\$10,783,235.83
 - .15% from last quarter

MCBDD Local Match Responsibility

for Provider Services Above
\$2,943,412.38
 - .02% from last quarter

Service Dates
 1/1/2025 thru 3/31/2025

Local Funding
\$898,199.28

Local funding is used to pay for services and supports not reimbursed through Medicaid. Funding may consist of payments made to providers for people not enrolled in Medicaid and/or fills gaps that Medicaid does not address.

Funding may cover items such as early intervention services, family supports services, supported living, etc.

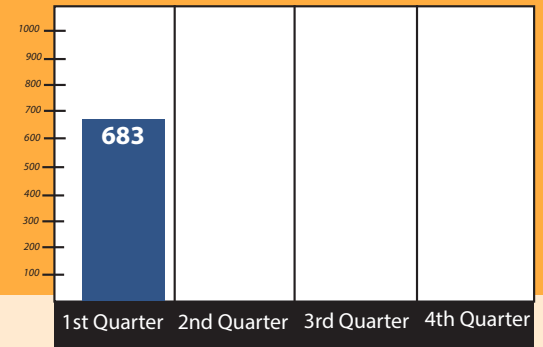
WAIVERS*

2025 Starting Waiver Count **672**

Year to Date

Additional +26
Removed -15
From Start of Year Net +11

Current Total



1st Quarter

Type	Jan. 1	Additional	Removed	Mar. 31
I/O	361	18	-3	376
Level 1	254	8	-7	255
Self	57	0	-5	52

Waiver Costs Caps Per Type

I/O Waiver (ranges 1-9)	\$6,751-\$500,000+ (no cost cap)
Level 1 Waiver (child)	\$41,424
Level 1 Waiver (adult)	\$62,136
SELF Waiver (child)	\$41,424
SELF Waiver (adult)	\$62,136

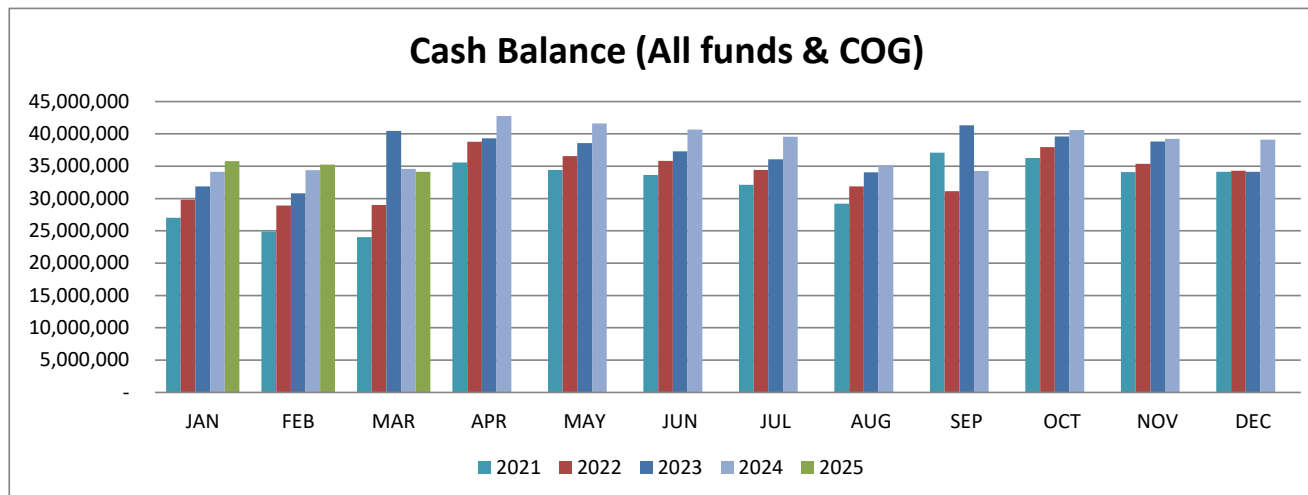
**MEDINA COUNTY BOARD OF DEVELOPMENTAL DISABILITIES
CASH BALANCE FOR MONTH ENDING:**

March 31, 2025

			CURRENT YEAR	PRIOR YEAR	NET CHANGE
FUND #	2855	Capital Fund	3,057,744.30	2,637,594.04	420,150.26
	2855	Capital Fund Reserve	1,467,357.00	2,183,357.00	(716,000.00)
	2856	Capital Sales Tax Fund	21,122.97	15,499.69	5,623.28
	3300	General Fund	19,951,964.20	20,834,666.39	(882,702.19)
	3300	General Fund Reserve	9,528,651.00	8,544,280.00	984,371.00
	3315	Donated Fund	62,212.36	75,080.47	(12,868.11)
	NA	Residential Fund- Held by NEON	51,114.87	293,762.99	(242,648.12)
		TOTALS	34,140,166.70	34,584,240.58	(444,073.88)
		RESERVE TOTAL	10,996,008.00	10,727,637.00	268,371.00
		TOTALS LESS RESERVES	23,144,158.70	23,856,603.58	(712,444.88)

Note 1: Cash held by NEON is used to pay Supported Living and Family Support Services

Note 2: Reserve accounts in accordance with ORC 5705.222



MEDINA COUNTY BOARD OF DEVELOPMENTAL DISABILITIES MONTHLY CASH FLOW 3/31/2025						
FUND	DESCRIPTION	BEGINNING BALANCE	JAN	FEB	MAR	YTD TOTAL
2855	Capital Improvements Revenue		\$ -	\$ -	\$ -	\$ 4,530,126.30
2855	Capital Improvements Expenses		\$ -	\$ 5,025.00	\$ -	\$ 5,025.00
	Total Cash Available:	\$ 4,530,126.30	\$ 4,530,126.30	\$ 4,525,101.30	\$ 4,525,101.30	\$ 4,525,101.30
2856	Capital Sales Tax Revenue		\$ 6,891.51	\$ -	\$ -	\$ 21,122.97
2856	Capital Sales Tax Expenses		\$ -	\$ -	\$ -	\$ -
	Total Cash Available:	\$ 14,231.46	\$ 21,122.97	\$ 21,122.97	\$ 21,122.97	\$ 21,122.97
3300	General Fund Revenue		\$ 256,158.81	\$ 627,207.74	\$ 321,058.55	\$ 35,626,000.68
3300	General Fund Expenditures		\$ 3,584,212.81	\$ 1,139,276.03	\$ 1,421,896.64	\$ 6,145,385.48
	Total Cash Available:	\$ 34,421,575.58	\$ 31,093,521.58	\$ 30,581,453.29	\$ 29,480,615.20	\$ 29,480,615.20
3315	Donated Fund Revenue		\$ 15.00	\$ -	\$ 1,200.00	\$ 63,712.36
3315	Donated Fund Expenditures		\$ -	\$ 300.00	\$ -	\$ 300.00
	Total Cash Available:	\$ 62,497.36	\$ 62,512.36	\$ 62,212.36	\$ 63,412.36	\$ 63,412.36
ALL	All Fund Revenue		\$ 263,065.32	\$ 627,207.74	\$ 322,258.55	\$ 40,240,962.31
ALL	All Fund Expenditures		\$ 3,584,212.81	\$ 1,144,601.03	\$ 1,421,896.64	\$ 6,150,710.48
	Total Cash Available:	\$ 39,028,430.70	\$ 35,707,283.21	\$ 35,189,889.92	\$ 34,090,251.83	\$ 34,090,251.83

check

35,707,283.21

See Footnote 2

35,189,889.92

34,090,251.83

34,090,251.83

Monthly (Use) Of Fund Balance:

(3,321,147.49)

(517,393.29)

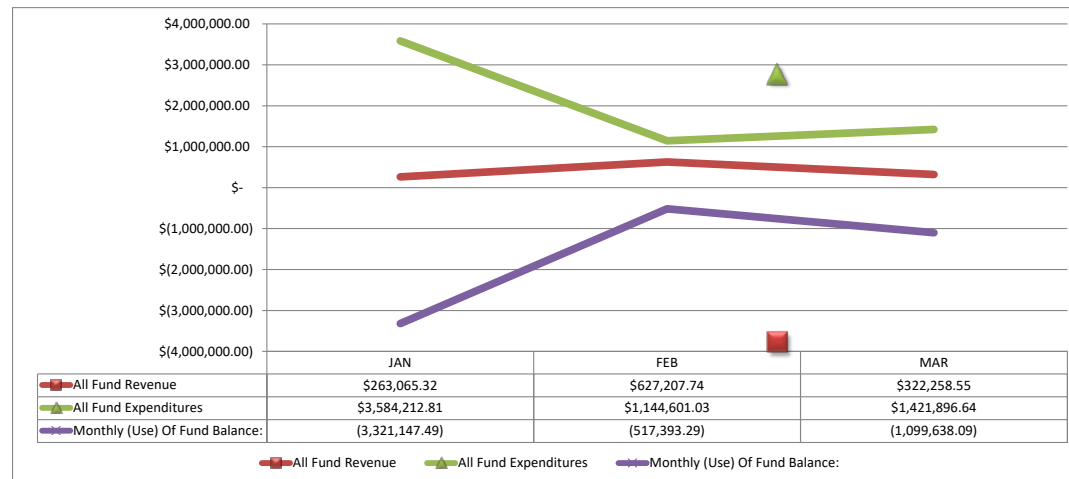
(1,099,638.09)

(4,938,178.87)

FOOTNOTES:

(1) Funds held at NEON are not included here since money available is already included as a transfer from Fund 3300, earmarked for Supported Living and Family Support Services (NEON balance 3/31/25: \$242,061.11)

(2) 2/28/25 actual cash balance for fund 3300 (\$30,581,453.29). The County Auditor reports \$30,581,499.45. The difference of \$46.16 is due to a 2024 voided check that wasn't posted until 3/17/25, not in February 2025 when the check was re-issued and the void originally entered.



**MEDINA COUNTY BOARD OF DEVELOPMENTAL DISABILITIES
MONTHLY EXPENDITURE STATEMENT
ALL FUNDS
MARCH 2025**

ACCT	TITLE	INITIAL BUDGET	BUDGET CHANGES	ADJUSTED BUDGET	JAN	FEB	MAR	YTD VARIANCE ANALYSIS				UNSPENT BALANCE 2025	% SPENT
								YTD BUDGET	YTD EXPENDED	YTD PRIOR YEAR	INCREASE (DECREASE)		
VARIOUS	SALARIES (5)	8,974,937	-	8,974,937	686,624	664,841	677,333	2,071,139	2,028,798	1,902,333	126,465	6,946,139	25.00%
3300-50060	WORKERS COMP	89,657	-	89,657	6,866	6,649	6,773	20,690	20,288	19,024	1,265	69,369	22.63
3300-50070	UNEMPLOYMENT	15,532	-	15,532	-	-	-	3,584	-	-	-	15,532	-
3300-50080	PERS	1,050,633	-	1,050,633	76,763	74,907	73,804	242,454	225,474	218,660	6,814	825,159	21.46
3300-50081	MEDICARE	130,007	-	130,007	9,559	9,260	9,435	30,002	28,254	25,963	2,291	101,753	21.73
3300-50082	STRS	219,340	-	219,340	14,986	15,681	16,456	50,617	47,122	48,871	(1,749)	172,218	21.48
3300-50090	HOSPITALIZATION	2,607,955	-	2,607,955	184,250	174,992	176,559	651,989	535,801	559,611	(23,810)	2,072,154	20.54
3300-50091	DENTAL INSURANCE	135,000	-	135,000	20,079	-	10,319	33,750	30,398	29,140	1,258	104,602	22.52
3300/3315-50100	SUPPLIES	227,925	-	227,925	8,119	6,961	14,117	56,981	29,197	16,188	13,009	198,728	12.81
3300-50200	MATERIALS	24,850	-	24,850	913	791	491	6,213	2,196	3,113	(917)	22,654	8.84
3300-50230	REPAIRS	51,300	-	51,300	498	1,708	1,469	12,825	3,675	3,685	(10)	47,625	7.16
3300-50250	EMERGENCY RELIEF	25,000	-	25,000	-	273	107	6,250	380	2,308	(1,928)	24,620	1.52
3300-50450	FEES	374,350	-	374,350	90,832	870	375	93,588	92,077	94,282	(2,206)	282,273	24.60
3300-50515	PROPERTY & LIABILITY INS	62,550	-	62,550	24,744	-	-	15,638	24,744	24,216	528	37,806	39.56
3300-50536	VEHICLE INSURANCE	10,000	-	10,000	10,000	-	-	2,500	10,000	9,000	1,000	-	100.00
3300-50540	ADVERTISING	43,300	-	43,300	1,150	4,730	1,575	10,825	7,455	14,829	(7,375)	35,845	17.22
3300/3315-50541	PRINTING	7,250	-	7,250	251	-	80	1,813	331	118	213	6,919	4.57
3300/3315-50560	TRAVEL/TRAINING	141,200	-	141,200	10,349	3,808	5,729	35,300	19,886	22,376	(2,489)	121,314	14.08
3300/3315-50580	CONTRACT SERVICES	2,350,830	-	2,350,830	128,083	117,515	342,383	587,708	587,981	658,155	(70,173)	1,762,849	25.01
3300-50590	SPECIAL PROJECTS	463,350	-	463,350	325,590	5,367	12,199	115,838	343,156	35,949	307,207	120,194	74.06
3300-50600	GASOLINE	2,400	-	2,400	98	566	277	600	941	572	369	1,459	39.20
3300/3315-50610	OTHER EXPENSE (3)	87,135	-	87,135	52,699	1,065	2,804	21,784	56,568	62,998	(6,430)	30,567	64.92
VARIOUS	UTILITIES	285,600	-	285,600	22,613	10,630	27,227	71,400	60,470	65,758	(5,288)	225,130	21.17
3300/3315-50711	RENTALS	5,900	-	5,900	-	40	383	1,475	423	798	(375)	5,477	7.16
3300/3315-50780	EQUIPMENT	146,100	-	146,100	1,599	940	7,694	36,525	10,233	16,760	(6,527)	135,867	7.00
2855-50580	CONTRACT SERVICES (CI)	25,000	-	25,000	-	-	-	6,250	-	3,700	(3,700)	25,000	-
2855-50590/50780	CAPITAL PROJECTS/EQUIP (CI)	691,000	-	691,000	-	5,025	-	172,750	5,025	300,338	(295,313)	685,975	0.73
2856-50590	CAPITAL PROJECTS (SALES TAX)	29,000	-	29,000	-	-	-	7,250	-	-	-	29,000	-
SUBTOTAL - EXPENDITURES		18,277,101	-	18,277,101	1,676,666	1,106,618	1,387,590	4,367,735	4,170,874	4,138,745	32,129	14,106,227	22.82
3300-50623	MEDICAID LOCAL MATCH (2)	10,086,000	-	10,086,000	1,907,547	37,983	34,307	2,521,500	1,979,837	1,549,310	430,527	8,106,164	19.63
GRAND TOTALS		28,363,101	-	28,363,101	3,584,213	1,144,601	1,421,897	6,889,235	6,150,710	5,688,055	462,656	22,212,391	21.69
PRIOR YEAR CARRYOVER (4)				479,926	69,110	13,678		562,715	571,213	(8,499)			
check:		28,363,101	0	28,363,101	3,584,212.81	1,144,601.03	1,421,896.64	6,889,235	6,150,710.48	5,688,054.95		22,212,391	
3300-50960	TRANSFERS (6)	-	-	-	-	-	-	-	-	-	-	-	-
3300-50981	RESERVE GENERAL (7)	9,528,651	-	9,528,651	-	-	-	9,528,651	-	8,544,280	984,371	9,528,651	-
2855-50981	RESERVE CAPITAL (7)	1,467,357	-	1,467,357	-	-	-	1,467,357	-	2,183,357	(716,000)	1,467,357	-
TOTAL RESERVE AMOUNTS:		10,996,008	-	10,996,008	-	-	-	10,996,008	-	10,727,637	268,371	10,996,008	-

39,359,109

39,359,109

6,150,710.48

FOOTNOTES:

1. This report combines all funds for MCBDD (General, Capital, Sales Tax and Donated); Initial Budget is the initial approved 2025 Budget. Budget changes are for appropriation transfers, increases or decreases that occur
2. Local Match includes quarterly payments plus 5th invoice to DODD for Medicaid match, as well as match for those individuals living in a DC.
3. Other Expense includes one-time payments (e.g. professional memberships - OACBDD, OPRA, Chambers, etc.).
4. Prior Year Carry-over is 2024 expenses paid in 2025.
5. Salaries - three pay months (May and October 2025).
6. Transfers- This is not an expense but is needed to transfer money from the general fund to the capital improvement fund (none needed for 2025)
7. Reserve - Designated reserve accounts covered by ORC 5705.222 (C)

MEDINA COUNTY BOARD OF DEVELOPMENTAL DISABILITIES
MONTHLY STATEMENT OF RECEIPTS
ALL FUNDS
3/31/2025

ACCT	TITLE	BUDGETED RECEIPTS	JAN	FEB	MAR	VARIANCE ANALYSIS				% OF BUDGET RECEIVED
						YTD RECEIPTS CURRENT YEAR	YTD RECEIPTS PRIOR YEAR	INCREASE (DECREASE)	% INCR. (DECR.)	
										25.00%
2856-40008	SALES TAX REVENUE	29,000	6,892	-	-	6,892	7,478	(587)	(7.84)	23.76
3300-40001	REAL ESTATE TAX (3)	18,306,715	-	-	-	-	-	-	-	-
3300-40011	ROLLBACK/HOMESTEAD TAX (2)	2,125,980	-	-	-	-	-	-	-	-
3300-40250	FEES	-	-	-	-	-	900	(900)	(100.00)	-
3300-40420	GENERAL REIMBURSEMENTS	1,271,920	103,765	126,950	146,173	376,889	365,501	11,388	3.12	29.63
3300-40435	MEDICAID SETTLEMENT (7)	1,240,000	-	-	-	-	1,007,451	(1,007,451)	(100.00)	-
3300-40438	TARGETED CASE MGT (5)	1,086,000	79,146	65,290	94,040	238,476	231,699	6,776	2.92	21.96
3300-40439	WAIVER INCOME (5)	22,000	1,679	-	-	1,679	6,949	(5,270)	(75.83)	7.63
3300-40440	MAC	714,000	-	-	-	-	140,024	(140,024)	(100.00)	-
3300-40599	OTHER REVENUE	12,000	863	-	160	1,023	8,528	(7,504)	(88.00)	8.53
3300-40601	GRANTS - FEDERAL (4)	128,580	1,718	-	22,140	23,858	16,115	7,743	48.05	18.55
2855/3300-40602	GRANTS - STATE (4)	13,500	2	373,079	2,048	375,128	3,336	371,792	11,144.86	2,778.73
3300-40606	OOD	-	-	-	-	-	10,795	(10,795)	(100.00)	-
3300-40612	DEPT OF ED SUBSIDY	640,000	56,302	50,284	47,236	153,822	159,408	(5,587)	(3.50)	24.03
3300-40710	RENT	111,644	9,262	9,262	9,262	27,786	27,786	-	-	24.89
3315/3300-40712	REFUNDS	3,500	3,422	2,343	-	5,764	-	5,764	-	164.70
3315-40072	DONATIONS (6)	5,000	15	-	1,200	1,215	600	615	102.50	24.30
3315-40503	INTEREST	3,500	-	-	-	-	-	-	-	-
	GRAND TOTALS	25,713,339	263,065	627,208	322,259	1,212,532	1,986,571	(774,040)	(38.96)	4.72

check: 263,065.32 627,207.74 322,258.55 1,212,531.61 1,986,571.32

2855-40450	TRANSFERS (8)	-	-	-	-	-	-	-	-	
						1,212,531.61	1,986,571.32	(774,039.71)		

Footnotes:

1. This report combines all funds for MCBDD (General, Capital, Capital Sales Tax and Donated).
2. Rollback/ Homestead is the portion of Real Estate Taxes that are paid by the State twice a year.
3. Real Estate taxes are received twice a year typically in April and August or September.
4. Grants - Federal (Title XX, National School Lunch, Title VI), Grants - State (RAP, Capital Assistance Grants (Housing), Other State Grants)
5. Medicaid payments (Waiver & Targeted Case Management) - 2025 waiver revenue is Transit NMT waiver billing only.
6. Donations received (3315-40072): Jan - \$15.00 (Soc/Rec Program file folder cash found - to Community Supports), Mar - \$1,200 (Robert Sefcik for camperships - to Children Services)
7. Medicaid Settlement - cost report and waiver match reconciliations. For CY25, FY23 waiver match reconciliation and CY22 cost report settlement.
8. Cash transfer from general fund to capital improvement fund - no cash transfers expected in CY25.

MEDINA COUNTY BOARD OF DEVELOPMENTAL DISABILITIES
MONTHLY REVENUE WORKSHEETS
YEAR END SUMMARY
12/31/2024

Fund - Account	% of Budget Received	Comments
3300 - Fees	45%	Preschool services discontinued with 24-25 school year. This was for peer tuition.
3300 - Medicaid Settlements	135%	Waiver match reconciliation was higher than budgeted, due to lower utilization and additional state funding allocation received.
3300 - Targeted Case Management	90%	Less units billed than budgeted. SSA turnover has a slight impact on this.
3300 - Waiver Revenue	311%	Budgeted to bill transit services only through February 2024. DODD extended this time to bill to continue until further notice.
3300 - Other Revenue	123%	Increase in GovDeals auction proceeds (mainly tractor auction)
3300 - Grants - State	49%	Budgeted \$250k for capital housing pass-through (one 2024 project in process at end of year, so this money will be received in 2025).
3300 - OOD	86%	Transition from being the provider of OOD services in 2023 - slightly less carryover billing received than budgeted.
3300 - Refunds	17%	Historical and situational budgeting estimates used.
3315 - Donations	137%	Received \$6,862 in donations, budgeted \$5k - historical estimates

Overall All Fund Revenue Received: 102%

MEDINA COUNTY BOARD OF DEVELOPMENTAL DISABILITIES
MONTHLY EXPENDITURE STATEMENT
YEAR END SUMMARY
12/31/2024

	% Spent	% of Unspent balance	Comments
Salaries/Benefits	95.3%	41.2%	(2) retirements budgeted but not taken in 2024, (5) reduction in force payouts budgeted but not needed and a handful of partial year position vacancies. No unemployment budget was needed (\$86,652). Medical claims expenses not as high as previous years. 58% of this category's unspent balance is for medical. Also, budgeted a increase to dental rates that did not happen in 2024.
Operating	79.7%	59.4%	See breakdown below
Medical Match	99.8%	1.0%	Budgeted (4) DC residents when we had up to (6) at one point in the year.
Capital Improvements	52.6%	20.8%	Removed PY expenses paid in 2024, moved the SMART home and main entrance renovations to 2025, some capital project costs came in less than budgeted and some CI projects were completed in 2024 but won't be paid until 2025.

	% Spent	% of Unspent balance	Comments
Operating: Supplies	79.9%	2.4%	Budget included contingency dollars due to change in inventory costs limits (\$100 to \$500).
Operating: Emergency Relief	40.5%	1.0%	This is situational. 2024 saw 27% increase in use of these funds compared to what was spent in 2023.
Operating: Travel	78.4%	1.8%	Operating travel not as high as pre-COVID. Training expenses come out of this budget too. Some 2024 costs will be paid in 2025.
Operating: Contract Services	84.7%	24.3%	Local provider billing still down due to providers being behind on billing and/or low utilization but it trending higher than in year's past. There will still be some 2024 expenses paid in 2025.
Operating: Special Projects	41.8%	24.0%	This is where Capital Housing pass-through expenses fall under - there was a December project completed (\$299,640) that will be paid out in 2025.
Operating: Remainder of accounts	91.8%	5.8%	

2023 Expenses Paid in 2024:	\$ 625,950	\$ 809,308	2022 Expenses Paid in 2023 (for YTD comparison)
2855/2856 - Capital Improvements/Sales Tax	\$ 644,863	\$ 748,231	
3300 - General Fund	\$ 297,208	\$ 308,510	
3315 - Donated Fund	\$ -	\$ 904	

SUPERINTENDENT'S REPORT**April, 2025****SSA**

- Three new SSAs started this past month and they are all completing their training and starting to be assigned cases. They are so excited to be on board and are eager to learn!
- The SSA Department recently completed the final session of a three-part training series from the Hope Recovery Center, dedicated to recognizing and supporting people struggling with addiction. While not always an easy topic to learn about, this important information assists the SSAs that have individuals with dual diagnosis, as well as their family members that battle with substance abuse.

COMMUNITY ENGAGEMENT

- April is Autism Acceptance Month; outreach efforts across the nation continue to support a move from “Awareness” to “Acceptance.” MCBDD promoted these efforts through several articles in local media.
- MCBDD provided a gift basket to the Wadsworth Chamber of Commerce Annual Easter Basket Auction.
- MCBDD participated in the Pinwheel Garden project during the month of April to support awareness of child abuse.
- MCBDD participated in the Brunswick Senior Expo on 3/26 and provided general agency information and information related to seniors and family members who may have disabilities.
- MCBDD participated in the St. Ambrose Health and Wellness Fair on 3/30 and provided general agency information and information related to early intervention and developmental milestones.
- The MCBDD participated in the Black River High School Career Day on 4/17 and provided information about the variety of careers available in the DD field.
- The MCBDD participated in the Brunswick High School Career Day on 4/23 and provided information about the variety of careers available in the DD field.
- The MCBDD is happy to announce the 2025 Stand Out Champion Award recipients are the following: Melanie Kasten-Krause, Nicole Moehring, and Trenton Fumich.

Upcoming Engagements and Promotions

- Wadsworth Family Fun Carnival: 5/3.
- MCBDD Ice Cream Social: 6/27 from 6-8:00 p.m. on Medina Public Square (Rain location – Medina County Achievement Center).
- May promotions will include Mental Health Resources and Early Intervention and Developmental Milestones.

EARLY INTERVENTION (EI)

- There were 34 new referrals for March, with a total of 241 kids currently being served by our program.
- The new EI Service Coordinator is fully trained and oriented and is taking new referrals regularly.
- We received the name we will utilize to send verification records for our current state compliance indicator, Timely Receipt of Services (TRS). Submission is due no later than 4/10.

April 28, 2025

Superintendent's Report

Page 1 of 4

- EI Coordinator is observing one home visit per quarter for each of our service provider staff with a follow-up meeting. We just completed our first quarter of observations and it was wonderful to see the excellent work our provider staff is doing out in the field and to have an opportunity to meet with each of them individually.

SCHOOL AGE

- PBIS: Windfall School students had an Easter egg hunt in the courtyard and the SSA Department provided an egg hunt, as well, for the students.
- Community outings have continued and Casey Smith's classroom has been increasing their vocational skills by completing tasks at National Design Mart.
- We have a new student enrolled from Highland in the Middle School classroom.

COMMUNITY SUPPORTS & DEVELOPMENT DEPARTMENT

Community Partnerships

The DSP-U partnership with Medina County Career Center has had another successful year with all the participating students completing all of the required coursework and internships. On Thursday, 4/17, a celebration luncheon was held at the Career Center to recognize the achievement of our six graduates. Congratulations! The partnership will continue for a third year as we presented the program to the Teaching Professions junior class.

Past Trainings and Presentations

Date	Title of Training	Presenter	Target Audience
3/18/25	CIT Training-DD Awareness <i>Attendance: 24</i>	Jennie Petrarca, MCBDD	Law Enforcement
4/16/25	Independent Provider Meet & Greet Topic: EVV Changes	Courtney Jordan, MCBDD	Independent Providers
4/23/25 & 4/24/25	Crisis Prevention Training	Jerry Thomas, MCBDD	Providers at Enhance Ability
4/24/25	Employment Provider/OOD/SSA Mingle	Pattie Dempsey, OOD & Jason Dresden, MCBDD	Employment providers, OOD Staff, SSAs
4/25/25	Social Security & Medicaid Benefits Workshop	Kim Bernardi, MCBDD	Families/Individuals/Other Community Stakeholders, Providers

Upcoming Trainings and Presentations

Date	Title of Training	Presenter	Target Audience
5/13/25	Compassionate Presence: Empathy in Practice	Jerry Thomas, MCBDD	Providers Families/Individuals/Other Community Stakeholders
6/4/25	Frontline Supervisor Training: Elements of Effective Team Communication	Crystal Brodzinski & Nicole Richter, MCBDD	Agency Providers

Advocacy

Meeting

- On 3/25, the meeting was held via Zoom with 22 in attendance. We discussed various topics including: a new app, *Supercook*, to help meal planning; billboards in major cities showcasing people with Down Syndrome on behalf of *World Down Syndrome Day*; and packaging for make-up showing subtle changes to be more inclusive to those with vision disabilities.
- Our next meeting will be 4/29 at Midwest where we will be using paint to express an experience we had while advocating for ourselves or someone else.

People Together

- On 3/7, Molly Usner was joined by Advocate, Ashley, to talk to 33 students at St. Francis about visible and non-visible disabilities.
- On 3/14, Advocates - Adina, Ashley, Jeremy, and Alida talked to 47 students at Buckeye. We talked about things they like/dislike (green beans were a big dislike of the group!) and struggles they've overcome to highlight resilience and kindness.

Leadership Academy

- Participants have been selected; we are moving forward with preparing for our 2025 class. The first class was held on 4/22.

Provider Support

DSP Spotlight

Nina McMillan was recognized for the April DSP Spotlight. Nina has been serving individuals as a DSP for Midwest's Medina location for three years. Nina started in the field working with Special Education students at Copley-Fairlawn Schools. When asked, has there ever been anyone that has stood out to you as a mentor in this field? Nina replied *"This field is packed with people that are passionate about helping individuals with developmental disabilities. There have been so many SSAs, behavior specialists, as well as other DSPs that have helped me. We all understand that we have to work together to help our individuals succeed and accomplish their goals!"* **Congratulations, Nina!!!**

Spring DSP Appreciation Event

- 741 DSP treat bags were delivered to 16 participating provider agencies in Medina County. Each bag contained two delicious Grandma's Chocolate Brownie Cookies, a Thank You Card, and a "Scratch Off" chance to win a prize.



OPERATIONS

- The Gutter Project is complete.
- MCBDD will be a voting location on 5/6.
- Replacement cycle laptops arrived – we are working on distributing to staff.

SPECIAL OLYMPICS OHIO MEDINA COUNTY BOARD OF DD

135 Athletes; 23 Unified Partners - Total

130 Bowling; 23 Unified Partners

5 Powerlifting

(16) Pickleball – is not counted in total above (will be a sanctioned sport in future).

- Powerlifting - began on 3/13.
- Basketball - The banquet was held on 3/11.
- Swim – The banquet was held on 3/13.

ADDITIONAL INFORMATION:

- Wadsworth YMCA Pickleball continues on Tuesdays from 6:30-7:30 p.m., weekly. Sixteen Athletes currently participate and the YMCA Pickleball Coordinator cannot accept any more Athletes at this time due to space and assistance needed.
- S.O. Ohio has selected Pickleball and Cornhole as exhibition sports in 2025, aiming to have regional events in 2026 and state-held events in 2027 for these two sports. The Wadsworth YMCA Pickleball Coordinator is interested in coaching and holding practices at their location; details TBD as S.O. Ohio develops sport rules and what season (both) sports will be offered.
- S.O. Ohio has collaborated with local YMCAs to offer free membership to current S.O. Athletes in the state. S.O. Medina continues to participate and share information regarding this free membership.
- Indoor State Winter Games (Basketball and Swim) was held the weekend of 3/7-9 at The Ohio State University.
- Spring sports sign-up began on 4/1, an email with information has been distributed, and rosters are being finalized (Track, Volleyball, Bocce, and Tennis).
- The Knights of Columbus Free Throw Contest was held on Sunday, 3/30, in the Windfall Gym; 35 Athletes participated.
- An operating budget is being created by the S.O. Coordinator for the Medina S.O. program with multiple executive board meetings scheduled to collaborate.
- 4/12 – Volleyball Tournament was scheduled at Oberlin College.
- 4/12 – Bowling Tournament was scheduled in Portage County.
- 4/13 – CAVS game – free tickets for all Special Olympics Ohio Athletes who competed at State Indoor Winter Games this past March: Medina took nine Athletes who were able to attend.
- 4/27 – Regional Track Event at Bedford High School.
- 5/3 – Regional Tennis scheduled at Thrive Thru Tennis in Broadview Heights.
- 5/4 – Regional Volleyball scheduled at Pinnacle in Medina.
- 5/4 – Regional Powerlifting scheduled at Medina High School weight room.
- 5/4 – Regional Bocce scheduled at Pinnacle in Medina.
- 5/5 – Spring 2025 Bowling Banquet scheduled.
- 5/10 – Raymond Biegel Memorial Tournament scheduled at MCBDD.
- 6/13-25 – State Summer Games scheduled at OSU.
- 6/21 – Fiona’s Car Show scheduled at MCBDD.
- 7/1 – Golf scheduled to begin at Bunker Hill Golf Course.



medina county board of developmental disabilities 2025 Action Plan Dashboard

Progress • Highlights • Concerns
March 2025

Community Partnership

Enhancing partnerships and outreach that support inclusion, awareness and engagement in the community.

1. Increase community employment through community partnerships throughout the county.

- 1a. Business and community members have been identified and contacted. Quarterly meetings have been scheduled and will start in March.
- 1b. A list of DODD and OOD providers has been developed. They were contacted and their availability to receive new referrals was confirmed.
- 1c. Reports focused on the uses of career planning and Independent Employment Services (IES) are being run and analyzed. Materials to increase business engagement will be developed based on results.

2. Use community partners to increase inclusion and accessibility throughout the county.

- 2a. The committee to develop an environmental accessibility and inclusion plan has been developed and meetings have started.
- 2b. Multiple organizations, including recreation centers, schools, and a church, have been contacted to discover opportunities for greater inclusion. Additional opportunities will continue to be investigated.
- 2c. Three child care agencies have been contacted about increasing inclusion efforts and have asked to schedule meetings in the spring.
- 2d. Information regarding communication plans has been obtained for three school districts. Currently, we are waiting for information from other school districts. Information will be requested again.

3. Engage community partners through outreach and education.

- 3a. In collaboration with Alternative Paths, MCBDD provided disability awareness training for police officers from various departments throughout the county on Tuesday, March 18.
- 3b. County schools have been contacted and a list of after-school programs is being compiled.
- 3c. We are currently analyzing engagement data from social media, website, e-marketing, and the Medina County Poll in order to determine key groups to target with future outreach and education efforts.

Progress Color Coding:

On track to complete
by end of 2025

Concerns for completing
by end of 2025

Barriers to completing
by end of 2025

2024 Action Plan Dashboard

MAY 2024

Barriers to completing
by end of 2024

Concerns for completing
by end of 2024

On track to complete
by end of 2024

Focus Area Two

TRANSITIONS

Enhance connections and resources for individuals and families to navigate through life transitions.



Gaps Between
Eligibility

Independence and
Advocacy

Future Planning

Highlights and Concerns

1. Materials to address gaps and create ongoing connections with the MCBDD during important eligibility benchmarks are being updated and needs for new materials are being determined. Videos will be made once the materials are completed.
2. Meeting will be scheduled with ESC to observe and discuss their SITE program. The Medina County Career Center (MCCC) is in process of developing a transition program for both before and after graduation due to conversation with MCBDD. Met with Lake County Board of DD to discuss their Pathways to Careers Program. Advocacy training has been reformatted and will begin in school year 2024-2025.
3. Four topics of interest to families for ongoing training identified: Trust and Estate Planning, Transition, Benefits, and Guardianship. Information will be gathered to establish accessible resources for individuals and families. Benefit analysis training was held on Friday, May 3rd with 22 attendees.

2024 Action Plan Dashboard

OCTOBER 2024

Barriers to completing
by end of 2024

Concerns for completing
by end of 2024

On track to complete
by end of 2024

Focus Area Three

COMMUNITY ENGAGEMENT

Promote a county-wide culture that gives individuals the opportunity to be active members in the community in the most integrated setting.



Reliable and Flexible
Transportation Options

Increase Housing Options

Integrated Employment
Opportunities

Inclusive Culture within
the Community

Highlights and Concerns

1. The Transportation Incentive Program is currently being used by 9 independent providers and 3 agency providers. It has been effective in helping 6 additional individuals in need of transportation services for greater access to their community.
2. A housing presentation will be held on 11/19 with families and landlords being invited to attend this event. The annual Housing Needs Survey has been completed and has shown a 20% increase in individuals interested in moving in the next 1-3 years.
3. An Employment Symposium, in collaboration with Summit DD and the Medina Employment Collaborative, was held on 10/15. Providers and SSAs participated in the event and received information on available services and best practices related to employment services.
4. Multiple inclusive programs have been engaged and promoted; including Empower Sports and Inclusive Yoga. A collaboration with the Medina County District Library to discuss and make recommendations for better inclusion and accessibility within their system has also occurred.

Helping People. Building Relationships. **TOGETHER.**

2025 Board Presentation Schedule

<u>Month</u>	<u>Topic</u>	<u>Related Focus Area</u>	<u>Presenter</u>	<u>Action Plan Dashboard</u>
Jan	Summary Of 2024 Action Plan and 2022-2024 Strategic Plan		Stacey	
Feb	Annual Report ARPA Wrap Up Report		Stacey	
Mar	Business Advisory Committee	1	Ed	Focus Area 1
Apr	Open for Board Training		Jennie & Patti	Person-Centered Planning & Agency Crisis Communication Plan
May	Levy 101		Carey, Annie & Patti	
June	Advocacy	2	John K	Focus Area 2
July	Waiver 101		Jennie	
Sep	Agency Core Values	3	Patti	
Oct	Retention Strategies for Provider Staff	3	Ed/Crystal	Focus Area 3
Nov	Inclusion & Accessibility Plan	1	Annie	
Dec	Action Plan 2026		Stacey	

medina county board of developmental disabilities

- Board Statistics - 2025

Statistics are as of the last day of the previous month

Enrollee Statistics

Unduplicated Counts	2024		2025											
	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Eligible Children Active / Ages 0-22	811	799	805	812	810									
Eligible Adults Active / Ages 23+	733	733	738	737	744									
TOTAL Eligible Individuals	1544	1532	1543	1549	1554									

Individual Service Enrollment

CHILDREN'S SERVICES

SERVICE AND SUPPORT ADMINISTRATION (SSA)

	Early Intervention Referrals	Enrolled Early Intervention	Enrolled Windfall School	New Individuals Found Eligible	Total Individuals Assigned SSA/I&R
2024					
NOV	26	221	37	14	1253
DEC	25	218	37	27	1255
2025					
JAN	31	218	39	35	1264
FEB	39	219	39	22	1269
MAR	34	226	38	36	1282
APR					
MAY					
JUN					
JUL					
AUG					
SEP					
OCT					
NOV					
DEC					

NOTE:

MCBDD

Staffing Statistics

	Total Approved Positions	Current Open Positions
JAN	137	3
FEB	137	4
MAR	137	1
APR		
MAY		
JUN		
JUL		
AUG		
SEP		
OCT		
NOV		
DEC		

Year to Date Turnover Rate:

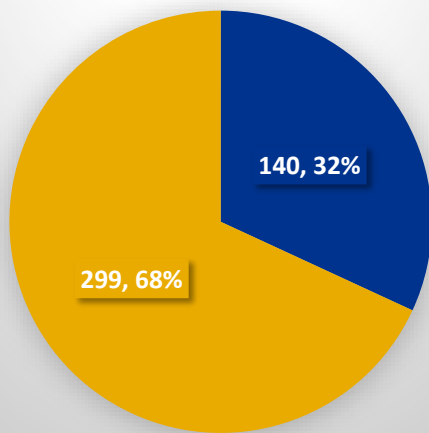
4.4%

Positions Affected This Month:

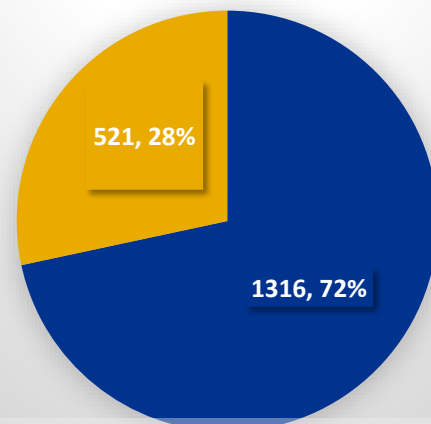
1 Intervention Specialist (to be filled 2025/2026 school year)

- Provider Report -

Calendar Year 2024

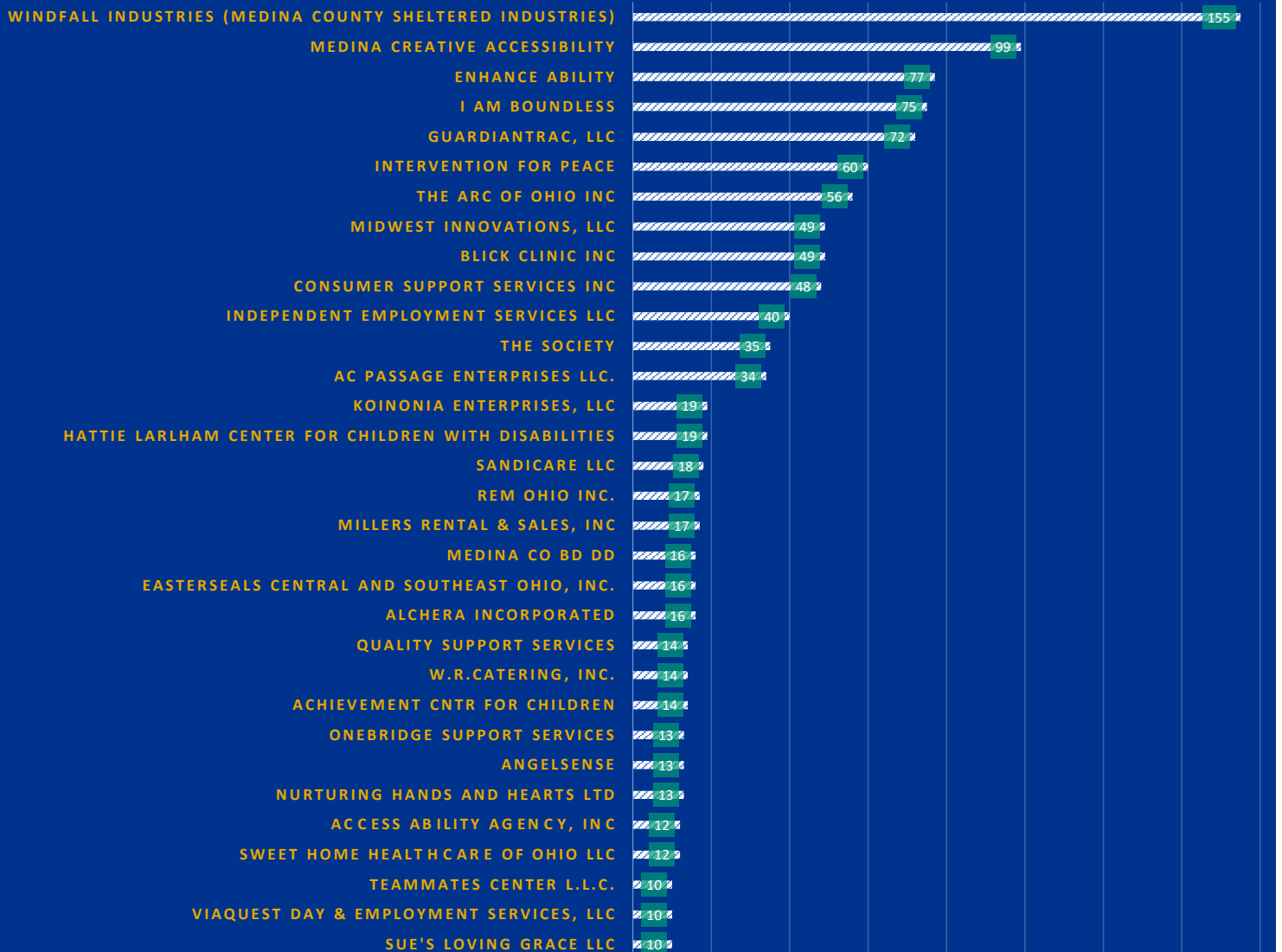


■ # of Agency Providers ■ # of Independent Providers



■ Individuals Served By Agency Providers
■ Individuals Served By Independent Providers

AGENCY PROVIDERS SERVING >10 INDIVIDUALS



NOTE: Based on all service authorizations (local & waiver)

**Semiannual Report of Bullying Incidents
Medina County Board of Developmental Disabilities
Windfall School**

Reporter: Celeste Bajorek, Director of Children's Services

There were 0 incidents of reported bullying, intimidation, or harassment at Windfall School from
January 2024 to June 2024.

This report is required to be made semiannually to the President of the Board by Ohio Revised Code
3313.666.

March Voucher Report
Summary By Vendor

Sum of AMOUNT	Fund	
Vendor	3300	Grand Total
4 IMPRINT INC		
CS-SUPPLIES	\$ 522.79	\$ 522.79
HR-SUPPLIES (LEADERSHIP DEVELOPMENT PROGRAM)	\$ 312.47	\$ 312.47
4 IMPRINT INC Total	\$ 835.26	\$ 835.26
ACHIEVEMENT CENTERS		
CRC-RESPITE SERVICES APPLICATION FEE (LW)	\$ 50.00	\$ 50.00
CRC-RESPITE SERVICES-02/07/25-02/09/25 (LW)	\$ 104.10	\$ 104.10
ACHIEVEMENT CENTERS Total	\$ 154.10	\$ 154.10
AIRGAS USA LLC		
NU-ANNUAL OXYGEN TANK RENTAL FEES-FEB 25	\$ 28.56	\$ 28.56
AIRGAS USA LLC Total	\$ 28.56	\$ 28.56
ALONOVUS CORP		
CR-ADVERTISING & PRINTING-02/20/25	\$ 549.75	\$ 549.75
ALONOVUS CORP Total	\$ 549.75	\$ 549.75
AMAZON CAPITAL SERVI		
A-SUPPLIES	\$ 622.27	\$ 622.27
A-SUPPLIES/EQUIPMENT	\$ 1,196.32	\$ 1,196.32
CR-SUPPLIES	\$ 68.40	\$ 68.40
CS/ASM-SUPPLIES	\$ 146.00	\$ 146.00
CS-SUPPLIES (DSP APPRECIATION-SPRING EVENT)	\$ 66.30	\$ 66.30
ES-SUPPLIES	\$ 440.23	\$ 440.23
HR-SUPPLIES	\$ 200.98	\$ 200.98
INT-SUPPLIES	\$ 17.99	\$ 17.99
SA-SUPPLIES	\$ 316.10	\$ 316.10
SP-SUPPLIES	\$ 177.47	\$ 177.47
AMAZON CAPITAL SERVI Total	\$ 3,252.06	\$ 3,252.06
AMERICAN RED CROSS H		
CS-FIRST AID/CPR STAFF-12/24/24 (PW)	\$ 40.00	\$ 40.00
CS-FIRST AID/CPR-01/13/25-02/10/25 (NR/DH/PW/JT)	\$ 600.00	\$ 600.00
CS-FIRST AID/CPR-01/21/25-02/26/25 (NR/DH)	\$ 120.00	\$ 120.00
CS-FIRST AID/CPR-01/28/25-02/19/25 (PW/DH/JT/NR)	\$ 240.00	\$ 240.00
CS-FIRST AID/CPR-01/30/25-03/10/25 (NR/JT/PW)	\$ 574.00	\$ 574.00
AMERICAN RED CROSS H Total	\$ 1,574.00	\$ 1,574.00
APOLLO PEST CONTROL		
M-PEST CONTROL SVCS-02/26/25	\$ 88.00	\$ 88.00
M-PEST CONTROL SVCS-03/18/25	\$ 88.00	\$ 88.00
APOLLO PEST CONTROL Total	\$ 176.00	\$ 176.00
APSE		
ASM-CESP EXAM/APPLICATION FEES (JK)	\$ 199.00	\$ 199.00
APSE Total	\$ 199.00	\$ 199.00
ARMSTRONG CABLE SERV		
AT/M-INTERNET SERVICES-03/15/25-04/14/25	\$ 304.90	\$ 304.90
ARMSTRONG CABLE SERV Total	\$ 304.90	\$ 304.90
ASIAN SERVICES IN AC		
EI-INTERPRETER SERVICES-02/07/25 (ARP)	\$ 60.00	\$ 60.00
ASIAN SERVICES IN AC Total	\$ 60.00	\$ 60.00
AUTISM PERSONAL COAC		
CRC-AUTISM COACHING SESSIONS-2/18,3/12,&19/25(ER)	\$ 187.50	\$ 187.50
AUTISM PERSONAL COAC Total	\$ 187.50	\$ 187.50
B & H PHOTO		
IT/INT/SSAS-SUPPLIES	\$ 1,697.85	\$ 1,697.85
IT-SUPPLIES	\$ 45.88	\$ 45.88
SA-EQUIPMENT	\$ 5,738.04	\$ 5,738.04
B & H PHOTO Total	\$ 7,481.77	\$ 7,481.77

March Voucher Report
Summary By Vendor

Sum of AMOUNT	Fund	
Vendor	3300	Grand Total
BIOMETRIC INFORMATIO		
HR-FINGERPRINTING SYSTEM ANNUAL MAINT/SUPPORT	\$ 800.00	\$ 800.00
BIOMETRIC INFORMATIO Total	\$ 800.00	\$ 800.00
BORDEN DAIRY		
DS-FSLP-CAFETERIA GROCERIES	\$ 190.11	\$ 190.11
BORDEN DAIRY Total	\$ 190.11	\$ 190.11
BRITTCO LLC		
IT-SOFTWARE MONTHLY SUBSCRIPTION-FEB 25	\$ 3,550.00	\$ 3,550.00
IT-SOFTWARE MONTHLY SUBSCRIPTION-MAR 25	\$ 3,550.00	\$ 3,550.00
BRITTCO LLC Total	\$ 7,100.00	\$ 7,100.00
BUEHLERS FOOD MARKET		
A-CATERING FOR BOARD MEETING-02/24/25	\$ 52.61	\$ 52.61
HR-CATERING FOR INSERVICE DAY-03/07/25	\$ 592.55	\$ 592.55
BUEHLERS FOOD MARKET Total	\$ 645.16	\$ 645.16
CALL JENIFER		
SSA-MILEAGE REIMBURSEMENT	\$ 120.68	\$ 120.68
CALL JENIFER Total	\$ 120.68	\$ 120.68
CALL2RECYCLE INC		
IT-SUPPLIES	\$ 68.00	\$ 68.00
CALL2RECYCLE INC Total	\$ 68.00	\$ 68.00
CAMPO MARK J		
CRC-HOME MODIFICATION CONSULTATIONS-JAN 25	\$ 1,404.00	\$ 1,404.00
CAMPO MARK J Total	\$ 1,404.00	\$ 1,404.00
COLUMBIA GAS OF OHIO		
M-GAS-01/16/25-02/13/25	\$ 1,774.20	\$ 1,774.20
COLUMBIA GAS OF OHIO Total	\$ 1,774.20	\$ 1,774.20
CONSTELLATION NEWENE		
M-GAS-JAN 25	\$ 3,323.95	\$ 3,323.95
CONSTELLATION NEWENE Total	\$ 3,323.95	\$ 3,323.95
CONSUMER SUPPORT SER		
CRC-NMT-01/02/25-01/31/25 (MC/MD/MR/CW)	\$ 3,430.92	\$ 3,430.92
CRC-NMT-02/03/25-02/28/25 (CW/MC/MD/MR)	\$ 2,999.79	\$ 2,999.79
CONSUMER SUPPORT SER Total	\$ 6,430.71	\$ 6,430.71
CRISIS PREVENTION IN		
CS-ANNUAL MEMBERSHIP FEES (NR/JT)	\$ 500.00	\$ 500.00
CRISIS PREVENTION IN Total	\$ 500.00	\$ 500.00
CRITZER KELLY		
OT-MILEAGE REIMBURSEMENT	\$ 270.48	\$ 270.48
CRITZER KELLY Total	\$ 270.48	\$ 270.48
CROSS CREEK APARTMEN		
CRC-RENTAL ASSISTANCE-APR 25 (LM)	\$ 512.00	\$ 512.00
CROSS CREEK APARTMEN Total	\$ 512.00	\$ 512.00
CROWN TROPHY OF MEDI		
A-SUPPLIES (NAME BADGES)	\$ 144.00	\$ 144.00
CROWN TROPHY OF MEDI Total	\$ 144.00	\$ 144.00
CUYAHOGA COUNTY BOAR		
SSA-PSYCHOLOGICAL SERVICES-FEB 25	\$ 25.00	\$ 25.00
CUYAHOGA COUNTY BOAR Total	\$ 25.00	\$ 25.00
DELTA DENTAL PLAN OF		
DENTAL PREMIUM-MAR 25	\$ 10,319.36	\$ 10,319.36
DELTA DENTAL PLAN OF Total	\$ 10,319.36	\$ 10,319.36
DERGA ANDREW		
SSAS-MILEAGE REIMBURSEMENT	\$ 42.70	\$ 42.70
DERGA ANDREW Total	\$ 42.70	\$ 42.70
E.S. BEVERIDGE & ASS		
HR-COBRA ADMIN SERVICES-MAR 25	\$ 102.00	\$ 102.00
E.S. BEVERIDGE & ASS Total	\$ 102.00	\$ 102.00

Sum of AMOUNT	Fund	
Vendor	3300	Grand Total
ENHANCE ABILITY LLC		
CRC-ADS-12/02/24-02/21/25 (VH)	\$ 3,575.00	\$ 3,575.00
CRC-ADS-12/03/24-01/07/25 (MS)	\$ 1,072.25	\$ 1,072.25
CRC-NMT-12/02/24-02/21/25 (VH)	\$ 1,103.31	\$ 1,103.31
CRC-NMT-12/03/24-01/07/25 (MS)	\$ 452.64	\$ 452.64
ENHANCE ABILITY LLC Total	\$ 6,203.20	\$ 6,203.20
FAIRLAWNGIG		
M-BUSINESS STATIC 13/BUSINESS BASIC-03/16-04/15/25	\$ 600.00	\$ 600.00
FAIRLAWNGIG Total	\$ 600.00	\$ 600.00
FIRST COMMUNICATIONS		
M-TELEPHONE-MAR 25	\$ 2,716.42	\$ 2,716.42
FIRST COMMUNICATIONS Total	\$ 2,716.42	\$ 2,716.42
FULTON SAVANAH		
SSA-MILEAGE REIMBURSEMENT	\$ 153.65	\$ 153.65
FULTON SAVANAH Total	\$ 153.65	\$ 153.65
GOLD CARE SERVICES		
CRC-RESPITE SERVICES-FEB 25 (KB)	\$ 960.00	\$ 960.00
GOLD CARE SERVICES Total	\$ 960.00	\$ 960.00
GORDON FOOD SERVICE		
CR-SUPPLIES-PUBLIC OFFICIALS ROUNDTABLE-03/03/25	\$ 98.92	\$ 98.92
CS-SUPPLIES	\$ 82.95	\$ 82.95
CS-SUPPLIES (DSP APPRECIATION)	\$ 489.29	\$ 489.29
DS-CATERING (111.30)/FSLP-CAFE. GROCERIES (177.84)	\$ 289.14	\$ 289.14
DS-FSLP-CAFETERIA GROCERIES	\$ 392.66	\$ 392.66
HR-SUPPLIES-INSERVICE DAY-03/07/25	\$ 546.31	\$ 546.31
GORDON FOOD SERVICE Total	\$ 1,899.27	\$ 1,899.27
GREENLEAF FAMILY CEN		
CRC-INTERPRETER SVCS-01/24/25-01/31/25 (RS)	\$ 780.00	\$ 780.00
CRC-INTERPRETER SVCS-02/03/25-02/13/25 (RS)	\$ 910.00	\$ 910.00
CRC-INTERPRETER SVCS-02/14/25-02/21/25 (RS)	\$ 780.00	\$ 780.00
CRC-INTERPRETER SVCS-02/24/25-02/28/25 (RS)	\$ 650.00	\$ 650.00
CRC-INTERPRETER SVCS-03/03/25-03/06/25 (RS)	\$ 520.00	\$ 520.00
CRC-INTERPRETER SVCS-03/07/25-03/13/25 (RS)	\$ 650.00	\$ 650.00
GREENLEAF FAMILY CEN Total	\$ 4,290.00	\$ 4,290.00
HOME DEPOT CREDIT SE		
M-MATERIALS	\$ 276.82	\$ 276.82
M-SUPPLIES	\$ 103.32	\$ 103.32
HOME DEPOT CREDIT SE Total	\$ 380.14	\$ 380.14
HUMPHREY DEBBIE		
EI-MILEAGE REIMBURSEMENT	\$ 441.00	\$ 441.00
HUMPHREY DEBBIE Total	\$ 441.00	\$ 441.00
HUNTINGTON NATIONAL		
CE-APSE CESP RECERTIFICATION FEE (JD)	\$ 125.00	\$ 125.00
CRC-EMERGENCY UTILITY PAYMENT (TIMBER TRAIL)	\$ 106.96	\$ 106.96
HUNTINGTON NATIONAL Total	\$ 231.96	\$ 231.96
I AM BOUNDLESS INC		
CRC-ADS-01/03/25-01/31/25 (MW/DH)	\$ 345.10	\$ 345.10
CRC-ADS-02/07/25-02/28/25 (MW)	\$ 238.00	\$ 238.00
CRC-NMT-01/03/25-01/31/25 (DH/MW)	\$ 311.19	\$ 311.19
I AM BOUNDLESS INC Total	\$ 894.29	\$ 894.29
INDEPENDENT EMPLOYME		
CRC-NMT-02/09/25-02/22/25	\$ 2,224.68	\$ 2,224.68
CRC-NMT-02/23/25-03/08/25	\$ 2,208.84	\$ 2,208.84
INDEPENDENT EMPLOYME Total	\$ 4,433.52	\$ 4,433.52
INTERNATIONAL INSTIT		
SSA-INTERPRETER SERVICES-01/10/25 (AB)	\$ 48.00	\$ 48.00
SSA-INTERPRETER SERVICES-11/11/24 & 11/18/24 (AB)	\$ 96.00	\$ 96.00
INTERNATIONAL INSTIT Total	\$ 144.00	\$ 144.00

March Voucher Report
Summary By Vendor

Sum of AMOUNT	Fund	
Vendor	3300	Grand Total
INTERVENTION FOR PEA		
CRC-ADS-FEB (MW)	\$ 178.50	\$ 178.50
CRC-ADS-FEB 25 (JV)	\$ 238.00	\$ 238.00
CRC-ADS-FEB 25 (LC)	\$ 416.50	\$ 416.50
CRC-NMT-FEB 25 (JV)	\$ 226.32	\$ 226.32
CRC-NMT-FEB 25 (LC)	\$ 396.06	\$ 396.06
CRC-NMT-FEB 25 (MW)	\$ 169.74	\$ 169.74
INTERVENTION FOR PEA Total	\$ 1,625.12	\$ 1,625.12
INVO HEALTHCARE ASSO		
OT-COTA SERVICES-02/02/25-02/28/25	\$ 5,136.20	\$ 5,136.20
INVO HEALTHCARE ASSO Total	\$ 5,136.20	\$ 5,136.20
IRON MOUNTAIN INC		
A-STORAGE/SERVICE PERIOD-01/29/25-03/31/25	\$ 377.13	\$ 377.13
IRON MOUNTAIN INC Total	\$ 377.13	\$ 377.13
JACK CONNIE		
AT-MILEAGE REIMBURSEMENT	\$ 184.80	\$ 184.80
JACK CONNIE Total	\$ 184.80	\$ 184.80
JOHNSON CONTROLS SEC		
M-FIRE ALARM SERVICE CONTRACT-03/01/25-05/31/25	\$ 336.51	\$ 336.51
JOHNSON CONTROLS SEC Total	\$ 336.51	\$ 336.51
JOYCE JOANNE		
PBS-MILEAGE REIMBURSEMENT	\$ 32.62	\$ 32.62
JOYCE JOANNE Total	\$ 32.62	\$ 32.62
KAMM STAR CONTRACTOR		
M-CONTRACT REPAIRS	\$ 318.00	\$ 318.00
KAMM STAR CONTRACTOR Total	\$ 318.00	\$ 318.00
KAPTEIN MEGAN		
PT-MILEAGE REIMBURSEMENT	\$ 129.22	\$ 129.22
KAPTEIN MEGAN Total	\$ 129.22	\$ 129.22
KIRKPATRICK SHERRI		
BO-MILEAGE REIMBURSEMENT	\$ 77.14	\$ 77.14
KIRKPATRICK SHERRI Total	\$ 77.14	\$ 77.14
KOINONIA ENTERPRISES		
CRC-IES-02/10/25-02/28/25 (NZ/NB/AB/MD/JF/JL)	\$ 346.50	\$ 346.50
KOINONIA ENTERPRISES Total	\$ 346.50	\$ 346.50
LANGUAGE LEARNING AS		
SP/OT/PT-THERAPY SERVICES-01/28/25-02/21/25	\$ 20,045.00	\$ 20,045.00
SSA-HOME MODIFICATION ASSESSMENTS-01/27-02/22/25	\$ 272.71	\$ 272.71
LANGUAGE LEARNING AS Total	\$ 20,317.71	\$ 20,317.71
LAVOY CYNTHIA		
PBS-MILEAGE REIMBURSEMENT	\$ 223.86	\$ 223.86
LAVOY CYNTHIA Total	\$ 223.86	\$ 223.86
LEE NASTACIA		
SSA-MILEAGE REIMBURSEMENT	\$ 256.27	\$ 256.27
LEE NASTACIA Total	\$ 256.27	\$ 256.27
MAJKRZAK ASHLEY		
EI-MILEAGE REIMBURSEMENT	\$ 290.85	\$ 290.85
MAJKRZAK ASHLEY Total	\$ 290.85	\$ 290.85
MAJOROS PAULA		
DS-MILEAGE REIMBURSEMENT	\$ 65.80	\$ 65.80
M-MILEAGE REIMBURSEMENT	\$ 47.60	\$ 47.60
SO-MILEAGE REIMBURSEMENT	\$ 7.70	\$ 7.70
MAJOROS PAULA Total	\$ 121.10	\$ 121.10
MALECKAR STACEY		
A-MILEAGE REIMBURSEMENT	\$ 65.80	\$ 65.80
MALECKAR STACEY Total	\$ 65.80	\$ 65.80
MAX-ABILITY		
M-SUPPLIES	\$ 607.50	\$ 607.50
MAX-ABILITY Total	\$ 607.50	\$ 607.50

March Voucher Report
Summary By Vendor

Sum of AMOUNT	Fund	
Vendor	3300	Grand Total
MAYES HANNAH		
SSA-MILEAGE REIMBURSEMENT	\$ 125.79	\$ 125.79
MAYES HANNAH Total	\$ 125.79	\$ 125.79
MEDINA CHAMBER OF CO		
CE-ANNUAL MEMEBERSHIP FEES	\$ 295.00	\$ 295.00
CE-REGISTRATION FEE-09/10/24 (JD)	\$ 22.00	\$ 22.00
MEDINA CHAMBER OF CO Total	\$ 317.00	\$ 317.00
MEDINA COUNTY ENGINE		
M-SUPPLIES (BULK SALT FOR PARKING LOT/SIDEWALKS)	\$ 250.11	\$ 250.11
MEDINA COUNTY ENGINE Total	\$ 250.11	\$ 250.11
MEDINA COUNTY SANITA		
M-WATER/SEWER-01/13/25-02/28/25	\$ 1,361.02	\$ 1,361.02
MEDINA COUNTY SANITA Total	\$ 1,361.02	\$ 1,361.02
MEDINA COUNTY TRANSI		
CRC-NMT-DEC 24	\$ 2,388.01	\$ 2,388.01
CRC-NMT-FEB 25	\$ 2,465.31	\$ 2,465.31
CRC-NMT-JAN 25	\$ 3,016.79	\$ 3,016.79
MEDINA COUNTY TRANSI Total	\$ 7,870.11	\$ 7,870.11
MEDINA CREATIVE ACCE		
CRC-ADS-01/02/25-01/27/25 (LI)	\$ 416.50	\$ 416.50
CRC-ADS-01/02/25-01/30/25 (MS)	\$ 456.96	\$ 456.96
CRC-ADS-01/02/25-01/30/25 (TE)	\$ 437.92	\$ 437.92
CRC-ADS-01/06/25-01/23/25 (BB)	\$ 164.22	\$ 164.22
CRC-ADS-01/06/25-01/27/25 (EO)	\$ 238.00	\$ 238.00
CRC-ADS-01/06/25-01/31/25 (NM)	\$ 997.22	\$ 997.22
CRC-ADS-02/01/25-02/27/25 (LI)	\$ 595.00	\$ 595.00
CRC-ADS-02/03/25-02/24/25 (EO)	\$ 238.00	\$ 238.00
CRC-ADS-02/03/25-02/27/25 (MS)	\$ 357.00	\$ 357.00
CRC-ADS-02/03/25-02/27/25 (TE)	\$ 521.22	\$ 521.22
CRC-ADS-02/03/25-02/28/25 (NM)	\$ 1,071.00	\$ 1,071.00
CRC-ADS-02/06/25-02/13/25 (BB)	\$ 178.50	\$ 178.50
CRC-ADS-02/19/25 (CG)	\$ 59.50	\$ 59.50
CRC-NMT-01/02/25-01/30/25 (TE)	\$ 424.35	\$ 424.35
CRC-NMT-01/06/25-01/23/25 (BB)	\$ 28.29	\$ 28.29
CRC-NMT-01/06/25-01/27/25 (EO)	\$ 226.32	\$ 226.32
CRC-NMT-01/06/25-01/31/25 (NM)	\$ 2.88	\$ 2.88
CRC-NMT-02/03/25-02/24/25 (EO)	\$ 226.32	\$ 226.32
CRC-NMT-02/03/25-02/27/25 (TE)	\$ 480.93	\$ 480.93
CRC-NMT-02/06/25-02/13/25 (BB)	\$ 56.58	\$ 56.58
CRC-NMT-11/07/24 (TE)	\$ 4.16	\$ 4.16
CRC-NMT-12/10/24 (NM)	\$ 14.08	\$ 14.08
CS-DSP-U PROVIDER INTERNSHIP GRANT	\$ 2,693.83	\$ 2,693.83
CS-PROVIDER SUCCESS COACH PROGRAM	\$ 450.00	\$ 450.00
CS-SUCCESS COACH PROGRAM	\$ 450.00	\$ 450.00
MEDINA CREATIVE ACCE Total	\$ 10,788.78	\$ 10,788.78
MEDINA CREATIVE HOUS		
CRC-HOUSING SUBSIDY-JAN 25 (ADJUSTED)	\$ 374.97	\$ 374.97
CRC-HOUSING SUBSIDY-MAR 25	\$ 1,698.88	\$ 1,698.88
MEDINA CREATIVE HOUS Total	\$ 2,073.85	\$ 2,073.85
MIDWEST INNOVATIONS		
CRC-ADS-02/10/25-02/14/25 (JS/NH/JH)	\$ 1,365.44	\$ 1,365.44
CRC-ADS-02/17/25-02/21/25 (JS/NH/JH)	\$ 1,215.23	\$ 1,215.23
CRC-ADS-02/24/25-02/28/25 (JS/NH/JH)	\$ 1,405.87	\$ 1,405.87
CRC-ADS-03/03/25-03/07/25 (JS/NH/JH)	\$ 1,115.09	\$ 1,115.09
CRC-ADS-03/10/25-03/14/25 (JS/NH/JH)	\$ 1,210.42	\$ 1,210.42
CRC-NMT-02/10/25-02/14/25 (JS/NH/JH)	\$ 537.51	\$ 537.51
CRC-NMT-02/17/25-02/21/25 (JS/NH/JH)	\$ 622.38	\$ 622.38
CRC-NMT-02/24/25-02/28/25 (JS/NH/JH)	\$ 622.38	\$ 622.38
CRC-NMT-03/03/25-03/07/25 (JS/NH/JH)	\$ 537.51	\$ 537.51
CRC-NMT-03/10/25-03/14/25 (JS/NH/JH)	\$ 565.80	\$ 565.80
M-CUSTODIAL SERVICES-FEB 25	\$ 390.00	\$ 390.00
MIDWEST INNOVATIONS Total	\$ 9,587.63	\$ 9,587.63

March Voucher Report
Summary By Vendor

Sum of AMOUNT	Fund	
Vendor	3300	Grand Total
MILESTONES AUTISM RE		
SSA-REGISTRATION FEE-06/10/25-06/11/25 (CL)	\$ 207.99	\$ 207.99
MILESTONES AUTISM RE Total	\$ 207.99	\$ 207.99
MINUTEMAN PRESS		
CR-PRINTING (BUSINESS CARDS)	\$ 80.03	\$ 80.03
MINUTEMAN PRESS Total	\$ 80.03	\$ 80.03
MOMENTUM AGENCIES		
CS-REFRESH VEHICLE RENTAL-FEB 25	\$ 7,830.00	\$ 7,830.00
MOMENTUM AGENCIES Total	\$ 7,830.00	\$ 7,830.00
MUSIC IZZ GROOVY - M		
SA-MUSIC THERAPY SERVICES-FEB 25	\$ 825.00	\$ 825.00
MUSIC IZZ GROOVY - M Total	\$ 825.00	\$ 825.00
NEON		
SSA-MUI INVESTIGATIONS-FEB 25	\$ 27.50	\$ 27.50
SSA-MUI INVESTIGATIONS-JAN 25	\$ 713.35	\$ 713.35
SSA-PCR MILEAGE (CE) & QARN MILEAGE (MK)-JAN 25	\$ 170.87	\$ 170.87
SSA-PCR MILEAGE REIMBURSEMENT-FEB 25 (CE)	\$ 76.30	\$ 76.30
SUPPORTED LIVING EXPENSES FSS SUBSIDY TRANSFER	\$ 208,900.00	\$ 208,900.00
NEON Total	\$ 209,888.02	\$ 209,888.02
NEWCOMER-HAAS JENNIF		
SSA-MILEAGE REIMBURSEMENT	\$ 175.56	\$ 175.56
NEWCOMER-HAAS JENNIF Total	\$ 175.56	\$ 175.56
OHIO ASSOCIATION OF		
ES-REGISTRATION FEE-12/04/24 (TS)	\$ 180.00	\$ 180.00
SSA-REGISTRATION FEE-12/04/24 (CL)	\$ 25.00	\$ 25.00
OHIO ASSOCIATION OF Total	\$ 205.00	\$ 205.00
OHIO EDISON COMPANY		
M-ELECTRIC-01/17/25-02/14/25	\$ 15,776.41	\$ 15,776.41
OHIO EDISON COMPANY Total	\$ 15,776.41	\$ 15,776.41
OHIO SELF DETERMINAT		
A-ANNUAL MEMBERSHIP FEE-2025	\$ 850.00	\$ 850.00
OHIO SELF DETERMINAT Total	\$ 850.00	\$ 850.00
ONEBRIDGE SUPPORT SE		
CRC-ADS-02/04/25-02/26/25 (AG)	\$ 952.75	\$ 952.75
CRC-NMT-02/04/25-02/26/25 (AG)	\$ 32.00	\$ 32.00
ONEBRIDGE SUPPORT SE Total	\$ 984.75	\$ 984.75
OTC BRANDS INC		
CR-SUPPLIES FOR DD AWARENESS MONTH	\$ 101.87	\$ 101.87
OTC BRANDS INC Total	\$ 101.87	\$ 101.87
PALASIK MEGAN		
SP-MILEAGE REIMBURSEMENT	\$ 425.81	\$ 425.81
PALASIK MEGAN Total	\$ 425.81	\$ 425.81
PITNEY BOWES GLOBAL		
A-POSTAGE METER LEASE-01/01/25-03/29/25	\$ 340.01	\$ 340.01
A-POSTAGE METER LEASE-12/30/24-12/31/24	\$ 7.72	\$ 7.72
PITNEY BOWES GLOBAL Total	\$ 347.73	\$ 347.73
PITNEY BOWES RESERVE		
VARIOUS-POSTAGE RESERVE ACCOUNT	\$ 1,200.00	\$ 1,200.00
PITNEY BOWES RESERVE Total	\$ 1,200.00	\$ 1,200.00
PRO DOOR AND SECURIT		
M-CONTRACT REPAIRS (INTERIOR DOOR REPAIR)	\$ 1,151.05	\$ 1,151.05
PRO DOOR AND SECURIT Total	\$ 1,151.05	\$ 1,151.05
RET3 JOB CORP		
IT-RECORDS DESTRUCTION	\$ 32.00	\$ 32.00
RET3 JOB CORP Total	\$ 32.00	\$ 32.00
RICCI CAITLYN		
SSA-MILEAGE REIMBURSEMENT	\$ 28.56	\$ 28.56
RICCI CAITLYN Total	\$ 28.56	\$ 28.56
RICHARDS ROBERT		
IT-ZOOM RENEWAL FOR ADVOCACY GROUP REIMBURSEMENT	\$ 159.90	\$ 159.90
RICHARDS ROBERT Total	\$ 159.90	\$ 159.90
S.A. COMUNALE CO INC		
M-BACKFLOW INSPECTIONS	\$ 375.00	\$ 375.00
S.A. COMUNALE CO INC Total	\$ 375.00	\$ 375.00

March Voucher Report
Summary By Vendor

Sum of AMOUNT	Fund	
Vendor	3300	Grand Total
SAINT AMBROSE PARISH		
CR-HEALTH & WELLNESS FAIR BOOTH SPACE-03/23/25	\$ 35.00	\$ 35.00
SAINT AMBROSE PARISH Total	\$ 35.00	\$ 35.00
SASS NICOLE		
PT-MILEAGE REIMBURSEMENT	\$ 285.04	\$ 285.04
SASS NICOLE Total	\$ 285.04	\$ 285.04
SAXER SHEILA		
SSA-MILEAGE REIMBURSEMENT	\$ 37.17	\$ 37.17
SAXER SHEILA Total	\$ 37.17	\$ 37.17
SCHINDLER NATASHA		
SSA-MILEAGE REIMBURSEMENT	\$ 70.70	\$ 70.70
SCHINDLER NATASHA Total	\$ 70.70	\$ 70.70
SCHOLASTIC INC		
SA-SUPPLIES	\$ 358.38	\$ 358.38
SCHOLASTIC INC Total	\$ 358.38	\$ 358.38
SCOZZARO CHRISTINE		
EI-MILEAGE REIMBURSEMENT	\$ 123.90	\$ 123.90
SCOZZARO CHRISTINE Total	\$ 123.90	\$ 123.90
SCRIPTYPE PUBLISHING		
PR-ADVERTISING & PRINTING	\$ 300.00	\$ 300.00
SCRIPTYPE PUBLISHING Total	\$ 300.00	\$ 300.00
SKILLPATH SEMINARS		
CR-REGISTRATION FEE-04/04/25 (AB)	\$ 199.00	\$ 199.00
SKILLPATH SEMINARS Total	\$ 199.00	\$ 199.00
SMITH AMY C		
SO-MILEAGE REIMBURSEMENT	\$ 96.60	\$ 96.60
SMITH AMY C Total	\$ 96.60	\$ 96.60
SMITH AMY L		
INT-MILEAGE REIMBURSEMENT	\$ 132.30	\$ 132.30
SMITH AMY L Total	\$ 132.30	\$ 132.30
SMITH BENJAMIN		
SSA-MILEAGE REIMBURSEMENT	\$ 23.38	\$ 23.38
SMITH BENJAMIN Total	\$ 23.38	\$ 23.38
SNAP GOURMET FOODS		
DS-FSLP-CAFETERIA GROCERIES-MAR 25	\$ 1,232.60	\$ 1,232.60
SNAP GOURMET FOODS Total	\$ 1,232.60	\$ 1,232.60
SOCIETY FOR HANDICAP		
A-OMBUDSMAN SERVICES-JAN/FEB 25	\$ 681.10	\$ 681.10
CS-PROVIDER SUCCESS COACH PROGRAM	\$ 450.00	\$ 450.00
SOCIETY FOR HANDICAP Total	\$ 1,131.10	\$ 1,131.10
SPECIAL OLYMPICS OF		
SO-SPECIAL OLYMPICS BUDGET-FEB 25	\$ 1,666.00	\$ 1,666.00
SPECIAL OLYMPICS OF Total	\$ 1,666.00	\$ 1,666.00
STATE INDUSTRIAL PRO		
M-AIR CARE PROGRAM	\$ 335.96	\$ 335.96
M-SUPPLIES	\$ 552.34	\$ 552.34
M-WATER TREATMENT PROGRAM	\$ 431.42	\$ 431.42
STATE INDUSTRIAL PRO Total	\$ 1,319.72	\$ 1,319.72
STATEFOODSAFETY.COM		
DS-PERSON IN CHARGE FOOD PROTECTION CERT (AK)	\$ 17.99	\$ 17.99
STATEFOODSAFETY.COM Total	\$ 17.99	\$ 17.99
SUMMA HEALTH CORP		
HR-STAFF PHYSICAL-02/13/25 (HH)	\$ 80.00	\$ 80.00
SUMMA HEALTH CORP Total	\$ 80.00	\$ 80.00
SUP-R-DIE, LLC		
M-SUPPLIES	\$ 172.00	\$ 172.00
SUP-R-DIE, LLC Total	\$ 172.00	\$ 172.00
THE GAZETTE		
CR-ADVERTISING & PRINTING-02/22/25	\$ 600.00	\$ 600.00
THE GAZETTE Total	\$ 600.00	\$ 600.00
THESSLSTORE.COM		
IT-WILCARD SSL (36 MONTHS)	\$ 260.68	\$ 260.68
THESSLSTORE.COM Total	\$ 260.68	\$ 260.68
THOMAS JOHN		
SSAS-MILEAGE REIMBURSEMENT	\$ 77.70	\$ 77.70
THOMAS JOHN Total	\$ 77.70	\$ 77.70

March Voucher Report
Summary By Vendor

Sum of AMOUNT	Fund	
Vendor	3300	Grand Total
T-MOBILE		
TELEPHONE-01/29/25-02/28/25	\$ 1,777.91	\$ 1,777.91
T-MOBILE Total	\$ 1,777.91	\$ 1,777.91
TREASURER STATE OF O		
CRC-WAIVER LOCAL MATCH-02/01/25-02/28/25 (AS)	\$ 6,861.40	\$ 6,861.40
CRC-WAIVER LOCAL MATCH-02/01/25-02/28/25 (JM)	\$ 6,861.40	\$ 6,861.40
CRC-WAIVER LOCAL MATCH-02/01/25-02/28/25 (JW)	\$ 6,861.40	\$ 6,861.40
CRC-WAIVER LOCAL MATCH-02/01/25-02/28/25 (MD)	\$ 6,861.40	\$ 6,861.40
CRC-WAIVER LOCAL MATCH-02/01/25-02/28/25 (MR)	\$ 6,861.40	\$ 6,861.40
HR-BCI/FBI CHECKS & RAPBACKS-FEB 25	\$ 332.00	\$ 332.00
TREASURER STATE OF O Total	\$ 34,639.00	\$ 34,639.00
ULMER PAXTON		
SSA-MILEAGE REIMBURSEMENT	\$ 230.86	\$ 230.86
ULMER PAXTON Total	\$ 230.86	\$ 230.86
UNITED BUSINESS SUPP		
A/ES/ASM/SSAS/M-CENTRAL SUPPLY INVENTORY	\$ 100.90	\$ 100.90
M-SUPPLIES	\$ 2,624.95	\$ 2,624.95
UNITED BUSINESS SUPP Total	\$ 2,725.85	\$ 2,725.85
UNITED DISABILITY SE		
CRC-IES-11/30/24	\$ 230.00	\$ 230.00
UNITED DISABILITY SE Total	\$ 230.00	\$ 230.00
USNER MOLLY		
CS-MILEAGE REIMBURSEMENT	\$ 206.50	\$ 206.50
USNER MOLLY Total	\$ 206.50	\$ 206.50
VIAQUEST DAY AND EMP		
CRC-ADS-01/02/25-01/30/25 (ES)	\$ 699.72	\$ 699.72
CRC-ADS-02/03/25-02/27/25 (ES)	\$ 640.22	\$ 640.22
CRC-NMT-01/02/25-01/30/25 (ES)	\$ 772.53	\$ 772.53
CRC-NMT-02/03/25-02/27/25 (ES)	\$ 705.26	\$ 705.26
VIAQUEST DAY AND EMP Total	\$ 2,817.73	\$ 2,817.73
VISUAL EDGE IT INC		
COPIER MAINTENANCE-01/28/25-02/27/25	\$ 1,144.39	\$ 1,144.39
CR-PRINTER MAINTENANCE OVERAGE-01/01/25-01/31/25	\$ 18.65	\$ 18.65
CR-PRINTER MAINTENANCE OVERAGE-11/01/24-12/31/24	\$ 34.63	\$ 34.63
CR-PRINTER MAINTENANCE-02/01/25-04/30/25	\$ 155.25	\$ 155.25
PRINTER MAINTENANCE-03/01/25-03/31/25	\$ 551.25	\$ 551.25
VISUAL EDGE IT INC Total	\$ 1,904.17	\$ 1,904.17
WACHSBERGER DIANA		
SP-MILEAGE REIMBURSEMENT	\$ 190.33	\$ 190.33
WACHSBERGER DIANA Total	\$ 190.33	\$ 190.33
WADSWORTH AREA CHAMB		
ASM-REGISTRATION FEE-02/19/25 (JK)	\$ 21.00	\$ 21.00
CE-REGISTRATION FEE-04/24/25 (RZ)	\$ 10.00	\$ 10.00
WADSWORTH AREA CHAMB Total	\$ 31.00	\$ 31.00
WADSWORTH COMMUNICAT		
CR-RADIO UNDERWRITING & ADVERTISING-MAR 25	\$ 125.00	\$ 125.00
WADSWORTH COMMUNICAT Total	\$ 125.00	\$ 125.00
WALMART COMMUNITY		
CR-SUPPLIES-WADS. CHAMBER LUNCH/AUCTION-3/19/25	\$ 151.68	\$ 151.68
WALMART COMMUNITY Total	\$ 151.68	\$ 151.68
WE THRIVE TOGETHER		
CS-ANNUAL SUBSCRIPTION-01/01/25-12/31/25	\$ 2,750.00	\$ 2,750.00
WE THRIVE TOGETHER Total	\$ 2,750.00	\$ 2,750.00
WEX BANK		
M-GASOLINE-FEB 25	\$ 147.32	\$ 147.32
T-GASOLINE-FEB 25	\$ 129.96	\$ 129.96
WEX BANK Total	\$ 277.28	\$ 277.28
WILLIAMS DISTRIBUTIN		
M-EQUIPMENT (BOILER CONTROL PANEL)	\$ 1,072.01	\$ 1,072.01
WILLIAMS DISTRIBUTIN Total	\$ 1,072.01	\$ 1,072.01

March Voucher Report
Summary By Vendor

Sum of AMOUNT	Fund	
Vendor	3300	Grand Total
WINDFALL INDUSTRIES		
A/CE/M-VARIABLE AGREEMENT-JAN 25	\$ 2,863.36	\$ 2,863.36
CRC-ADS-DEC 24	\$ 6,117.10	\$ 6,117.10
CRC-IES-DEC 24 (CT)	\$ 170.00	\$ 170.00
CRC-IES-DEC 24 (GS)	\$ 170.00	\$ 170.00
CRC-IES-DEC 24 (JM)	\$ 170.00	\$ 170.00
CRC-IES-DEC 24 (JP)	\$ 170.00	\$ 170.00
CRC-IES-DEC 24 (LS)	\$ 170.00	\$ 170.00
CRC-IES-DEC 24 (MH)	\$ 170.00	\$ 170.00
CRC-IES-DEC 24 (MR)	\$ 170.00	\$ 170.00
CRC-IES-DEC 24 (MS)	\$ 170.00	\$ 170.00
CRC-IES-DEC 24 (NA)	\$ 170.00	\$ 170.00
CRC-IES-OCT 24 (CT)	\$ 230.00	\$ 230.00
CRC-IES-OCT 24 (LS)	\$ 230.00	\$ 230.00
CRC-IES-OCT 24 (SW)	\$ 230.00	\$ 230.00
CRC-IES-SEP 24 (MR)	\$ 230.00	\$ 230.00
CRC-NMT-JAN 25	\$ 12,660.69	\$ 12,660.69
CS-SUCCESS COACH PROGRAM	\$ 325.00	\$ 325.00
WINDFALL INDUSTRIES Total	\$ 24,416.15	\$ 24,416.15
WM CORPORATE SERVICE		
M-TRASH-03/01/25-03/31/25	\$ 497.08	\$ 497.08
WM CORPORATE SERVICE Total	\$ 497.08	\$ 497.08
WOLFF BROTHERS SUPPL		
M-MATERIALS	\$ 214.63	\$ 214.63
WOLFF BROTHERS SUPPL Total	\$ 214.63	\$ 214.63
YAKO-SCHUESZLER MARY		
OT-MILEAGE REIMBURSEMENT	\$ 201.60	\$ 201.60
YAKO-SCHUESZLER MARY Total	\$ 201.60	\$ 201.60
YOUR GUARDIAN ANGELS		
CRC-ADS-02/23/25-03/01/25 (AB/JJ/KL)	\$ 429.00	\$ 429.00
CRC-ADS-03/02/25-03/08/25 (AB/JJ/KL)	\$ 429.00	\$ 429.00
CRC-ADS-03/09/25-03/15/25 (AB/JJ/KL)	\$ 429.00	\$ 429.00
CRC-NMT-02/10/25-02/14/25 (AB)	\$ 282.90	\$ 282.90
CRC-NMT-02/17/25-02/21/25 (AB)	\$ 282.90	\$ 282.90
CRC-NMT-02/23/25-03/01/25 (AB/JJ/KL)	\$ 509.22	\$ 509.22
CRC-NMT-03/02/25-03/08/25 (AB/JJ/KL)	\$ 565.80	\$ 565.80
CRC-NMT-03/09/25-03/15/25 (AB/JJ/KL)	\$ 537.51	\$ 537.51
YOUR GUARDIAN ANGELS Total	\$ 3,465.33	\$ 3,465.33
ZINGALES SAMANTHA		
SSA-MILEAGE REIMBURSEMENT	\$ 51.66	\$ 51.66
ZINGALES SAMANTHA Total	\$ 51.66	\$ 51.66
Grand Total	\$ 461,583.03	\$ 461,583.03



2024 Service Satisfaction Study: Individual

Prepared for:



Prepared by:



www.cmoresearch.com

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Research Methodology

The final sample of the 2024 Individual Satisfaction Study consisted of a total of 150 individuals receiving services from the Medina County Board of Developmental Disabilities. Data Collection began on February 29th and ended on April 21st, 2024. Individuals were interviewed over the telephone as well as face-to-face interviews. Most calls took place between the daytime hours of 10:00 am and 5:00 pm. Some interviews were conducted in the evenings and on some weekends to accommodate respondent schedules. The interviews took an average of 12.5 minutes.

Executive Summary

- ✓ Nearly all, 98.0%, said they liked or were happy with their services and supports. More than three-quarters, 85.7%, of individuals were very happy with the services and supports received from MCBDD, an increase from 72.7% in 2022.
- ✓ Nearly all, 97.2%, said they liked or were happy with their transportation services. More than three-quarters, 87.5%, were very happy with transportation services, a significant increase from 69.9% in 2022.
- ✓ Similar to 2022, most, 94.5%, of individuals said that they get all the services and supports needed, while 15.2% reported there were services or supports they needed and were unable to get in the past year.
- ✓ The most common services individuals reported they were unable to get were transportation (45.5%) and help with life skills (36.4%). This was the first time since 2016 that individuals mentioned life skills as a service they were not able to get.
- ✓ Nearly one-quarter of individuals, 24.0%, reported that there were barriers that made it difficult for them to do the things they want to do. Less than one-fifth, 19.9%, reported there were barriers to working in the community. Slightly fewer, 18.1%, reported there were barriers to participating. One-sixth (16.6%) reported barriers existed to getting the services and supports they need.

Summary Table: Satisfaction with MCBDD/Services

		2024	2022	2020	2016
Like/Happy with Services and Supports	Yes	98.0%	95.9%	97.3%	N/A
	No	1.3%	2.0%	2.7%	
	Sometimes	0.7%	2.0%	0.0%	
Satisfaction with Services and Supports	Very happy	85.7%	72.7%	74.3%	74.4%
	Somewhat happy	12.9%	23.8%	24.3%	23.7%
	Not very happy	1.4%	3.5%	1.4%	1.9%
Like/Happy with Transportation Services	Yes	97.2%	94.1%	98.7%	N/A
	No	0.0%	2.4%	1.3%	
	Sometimes	2.8%	3.5%	0.0%	
Satisfaction with Transportation Services	Very happy	87.5%	69.9%	81.6%	75.5%
	Somewhat happy	11.5%	27.7%	17.1%	19.4%
	Not very happy	1.0%	2.4%	1.3%	5.0%
Needed Services (%yes)	Get all services/supports needed	94.5%	94.4%	93.1%	92.2%
	Services/Supports needed and couldn't get	15.2%	14.2%	13.1%	20.9%
Services/Support Needed (open end – top 4)	Transportation	45.5%	27.8%	15.0%	19.4%
	Life skills	36.4%	0.0%	0.0%	0.0%
	More/Better providers	9.1%	11.1%	25.0%	19.4%
	Recreation	9.1%	5.6%	0.0%	0.0%
Barriers (%yes)	To do the things you want to do	24.0%	20.1%	21.0%	22.3%
	To work in the community	19.9%	25.4%	13.5%	37.8%
	To participate in the community	18.1%	25.4%	10.5%	N/A
	To get the services/supports you need	16.6%	16.4%	8.5%	4.9%

- ✓ A small number of individuals indicated that they have felt afraid at either their home (10.1%), in their neighborhood (7.4%), or at their work or day program (9.3%). The vast majority (90.0%) have someone to go to if they feel afraid.
- ✓ A majority, 93.3%, of individuals said they can go to the doctor when they want to.

Summary Table: Health/Safety					
		2024	2022	2020	2016
Health/Safety (%yes)	Ever afraid at home	10.1%	5.4%	3.4%	11.7%
	Ever afraid in neighborhood	7.4%	3.5%	6.0%	11.6%
	Ever afraid at work/day program	9.3%	4.2%	3.1%	10.9%
	Have someone to go to if afraid	90.0%	91.7%	91.8%	93.3%
Able to Go to Doctor	Yes	93.3%	89.5%	94.0%	96.1%
	No	4.7%	4.9%	4.6%	3.2%
	Sometimes	2.0%	5.6%	1.3%	0.6%

- ✓ Most individuals said they choose their daily schedule (91.2%) and how to spend their free time (91.9%).
- ✓ When asked how many times they have participated in several activities in the past month, the most frequent activity was going out for exercise (an average of 5.49 times), followed by going out to eat (2.48). Vacations were taken an average of 0.45 times in the past year.
- ✓ Most, 91.9%, have friends who are not staff or family members while 52.0% talk with their neighbors, at least some of the time.

Summary Table: Choices, Activities, Friendships					
		2024	2022	2020	2016
Choices	Daily schedule	91.2%	86.9%	83.0%	92.2%
	How to spend free time	91.9%	90.1%	89.4%	90.8%
Activities (mean = number of times in past month)	Out for exercise	5.49	5.84	6.42	4.77
	Out to eat	2.48	2.79	1.46	3.41
	Out shopping	2.39	2.99	2.64	4.65
	Out on errands	1.97	2.15	1.14	2.95
	Out for entertainment	1.15	1.44	0.25	1.80
	Out to religious services	1.09	1.21	0.80	2.12
	On vacation (past year)	0.45	0.69	0.31	0.56
Friendships	Have friends who are not staff/family	91.9%	82.5%	85.5%	89.6%
	Talk with neighbors at least sometimes	52.0%	54.4%	55.7%	70.2%

- ✓ A majority, 87.8%, are very happy with their community involvement, a significant increase from 74.3% in 2022.
- ✓ When asked what they would like to do in the community, the most popular responses given were bowling (12.8% of answering respondents), followed by getting a job and working and shopping/errands (11.6% each).
- ✓ Nearly half, 45.9%, said they participate in recreation programs. Sports was the most popular program participated in (85.9% of answering respondents).

Summary Table: Inclusion					
		2024	2022	2020	2016
Happy with community involvement	Very happy	87.8%	74.3%	74.3%	85.7%
	Kind of happy	11.6%	22.1%	22.9%	11.9%
	Not very happy	0.7%	3.7%	2.9%	2.4%
Would Like to Do in Community <i>(open end – top 5)</i>	Bowling	12.8%	12.2%	5.3%	N/A
	Get a job and work	11.6%	12.2%	6.8%	
	Shopping/errands	11.6%	3.9%	6.8%	
Participate in Recreation Programs	Yes	45.9%	46.5%	33.1%	49.3%
	No	52.0%	51.4%	66.9%	48.7%
	Sometimes	2.0%	2.1%	0.0%	2.0%
Recreation Programs Participate In <i>(open end – top 3)</i>	Sports	85.9%	59.5%	62.2%	N/A
	Interest groups	6.3%	3.6%	0.0%	
	Enjoying nature	3.1%	0.0%	0.0%	

- ✓ New for 2024, individuals were asked if they participated in six different activities. The most common activities for individuals included bowling on a team other than the Special Olympics (26.7%) and Attending events on the Medina Square (26.4%).
- ✓ Individuals were then asked if they would be interested in any of the six activities in which they do not participate. More than one-fifth, 22.9%, were interested in Bowling on a team other than the special Olympics. Following bowling was exercise classes at a rec center (15.8%). Belonging to clubs (10.7%), taking dance classes (8.7%), attending events on the Medina Square (8.4%), and taking Karate classes (5.0%).
- ✓ Of the activities in which individuals expressed interest, bowling on a team other than the Special Olympics was the top choice for more than two-fifths, 41.2%, of respondents.
- ✓ Nearly one-quarter, 24.0%, reported there are things that make it hard to participate in the community. The most common barriers included transportation (53.8%), medical issues (19.2%), scheduling issues (11.5%), and disability limitations (11.5%).

Summary Table: Inclusion		
		2024
Activity Participation (% yes)	Bowl other than Special Olympics	26.7%
	Attend events on Medina Square	26.4%
	Take exercise classes	10.1%
	Belong to clubs	8.2%
	Take dance classes	4.7%
	Take karate classes	4.7%
Activity Interest (% yes)	Bowl other than Special Olympics	22.9%
	Take exercise classes	15.8%
	Belong to clubs	10.7%
	Take dance classes	8.7%
	Attend events on Medina Square	8.4%
	Take karate classes	5.0%
First Choice	Bowl other than Special Olympics	41.2%
	Take exercise classes	15.7%
	Belong to clubs	13.7%
	Take dance classes	13.7%
	Attend events on Medina Square	9.8%
	Take karate classes	5.9%
Barriers (% yes)	Difficulty participating in community	24.0%
Barriers (open end – top 4)	Transportation	53.8%
	Medical issue	19.2%
	Scheduling issue	11.5%
	Disability limitations	11.5%

- ✓ More than nine in ten, 91.8%, reported that they liked or were happy with their residential services. A majority, 87.2%, were very happy with these services, an increase from 79.1% in 2022.
- ✓ Most reported they like where they live, 91.8%, and that the staff that help them in their home treat them with respect (92.2%)
- ✓ Slightly more than one-fifth, 22.0%, live alone and of those, nearly all, 96.7%, like living alone. Most, 80.4%, indicated it was their decision who they live with or to live alone. More than three-quarters, 77.8%, reported that they chose where they live. More than nine in ten, 93.0%, reported they have enough privacy at home.

Summary Table: Housing					
		2024	2022	2020	2016
Like/Happy with Residential Services	Yes	91.8%	95.7%	90.6%	N/A
	No	6.1%	2.9%	7.8%	
	Sometimes	2.0%	1.4%	1.6%	
Satisfaction with Residential Services	Very happy	87.2%	79.1%	74.6%	75.6%
	Somewhat happy	6.4%	17.9%	19.0%	19.2%
	Not very happy	6.4%	3.0%	6.3%	5.1%
Satisfaction (% yes)	Like where you live	91.8%	92.4%	90.6%	92.9%
	Staff treat you with respect	92.2%	97.2%	88.7%	90.7%
Living Situation	Live alone	22.0%	25.3%	25.0%	22.7%
	Live with roommates	14.9%	8.2%	11.1%	17.3%
	Live with family	63.1%	66.4%	63.9%	60.0%
Like Living Alone	Like living alone	96.7%	94.3%	87.5%	84.8%
	Would like to live with others	3.3%	5.7%	12.5%	12.1%
Choices and Privacy (% yes)	Choose who you live with or to live alone	80.4%	81.1%	84.6%	90.0%
	Choose where you live	77.8%	69.4%	69.0%	72.4%
	Have enough privacy at home	93.0%	89.7%	91.4%	88.9%

- ✓ Of those living at home, nearly one-third, 31.6%, indicated that they have thought about moving away from home. Of these individuals, one-fifth, 20.0%, reported they would like to move within one year and nearly one-third, 30.0%, reported they would like to move in more than four years.
- ✓ Houses were preferred over apartments and cities were preferred over a suburban location. Half, 50.0%, prefer a group setting while 60% would consider an Ohio shared living setting and 54.5% would consider an apartment complex only for people with disabilities.

Summary Table: Housing

		2024	2022	2020	2016
Moving Away from Home	Thought about moving	31.6%	26.1%	41.7%	41.5%
	Within 1 year	20.0%	16.7%	50.0%	25.0%
	1 to 2 years	40.0%	33.3%	25.0%	16.7%
	3 to 4 years	10.0%	0.0%	25.0%	25.0%
	More than 4 years	30.0%	50.0%	0.0%	33.3%
Prefer House or Apartment	House	54.5%	66.7%	40.0%	29.6%
	Apartment	45.5%	33.3%	60.0%	70.4%
Prefer City or Suburban Location	City	62.5%	80.0%	50.0%	68.8%
	Suburban Location	37.5%	20.0%	50.0%	31.3%
Prefer Group setting	Yes	50.0%	33.3%	12.5%	24.1%
	No	50.0%	66.7%	87.5%	75.9%
Consider Alternate Settings (% yes)	An Ohio shared living setting	60.0%	20.0%	0.0%	23.5%
	Apartment complex only for people w/disabilities	54.5%	33.3%	50.0%	63.3%

- ✓ More than nine in ten, 94.4%, said they liked or were happy with their facility-based services. General happiness with facility-based services has been steadily increasing since 2020. Most, 89.0%, reported being very happy with these services, an increase from 81.3% in 2022.
- ✓ Similar to 2022, a majority like what they do during the day (96.7%) and feel that the staff treat them with respect (95.6%). Most, 94.3%, like working in a center, a decrease from 97.3% in 2022 and 90.7% reported they chose where they do during the day.
- ✓ About half, 53.0%, indicated they would like to work somewhere else or do something different during the day, a significant increase from 26.3% in 2022.
- ✓ Nearly three-quarters, 70.7%, indicated they would like to work in the community, a significant increase from 56.1% in 2022.

Summary Table: Adult Services – Facility-Based Services					
		2024	2022	2020	2016
Like/Happy with Facility-Based	Yes	94.4%	93.9%	83.9%	N/A
	No	1.1%	3.7%	8.9%	
	Sometimes	4.4%	2.4%	7.1%	
Satisfaction with Facility-Based	Very happy	89.0%	81.3%	59.6%	81.8%
	Somewhat happy	8.8%	16.3%	31.6%	15.5%
	Not very happy	2.2%	2.5%	8.8%	2.7%
Satisfaction and Choices (% yes)	Like what you do during the day	96.7%	96.3%	85.7%	88.1%
	Do staff treat with respect	95.6%	96.3%	98.3%	95.4%
	Like working in a center	94.3%	97.3%	89.3%	89.6%
	Choose where go during the day	90.7%	86.3%	70.9%	55.3%
	Would like to work somewhere else	53.0%	26.3%	37.5%	31.4%
Would Like to Work in Community	Yes	70.7%	56.1%	66.1%	66.3%
	No	26.8%	39.4%	30.5%	29.7%
	Sometimes	2.4%	4.5%	3.4%	4.0%

- ✓ A majority, 95.7%, said they liked or were happy with their community employment services and nine in ten, 90.5%, said they were very happy with their community employment, a significant increase from 73.7% in 2022.
- ✓ All answering individuals reported that they chose where they work and are happy with their pay. Individuals reporting that they chose where they work increased significantly from 88.9% in 2022.
- ✓ More than nine in ten individuals reported they have enough support from their employer to do a good job (95.5%), like what they do at their job (91.3%), that their coworkers treat them with respect (90.9%), and that they chose what they do at their job (90.9%). While each of these areas show an increase in positive responses, individuals reporting they chose what they do at their job increased significantly from 55.6% in 2022.
- ✓ While a majority, 86.4%, felt they work enough hours at their job, this has decreased significantly from 2022 where all answering individuals reported they work enough hours.
- ✓ While the number of individuals indicating they want to work somewhere else remained relatively consistent from 2016 to 2022 (fluctuating between 18.8% to 24.2%), more than half, 52.4%, indicated they want to work somewhere else in 2024. This was a significant increase from previous years.
- ✓ Remaining consistent with 2022, all individuals receiving community employment felt that their employer helps them be successful at their job.
- ✓ A majority, 95.5%, reported they like working in the community and feel more independent due to having a job. Slightly fewer, 86.4%, reported they have friends at work.

Summary Table: Adult Services – Community Employment Services					
		2024	2022	2020	2016
Like/Happy with Community Employment	Yes	95.7%	94.7%	94.3%	N/A
	No	4.3%	5.3%	2.9%	
	Sometimes	0.0%	0.0%	2.9%	
Satisfaction with Community Employment	Very happy	90.5%	73.7%	74.3%	85.7%
	Somewhat happy	9.5%	15.8%	22.9%	11.9%
	Not very happy	0.0%	10.5%	2.9%	2.4%
Satisfaction and Choices (% yes)	Choose where you work	100.0%	88.9%	85.3%	82.5%
	Happy with pay	100.0%	100.0%	94.1%	89.7%
	Have enough support to do a good	95.5%	89.5%	100.0%	97.5%
	Like what you do at job	91.3%	89.5%	94.1%	97.6%
	Staff treat with respect	90.9%	89.5%	97.1%	97.6%
	Choose what you do at job	90.9%	55.6%	79.4%	56.4%
	Work enough hours	86.4%	100.0%	93.9%	84.6%
	Want to work somewhere else	52.4%	18.8%	24.2%	18.9%
	Have Friends at Work	86.4%	88.2%	84.8%	92.7%
	Like Working in the Community	95.5%	89.5%	93.9%	97.6%
	Job makes feel more independent	95.5%	94.7%	100.0%	95.2%
	Employer helps you be successful	100.0%	100.0%	N/A	N/A

- ✓ Similar to 2022, 89.7% of individuals reported having met their SSA.
- ✓ Nearly all, 97.2%, said they liked or were happy working with their SSA while nine in ten, 90.1%, reported they were very happy with their SSA. SSA satisfaction among individuals has been steadily increasing since 2020 when 78.4% reported being very happy.
- ✓ Individuals were asked a series of questions about their SSA and ISP. Almost all, 98.6%, said their SSA treats them with respect. More than nine in ten reported that if they ask for something their SSA helps them get what they need (93.0%); they know who to talk to if they are not happy (92.4%); and they can see or talk to their SSA when they want to (92.3%). A majority reported their SSA asks them what they want (88.5%); they helped make their ISP (83.0%); and their SSA calls them back right away (84.4%). Two-thirds, 66.7%, know they can choose their SSA if they want to and more than half, 58.1%, helped choose their SSA. Individuals reporting helping to choose their SSA increased significantly from 37.3% in 2022.
- ✓ Two-fifths, 42.9%, of respondents who don't already work in the community indicated they would like a job in the community. Of those, nearly three-quarters, 71.7%, said they have talked about wanting a job with their team.

Summary Table: SSA/Planning					
		2024	2022	2020	2016
Met SSA	Yes	89.7%	91.0%	80.1%	93.5%
	No	10.3%	9.0%	19.9%	6.5%
Like/Happy working with SSA	Yes	97.2%	94.7%	94.2%	N/A
	No	1.4%	3.0%	2.9%	
	Sometimes	1.4%	2.3%	2.9%	
Satisfaction with SSA	Very happy	90.1%	83.6%	78.4%	84.1%
	Somewhat happy	8.5%	13.3%	18.7%	14.5%
	Not very happy	1.4%	3.1%	3.0%	1.4%
Satisfaction and Choices (% yes)	SSA treats with respect	98.6%	96.4%	96.4%	98.5%
	If ask for something, SSA gets what's needed	93.0%	88.4%	93.4%	93.2%
	Know who to talk to if not happy	92.4%	87.8%	86.5%	92.2%
	Can see or talk to SSA when wanted	92.3%	87.7%	85.5%	82.7%
	SSA asks what you want	88.5%	89.4%	90.2%	90.2%
	Helped make ISP	83.0%	82.5%	87.7%	89.1%
	SSA calls back right away	81.4%	75.4%	74.3%	70.1%
	Know can choose SSA	66.7%	63.7%	59.1%	63.3%
Job in the Community (% yes)	Helped choose SSA	58.1%	37.3%	34.7%	26.8%
	Would like job in community	40.0%	42.9%	52.4%	63.7%
	Talked about wanting job with team	71.7%	79.5%	77.2%	75.0%

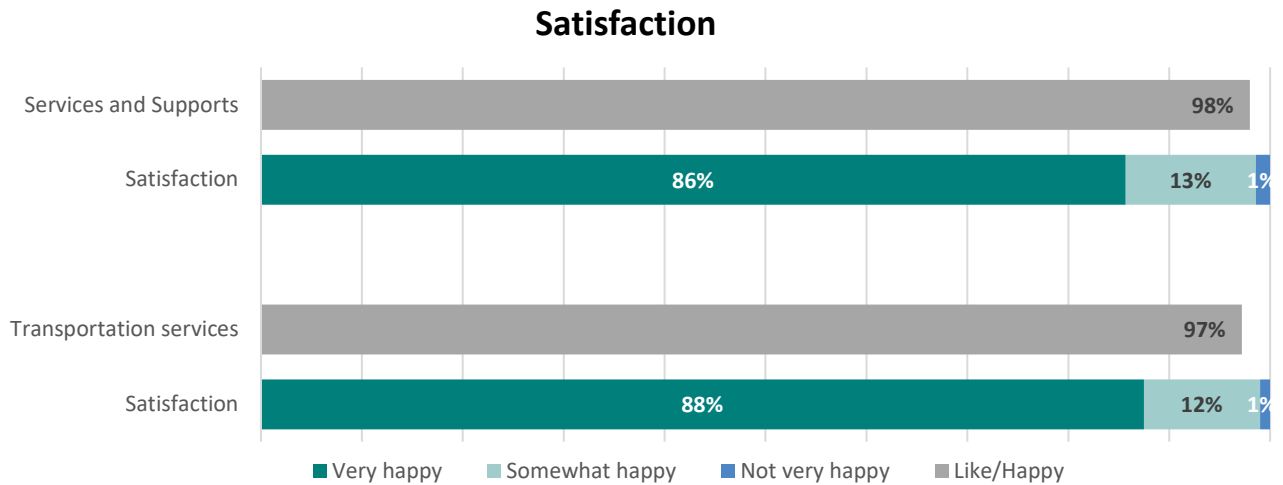
TECHNOLOGY

- ✓ New for 2024, individuals were asked a series of questions about technology. Less than one-third, 30.3%, said they were likely to use remote services by having cameras or other things in their home that a caregiver could use to check on make sure they are safe.
- ✓ The most common types of technology used by individuals were text messaging (66.0%) and accessing videos online (52.7%). Less than two-fifths of individuals reported using social media (39.3%), virtual personal assistant tools (36.5%) and email (34.7%).
- ✓ Slightly more than one quarter, 26.3%, indicated they have received tech services from MCBDD. Of those who have received tech help, most, 94.6%, found the service helpful.

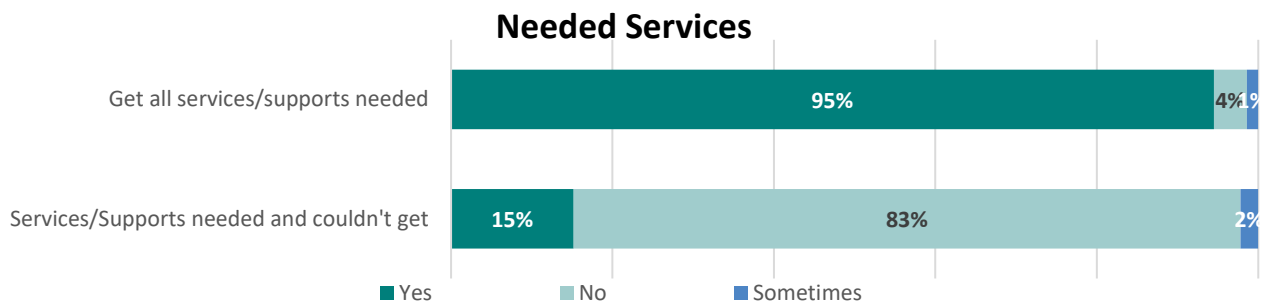
Summary Table: Technology		
		2024
Likely to Use Remote Services	Yes	30.3%
	No	66.9%
	Sometimes	2.8%
Use Technology	Text messaging	66.0%
	Access videos (iTunes/YouTube/etc.)	52.7%
	Social media	39.3%
	Virtual personal assistant tools	36.5%
	Email	34.7%
Agreement with Tech Statements (% yes)	Technology helps with independence	67.6%
	Technology improves quality of life	64.5%
Received Tech Services from MCBDD	Yes	26.3%
	No	73.0%
	Sometimes	0.7%
Tech Service Helpful	Yes	94.6%
	No	2.7%
	Sometimes	2.7%

Survey Results

SATISFACTION WITH MCBDD / SERVICES



Do you like / Are you happy / How happy are you with your (services and supports / transportation services)?

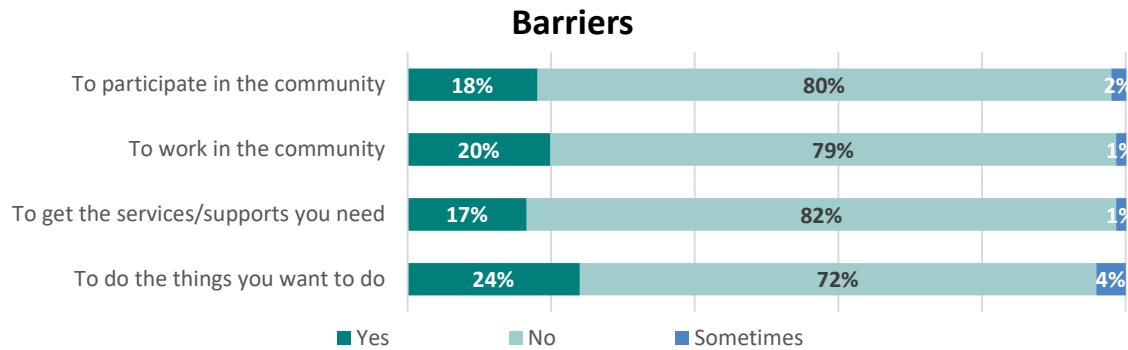


Do you get all the services and supports that you need?

Service/Support Needed		
	N	%
Transportation	5	45.5%
Life skills	4	36.4%
More/Better providers	1	9.1%
Recreation	1	9.1%
Total	11	(n=11)

What service couldn't you get?

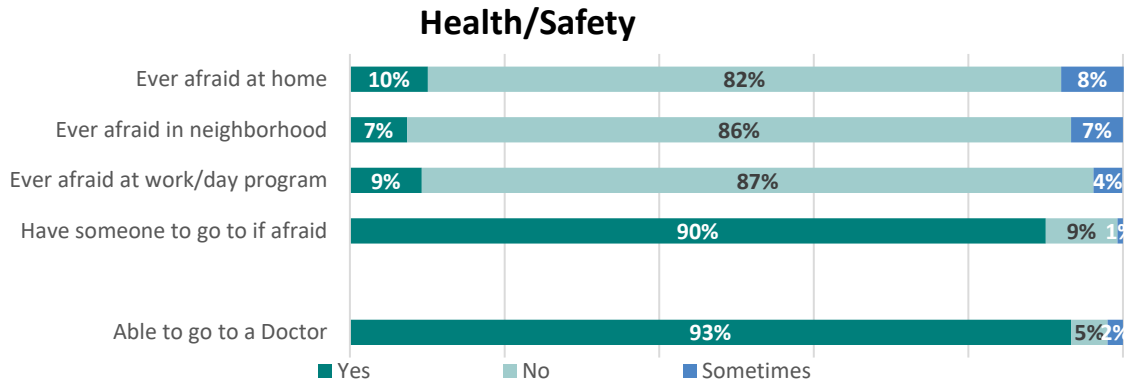
BARRIERS



*Are there things that make it hard for you: To work in the community?
 To get the services and supports that you need? To do the things you want to do?*

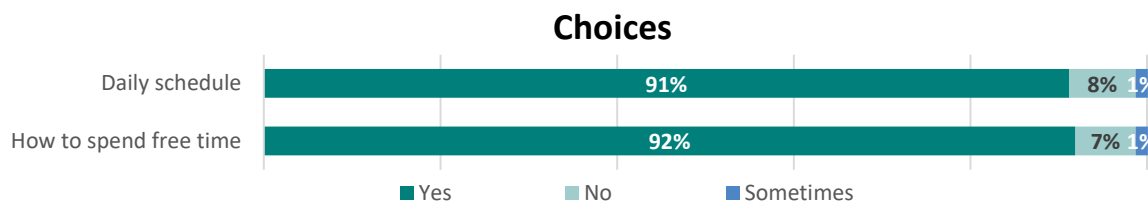
Barriers to Getting Services/Supports Needed		
	N	%
Transportation issues	4	26.7%
Needs help with daily living skills/social skills	3	20.0%
Individuals' behavior/medical condition	2	13.3%
Time and communication obstacles	2	13.3%
Lack of providers/staff and their time/effort	1	6.7%
Scheduling	1	6.7%
Difficulty with transition	1	6.7%
Lack of skills needed in a job setting	1	6.7%
Barriers to Doing What You Want		
	N	%
Transportation issues	9	34.6%
Needs help with daily living skills/social skills	5	19.2%
Cognitive limitations	4	15.4%
Time and communication obstacles	3	11.5%
Financial/funding	2	7.7%
Individuals behavior/medical condition	2	7.7%
Physical limitations	1	3.8%
Barriers to Participating in the Community		
	N	%
Transportation issues	9	47.4%
Individuals behavior/medical condition	5	26.3%
Client's disability	3	15.8%
Does better in smaller groups	2	10.5%
Barriers to Working in the Community		
	N	%
Transportation issues	4	20.0%
Individuals behavior/medical condition	3	15.0%
Difficulty in placing client in a job	2	10.0%
Lacks skills needed in a job setting	2	10.0%
Physical limitations	2	10.0%
Cognitive limitations	2	10.0%
Lack of providers/staff and their time/effort	1	5.0%
Financial/funding	1	5.0%
Time and communication obstacles	1	5.0%
Needs help with daily living skills/social skills	1	5.0%
Accessibility	1	5.0%

HEALTH / SAFETY

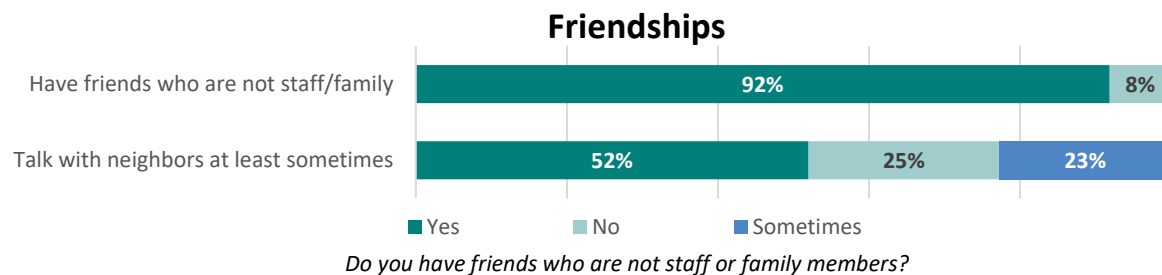
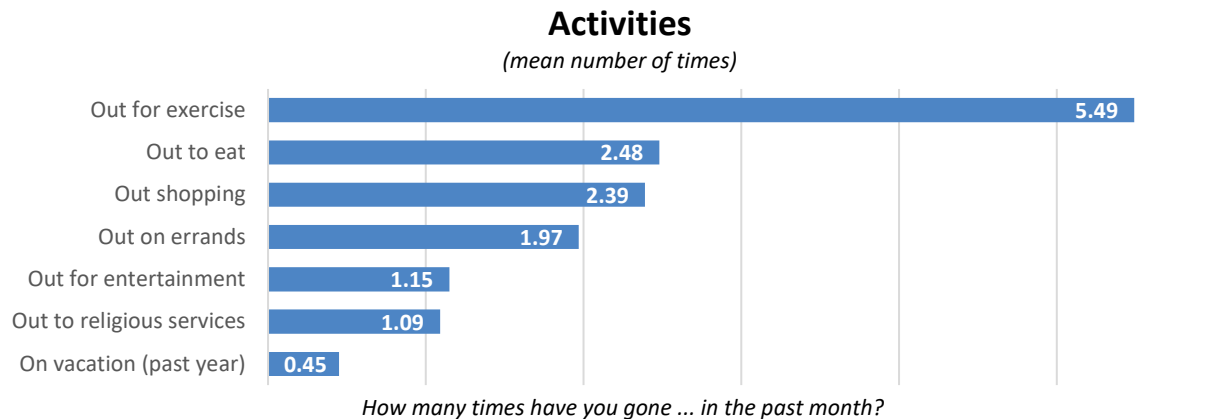


*Do you ever feel afraid or scared: In your home? In your neighborhood? At your work/day program?
Do you have someone to go to for help or to talk to if you ever feel afraid? Are you able to go to the doctor when you want?*

CHOICES, ACTIVITIES, FRIENDSHIPS

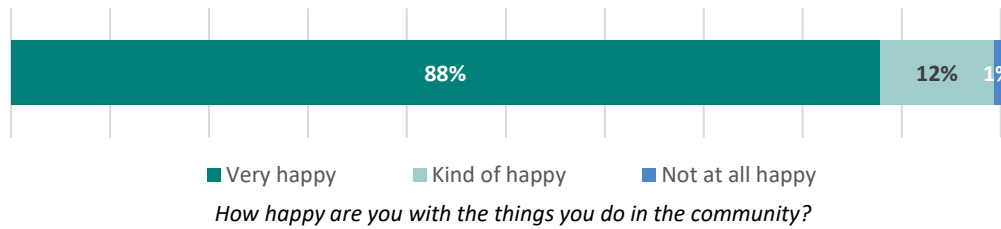


Did you help choose (pick): Your daily schedule? How to spend your free time?



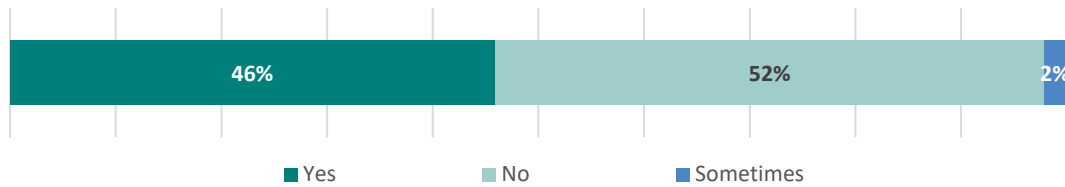
INCLUSION

Happy with Community Involvement



What would you like to do in the Community			
	N	% of Responses	% of Answering Respondents
Bowling	11	12.8%	20.4%
Get a job and work	10	11.6%	18.5%
Shopping/errands	10	11.6%	18.5%
Community service/volunteer	6	7.0%	11.1%
Group activities	4	4.7%	7.4%
Restaurants	4	4.7%	7.4%
Basketball	3	3.5%	5.6%
Bike/scooter riding	3	3.5%	5.6%
Book Club/Library	3	3.5%	5.6%
Festivals/Parades	3	3.5%	5.6%
Movies	3	3.5%	5.6%
Sports (nonspecific)	3	3.5%	5.6%
Walks	3	3.5%	5.6%
Working out in gym	3	3.5%	5.6%
Dance	2	2.3%	3.7%
Golf	2	2.3%	3.7%
Nature	2	2.3%	3.7%
Arts and Crafts	1	1.2%	1.9%
Attend sporting events	1	1.2%	1.9%
Baking	1	1.2%	1.9%
Friends	1	1.2%	1.9%
Getting out/Doing more (nonspecific)	1	1.2%	1.9%
Go to Rec Center	1	1.2%	1.9%
Park/Dog park	1	1.2%	1.9%
Photography	1	1.2%	1.9%
Playhouse/theater	1	1.2%	1.9%
Special Olympics	1	1.2%	1.9%
Track	1	1.2%	1.9%
Total	86	(n=86)	(n=54)

Participate in Recreation Programs



Do you participate in any recreation programs?

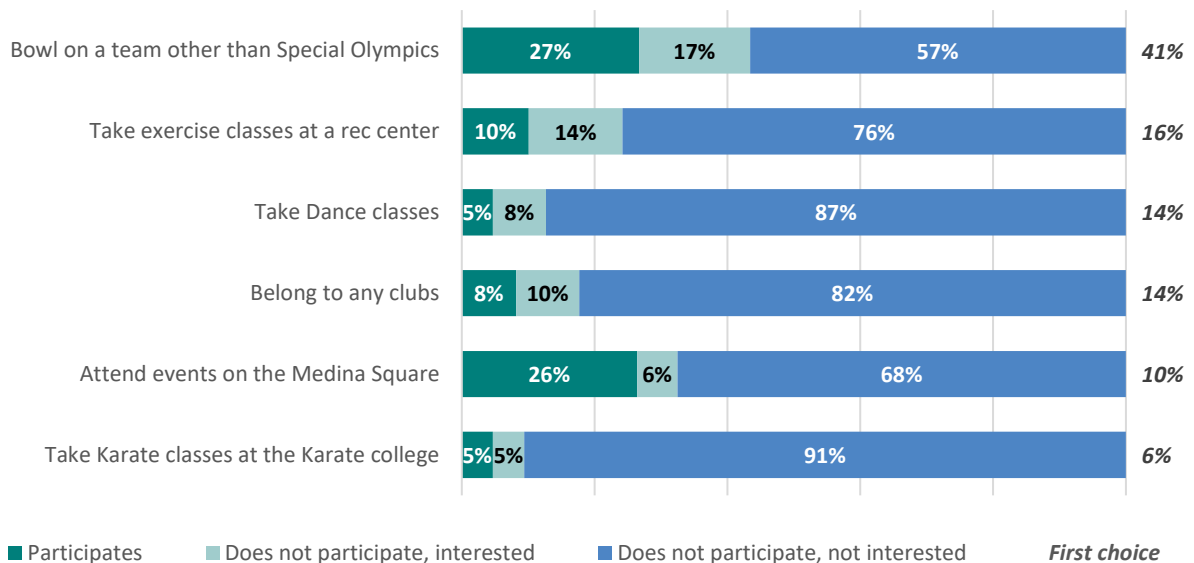
Recreation Programs Participate In			
	N	% of Responses	% of Answering Respondents
Sports	55	85.9%	91.7%
Interest groups	4	6.3%	6.7%
Enjoying nature	2	3.1%	3.3%
Attending performances	1	1.6%	1.7%
Horseback riding	1	1.6%	1.7%
Socializing	1	1.6%	1.7%
Total	64	(n=64)	(n=60)

Question: What makes it hard for you?

Activity Participation and Interest

Do you ____? Would you be interest in doing that?

If you had to choose just one of the things you were interested in, which one would you choose?



Difficulty Participating

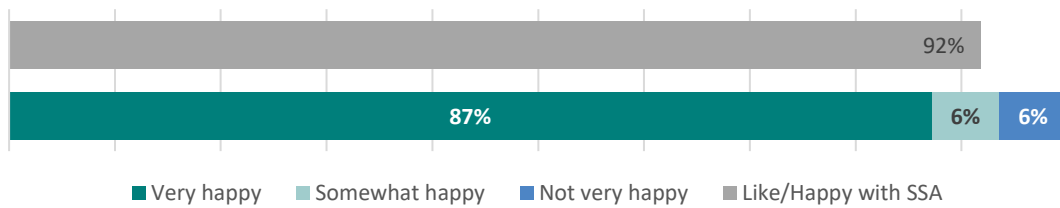
Is there anything that makes it hard for you to go out and do things like this in the community?



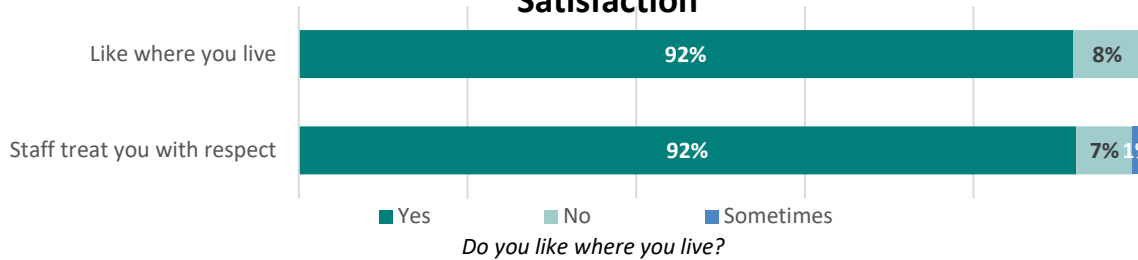
Barriers to Participation		
	N	%
Transportation	14	53.8%
Medical issue	5	19.2%
Scheduling issue	3	11.5%
Disability limitations	3	11.5%
Behavior	1	3.8%
Total	26	(n=26)

HOUSING

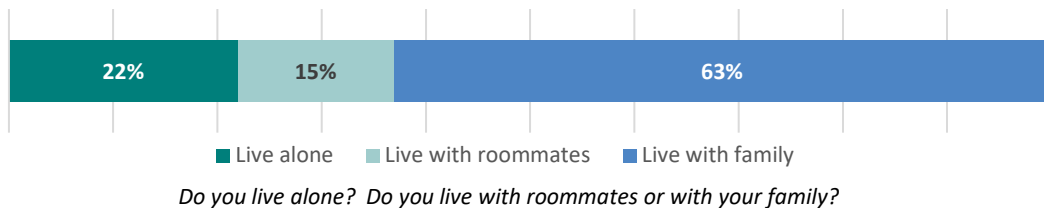
Satisfaction with Residential Services



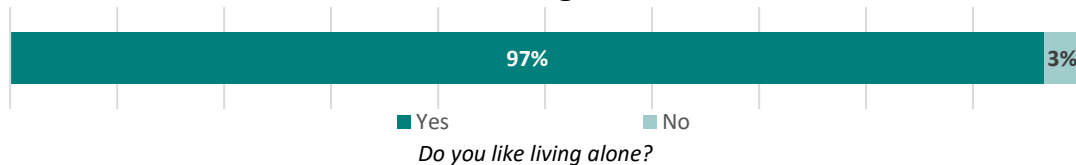
Satisfaction



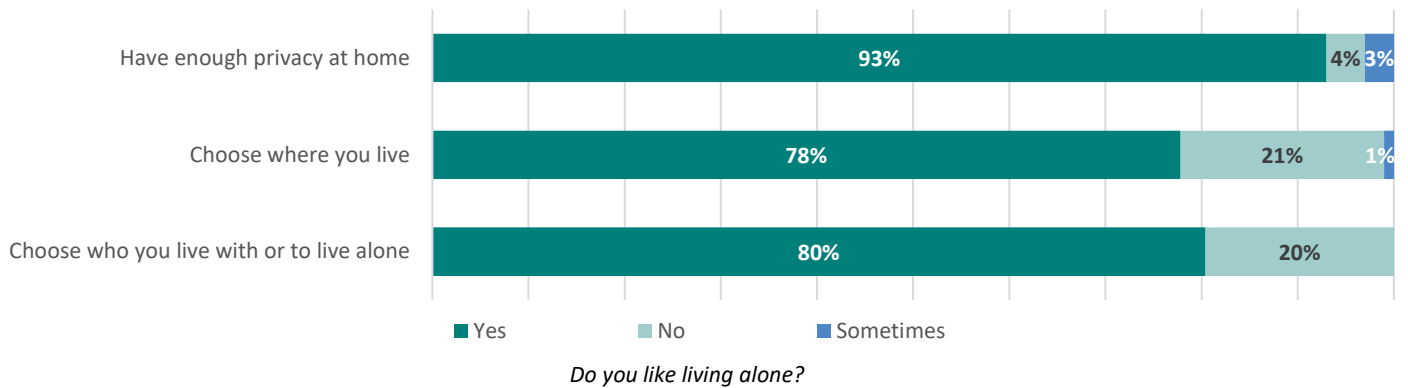
Living Situation



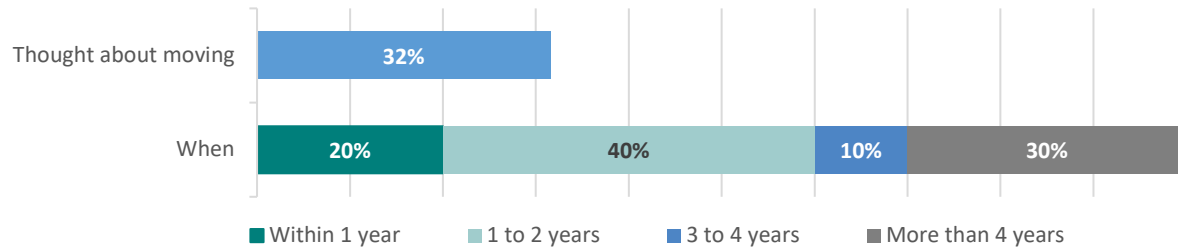
Like Living Alone



Choices and Privacy

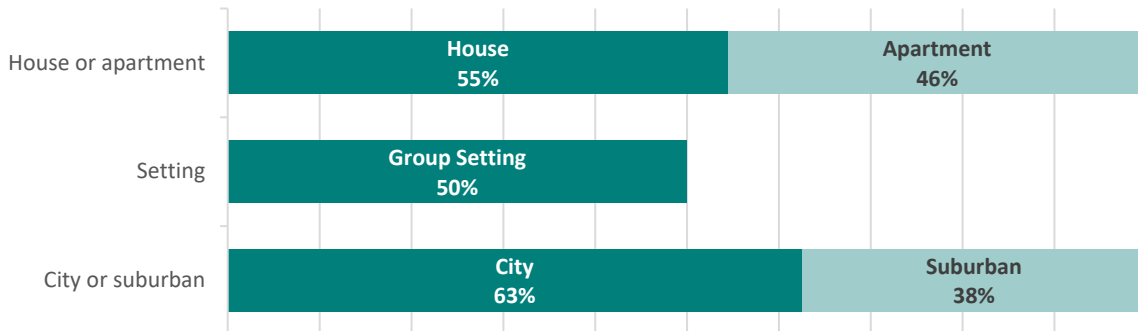


Moving Away from Home



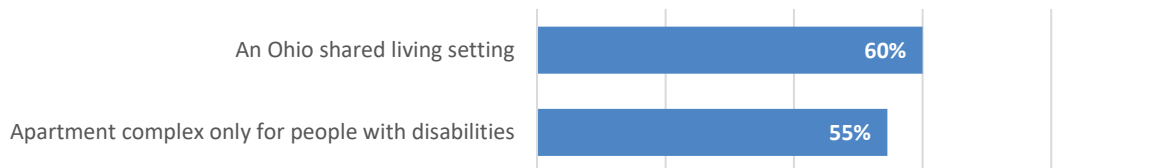
*Have you ever thought about moving some day?
When would you like to move?*

Housing Preferences



When you think about living someplace else, where would you like to live?

Consider Alternate Residential Settings

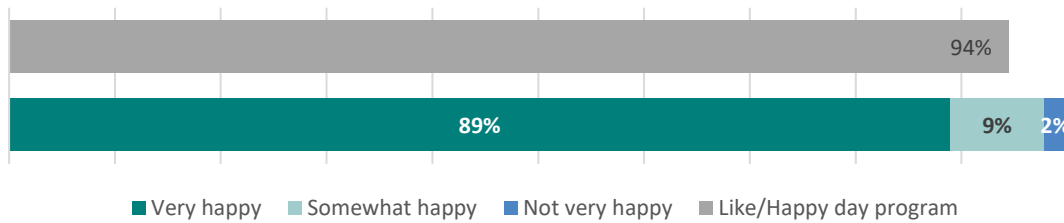


Would you consider...

Preferred City/Township		
	N	%
Medina	2	33.3%
Brunswick	1	16.7%
Wadsworth	1	16.7%
Akron	1	16.7%
Barberton	1	16.7%
Total		(n=6)

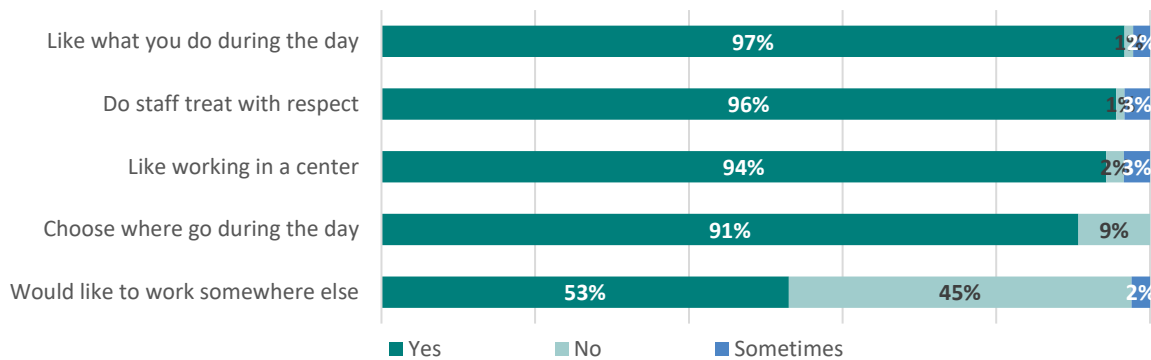
ADULT SERVICES – FACILITY-BASED SERVICES

Satisfaction with Facility-Based Services



Do you like / Are you happy / How happy are you with your day program?

Satisfaction and Choices



Do staff at your day program treat you with respect?

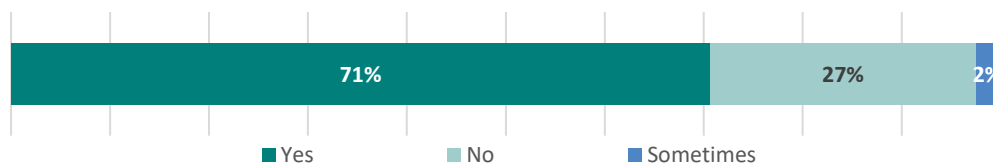
Do you like working in a center like this?

Do you like what you do during the day?

Did you help choose where you go during the day?

Would you like to work somewhere else or do something else during the day?

Would Like to Work in Community



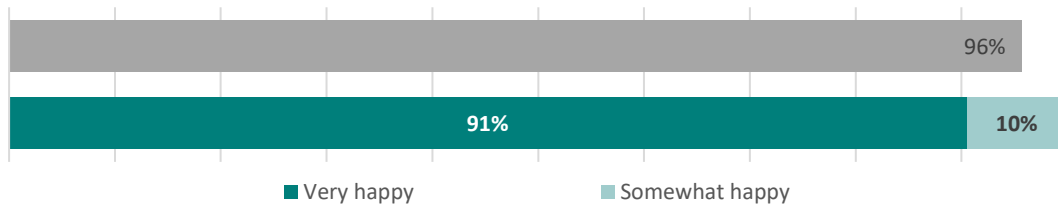
If you had the support you needed, would you want to work in the community?

Reason for Not Wanting to Work in Community

	N	%
Do not feel comfortable working	6	60.0%
Interferes with home schedule	2	20.0%
Like my job/day option I have presently	1	10.0%
Tried once and did not like it	1	10.0%
Total	10	(n=10)

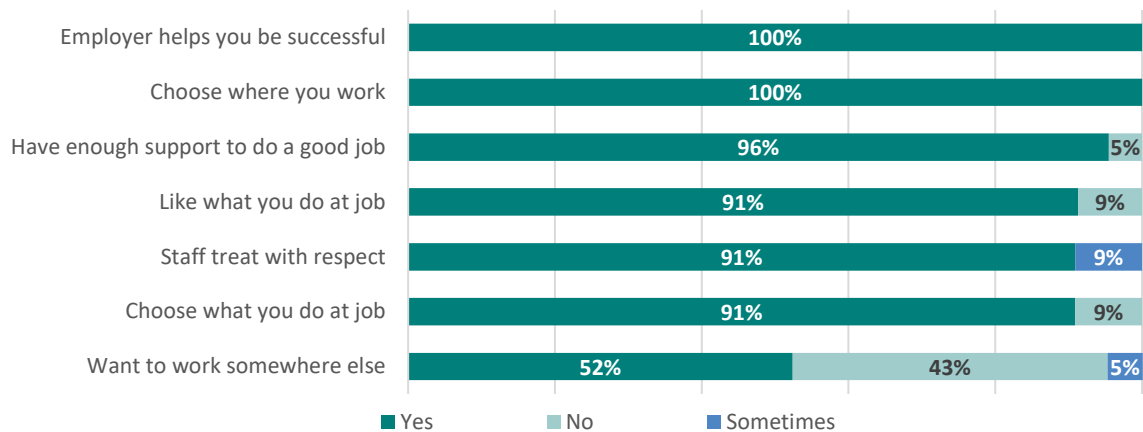
ADULT SERVICES – COMMUNITY EMPLOYMENT SERVICES

Satisfaction with Community Employment



Do you like / Are you happy / How happy are you with your community employment (job)?

Satisfaction and Choices



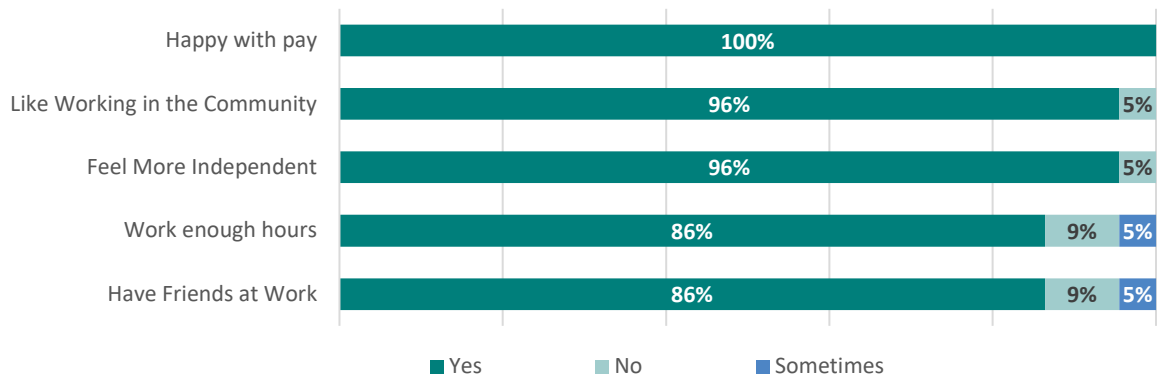
Do staff at work treat you with respect? Do you like like what you do at your job?

Do you feel like you have enough support to be good at your job?

Did you help choose where you work? Did you help choose what you do at your job?

Would you like to work somewhere else?

Satisfaction with Job



Are you happy with your pay?

Do you work enough hours each week?

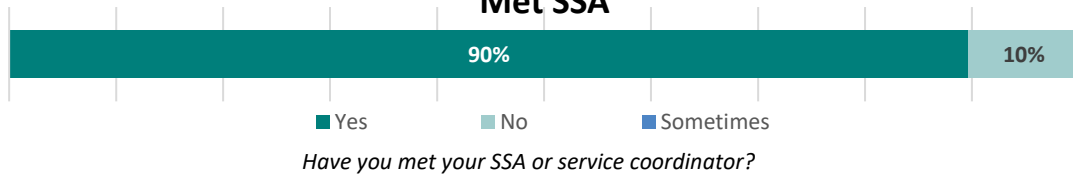
Do you have friends at work?

Do you like working in the community?

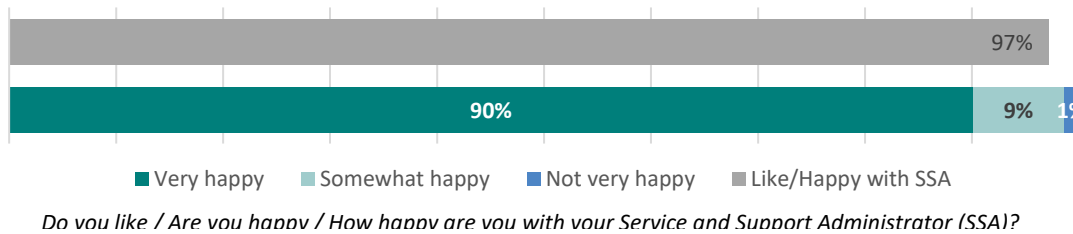
Does having a job make you feel more independent?

SSA / PLANNING

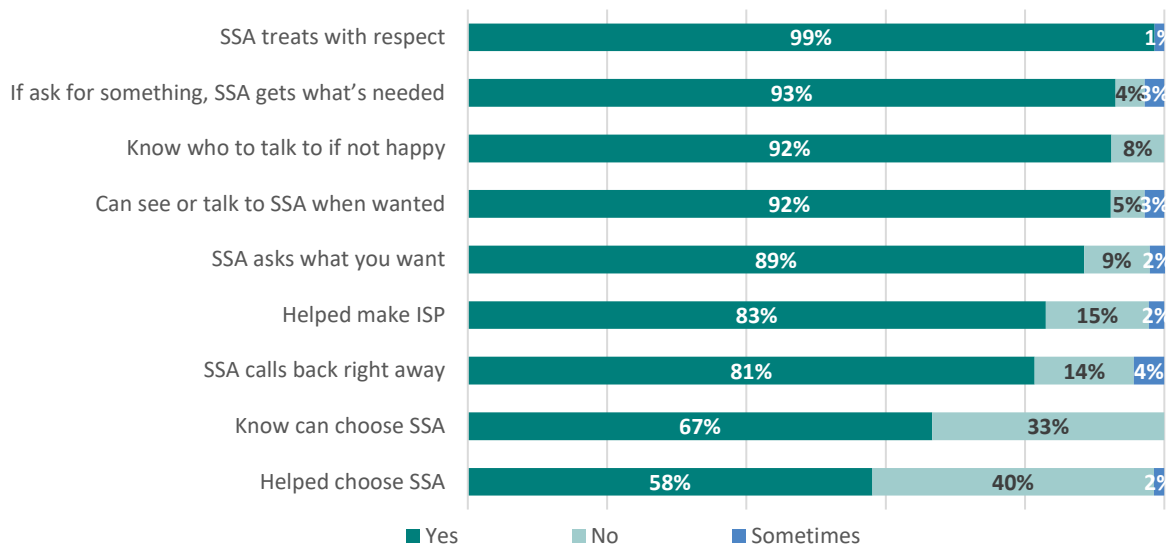
Met SSA



Satisfaction with SSA

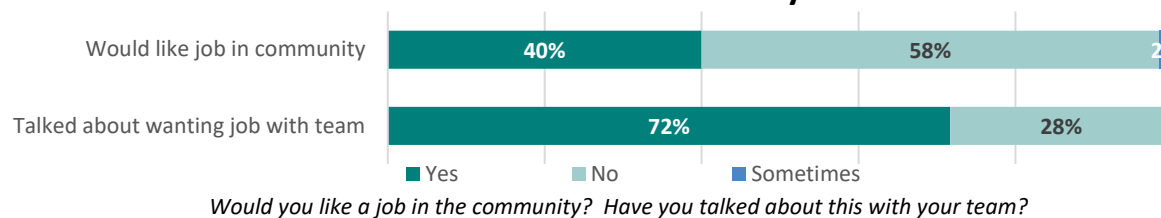


Satisfaction and Choices



Does your SSA treat you with respect? If you ask for something, does your SSA help you get what you need?
 Do you know who to talk to if you are not happy? Does your SSA ask you what you want?
 Did you help make your service plan (ISP)? Can you see or talk to your SSA when you want to?
 If you call and leave a message, does your SSA call you back right away?
 Did you know that you can choose your SSA or service coordinator?
 Did you help choose or pick your SSA or service coordinator?

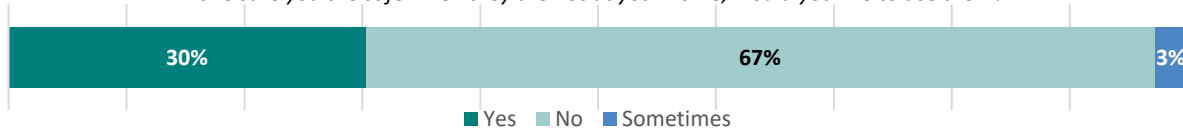
Job in the Community



TECHNOLOGY

Likelihood of Using Remote Services

If you could have cameras or other things in your home that a caregiver can use to check on you to make sure you are safe when they are not at your home, would you like to use them?

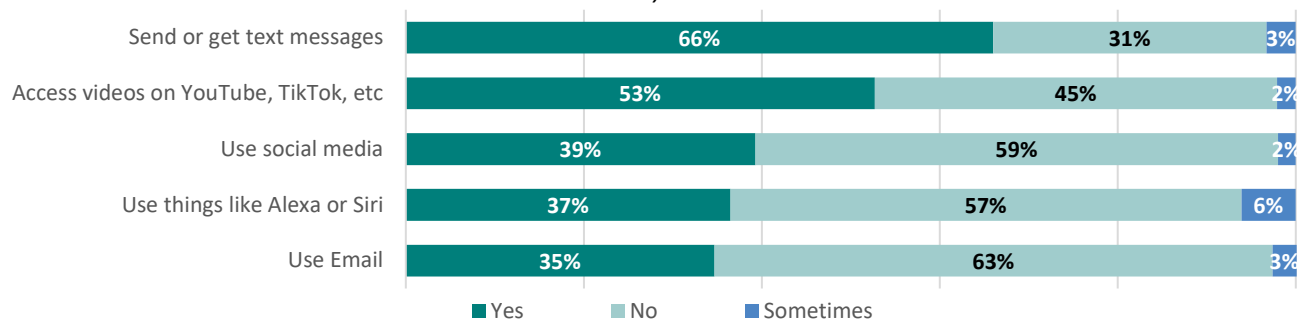


Reason for Not Using Remote Services (open-end)

	N	%
Not necessary	12	50.0%
Privacy	10	41.7%
Want person to person	1	4.2%
Staff is not nice to me	1	4.2%
Total	24	(n=24)

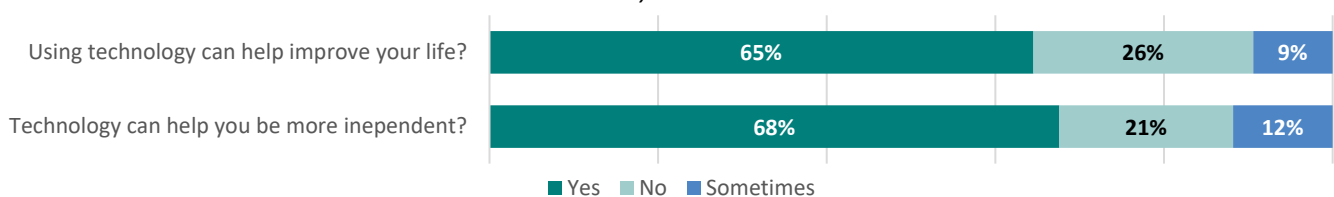
Use of Technology

Do you...



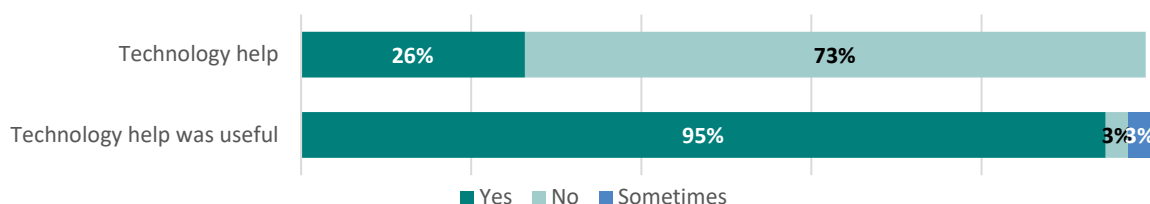
Agreement with Statements

Do you think...



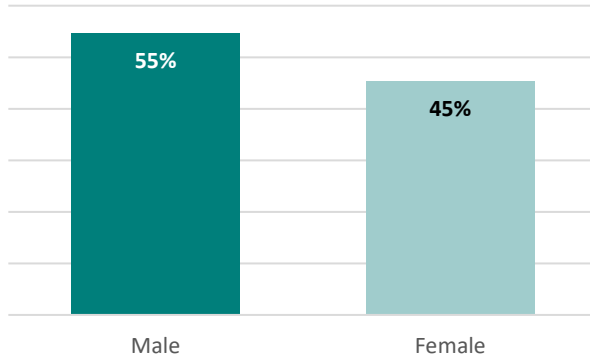
Technology Support Services

*Have you received any help with technology from MCBDD?
Has it been helpful?*



Respondent Demographics

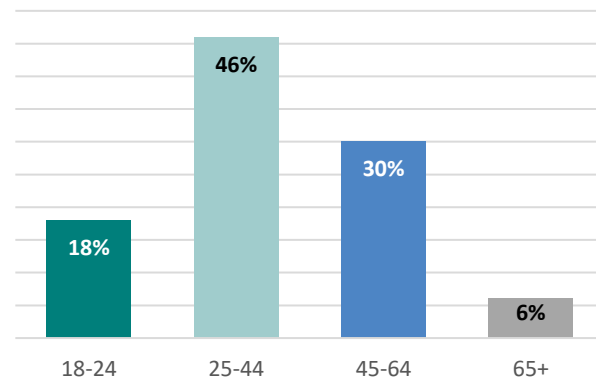
Gender



Gender	N	%
Male	82	54.7%
Female	68	45.3%
Total	150	100.0%

Age

Age	N	%
18-24	27	18.0%
25-44	69	46.0%
45-64	45	30.0%
65 and older	9	6.0%
Total	150	100.0%



Services Received	N	%	Population
Community Employment	24	16.0%	12.3%
Facility-Based	91	60.7%	45.7%
Residential	100	66.7%	58.7%
Transportation	108	72.0%	56.3%
SSA Services	150	100.0%	100.0%

Survey Instrument

SATISFACTION WITH MCBDD / SERVICES

- Do you like /Are you happy/How happy are you with your **services and supports**?
- Do you like/Are you happy/How happy are you with your **transportation** services?
- Do you get all the services and supports that you need?
- Are there services or supports that you needed that you couldn't get in the past year?
- What services couldn't you get?
- Are there things that make it hard for you:
 - To get the services and supports that you need? IF YES: What would that be?
 - To do the things you want to do? IF YES: What would that be?
 - To participate in the community? IF YES: What would that be?
 - To work in the community (work schedule, equipment)? IF YES: What would that be?

HEALTH / SAFETY

- Do you ever feel afraid or scared in your home?
- Do you ever feel afraid or scared in your neighborhood?
- Do you ever feel afraid or scared at your work/day program? *(not asked if they do not have adult services)*
- Do you have someone to go to for help or to talk to if you ever feel afraid?
- Are you able to go to the doctor when you want?

CHOICES, ACTIVITIES, FRIENDSHIP

- Do you help choose (pick):
 - Your daily schedule (like when to get up, when to eat, when to go to sleep)?
 - How to spend your free time (when you are not working, in school or at day program)?
- Have you gone...How many times have you gone ...
 - Out shopping in the past month? (Examples: groceries, clothing)
 - Out on errands in the past month? (Examples: bank, post office, hair dresser)
 - Out for entertainment in the past month? (Examples: movies, plays, concerts, attend sporting events)
 - Out to eat in the past month? (Examples: restaurant, coffee shop)
 - Out to religious services in the past month? (Examples: church, place of worship)
 - Out for exercise in the past month? (Examples: jogging, swimming, riding bike, walking, YMCA/gym/club)
 - On vacation in THE PAST YEAR?
- Do you have friends who are not staff or family members?
- Do you talk with your neighbors at least some of the time?

INCLUSION/COMMUNITY

- How happy are you with the things you do in the community?
- What types of things would you like to do in the community?
- Do you participate in any recreational programs (like bowling, sports, clubs)?
 - a. IF YES: What would that be?
- Do you ? FOR EACH NO: Would you be interested in doing that?
 - Bowl on a team other than Special Olympics
 - Take exercise classes at a rec center
 - Take Dance classes
 - Take Karate classes at the Karate college
 - Attend events on the Medina Square
 - Belong to any clubs
- If you had to choose just one of the things you were interested in, which one would you choose?
(Read list of items they said they were interested in)
- Is there anything that makes it hard for you to go out and do things like this in the community?
IF YES: What makes it hard for you?

HOUSING (ONLY ASKED IF THEY RECEIVE RESIDENTIAL SERVICES)

- Do you like /Are you happy/How happy are you with your **residential services or in-home supports** you get?
- Do the staff who help you at home treat you with respect? (Do they listen and talk to you)?
- Do you like where you live?
- Do you live alone?
 - a. IF NO: Do you live with roommates or with your family?
 - b. IF YES: Do you like living alone or would you like to live with others?
- Did you help choose (pick):
 - a. Where you live?
 - b. Who you live with OR to live alone?
- Do you have enough privacy at home?
- (IF LIVE WITH FAMILY) Have you ever thought about moving some day (or living someplace else)?
(only asked IF YES to thinking about moving someday)
 - When would you like to move (within a year, in 1-2 years, 3-4 years, more than 4 years from now)?
 - When you think about living someplace else, where would you like to live?
 - a. A House or an apartment
 - b. In a city OR someplace outside a city
 - Would you like to live in a group setting of 3 to 4 people?
 - Would you consider:
 - a. An Ohio shared living setting
 - b. an apartment complex only for people with disabilities
 - What city or town would you like to live in?

ADULT SERVICES (ONLY ASKED IF THEY RECEIVE ADULT SERVICES)

Facility Based (only asked if they receive facility based/day services)

- Do you like /Are you happy/How happy are you with your **day program**?
- Do you like what you do during the day?
- Would you like to work somewhere else (or do something else during the day)?
- Did you help choose where you go during the day?
- Do you like working in a center like this?
- Do staff at your day program treat you with respect (Do they listen and talk to you)?
- If you had the support you needed, would you want to work in the community?
- (If No) Why not?

Community Based (only asked if they receive community employment)

- Do you like /Are you happy/How happy are you with your **community employment (job)**?
- Did you help choose where you work
- Would you like to work somewhere else?
- Did you help choose what you do at your job?
- Do you like what you do at your job?
- Do you feel like you have enough support to be good at your job?
- Does your employer help you to be successful?
- Do staff at work treat you with respect (Do they listen and talk to you)?
- Do you work enough hours each week?
- Are you happy with your pay?
- Do you have friends at work?
- Do you like working in the community?
- Does having a job make you feel more independent?

SSA/PLANNING (ONLY ASKED IF THEY HAVE AN SSA)

- Have you met your SSA or service coordinator?
- Do you like /Are you happy/How happy are you working with your Service & Support Administrator (SSA)?
- Does your SSA treat you with respect (Do they listen and talk to you)?
- Can you see or talk to your SSA when you want to?
- If you ask for something, does your Service and Support Administrator (SSA) help you get what you need?
- If you call and leave a message, does your Service and Support Administrator (SSA) call you back right away?
- Did you help make your service plan (ISP)?
- Does your SSA ask you what you want (ask you what is important to you)?
- Did you help to choose or pick your SSA or service coordinator?
- Do you know that you can choose your SSA or service coordinator?
- Do you know who to talk to if you are not happy?

Only asked if they DO NOT have Community Employment:

- Would you like a job in the community?
- Have you talked about this with your team?

TECHNOLOGY

- If you could have cameras or other things in your home that a caregiver can use to check on you to make sure you are safe when they are not at your house, would you like to use them? IF NO: Why is that?
- Do you:
 - Use social media like Facebook, Instagram or X (Twitter)?
 - Send or get Text messages
 - Use Email
 - Access videos on YouTube, TikTok or other places online?
 - Use things like Alexa or Siri?
- Do you think that using technology can help improve your life?
- Do you think technology can help you be more independent?
- Do you get any help with technology from MCBDD?
 - If yes: Has it been helpful? Yes, No, sometimes

Individual-Parent/Guardian Comparison

Individual-Parent/Guardian Comparison: Services and Supports			
		Individuals	P/Gs
Services and supports	High (Very happy; 8-10)	85.7%	76.3%
	Moderate (Somewhat happy; 4-7)	12.9%	18.1%
	Low (Not very happy; 1-3)	1.4%	5.6%
Day setting	High (Very happy; 8-10)	89.0%	81.4%
	Moderate (Somewhat happy; 4-7)	8.8%	14.3%
	Low (Not very happy; 1-3)	2.2%	4.3%
Employment setting	High (Very happy; 8-10)	90.5%	83.4%
	Moderate (Somewhat happy; 4-7)	9.5%	15.1%
	Low (Not very happy; 1-3)	0.0%	1.7%
Residential services	High (Very happy; 8-10)	87.2%	66.7%
	Moderate (Somewhat happy; 4-7)	6.4%	24.6%
	Low (Not very happy; 1-3)	6.4%	8.7%
Needed services	Get all services/supports needed	94.5%	83.0%
	Services/supports unable to get	15.2%	21.6%
Barriers	Doing things individual wants to do	24.0%	32.8%
	Working in the community	19.9%	40.0%
	Participating in the community	18.1%	46.6%
	Getting services/supports needed	16.6%	28.0%
Able to go to doctor; Have access to health services		93.3%	98.9%
Have friends who are not staff; Has friends or relationships		91.9%	72.9%
Would like to work in the community		70.7%	39.3%
Participate in recreation programs		45.9%	61.7%
Employed in community	Happy with pay (Yes; Satisfied)	100.0%	71.4%
	Employer helps be successful (% yes)	100.0%	85.7%
	Work enough hours (Yes; Satisfied)	86.4%	85.7%
Individual-Parent/Guardian Comparison: Leaving Home			
Thought about moving		31.6%	51.4%
Right time to move	Within a year	20.0%	3.8%
	In 1-2 years	40.0%	15.1%
	In 3-4 years	10.0%	30.2%
	More than 4 years from now	30.0%	50.9%
Prefer ...	House	54.5%	67.3%
	Apartment	45.5%	32.7%
	Group setting of 3 to 4 people (% interested)	50.0%	73.6%
	City	62.5%	11.1%
	Suburban location	37.5%	88.9%
Would Consider	An Ohio shared living setting	60.0%	66.0%
	Apartment complex for people with disabilities	54.5%	68.6%

Individual-Parent/Guardian Comparison: SSA Services			
		Individuals	P/Gs
Satisfaction with SSA	High (Very happy; 8-10)	90.1%	79.1%
	Moderate (Somewhat happy; 4-7)	8.5%	15.8%
	Low (Not very happy; 1-3)	1.4%	5.1%
SSA treats with respect/is generally respectful and courteous		98.6%	97.2%
SSA helps get what you need when asked		93.0%	92.0%
Know who to talk to if not happy/if have a problem needing resolved		92.4%	89.3%
Can contact/see or talk to SSA when wanted		92.3%	97.7%
Individual helped develop ISP		83.0%	59.0%
SSA calls back/responds to questions or concerns right away		81.4%	93.2%

Individual-Parent/Guardian Comparison: Inclusion/Community			
		Individuals	P/Gs
Activity Participation (% yes)	Bowl other than Special Olympics	26.7%	5.3%
	Attend events on Medina Square	26.4%	58.3%
	Take exercise classes	10.1%	11.4%
	Belong to clubs	8.2%	17.4%
	Take dance classes	4.7%	3.0%
	Take karate classes	4.7%	1.5%
Activity Interest (% yes)	Bowl other than Special Olympics	22.9%	41.8%
	Take exercise classes	15.8%	62.8%
	Belong to clubs	10.7%	49.1%
	Take dance classes	8.7%	31.2%
	Attend events on Medina Square	8.4%	72.7%
	Take karate classes	5.0%	27.0%
First Choice	Bowl other than Special Olympics	41.2%	14.1%
	Take exercise classes	15.7%	25.0%
	Belong to clubs	13.7%	16.3%
	Take dance classes	13.7%	6.5%
	Attend events on Medina Square	9.8%	8.7%
	Take karate classes	5.9%	9.8%

Individual-Parent/Guardian Comparison: Technology			
		Individuals	P/Gs
Likelihood of Using Remote Services	Yes/Sometimes; Very/Somewhat likely	33.1%	59.9%
	No	66.9%	40.1%
Use Technology	Text messaging	66.0%	97.7%
	Access videos (iTunes/YouTube/etc.)	52.7%	74.6%
	Social media	39.3%	82.8%
	Virtual personal assistant tools	36.5%	49.1%
	Email	34.7%	96.6%
Agreement with Tech Statements (% yes)	Technology helps with independence	67.6%	70.3%
	Technology improves quality of life	64.5%	72.9%
Received Tech Services from MCBDD	Yes/sometimes	27.0%	15.3%
	No	73.0%	84.7%
Tech Service Helpful	Yes/sometimes; Very/somewhat	97.3%	96.3%
	No	2.7%	3.7%



2024 Service Satisfaction: Parent/Guardian

Prepared for:



Prepared by:



www.cmoresearch.com

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Research Methodology

The final sample of the 2024 Parent/Guardian Satisfaction Study consisted of a total of 178 parents and guardians of individuals receiving services from the Medina County Board of Developmental Disabilities. Data Collection began on February 27th and ended on April 25th, 2024. Surveys were administered by email and phone. Most calls took place between the daytime hours of 10:00 am and 5:00 pm. Some interviews were conducted in the evenings and on some weekends to accommodate respondent schedules. The interviews took an average of 20.8 minutes.

Executive Summary

SATISFACTION WITH MCBDD

- ✓ Parents/Guardians were asked to rate their satisfaction with four aspects of MCBDD on a ten-point scale. Even with a slight decline from 2022, satisfaction ratings were high with MCBDD as an agency (74.4%) and with services and supports (76.3%).
- ✓ Satisfaction with the quality of providers also saw a slight decline from 2022 but remains relatively high with nearly two-thirds of respondents, 64.5%, reporting a high rating.
- ✓ Satisfaction with the availability of providers increased slightly in 2024 with more than half of respondents, 53.7% reporting a high rating. This slight increase follows a 10% decrease in the area from 2019 to 2022.

Summary Table: Satisfaction						
		2024	2022	2020	2019	2016
Satisfaction with MCBDD as an Agency	High (8-10)	74.4%	78.9%	78.7%	83.6%	82.3%
	Moderate (4-7)	19.3%	19.6%	16.3%	14.0%	15.4%
	Low (1-3)	6.3%	1.5%	5.1%	2.4%	2.3%
	Mean	8.27	8.65	8.47	8.80	8.68
Satisfaction with Service and Supports	High (8-10)	76.3%	77.4%	75.3%	81.4%	81.0%
	Moderate (4-7)	18.1%	19.6%	18.5%	14.5%	14.9%
	Low (1-3)	5.6%	3.0%	6.2%	4.1%	4.0%
	Mean	8.27	8.50	8.28	8.61	8.68
Satisfaction with Quality of Providers	High (8-10)	64.5%	66.1%	N/A	52.2%	56.9%
	Moderate (4-7)	22.1%	27.1%		32.8%	27.8%
	Low (1-3)	13.4%	6.8%		14.9%	15.3%
	Mean	7.63	7.85		7.33	7.04
Satisfaction with Availability of Providers	High (8-10)	53.7%	51.5%	N/A	61.5%	51.9%
	Moderate (4-7)	29.7%	30.9%		20.0%	29.9%
	Low (1-3)	16.6%	17.5%		18.5%	18.2%
	Mean	6.89	6.89		7.25	6.77

SERVICES AND SUPPORTS

- ✓ Most parents/guardians (93.3%) felt the individual receiving services is happy, a slight decrease from 96.5% in 2022. Nearly nine in ten, 89.3%, indicated they know where to go if they have a problem that needs to be resolved, a slight decrease from 91.1% in 2022. Slightly fewer, 87.9%, reported that services and supports change when needs change, an increase from 81.3% in 2022. Like 2022, 83.0% reported that services and supports are available when needed.
- ✓ Just over three quarters (77.6%) said the individual gets all the services that he/she needs, while about one quarter, 25.6%, reported that there were services and supports that were needed in the past year they were unable to get, a significant decrease from 33.2% in 2022.
- ✓ Slightly more than one in five, 21.6%, indicated there was information or resources they need and were not receiving, an increase from 18.4% in 2022.
- ✓ Parents/guardians were asked if there are any barriers or things that make it difficult for the individual in four areas. All four areas saw a decrease from 2022 to 2024. Nearly half, 46.6%, reported barriers for participating in the community; two-fifths, 40.0%, reported barriers to finding employment in the community; one-third reported barriers to doing the things the individual wants to do; and slightly more than one quarter, 28.0%, reported barriers to getting services and supports needed.
- ✓ Many respondents, 87.0%, reported they know they can choose a different provider agency if they want to, an increase from 80.3% in 2022 and 82.3% of respondents reported that they choose the provider agencies who work with their family, an increase from 78.6% in 2022.
- ✓ When asked if they have access to four services or needs for the individual, nearly all, 98.9%, reported they had access to health services and necessary medications. Slightly fewer reported they had access to everyday essentials (97.2%) and dental services for the individual (96.1%).

Summary Table: Services and Supports

		2024	2022	2020	2019	2016
Services and Supports (% yes)	Feel individual is happy	93.3%	96.5%	93.3%	95.3%	N/A
	Know where to go with problem that needs resolved	89.3%	91.1%	89.4%	94.8%	93.5%
	Services/supports change when needs change	87.9%	81.3%	84.9%	85.3%	N/A
	Services and Supports are available when needed	83.0%	82.3%	86.0%	89.4%	88.2%
	Individual gets all services he/she needs	77.6%	76.6%	77.1%	N/A	N/A
	Services/supports needed and unable to get	25.6%	33.2%	22.9%	22.4%	21.6%
	Information/resources need and not receiving	21.6%	18.4%	18.4%	17.5%	15.0%
Barriers to... (% yes)	Participating in the community	46.6%	47.5%	43.4%	N/A	N/A
	Finding employment in the community	40.0%	43.4%	43.3%	41.8%	N/A
	Doing things individual wants to do	32.8%	36.6%	38.8%	29.2%	N/A
	Getting services/supports needed	28.0%	34.5%	34.1%	21.9%	28.3%
Provider Choice (% yes)	Know you can choose different provider agency	87.0%	80.3%	80.7%	90.7%	84.0%
	Choose provider agencies who work with family	82.3%	78.6%	80.5%	87.7%	78.4%
Have Access (% yes)	Health services	98.9%	97.0%	100.0%	95.4%	N/A
	Necessary medications	98.9%	99.5%	99.4%	93.7%	N/A
	Everyday essentials	97.2%	99.5%	100.0%	N/A	N/A
	Dental services	96.1%	93.0%	95.0%	91.4%	N/A

INCLUSION / COMMUNITY

- ✓ When asked how important it is for the individual to be involved in the community, nearly two-thirds (62.4%) felt it was very important, a significant increase from 48.8% in 2022 and becoming more in line with pre-pandemic responses. Slightly less than one-third (32.3%) felt community involvement was somewhat important and a small number, 5.3%, felt it was not at all important.
- ✓ When asked how satisfied how satisfied parents/guardians were with the individuals community involvement, nearly half, 48.9%, were very satisfied with another 42.1% reporting somewhat satisfied. Nearly one in ten, 9.0%, were not at all satisfied, an increase from 3.3% in 2022.
- ✓ Most parents/guardians (82.7%) reported their adult child participates in community activities, a decrease from 90.0% in 2022. Similar to 2022 nearly three-quarters, 72.9%, reported the individual has friends or relationships with persons other than paid support workers and family. Nearly two-thirds of respondents, 61.7% reported the individual participates in recreation programs, a significant increase from 51.2% in 2022.

Summary Table: Inclusion / Community					
		2024	2022	2020	2019
Importance of Being Involved in Community	Very important	62.4%	48.8%	59.2%	66.7%
	Somewhat important	32.3%	42.3%	34.6%	28.2%
	Not at all important	5.3%	9.0%	6.1%	5.2%
Satisfaction with community involvement	Very satisfied	48.9%	45.0%	N/A	N/A
	Somewhat satisfied	42.1%	51.7%		
	Not at all satisfied	9.0%	3.3%		
Activity Participation (% yes)	Participates in community activities	82.7%	90.0%	88.2%	90.3%
	Has friends or relationships	72.9%	73.1%	72.4%	74.7%
	Participates in recreation programs	61.7%	51.2%	59.2%	52.6%

- ✓ New for 2024, parents of adults were asked about their child's participation in six specific activities. The activity reported with the highest level of participation was attending events on the Medina Square (58.3%). Other activities asked about received much lower reported participation rates from parents: belonging to clubs (17.4%), taking exercise classes (11.4%), bowling on a team other than the Special Olympics (5.3%), taking dance classes (3.0%), and taking karate classes (1.5%).
- ✓ Also new for 2024, parents and guardians reporting no community participation in each of eight areas were asked if they would be interested in their child participating. A majority, 81.8% of respondents reported they would be interested in their child participating in community activities in general. Nearly three quarters reported interest in recreation programs (72.9%) and attending events on the Medina Square (72.7%). Nearly two-thirds, 62.8%, reported interest in their child belonging to clubs. The remaining activities received interest by less than half of answering respondents: belonging to clubs (49.1%), bowling on a team other than the special Olympics (41.8%), taking dance classes (31.2%), and taking karate classes (27.0%).
- ✓ Respondents were then asked to indicate their top choice from the areas in which they expressed interest for their child to participate. Taking exercise classes received the highest level of interest with a quarter, 25.0%, of respondents reporting this as their top choice.
- ✓ Next, parents were asked if there were other opportunities for community involvement, they would like available for their child. The most common responses included exercise and sports (20.5%), socializing activities (19.3%), and skills for functioning in the community (18.1%).

Summary Table: Inclusion / Community		
		2024
Activity Participation (% yes)	Attend events on Medina Square	58.3%
	Belong to clubs	17.4%
	Take exercise classes	11.4%
	Bowl other than Special Olympics	5.3%
	Take dance classes	3.0%
	Take karate classes	1.5%

Summary Table: Inclusion / Community			
		All interest	First choice
Activity Interest (% yes)	Participating in community activities	81.8%	8.7%
	Participating in recreation programs	72.9%	10.9%
	Attending events on Medina Square	72.7%	8.7%
	Taking exercise classes	62.8%	25.0%
	Belonging to clubs	49.1%	16.3%
	Bowling other than Special Olympics	41.8%	14.1%
	Taking dance classes	31.2%	6.5%
	Taking karate classes	27.0%	9.8%
Other opportunities (open end – top 3)	Exercise and Sports	20.5%	N/A
	Socializing activities	19.3%	
	Skills for functioning in community	18.1%	

- ✓ Parents/guardians were asked who organizes the community events or activities the individual participates in. The persons or groups named most often were family (50.4% of responses), followed by the individual's provider (6.2%) and a sports team coach (6.2%).
- ✓ When asked how comfortable they would be with the individual participating in community activities not organized by MCBDD or a private provider, nearly one-third, 30.5%, reported very comfortable, an increase from 23.3% in 2022. Half, 50.4%, reported being somewhat comfortable, and nearly one in five, 19.1%, reported not at all comfortable. Parents/guardians indicating they would be very comfortable with activities not organized by MCBDD or a private provider has been steadily increasing since 2020.
- ✓ The most common barriers reported by parents that make it hard for individuals to go out and do things in the community included social skills (14.5%), transportation (13.8%), supervision needed (8.8%), and taking interest in the activity (8.8%).

Summary Table: Inclusion / Community					
		2024	2022	2020	2019
Who Organizes Community Activities <i>(open end – top 3)</i>	Family members	50.4%	53.5%	50.0%	N/A
	Provider	6.2%	4.3%	7.2%	
	Sports team coach	6.2%	2.7%	N/A	
Comfort with Activities Not Organized by MCBDD/Provider	Very comfortable	30.5%	23.3%	21.9%	N/A
	Somewhat comfortable	50.4%	59.1%	60.9%	
	Not at all comfortable	19.1%	17.6%	17.2%	
Barriers <i>(open end – top 4)</i>	Social skills	14.5%			
	Transportation	13.8%			
	Supervision needed	8.8%			
	Taking interest in the activity	8.8%			

SSAs AND PLANNING

- ✓ Parents/guardians were asked to rate their level of satisfaction with their SSA on a ten-point scale. More than three quarters (79.1%) gave a high rating, a slight decrease from 81.7% in 2022.
- ✓ Nearly all parents/guardians, 97.7%, reported that they can contact their SSA whenever they want, that their SSA is generally respectful and courteous, and their SSA respects their family's choices and opinions. Slightly fewer reported that their SSA responds to questions and concerns in a timely manner (93.2%), and the SSA helps them get what they need when they ask for assistance (92.0%) and the SSA helps them figure out what they need (88.1%).
- ✓ Parents indicated that most individuals, 89.3%, have an ISP.
- ✓ Those who reported having an ISP were asked a series of questions. Most (between 98.1% and 79.1%) answered in the affirmative to the questions about their plan. More than half (59%) reported that the individual helped develop the plan.
- ✓ Nearly two-thirds, 62.4%, of parents/guardians said they know the process for filing a complaint or grievance, a significant increase from 52.0% in 2022.

Summary Table: SSAs & Planning						
		2024	2022	2020	2019	2016
Satisfaction with SSA	High (8-10)	79.1%	81.7%	82.7%	85.5%	76.3%
	Moderate (4-7)	15.8%	15.7%	13.1%	9.7%	22.1%
	Low (1-3)	5.1%	2.5%	4.2%	4.8%	1.5%
	Mean	8.54	8.69	8.72	8.86	8.52
Can contact SSA whenever you want		97.7%	96.4%	95.8%	96.4%	92.6%
SSA is generally respectful and courteous		97.2%	99.0%	98.8%	96.4%	98.5%
SSA respects family’s choices and opinions		97.2%	97.4%	98.8%	97.0%	96.9%
SSA responds to questions and concerns in timely manner		93.2%	95.3%	94.0%	93.3%	89.6%
SSA helps you get what you need when ask for assistance		92.0%	93.1%	92.8%	93.9%	90.4%
Individual has ISP		89.3%	79.8%	78.0%	85.3%	N/A
SSA helps you figure out what you need		88.1%	90.5%	89.7%	94.5%	90.2%
Questions about ISP (% yes)	Plan includes things important to family	98.1%	98.7%	97.7%	95.3%	N/A
	Family member helped develop plan	96.9%	98.1%	97.8%	95.3%	N/A
	Plan includes all needed services and supports	94.4%	92.2%	89.4%	84.7%	N/A
	Plan is easy to understand	93.8%	96.8%	93.1%	90.5%	N/A
	Get enough info to participate in planning	89.7%	91.1%	95.4%	88.9%	86.9%
	Know when can make changes to ISP	80.5%	78.5%	87.8%	N/A	N/A
	Know how to make changes to ISP	79.1%	81.0%	85.5%	N/A	N/A
Individual helped develop plan		59.0%	49.0%	59.7%	81.3%	N/A
Know process for filing complaint/grievance		62.4%	52.0%	56.5%	62.9%	N/A

HOUSING

- ✓ Of parents of adults living at home, 81.9%, about half, 51.4%, have thought about the individual moving some day. Those who have thought about it were asked when the right time would be. About half, 50.9%, said the right time would be more than 4 years from now.
- ✓ When asked what factors would be important when deciding where the individual should live, the most common responses were supportive to their needs (21.6%), safety (18.6%), and accessible to community (12.7%).
- ✓ Parents/guardians tended to prefer a house for the individual (67.3%) to an apartment (32.7%). A majority would be interested in a group setting, with 13.2% reporting very interested and 60.4% reporting somewhat interested. Those who are not at all interested dropped significantly in 2024, 26.4%, compared to 2022, 47.5%.
- ✓ A suburban location was heavily preferred over a city setting, 88.9% compared to 11.1%. About two-thirds, 66.0%, would consider an Ohio shared living setting, and slightly more than two-thirds, 68.6%, would consider an apartment complex for people with disabilities.

Summary Table: Housing					
		2024	2022	2020	2019
Individual lives at home		81.9%	81.7%	75.5%	80.0%
Thought about individual moving some day		51.4%	50.4%	52.8%	30.2%
Right Time for Individual to Move	Within a year	3.8%	10.0%	7.0%	2.5%
	In 1-2 years	15.1%	6.7%	12.3%	10.0%
	In 3-4 years	30.2%	15.0%	21.1%	15.0%
	More than 4 years from now	50.9%	68.3%	59.6%	72.5%
Important Factors on where to Move <i>(open-end top 3)</i>	Supportive to their needs	21.6%	15.8%	N/A	N/A
	Safety	18.6%	22.5%		
	Accessible to community	12.7%	12.5%		
Prefer house or apartment	House	67.3%	59.6%	44.6%	45.7%
	Apartment	32.7%	40.4%	55.4%	54.3%
Prefer city or suburban location	City	11.1%	15.8%	14.3%	18.4%
	Suburban location	88.9%	84.2%	85.7%	81.6%
Interest in group setting	Very interested	13.2%	19.7%	N/A	N/A
	Somewhat interested	60.4%	32.8%		
	Not at all interested	26.4%	47.5%		
Would Consider <i>(% yes)</i>	Ohio shared living setting	66.0%	68.0%	N/A	N/A
	Apartment complex for people with disabilities	68.6%	63.3%	78.2%	55.3%

- ✓ Parents/guardians were also given a list of nine items and asked to rate the importance of the individual being close to each when moving. Most respondents, 96.4%, felt it was very important for the individual to be close to family, while significantly fewer, 18.2%, felt it was very important for the individual to be close to church. The other items ranged from 72.7% to 40.0% as very important. Importance in being close to recreation, social activities and parks as well as being close to restaurants was significantly higher in 2024 than 2022.
- ✓ When these same parents/guardians were asked how much they think the individual could afford in rent, the average given was \$517.67. Most, 35.7%, gave answers in the range between \$400 and \$599.
- ✓ Medina was heavily favored for the preferred city or town for their child (62.8%).
- ✓ When asked if the individual would need seven different types of assistance in order to live on their own, the majority answered yes to each type of assistance, ranging from personal care (56.5%) to household tasks and transportation (79.0%). Overall, less assistance is needed on most types asked about.

Summary Table: Housing					
		2024	2022	2020	2019
Importance of being close to (% very important)	Family	96.4%	91.9%	N/A	N/A
	Job or Day Program	72.7%	79.0%		
	Recreation, Social Activities, Parks	63.6%	56.5%		
	Friends	57.4%	60.7%		
	Shopping	50.9%	50.0%		
	Restaurants	40.0%	29.0%		
	Church	18.2%	27.4%		
How Much Individual Could Afford in Rent	Less than \$200	16.7%	12.5%	21.7%	25.0%
	\$200 to \$399	14.3%	17.5%	34.8%	25.0%
	\$400 to \$599	35.7%	42.5%	28.3%	37.5%
	\$600 or more	33.3%	27.5%	15.2%	12.5%
	Mean	\$517.67	529.41	\$356.93	\$336.25
Preferred city/town (open-end)	Medina	62.8%	43.8%	64.4%	40.6%
	Brunswick	18.6%	18.8%	11.1%	18.8%
	Wadsworth	18.6%	27.1%	22.2%	15.6%
Assistance Needed to Live on Own	Household tasks	79.0%	82.3%	87.7%	52.4%
	Transportation to community and social events	79.0%	79.0%	93.0%	52.4%
	Shopping or other errands	75.8%	82.3%	93.0%	47.6%
	Doctors' appointments	74.2%	83.9%	87.7%	57.1%
	Transportation to work	69.4%	77.4%	91.2%	61.9%
	Financial	66.1%	80.6%	87.7%	64.3%
	Personal care	56.5%	59.7%	61.4%	23.8%
	Other assistance	21.0%	14.5%	21.1%	9.5%

- ✓ Of the parents/guardians of individuals who do not live at home, all (95.7%) reported the home is accessible for all the individual's needs and that the residential setting is a healthy and safe environment.
- ✓ When asked if the residential provider ensures that the individual's needs are met, about two-fifths of respondents reported needs are always met or mostly met (40.9% each).
- ✓ Two thirds, 66.7%, of parents/guardians were highly satisfied with residential services, a decrease from 71.7% in 2022. Residential staff received higher ratings with nearly three-quarters, 74.3%, reporting highly satisfied.
- ✓ Similar to 2022, 88.4% indicated that the residential service agency involves them in important decisions.

Summary Table: Housing					
		2024	2022	2020	2019
Home is accessible for all his/her needs		95.7%	100.0%	91.7%	94.3%
Residential setting is healthy and safe		95.7%	92.9%	91.7%	88.2%
Residential Provider Ensures Needs Are Met	Always met	40.9%	52.4%	48.5%	37.0%
	Mostly met	40.9%	38.1%	36.4%	37.0%
	Sometimes met	13.6%	0.0%	12.1%	18.5%
	Mostly not met	0.0%	4.8%	0.0%	7.4%
	Never met	4.5%	4.8%	3.0%	0.0%
Satisfaction with Residential Services	High (8-10)	66.7%	71.7%	61.2%	73.2%
	Moderate (4-7)	24.6%	26.1%	24.1%	25.0%
	Low (1-3)	8.7%	2.2%	14.7%	1.8%
	Mean	7.87	8.00	7.27	7.52
Satisfaction with Residential Staff	High (8-10)	74.3%	81.0%	61.7%	70.6%
	Moderate (4-7)	18.6%	16.7%	21.7%	23.5%
	Low (1-3)	7.1%	2.4%	16.5%	5.9%
	Mean	8.17	8.45	7.30	8.02
Residential service agency involves you in important decisions		88.4%	88.6%	75.4%	83.0%

ADULT SERVICES

- ✓ A majority of parents/guardians, 81.4%, were highly satisfied with day or employment services, a slight decrease from 85.5% in 2022. More than three-quarters, 78.6%, were very satisfied with the staff that help the individual at their facility or job, a significant increase from 66.7% in 2022.
- ✓ Nearly all, 98.6%, parents/guardians felt the day or employment setting was a healthy and safe environment, an increase from 93.1% in 2022. Fewer, 81.2%, felt that the setting was the most integrated possible, a decrease from 88.9% in 2022.
- ✓ Of parents of individuals who receive day services but not employment, about two-fifths (39.3%) reported that the individual wants to work in the community.
- ✓ A majority, 92.3%, of parents of individuals receiving community employment services said the agency providing services involves them in important decisions, a significant increase from 66.7% in 2022.
- ✓ Again, a majority were at least somewhat satisfied with the number of hours the individual works (85.7% very satisfied) and the rate of pay (71.4% very satisfied). Parents/guardians reporting very satisfied with pay increased significantly from 53.3% in 2022.
- ✓ A majority, 85.7%, felt that the employer is supportive and helps the individual be successful, a decrease from 92.9% in 2022. Similarly, 85.7% felt that the employer understands the contribution the individual makes. More than three-quarters, 78.6%, felt that coworkers understand the contribution the individuals makes, a significant decrease from 92.3% in 2022.

Summary Table: Adult Services					
		2024	2022	2020	2019
Satisfaction with Day or Employment Services	High (8-10)	81.4%	85.5%	84.8%	55.6%
	Moderate (4-7)	14.3%	10.9%	12.1%	38.9%
	Low (1-3)	4.3%	3.6%	3.0%	5.6%
	Mean	8.57	8.65	8.76	7.54
Satisfaction with Staff	Very satisfied	78.6%	66.7%	80.4%	64.0%
	Somewhat satisfied	20.0%	29.8%	19.6%	34.0%
	Not at all satisfied	1.4%	3.5%	0.0%	2.0%
Day or employment setting is healthy and safe		98.6%	93.1%	100.0%	92.6%
Day or employment setting is most integrated possible		81.2%	88.9%	89.2%	78.3%
Individual wants to work in community		39.3%	41.9%	56.9%	61.8%
<i>Just community employment....</i>					
Agency providing employment involves you in important decisions		92.3%	66.7%	93.3%	80.0%
Satisfaction with Hours	Very satisfied	85.7%	73.3%	50.0%	58.8%
	Somewhat satisfied	7.1%	20.0%	43.8%	29.4%
	Not at all satisfied	7.1%	6.7%	6.3%	11.8%
Satisfaction with Pay Rate	Very satisfied	71.4%	53.3%	75.0%	47.1%
	Somewhat satisfied	21.4%	40.0%	25.0%	41.2%
	Not at all satisfied	7.1%	6.7%	0.0%	11.8%
Employer is supportive and helps individual be successful		85.7%	92.9%	87.5%	81.3%
Employer understands contribution individual makes		85.7%	85.7%	100.0%	N/A
Coworkers understand contribution individual makes		78.6%	92.3%	93.8%	N/A

CHILDREN SERVICES

- ✓ Parents of children receiving early intervention services were asked how they learned about these services. The answers given most often were their child's pediatrician (53.5%), followed by family, friends, and research done on their own/self-referral (20.9%), and NICU Neonatal Intensive Care Unit (9.3%).
- ✓ Satisfaction was high among these parents, with 99.1% rating early intervention services between eight and ten on a ten-point scale, and another 95.6% giving high ratings for early intervention staff. Satisfaction in both areas increased from 2022.
- ✓ Parents were asked to rate their agreement with a series of seven statements about early intervention and their developmental specialist. There was nearly universal agreement with all statements, ranging from 88.6% to 97.8%. Since 2022, satisfaction increased in each area with the exception of their child's progress which decreased from 90.2% in 2022 to 88.6% in 2024.
- ✓ A majority, 93.0%, reported that they receive information about the status of their child's development, a significant increase from 73.8% in 2022. Nearly all, 97.5%, reporting receiving this information felt it was easy to understand.

Summary Table: Early Intervention					
		2024	2022	2020	2019
How Learned about Early Intervention (open end – top 3)	Pediatrician	53.5%	53.7%	48.1%	N/A
	Family/Friends/myself	20.9%	14.6%	22.2%	
	NICU Neonatal Intensive Care Unit	9.3%	N/A	N/A	
Satisfaction with Early Intervention Services	High (8-10)	91.1%	88.1%	85.2%	73.7%
	Moderate (4-7)	8.9%	7.1%	11.1%	21.1%
	Low (1-3)	0.0%	4.8%	3.7%	5.3%
	Mean	9.38	9.19	8.85	8.44
Satisfaction with Early Intervention Staff	High (8-10)	95.6%	97.6%	88.9%	82.8%
	Moderate (4-7)	4.4%	0.0%	11.1%	13.8%
	Low (1-3)	0.0%	2.4%	3.7%	3.4%
	Mean	9.53	9.48	8.96	N/A*
Agreement with Statements about Early Intervention/ Developmental Specialist (% agree)	I am better prepared to be my child's best teacher	97.8%	92.7%	88.9%	94.8%
	DS keeps scheduled appointments	97.8%	90.5%	92.6%	91.4%
	DS responds to my questions and concerns	97.8%	88.1%	92.6%	96.6%
	DS provides information/materials as promised	97.8%	85.7%	92.6%	96.6%
	DS is knowledgeable about child's development	97.7%	88.1%	88.9%	98.2%
	Strategies given easily fit into routines	95.6%	87.8%	88.9%	91.4%
	My child made progress as result of participation	88.6%	90.2%	92.6%	93.0%
Receive info about status of child's development		93.0%	73.8%	88.9%	87.7%
Information is easy to understand		97.5%	100.0%	91.7%	100.0%

*In 2019, this was asked very, somewhat or not at all satisfied. In subsequent years, we asked satisfaction on a 10-point scale.

- ✓ Satisfaction was also high with parents of children receiving pre-school or school age services, with 83.3% of these parents rating these services between eight and ten on a ten-point scale. Satisfaction has been steadily increasing in this area since 2020.
- ✓ A majority, 83.3%, reported they receive information about the status of their child's development. Of those reporting they have received this information, all felt it was easy to understand, an increase from 91.3% in 2022.
- ✓ While a majority, 83.3%, felt that the pre-school or school age services were being offered in the most integrated setting possible, this was a decrease from 90.9% in 2022.
- ✓ Similarly, 83.3% of these parents indicated they understand the process of revising their IEP which also saw a decrease from 91.3% in 2022.
- ✓ Windfall school staff saw a significant increase in satisfaction with a perfect rating from parents of children receiving education services on a ten-point scale. This is a significant increase from 61.9% in 2022 and the highest rating Windfall school staff received since reporting in this area began in 2019.

Summary Table: Education Services

		2024	2022	2020	2019
Satisfaction with Education Services	High (8-10)	83.3%	77.3%	73.9%	88.0%
	Moderate (4-7)	16.7%	13.6%	21.7%	12.0%
	Low (1-3)	0.0%	9.1%	4.3%	0.0%
	Mean	9.17	8.41	8.61	9.12
Information is easy to understand		100.0%	91.3%	95.7%	100.0%
Receive info about status of child's development		83.3%	85.2%	92.0%	92.0%
Pre-school/School age services offered in most integrated setting		83.3%	90.9%	91.3%	88.5%
Understand process of revising IEP		83.3%	91.3%	83.3%	N/A
Satisfaction with Staff at Windfall School	High (8-10)	100.0%	61.9%	71.4%	76.2%
	Moderate (4-7)	0.0%	9.5%	14.3%	19.0%
	Low (1-3)	0.0%	28.6%	4.3%	4.8%
	Mean	10.00	6.86	8.61	N/A*

*In 2019, this was asked very, somewhat or not at all satisfied. In subsequent years, we asked satisfaction on a 10-point scale.

PLANNING AND DIRECTION

- ✓ Parents/guardians were asked what challenges they see facing MCBDD and people with disabilities in Medina County in the next few years. Common responses given were finances/funding (22.2%), available/responsible staff (18.8%), and available/quality provider agencies (17.4%).
- ✓ Next, respondents were asked to name just one area where they thought MCBDD should be doing more in the next three years, the responses given most often included: provide support for private provider agencies (17.2%), successful outreach/communication on resources (13.8%), available/trained staff (11.5%), and continue to provide all/some services/supports (11.5%).
- ✓ When asked how MCBDD can better serve the needs of the individual and their family the most common responses included: they are satisfied with MCBDD (33.1%), suitable provider/personnel (14.4%), and communication (14.4%).

Summary Table: Planning and Direction

		2024	2022	2020	2019	2016
Challenges Facing MCBDD and People with Disabilities (open end – top 3)	Finances/Funding	22.2%	15.2%	26.6%	18.1%	34.4%
	Available/responsible staff	18.8%	25.0%	9.6%	6.5%	12.3%
	Available/quality provider agencies	17.4%	20.5%	5.3%	8.4%	11.5%
Main Area for MCBDD to Focus (open end – top 4)	Provide support for private provider agencies	17.2%	N/A	N/A	N/A	N/A
	Successful outreach/communication on resources	13.8%	7.6%	3.0%		
	Available/trained staff	11.5%	15.1%	14.1%		
	Continue to provide all/some services/supports	11.5%	N/A	N/A		
How MCBDD Can Better Serve Needs (open end – top 3)	Satisfied with MCBDD	33.1%	N/A	N/A	N/A	N/A
	Suitable provider/personnel	14.4%	30.1%			
	Communication	14.4%	N/A			

- ✓ When asked to rate the importance of eight different services or aspects of services, the most highly rated was provider availability (average rating of 9.38 on a ten-point scale). Provider availability was followed by early intervention (8.78), educational services (8.76), residential support (8.68), transportation (8.51), community involvement (8.42), job training (8.00), and community employment (7.56).
- ✓ Respondents were then asked which of the services/aspects was the most important to them. Early intervention was most commonly selected as the most important with one-quarter, 24.9% indicating this was the most important. Following closely, more than one-fifth, 22.0%, reported provider availability as the most important.

Summary Table: Planning and Direction						
		2024	2022	2020	2019	2016
Importance (Means: 10=very important)	Provider availability	9.38	9.47	9.01	N/A	9.23
	Early Intervention	8.78	9.06	8.79		9.05
	Educational Services	8.76	9.11	8.85		9.12
	Residential support	8.68	8.74	8.73		8.79
	Transportation	8.51	8.80	8.49		8.63
	Community involvement	8.42	8.43	8.78		8.38
	Job training	8.00	8.02	7.91		7.95
	Community Employment	7.56	7.61	7.52		7.47
Most Important	Early Intervention	24.9%	23.3%	18.2%	N/A	29.5%
	Provider availability	22.0%	26.2%	18.8%		17.6%
	Residential support	14.1%	9.9%	17.0%		10.2%
	Educational Services	10.2%	11.9%	13.1%		17.6%
	Transportation	10.2%	10.4%	8.5%		6.3%
	Community Employment	9.6%	5.9%	11.9%		6.8%
	Community involvement	6.8%	5.0%	6.8%		2.3%
	Job training	2.3%	7.4%	5.7%		6.3%

GENERAL AGENCY COMMUNICATION

- ✓ Parents/guardians were asked to rate the quality of information they receive from MCBDD. Most gave a positive rating, with 30.7% reporting excellent and 48.9% reporting good.
- ✓ When asked about the amount of information they receive, most (76.7%) felt it was the right amount, while about a fifth (22.2%) felt it was not enough.
- ✓ Parents/guardians were also asked how they receive information from MCBDD. Information was mostly received through the MCBDD website (48.9% of parents/guardians), followed by letters sent to the home (43.8%), and E-News (38.2%). A minority received information from social media (20.8%).
- ✓ For each source of information from which parents/guardians receive information, they were asked how well informed it made them. The MCBDD website was rated as keeping parents/guardians very well informed by 63.2%, followed by E-News (57.4%) and Letters sent to the home (52.6%)
- ✓ When asked how they would prefer to receive information, most parents/guardians (51.7%) said they preferred E-news, followed by US mail (44.4%) and meeting with their SSA (44.4%).
- ✓ When asked what types of trainings or presentations they would like MCBDD to provide for parents and guardians in the future, the most common responses Included transition to adulthood (17.2%), resources available (23.2%), and living skills (7.1%).

Summary Table: General Agency Communication					
		2024	2022	2020	2019
Quality of Information Received from MCBDD	Excellent	30.7%	32.5%	28.2%	39.2%
	Good	48.9%	48.5%	45.2%	45.0%
	Fair	14.8%	14.5%	20.9%	10.5%
	Poor	2.8%	3.5%	3.4%	2.9%
	Very poor	2.8%	1.0%	2.3%	2.3%
Amount of Information Received	Too much	1.1%	1.5%	28.2%	39.2%
	Just the right amount	76.7%	77.6%	45.2%	45.0%
	Not enough	22.2%	20.9%	20.9%	10.5%
Ways Received Info from MCBDD	MCBDD website	48.9%	44.8%	53.6%	47.3%
	Letters sent to your home	43.8%	46.8%	63.1%	69.4%
	E-News	38.2%	47.3%	73.2%	52.4%
	Social media	20.8%	20.2%	16.2%	23.1%
How Well Informed by Received Info (% very well)	MCBDD website	63.2%	55.6%	53.6%	30.9%
	E-news	57.4%	47.2%	61.4%	34.7%
	Letters sent to your home	52.6%	46.7%	54.1%	35.8%
	Social media	37.8%	64.3%	16.2%	16.0%
Prefer to Receive Information from MCBDD (% yes)	E-News	51.7%	56.2%	83.8%	41.4%
	US Mail	44.4%	50.2%	50.8%	29.3%
	Meeting with SSA	44.4%	48.3%	50.3%	20.1%
	Website	40.4%	31.5%	29.1%	5.2%
	Social media	14.6%	18.7%	13.4%	4.0%
Trainings/Presentations MCBDD Should Provide (open end – top 3)	Transition to Adulthood	17.2%	9.2%	8.5%	6.2%
	Resources Available	23.2%	24.8%	10.6%	11.5%
	Living skills	7.1%	2.0%	6.3%	6.2%

- ✓ Parents/guardians were asked which social media sites they and the individual used most often. Parents/guardians reported using Facebook and Instagram most often (74.7% and 34.3% respectively). Parents/guardians reported that individuals use YouTube and Facebook most often (38.3% and 24.8% respectively).

Summary Table: General Agency Communication			
		2024	2022
Social Media Sites Used by Parent	Facebook	74.7%	76.4%
	Instagram	34.3%	32.0%
	YouTube	27.5%	34.0%
	Pinterest	23.0%	26.6%
	TikTok	17.4%	16.3%
	LinkedIn	17.4%	16.3%
	SnapChat	11.2%	9.4%
	X (formerly Twitter)	7.3%	13.3%
	None of the above	16.3%	15.8%
Social Media Sites Used by Individual	YouTube	38.3%	33.1%
	Facebook	24.8%	20.0%
	Instagram	18.0%	10.6%
	TikTok	11.3%	9.4%
	SnapChat	11.3%	6.9%
	X (formerly Twitter)	4.5%	3.1%
	LinkedIn	3.0%	1.3%
	Pinterest	2.3%	2.5%
	None of the above	45.9%	53.8%

TECHNOLOGY

- ✓ Parents/guardians were asked to rate the likelihood of using remote services if they were available. More than half said they were at least somewhat likely to use remote services with 26.0% reporting very likely and 33.9% reporting somewhat likely. Two-fifths, 40.1%, reported they were not at all likely to use remote services if available. Likelihood of using remote services has been slightly increasing since 2019.
- ✓ Parents/guardians were then asked how often they use five different types of technology. Technology used by Parents/guardians most often was text messaging and email with 97.7% and 96.6% using these forms daily or weekly, respectively.
- ✓ Nearly three-quarters, 72.9%, of parents/guardians agreed that technology improves the quality of life for individuals and 70.3% agreed that technology helps with independence.
- ✓ Less than one-sixth, 15.3% of parents/guardians had received technology services from MCBDD. Of those who had received technology services, most found the service helpful with 44.4% reporting the service very helpful and 51.9% reporting somewhat helpful.

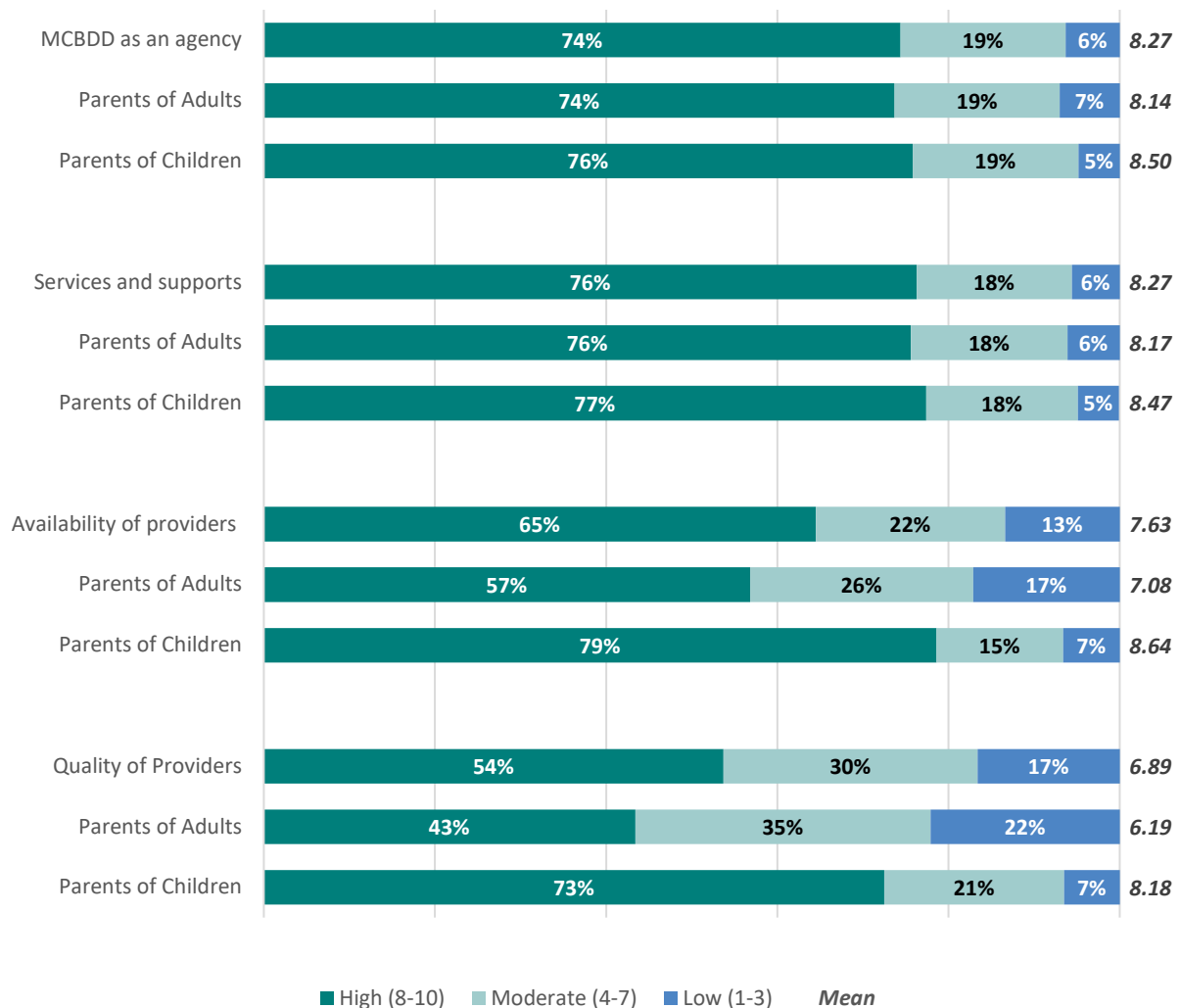
Summary Table: Technology				
		2024	2022	2019
Likely to Use Remote Services	Very likely	26.0%	24.1%	19.5%
	Somewhat likely	33.9%	33.2%	34.3%
	Not at all likely	40.1%	42.7%	46.2%
How Often Use Technology (% daily/weekly)	Text messaging	97.7%	94.5%	89.1%
	Email	96.6%	92.5%	89.1%
	Social media	82.8%	79.4%	77.5%
	Access videos (iTunes/YouTube/etc.)	74.6%	60.8%	56.4%
	Virtual personal assistant tools	49.1%	43.7%	32.0%
Agreement with Tech Statements (% agree)	Technology improves quality of life	72.9%	76.2%	70.5%
	Technology helps with independence	70.3%	70.1%	70.2%
Received Tech Services from MCBDD	Yes	15.3%	21.4%	12.2%
	No	84.7%	78.6%	87.8%
Tech Service Helpful	Very helpful	44.4%	65.1%	61.9%
	Somewhat helpful	51.9%	34.9%	19.0%
	Not at all helpful	3.7%	0.0%	19.0%

Survey Results

SATISFACTION WITH MCBDD

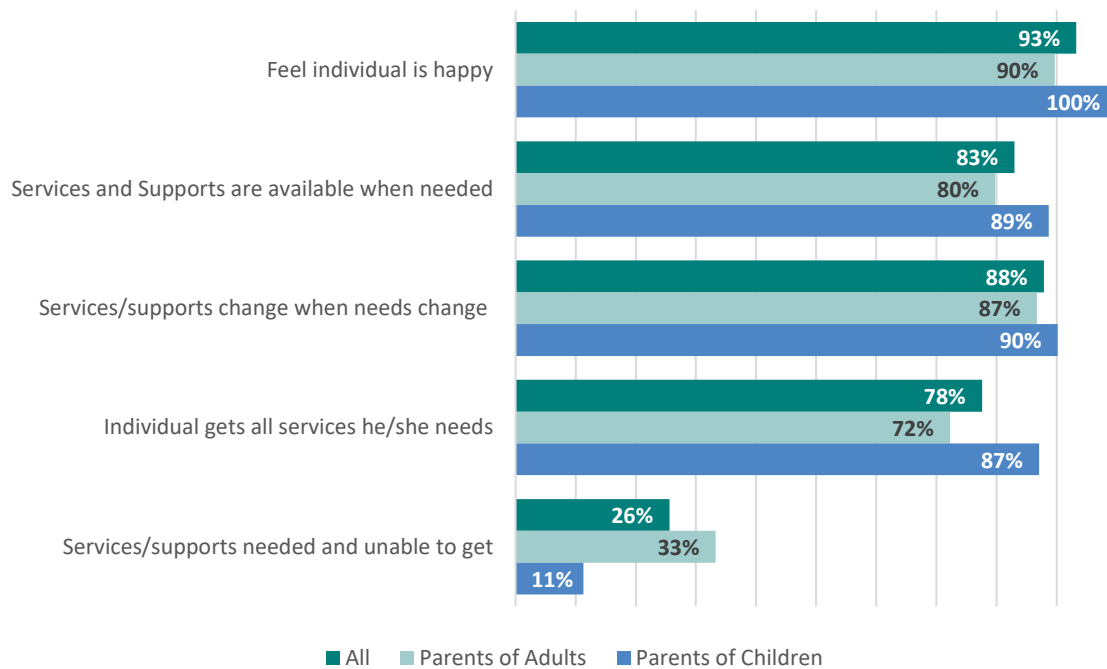
Satisfaction with MCBDD

On a scale from 1 to 10, where 1 means not at all satisfied and 10 means very satisfied, how satisfied are you with...



SERVICES AND SUPPORTS

Services and Supports

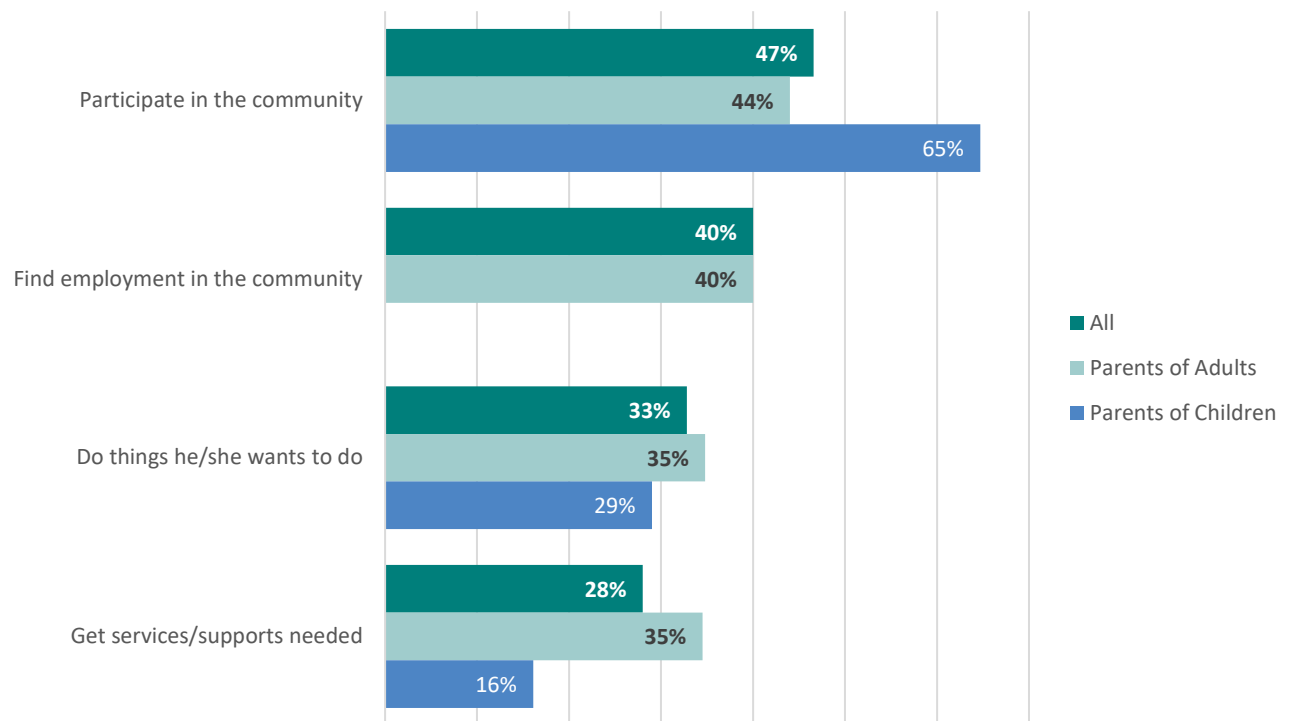


Services Needed				
	N	%	Parents of Adults	Parents of Children
Provider agencies	13	21.3%	20.0%	27.3%
Transportation	10	16.4%	20.0%	0.0%
Respite care	5	8.2%	4.0%	27.3%
Housing	4	6.6%	8.0%	0.0%
Learning services	4	6.6%	8.0%	0.0%
Financial assistance	4	6.6%	6.0%	9.1%
Extracurricular	4	6.6%	4.0%	18.2%
Community Job/Job Support	3	4.9%	6.0%	0.0%
Staff	2	3.3%	4.0%	0.0%
Home therapy OT/PT	2	3.3%	2.0%	9.1%
Home care/Home support	2	3.3%	4.0%	0.0%
Day program/services	2	3.3%	4.0%	0.0%
Socialization/Integration	1	1.6%	2.0%	0.0%
Support for parents	1	1.6%	2.0%	0.0%
Communication	1	1.6%	2.0%	0.0%
Nursing/Home Care	1	1.6%	0.0%	9.1%
Medical coverage	1	1.6%	2.0%	0.0%
Screening/Testing	1	1.6%	2.0%	0.0%
Total	61	(n=61)	(n=50)	(n=11)

Question: What would that be (If services unable to get in past year)

Barriers

Are there things that make it difficult for (name) to...



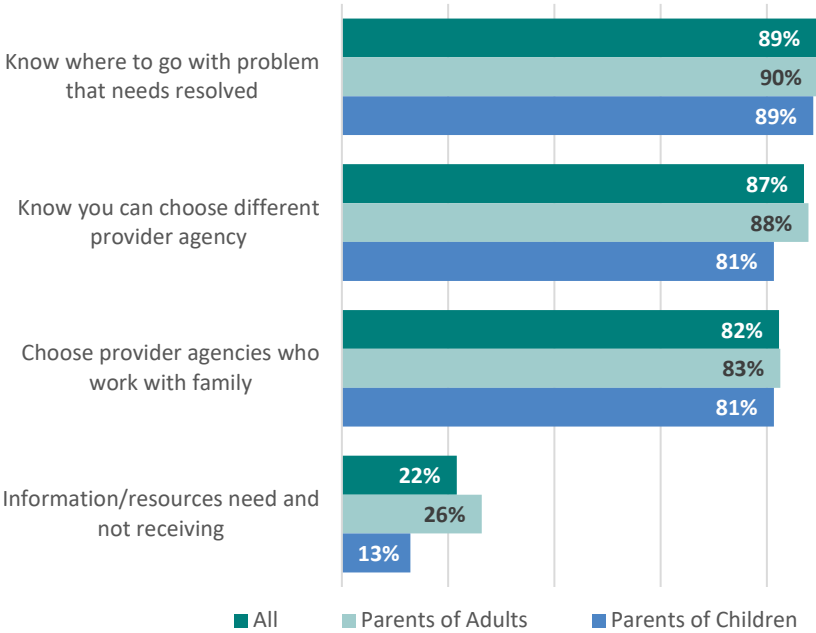
Barriers to Doing Things He/She Wants to Do		
	N	%
Transportation	18	26.9%
Programs/Services/Providers not	12	17.9%
Learning life skills	5	7.5%
Behavioral issues	4	6.0%
Limited communication	4	6.0%
Physical limitations	3	4.5%
Financial issues	3	4.5%
Supervision needed	3	4.5%
Social skills	3	4.5%
Client is non-verbal	2	3.0%
Staff issues	2	3.0%
Health issues	2	3.0%
Scheduling Issues	2	3.0%
Mental limitations	1	1.5%
Individual's disability	1	1.5%
Lack of self-awareness of	1	1.5%
Employment	1	1.5%
Total	67	(n=67)

Barriers to Participating in the Community		
	N	%
Transportation	16	25.0%
Behavioral issues	9	14.1%
Programs/Services/Providers not	7	10.9%
Social skills	6	9.4%
Physical limitations	5	7.8%
Individual s disability	5	7.8%
Client is non-verbal	2	3.1%
Staff issues	2	3.1%
Supervision needed	2	3.1%
Health issues	2	3.1%
Limited communication	1	1.6%
Peers lack of participation affects	1	1.6%
Learning life skills	1	1.6%
Not receiving info about available	1	1.6%
Buildings not handicap accessible	1	1.6%
Miscellaneous	1	1.6%
Mental limitations	1	1.6%
Financial issues	1	1.6%
Total	64	(n=64)

Barriers to Getting Needed Services and Supports		
	N	%
Finding new provider	20	36.4%
Limited resources	9	16.4%
Transportation	5	9.1%
Navigating the system	5	9.1%
Quality care concerns	4	7.3%
Financial/funding	3	5.5%
Lack of services	2	3.6%
Behavioral issues	2	3.6%
Follow through with plan	2	3.6%
Constant influx of prospective	1	1.8%
Age	1	1.8%
Staff and parents' different priorities	1	1.8%
Total	55	(n=55)

Barriers to Finding Employment in the Community		
	N	%
Motivated employers	10	19.6%
Support services lacking	8	15.7%
Individual s disability	7	13.7%
Health issues	5	9.8%
Transportation	4	7.8%
Intellectual limitation	3	5.9%
Supervision needed	3	5.9%
No self-motivation	3	5.9%
Limited social skills	3	5.9%
Physical limitation	2	3.9%
Behavioral limitation	2	3.9%
Scheduling issues	1	2.0%
Total	51	(n=51)

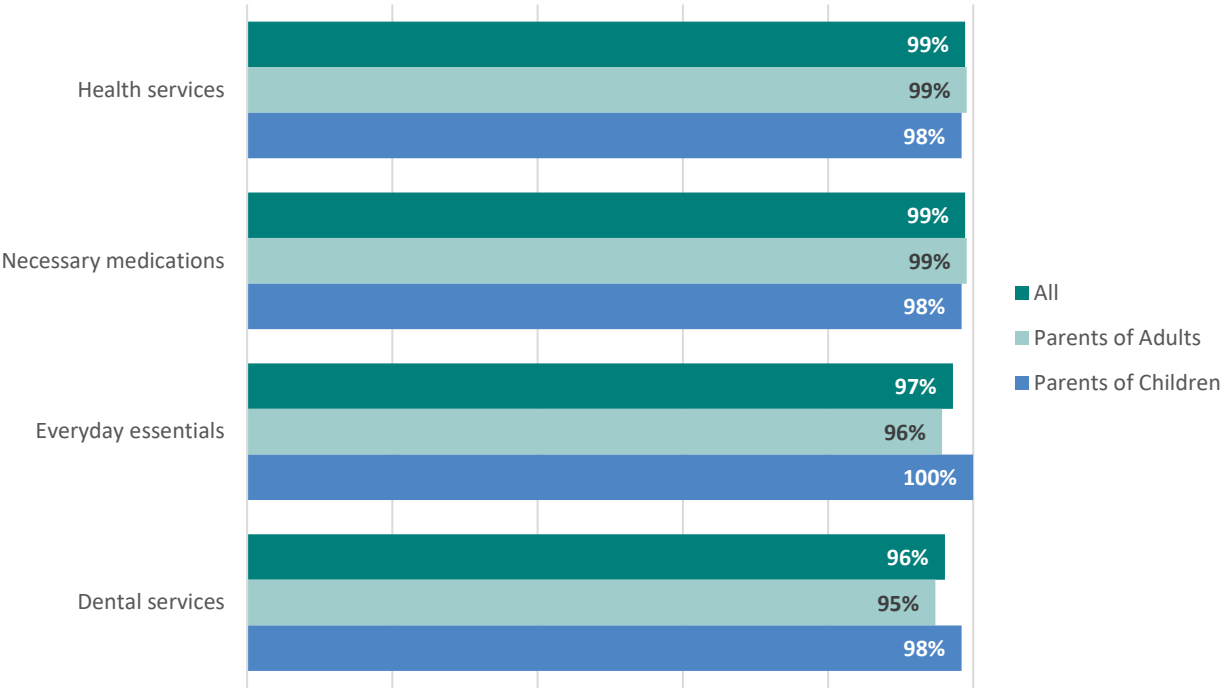
Services and Supports



Information/Resources Needed		
	N	%
Communication with Community	6	13.6%
Waivers	5	11.4%
Providers	4	9.1%
Programs available	4	9.1%
Transportation	4	9.1%
In home services	3	6.8%
Services	3	6.8%
Financial	3	6.8%
Medicare assistance	2	4.5%
Housing	1	2.3%
Socialization	1	2.3%
Guardianship	1	2.3%
Progress of participant	1	2.3%
Total	44	(n=44)

Access

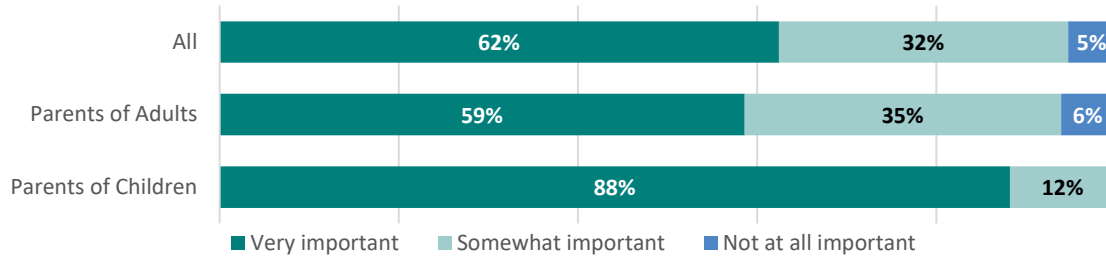
Do you have access to...



INCLUSION / COMMUNITY

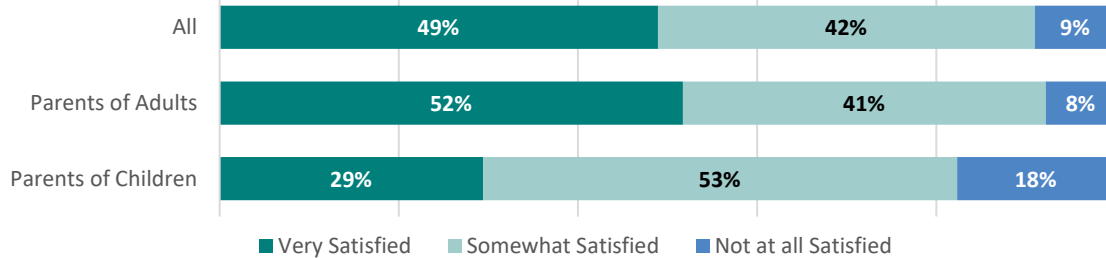
Importance of Being Involved in the Community

How important is it for (name) to be involved in the community?



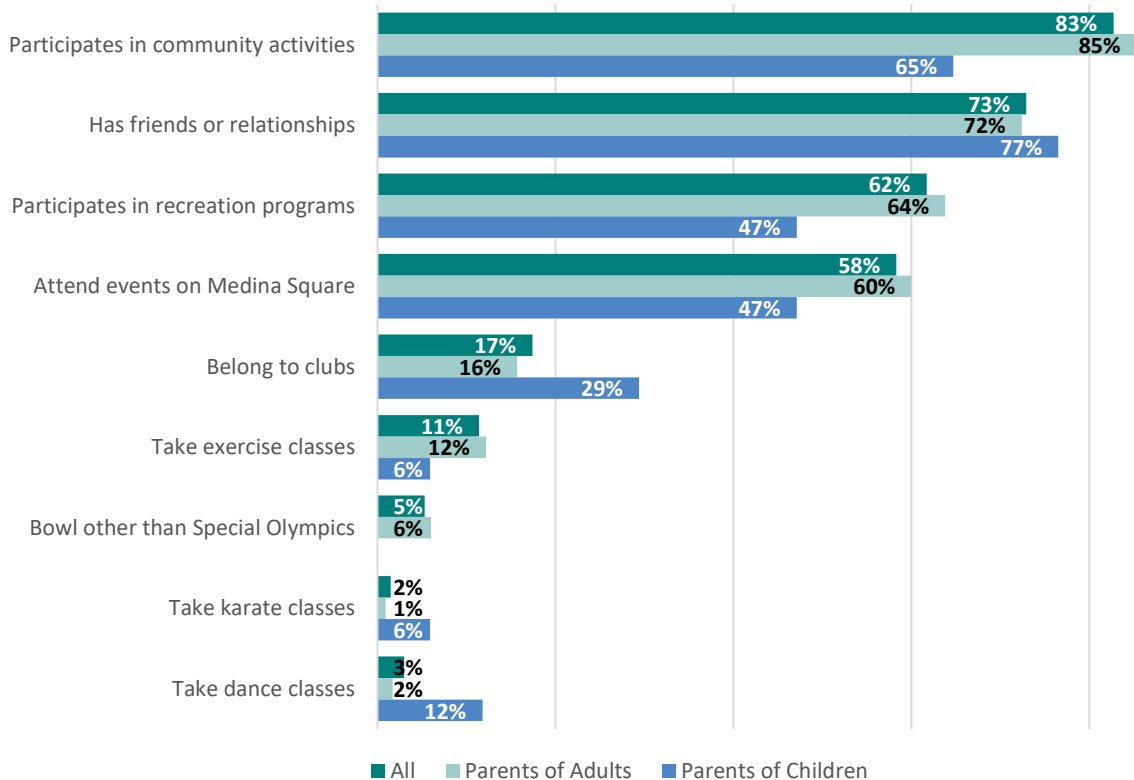
Satisfaction with Community Involvement

How satisfied is (name) with their involvement in the community?



Activity Participation

Does (name)...



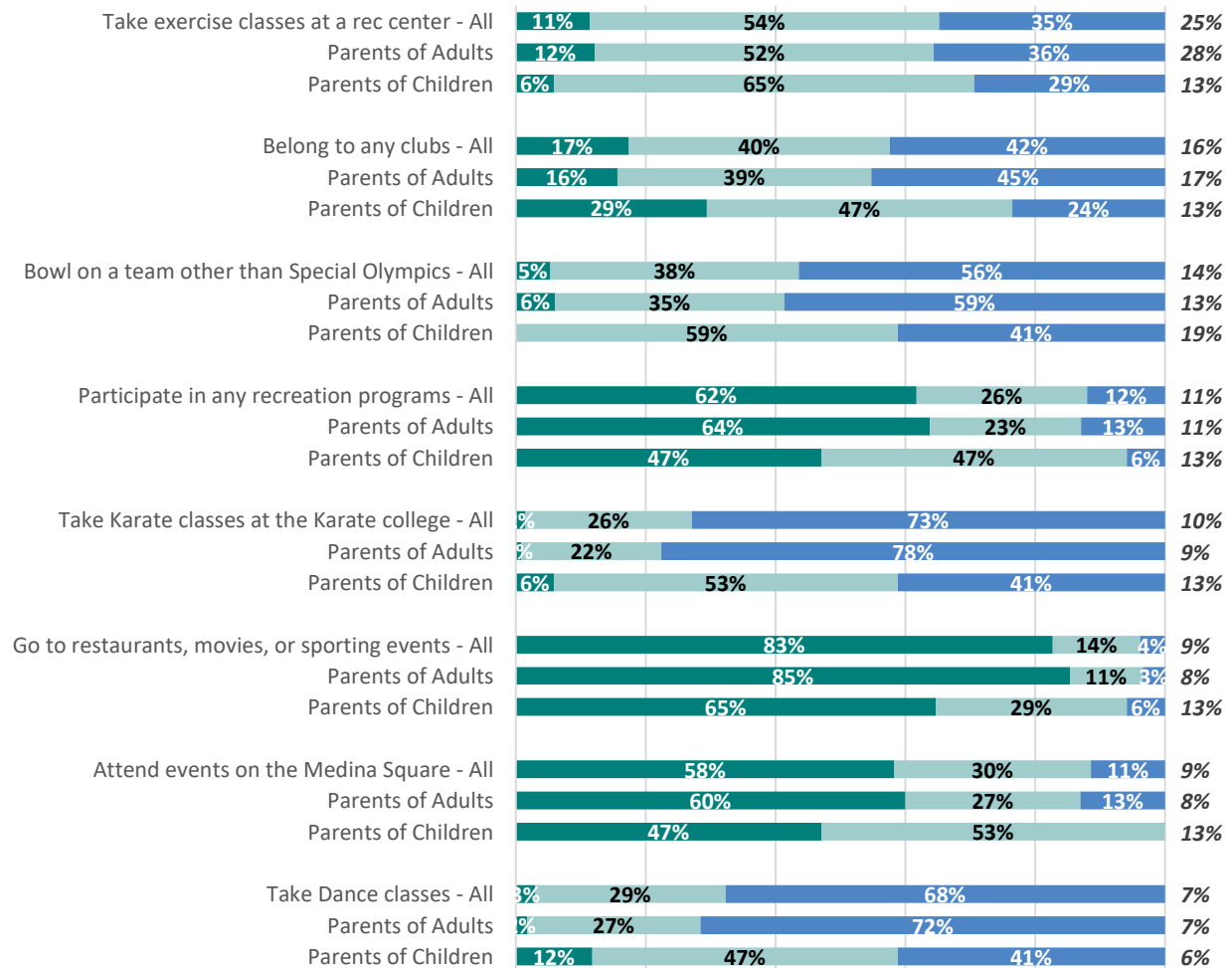
Reasons for Not Participating in Community Activities		
	N	%
Social skills	4	20.0%
Individual s disability	3	15.0%
Chooses not to	3	15.0%
Behavioral issues	2	10.0%
Health issues	2	10.0%
Physical limitations	1	5.0%
Staff issues	1	5.0%
Transportation	1	5.0%
Supervision needed	1	5.0%
Services unavailable	1	5.0%
Time constraints	1	5.0%
Total	20	(n=20)
Reasons for Not Having Friends or Relationships		
	N	%
No opportunities	9	34.6%
Not interested	7	26.9%
Limited social skills	3	11.5%
Content at home	3	11.5%
Limited communication skills	2	7.7%
Nonverbal	1	3.8%
Very active with other activities	1	3.8%
Total	26	(n=26)
Reasons for Not Participating in Recreation Programs		
	N	%
Not interested	14	31.1%
Programs/services not available	5	11.1%
Behavioral issues	4	8.9%
Individual s disability	3	6.7%
Transportation	3	6.7%
Not aware of programs/New to area	3	6.7%
Content/Happy at home	3	6.7%
Physical limitations	2	4.4%
Difficult for parent/guardian to transport	2	4.4%
Active with everyday activities	2	4.4%
Financial issues	1	2.2%
Supervision needed	1	2.2%
Social skills	1	2.2%
Health issues	1	2.2%
Total	45	(n=45)

Reasons for Not Attending Events on the Medina Square		
	N	%
No transportation/No time/No finances	15	34.1%
Not interested	7	15.9%
Unaware activity was available	6	13.6%
Enjoys this activity with family/day program/individually	6	13.6%
Unable to tolerate the environment	6	13.6%
Does not have ability	2	4.5%
Would want a friend to go with	2	4.5%
Total	44	(n=44)
Reasons for Not Belonging to any Clubs		
	N	%
Unaware activity was available	24	32.0%
Not interested	20	26.7%
Unable to tolerate the environment	8	10.7%
No transportation/No time/No finances	7	9.3%
Enjoys this activity with family/day program/individually	7	9.3%
Does not have ability	6	8.0%
Enjoys Special Olympics teams	1	1.3%
Age prohibits	1	1.3%
Would want a friend to go with	1	1.3%
Total	75	(n=75)
Reasons for Not Taking Exercise Classes		
	N	%
Enjoys this activity with family/day program/individually	25	25.8%
Unaware activity was available	19	19.6%
Not interested	19	19.6%
No transportation/No time/No finances	13	13.4%
Does not have ability	7	7.2%
Unable to tolerate the environment	6	6.2%
Would want a friend to go with	4	4.1%
Enjoys Special Olympics teams	2	2.1%
Age prohibits	2	2.1%
Total	97	(n=97)

Reasons for Not Bowling on a Team		
	N	%
Not interested	38	36.2%
Unaware activity was available	23	21.9%
No transportation/No time/No finances	16	15.2%
Enjoys this activity with family/day program/individually	8	7.6%
Does not have ability	7	6.7%
Unable to tolerate the environment	6	5.7%
Enjoys Special Olympics teams	4	3.8%
Age prohibits	2	1.9%
Would want a friend to go with	1	1.0%
Total	105	(n=105)
Reasons for Taking Karate Classes		
	N	%
Not interested	46	50.0%
Unaware activity was available	21	22.8%
Does not have ability	12	13.0%
Enjoys this activity with family/day program/individually	5	5.4%
No transportation/No time/No finances	4	4.3%
Age prohibits	2	2.2%
Unable to tolerate the environment	1	1.1%
Would want a friend to go with	1	1.1%
Total	92	(n=92)
Reasons for Not Taking Dance Classes		
	N	%
Not interested	53	55.8%
Unaware activity was available	21	22.1%
Does not have ability	9	9.5%
Enjoys this activity with family/day program/individually	5	5.3%
No transportation/No time/No finances	3	3.2%
Unable to tolerate the environment	2	2.1%
Age prohibits	1	1.1%
Would want a friend to go with	1	1.1%
Total	95	(n=95)

Activity Participation and Interest

Does (name)... Would (name) be interested in doing that? If you had to choose just one of the things you were interested in (name) doing, which one would you choose?



■ Participates ■ Does not participate, interested ■ Does not participate, not interested **First choice**

Other Community Involvement Opportunities

	N	%
Exercise and Sports	17	20.5%
Socializing activities	16	19.3%
Skills for functioning in community	15	18.1%
Art, Music, Drama activities	13	15.7%
Content with present opportunities	11	13.3%
Volunteering	6	7.2%
Seasonal activities	4	4.8%
Nature and Animals	1	1.2%
Total	83	(n=83)

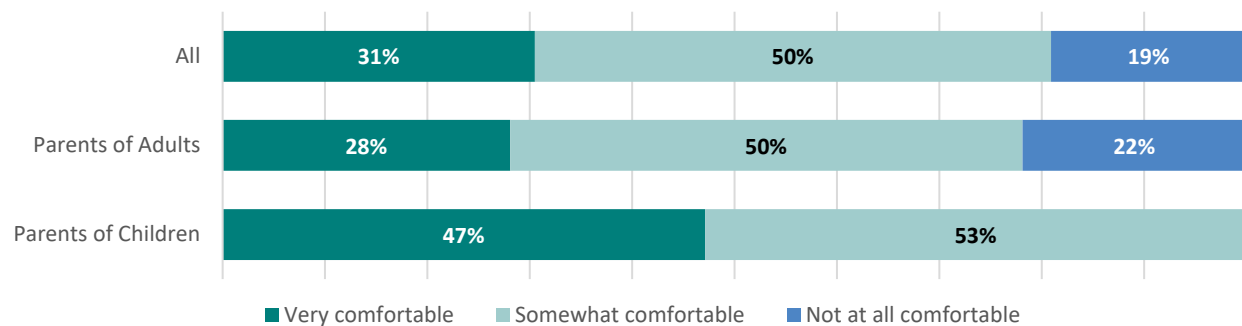
Question: What other opportunities for community involvement would you like to have available for (name)?

Who Organizes Community Activities		
	N	%
Family members	65	50.4%
Sports team coach	8	6.2%
Provider	8	6.2%
Participant with developmental disabilities	6	4.7%
Church group	6	4.7%
Interest group	6	4.7%
Residential staff	5	3.9%
School staff	5	3.9%
Integrated Community Solutions	5	3.9%
Adult day program staff	4	3.1%
Recreational facility staff	3	2.3%
MCBDD	2	1.6%
Case manager	2	1.6%
Friends	2	1.6%
Staff at place of employment	1	0.8%
Guardian	1	0.8%
Family members	65	50.4%
Total	129	(n=129)

Question: Who organizes the community activities (name) participates in?

Comfort with Activities Not Organized by Provider

How comfortable would you be with (name) participating in community activities not organized by MCBDD or a private provider?



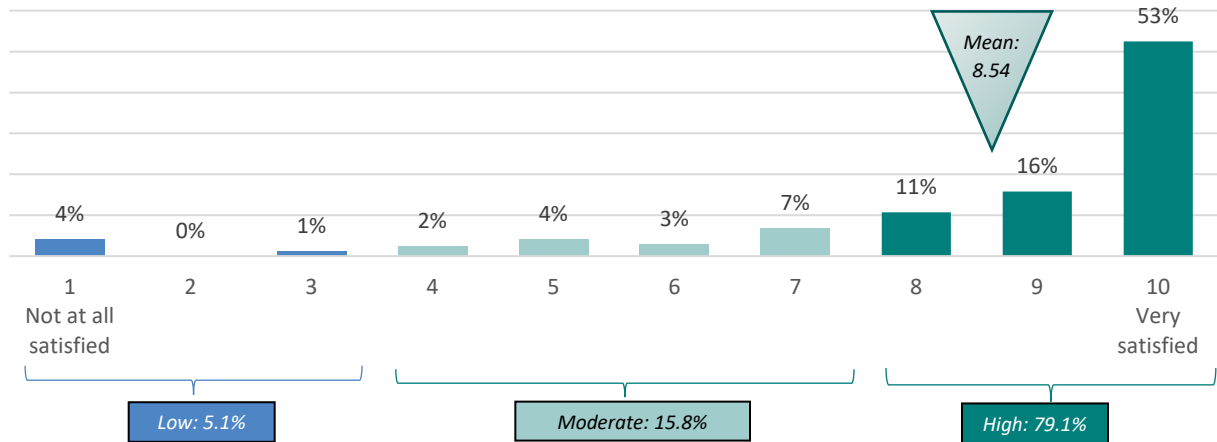
Barriers to Community Activities		
	N	%
Social skills	23	14.5%
Transportation	22	13.8%
Supervision needed	14	8.8%
Taking interest in the activity	14	8.8%
Client is going into community satisfactorily	13	8.2%
Physical limitations	11	6.9%
Behavioral issues	11	6.9%
Individual s disability	9	5.7%
Health issues	8	5.0%
Scheduling Issues	8	5.0%
Limited communication	6	3.8%
Programs/Services/Providers not available	4	2.5%
Not receiving info about available activities	4	2.5%
Client is non-verbal	3	1.9%
Buildings not handicap accessible	3	1.9%
Does not adapt well to change	2	1.3%
Mental limitations	1	0.6%
Financial issues	1	0.6%
Staff issues	1	0.6%
Learning life skills	1	0.6%
Total	159	(n=159)

Question: What, if anything, makes it hard for (name) to go out and do things in the community?

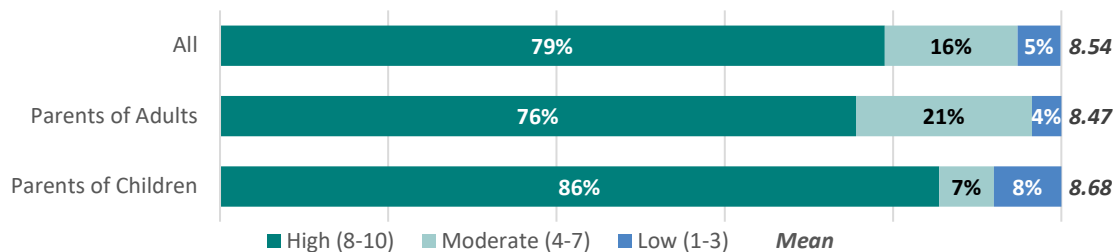
SSAs AND PLANNING

Satisfaction with SSA

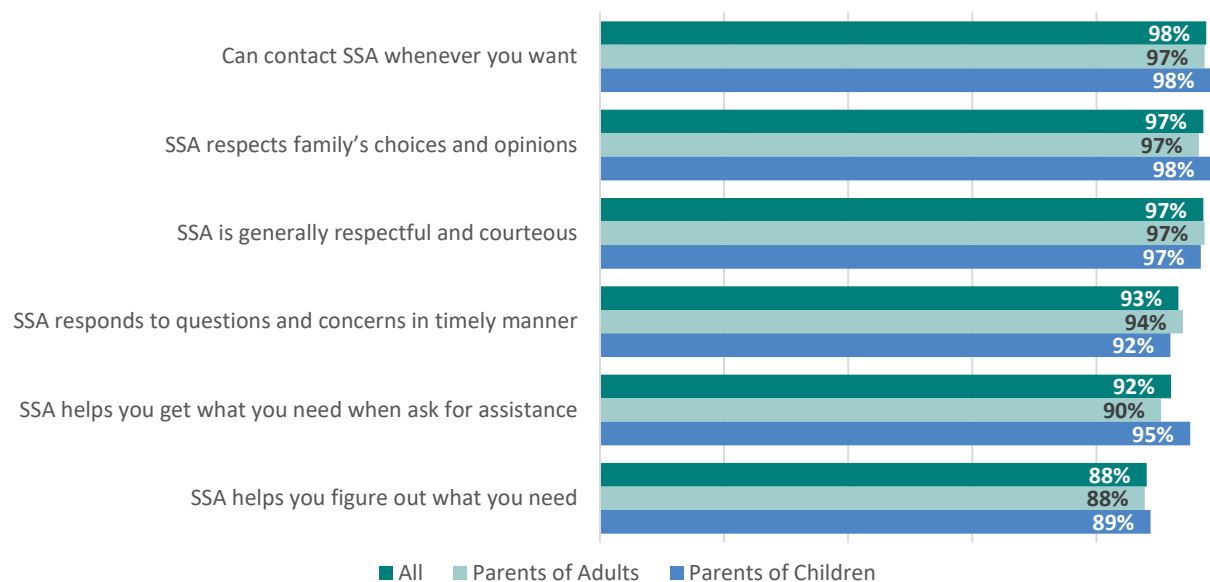
On a scale from 1 to 10, where 1 means not at all satisfied and 10 means very satisfied, how satisfied are you with your Service and Support Administrator or SSA?



Satisfaction with SSA

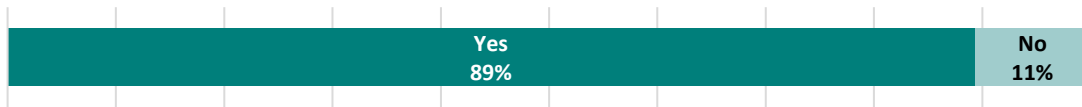


Questions about SSA

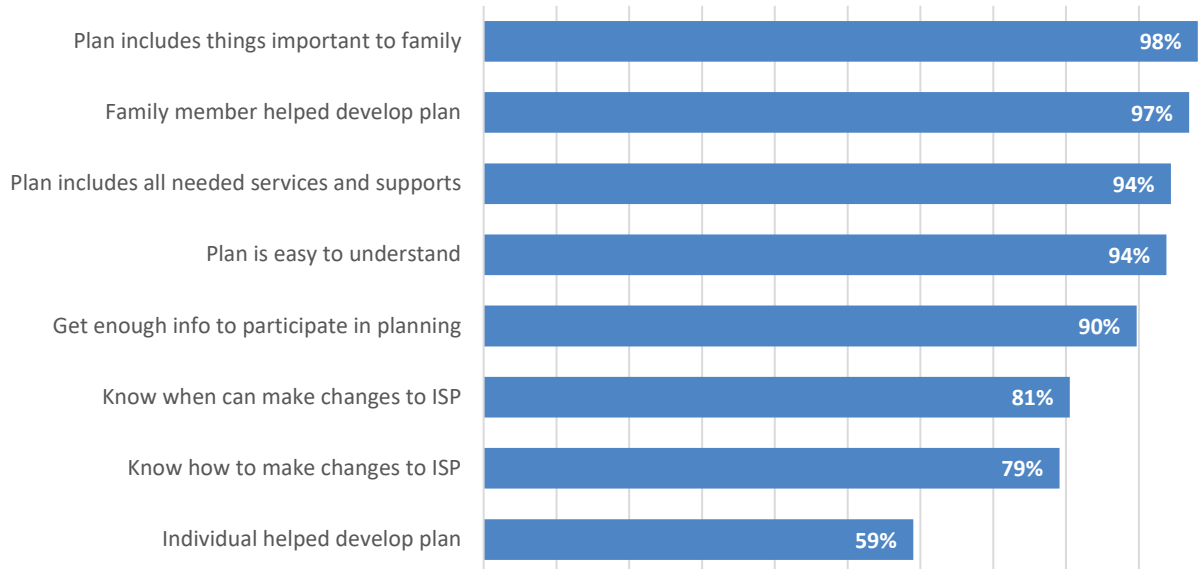


Individual has ISP

Does (name) have a service plan or an ISP?

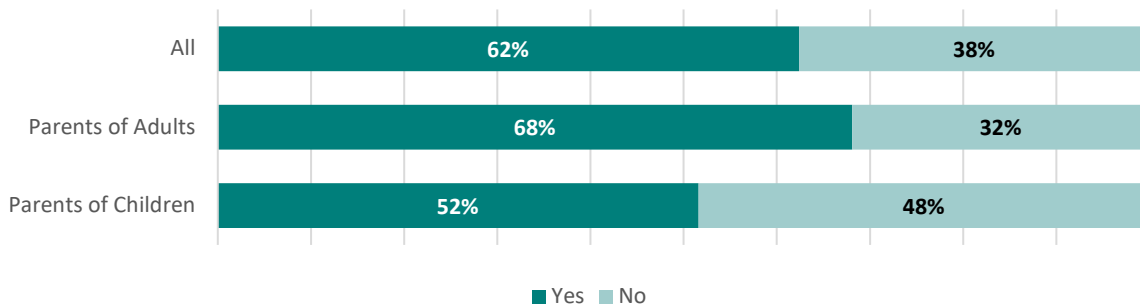


Questions about ISP



Know Process for Filing Complaint/Grievance

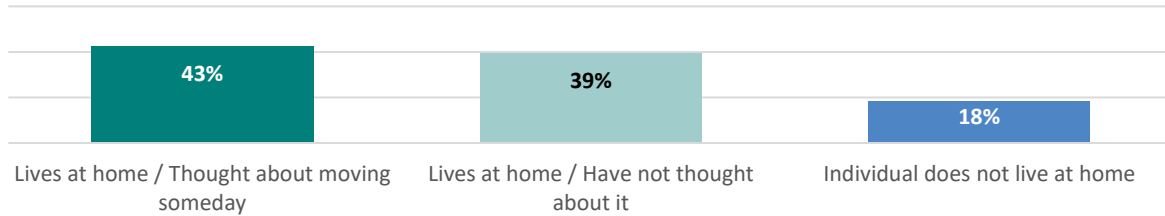
Do you know the process for filing a complaint or grievance against provider agencies or staff?



HOUSING

Individual Lives at Home / Thought about Moving

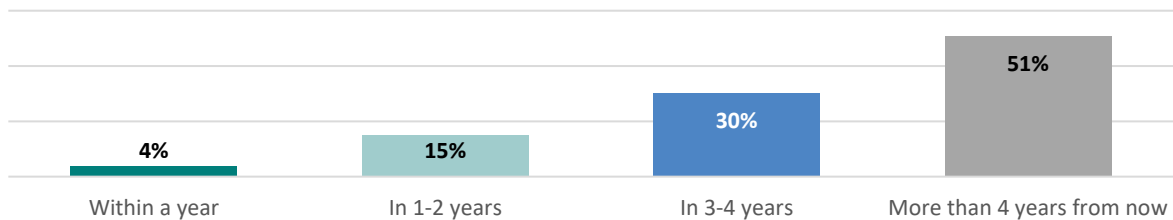
Does (name) live at home? IF YES: Have you thought about (name) moving some day?



Individuals Living at Home

Right Time for Individual to Move

When you think about it, when would be the right time for (name) to move?



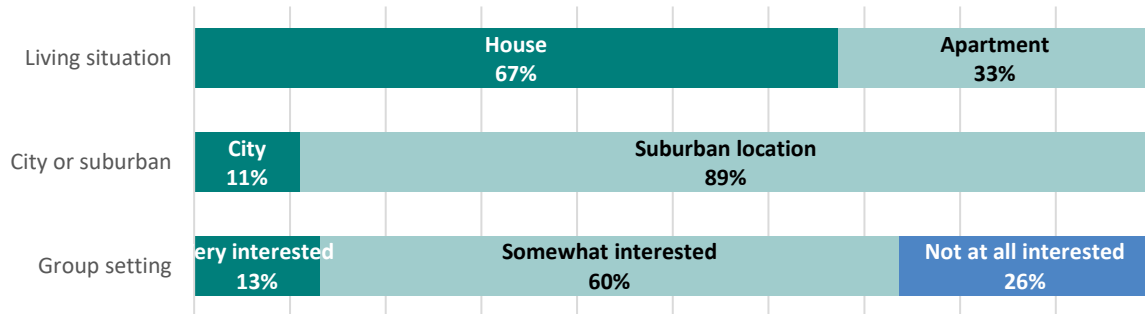
Most Important Factors When Deciding Where to Live (open-end)

	N	%
Supportive to their needs	22	21.6%
Safety	19	18.6%
Accessible to community	13	12.7%
Social atmosphere	11	10.8%
Proximity	9	8.8%
Oversight in place	9	8.8%
Client's preferences respected	9	8.8%
Medical care readily available	4	3.9%
Living independently	2	2.0%
Affordable	2	2.0%
Wellbeing	1	1.0%
Employment	1	1.0%
Total	102	(n=102)

Question: What factors are most important when deciding where (name) should live?

Housing Preferences

What type of living situation would you prefer for (name)? How interested do you think (name) would be in living in a group setting with 3 or 4 individuals?

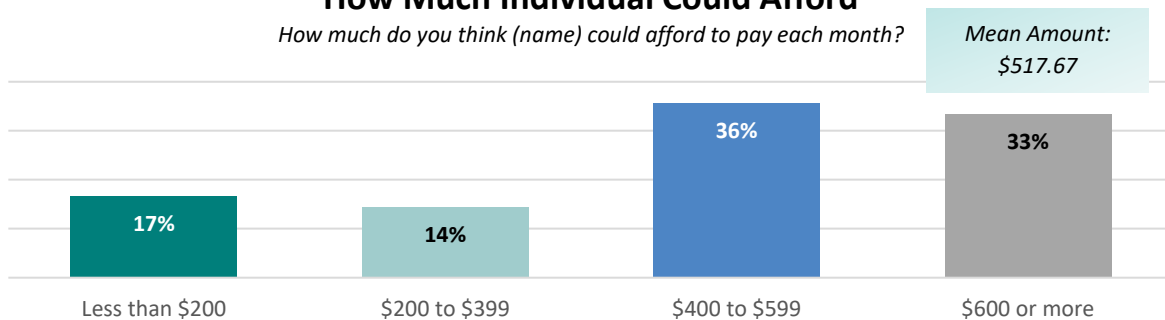


Would Consider



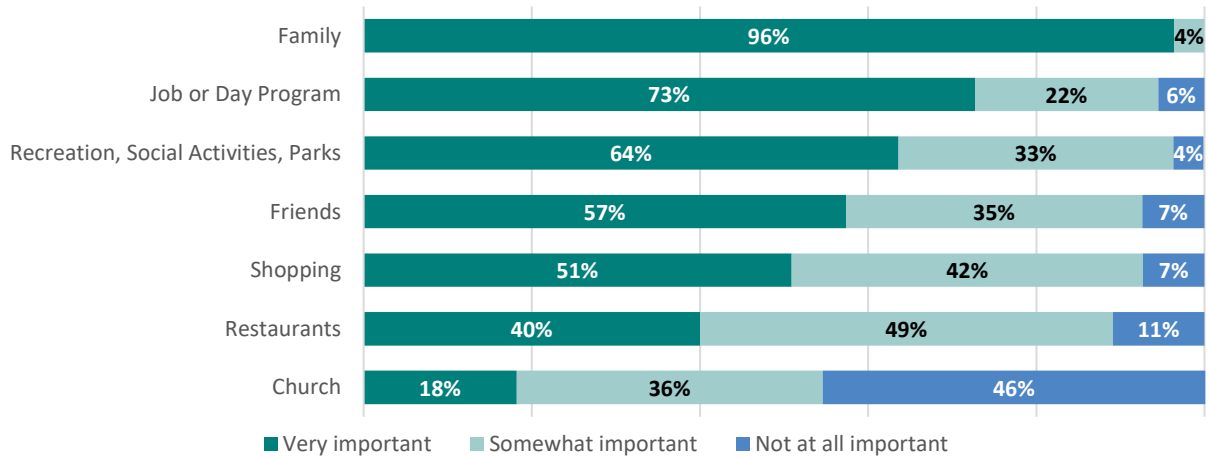
How Much Individual Could Afford

How much do you think (name) could afford to pay each month?



Importance of Being Close to

How important are each of the following when deciding where (name should live? Being close to...



Preferred City or Town

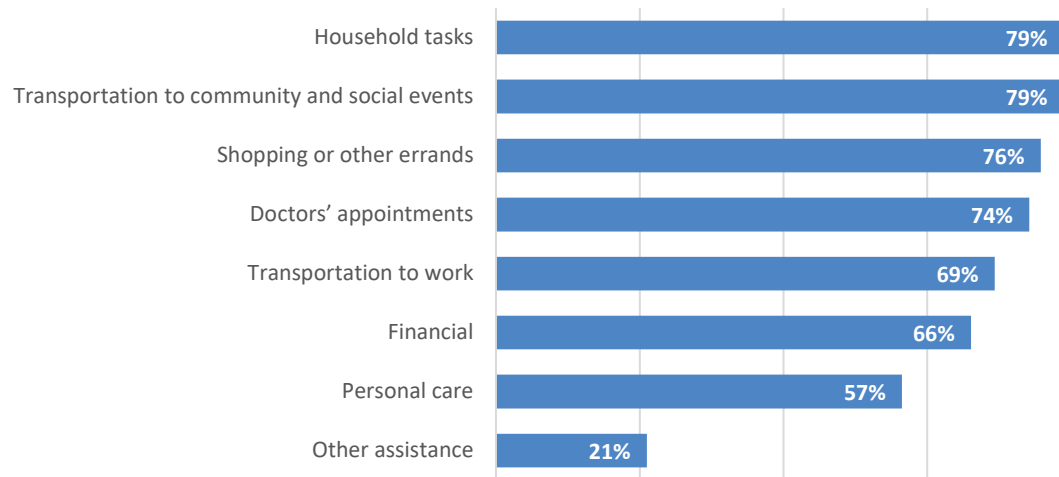
	N	%
Medina	37	62.8%
Brunswick	8	18.6%
Wadsworth	8	18.6%
Total	43	(n=43)

Question: What city or town would you prefer?

Prefer City/Suburbs by Preferred City/Town

		City	Suburbs
All Respondents		11.1%	88.9%
Characteristic	Subgroup		
Preferred City/Town	Brunswick	0.0%	100.0%
	Medina	18.5%	81.5%
	Wadsworth	0.0%	100.0%

Assistance Needed to Live on Own



Other Type of Assistance Needed

	N	%
Live-in supervision/while out in public	2	22.2%
Going to church	2	22.2%
Communication with outside world	1	11.1%
Mental health options	1	11.1%
Help with recreation	1	11.1%
Getting up in time for work	1	11.1%
Everything	1	11.1%
Total	9	(n=9)

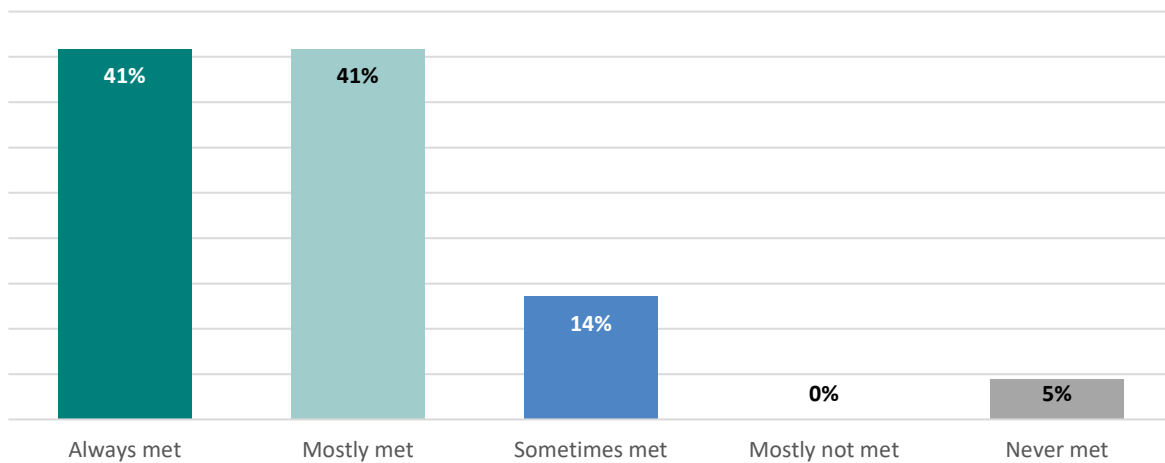
Individuals Not Living at Home

Residential Setting



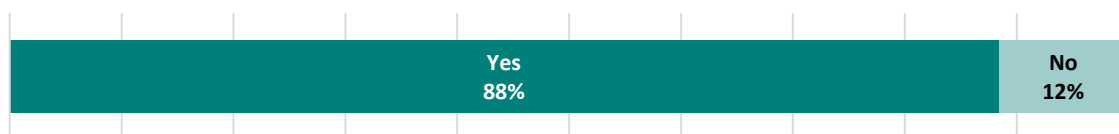
Residential Provider Ensures Needs Are Met

Do you feel that the residential provider ensures that (name)'s are met such as banking and medical appointments? Would you say these needs are...



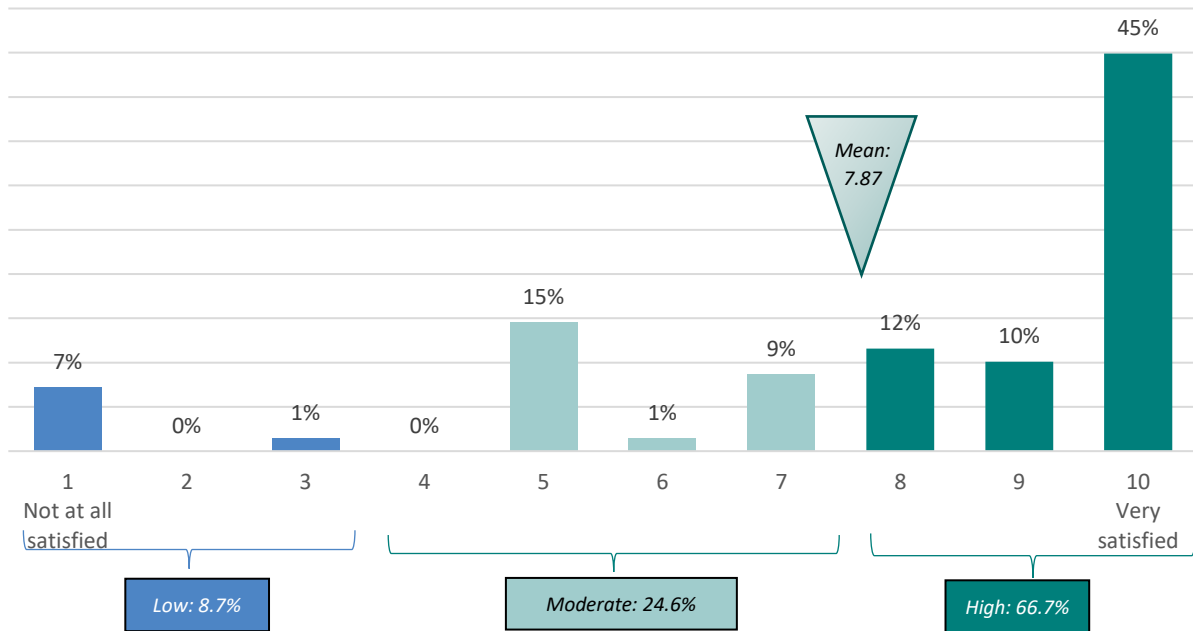
Involvement in Important Decisions

Does the agency providing residential services or in-home supports to (name) involve you in important decisions?



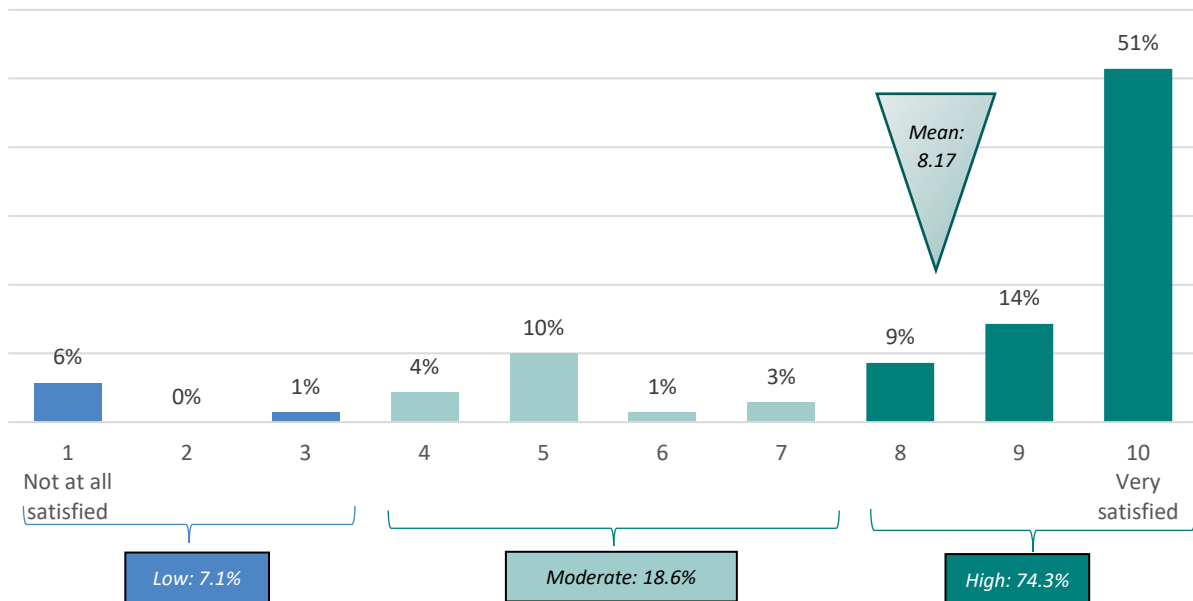
Satisfaction with Residential Services

On a scale from 1 to 10, where 1 means not at all satisfied and 10 means very satisfied, how satisfied are you with the Residential Services or in-home supports you receive?



Satisfaction with Residential Staff

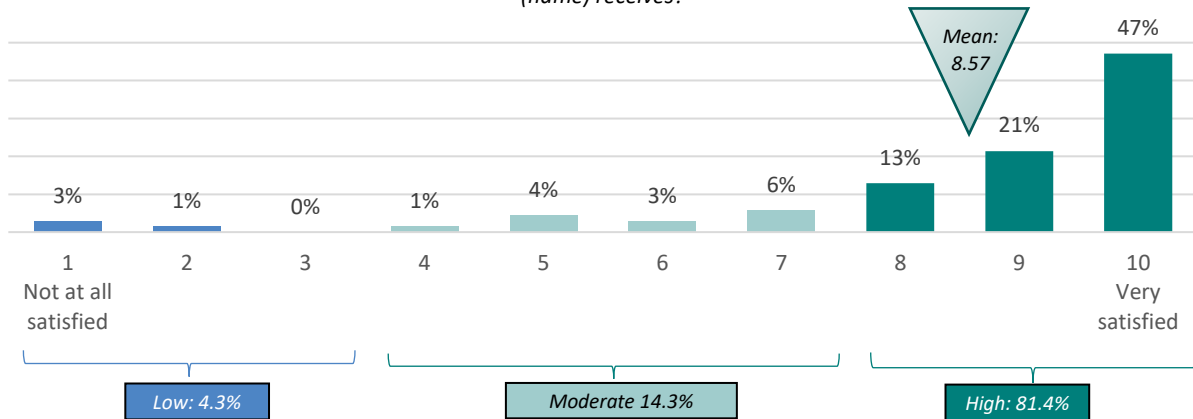
On a scale from 1 to 10... how satisfied are you with the staff that help (name) at his/her residential setting or provider of in-home supports?



ADULT SERVICES

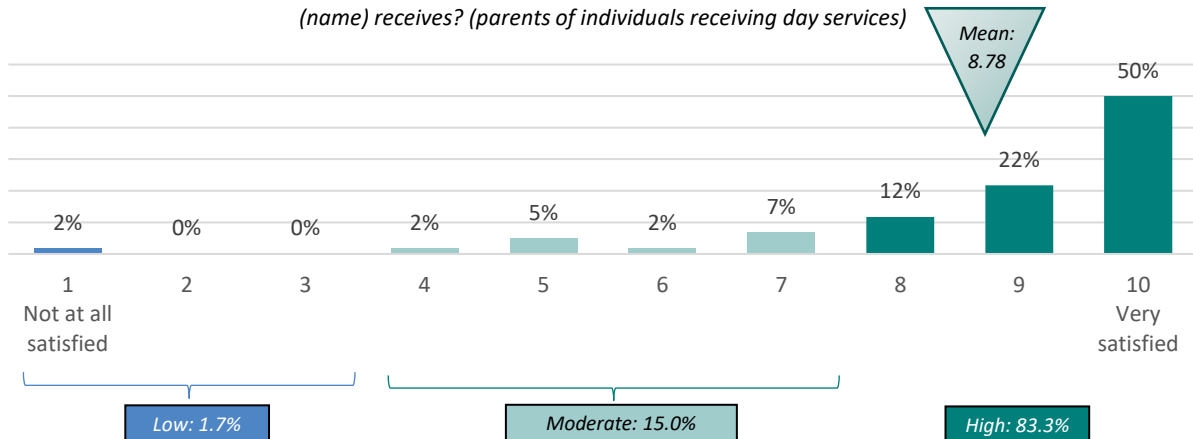
Satisfaction with Day or Employment Services

On a scale from 1 to 10...how satisfied are you with the Day or Community Employment services (name) receives?



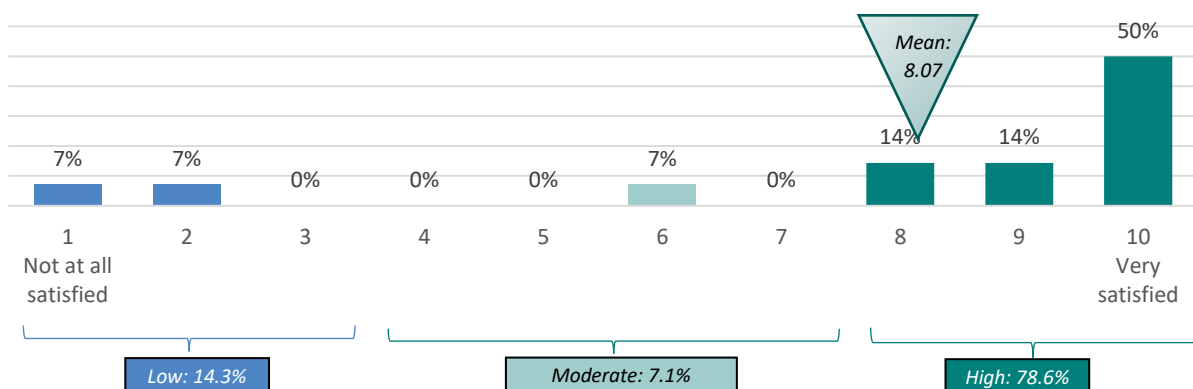
Satisfaction with Day Services Only

On a scale from 1 to 10...how satisfied are you with the Day or Community Employment services (name) receives? (parents of individuals receiving day services)



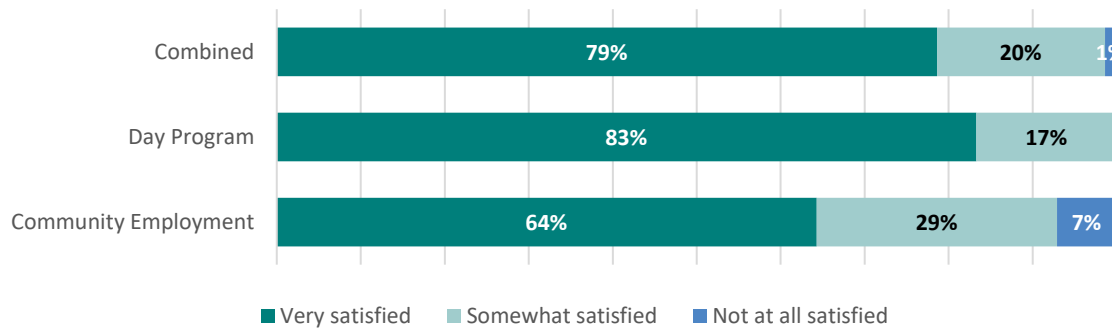
Satisfaction with Employment Services Only

On a scale from 1 to 10...how satisfied are you with the Day or Community Employment services (name) receives? (parents of individuals receiving employment services)



Satisfaction with Staff

How satisfied are you with the staff that help (name) at his/her day program or job?



Health and Safe Setting

Do you feel that (name)'s day or employment setting is a healthy and safe environment?



Integrated Setting

Do you believe that (name) is currently receiving center-based/community employment services in the most integrated setting possible?



Wanting to Work in Community

Does (name) want to work in the community?



Community Employment

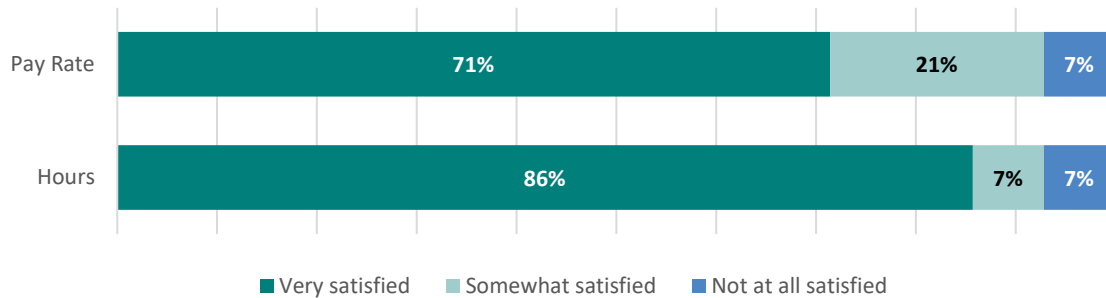
Involvement in Important Decisions

Does the agency providing employment services involve you in important decisions?

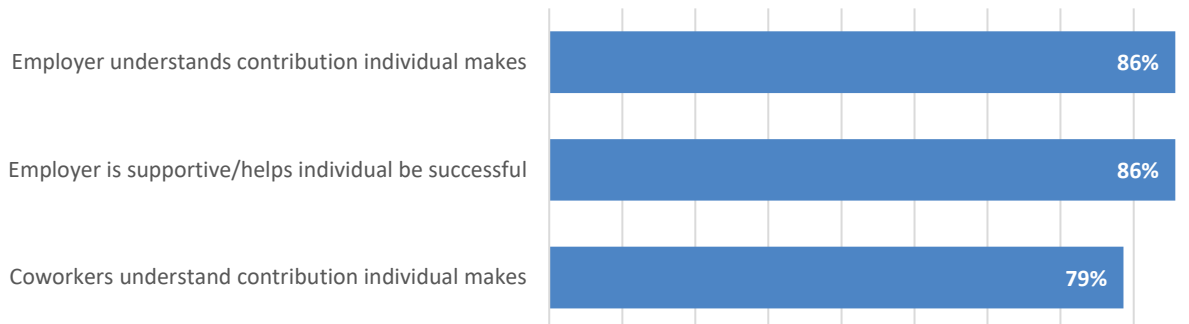


Satisfaction with Hours and Pay Rate

How satisfied are you with the number of hours (name) works per week? How satisfied are you with (name)'s rate of pay?



Employment Setting

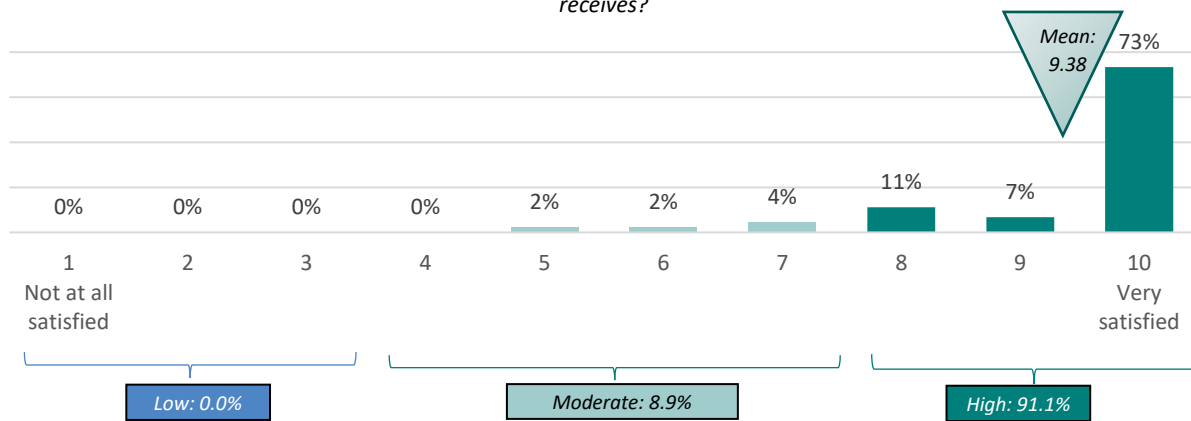


CHILDREN SERVICES

Early Intervention

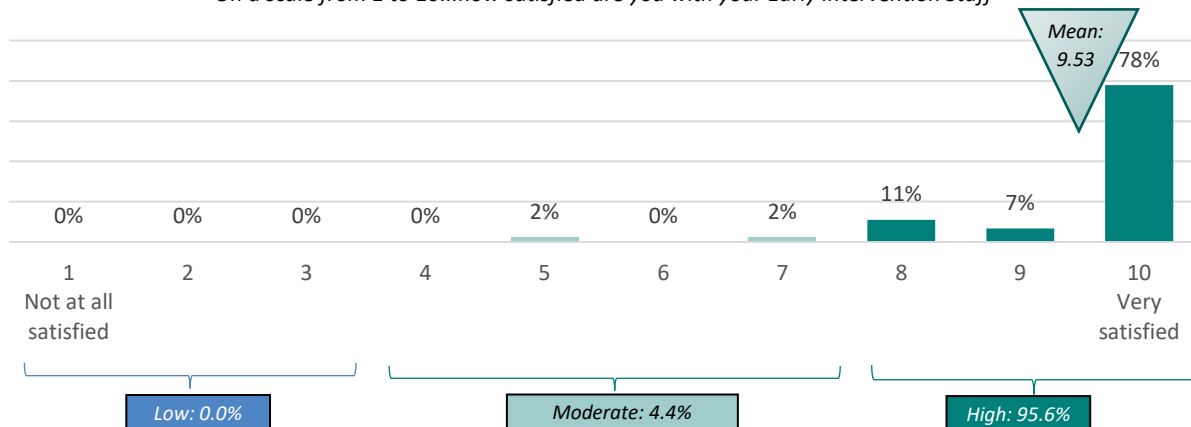
Satisfaction with Early Intervention Services

On a scale from 1 to 10... how satisfied are you with the Early Intervention services that (name) receives?



Satisfaction with Early Intervention Staff

On a scale from 1 to 10...how satisfied are you with your Early Intervention Staff

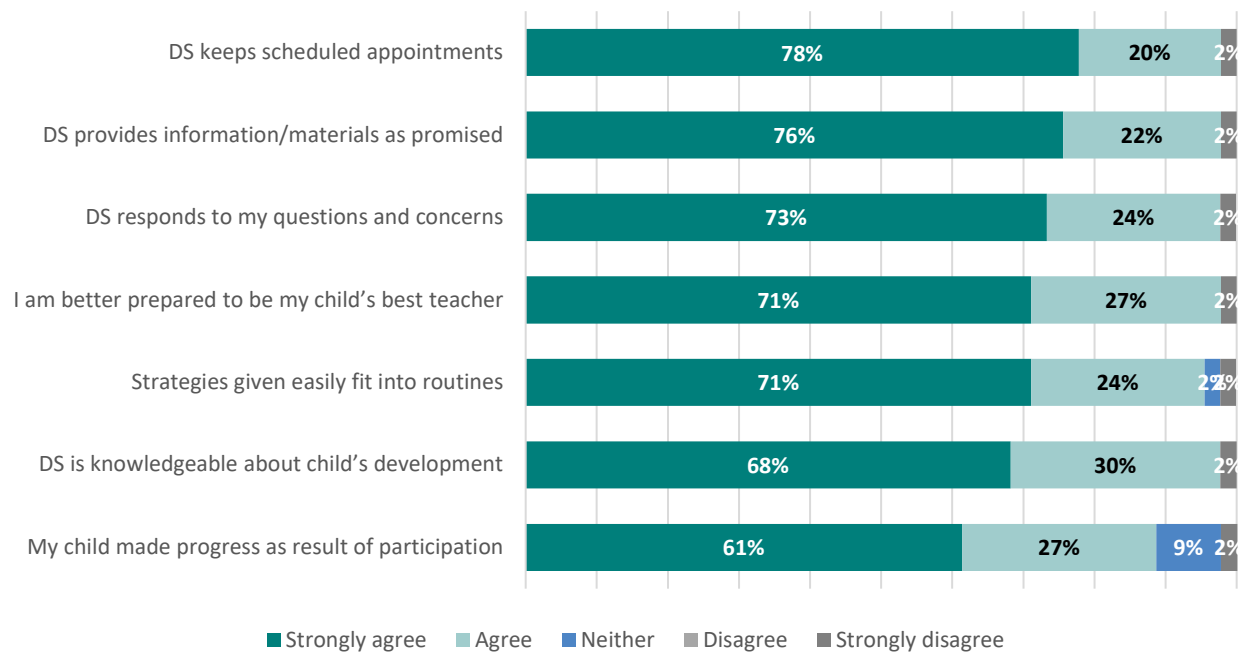


Information about Development



Agreement with Statements

How much do you agree or disagree with the following statements?



How Learned about Early Intervention

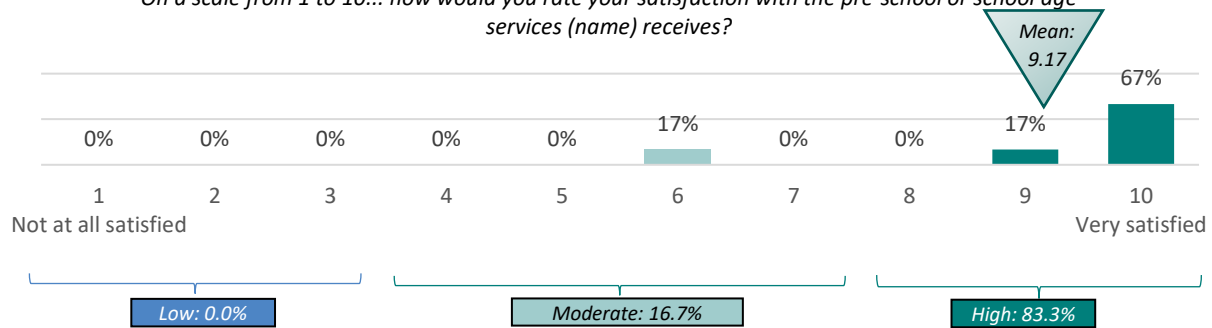
	N	%
Pediatrician	23	53.5%
Family/Friends/Myself	9	20.9%
NICU Neonatal Intensive Care Unit	4	9.3%
Medical staff	3	7.0%
County support services	3	7.0%
Help Me Grow	1	2.3%
Total	43	(n=43)

Question: How did you learn about Early Intervention Services?

Education Services

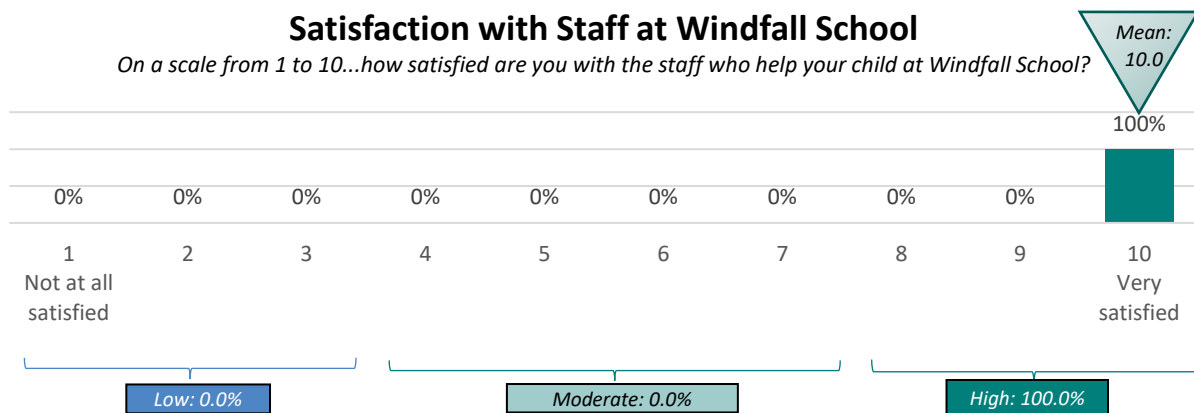
Satisfaction with Education Services

On a scale from 1 to 10... how would you rate your satisfaction with the pre-school or school age services (name) receives?

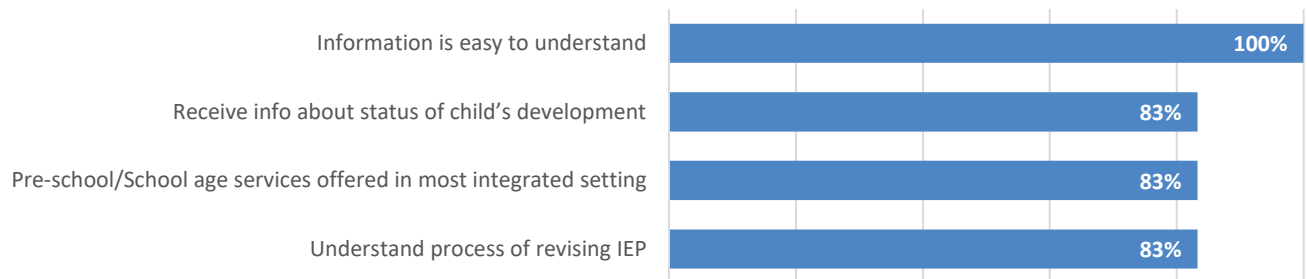


Satisfaction with Staff at Windfall School

On a scale from 1 to 10...how satisfied are you with the staff who help your child at Windfall School?



Information about Development, Setting, IEP



Reason for Not Understanding IEP Process

	N	%
IEP can be revised through the year	1	100.0%
Total	1	(n=1)

PLANNING AND DIRECTION

Main Area for MCBDD to Focus		
	N	%
Provide support for private provider agencies	15	17.2%
Successful outreach/communication about resources	12	13.8%
Continue to provide all/some services/supports	10	11.5%
Available/Trained staff	10	11.5%
Keep community involved	8	9.2%
Housing	8	9.2%
Community employment	7	8.0%
Additional/Improved services	5	5.7%
Transportation	4	4.6%
Advocate for ample funding	3	3.4%
Satisfied with MCBDD	3	3.4%
Develop provider agencies	2	2.3%
Total	87	(n=87)

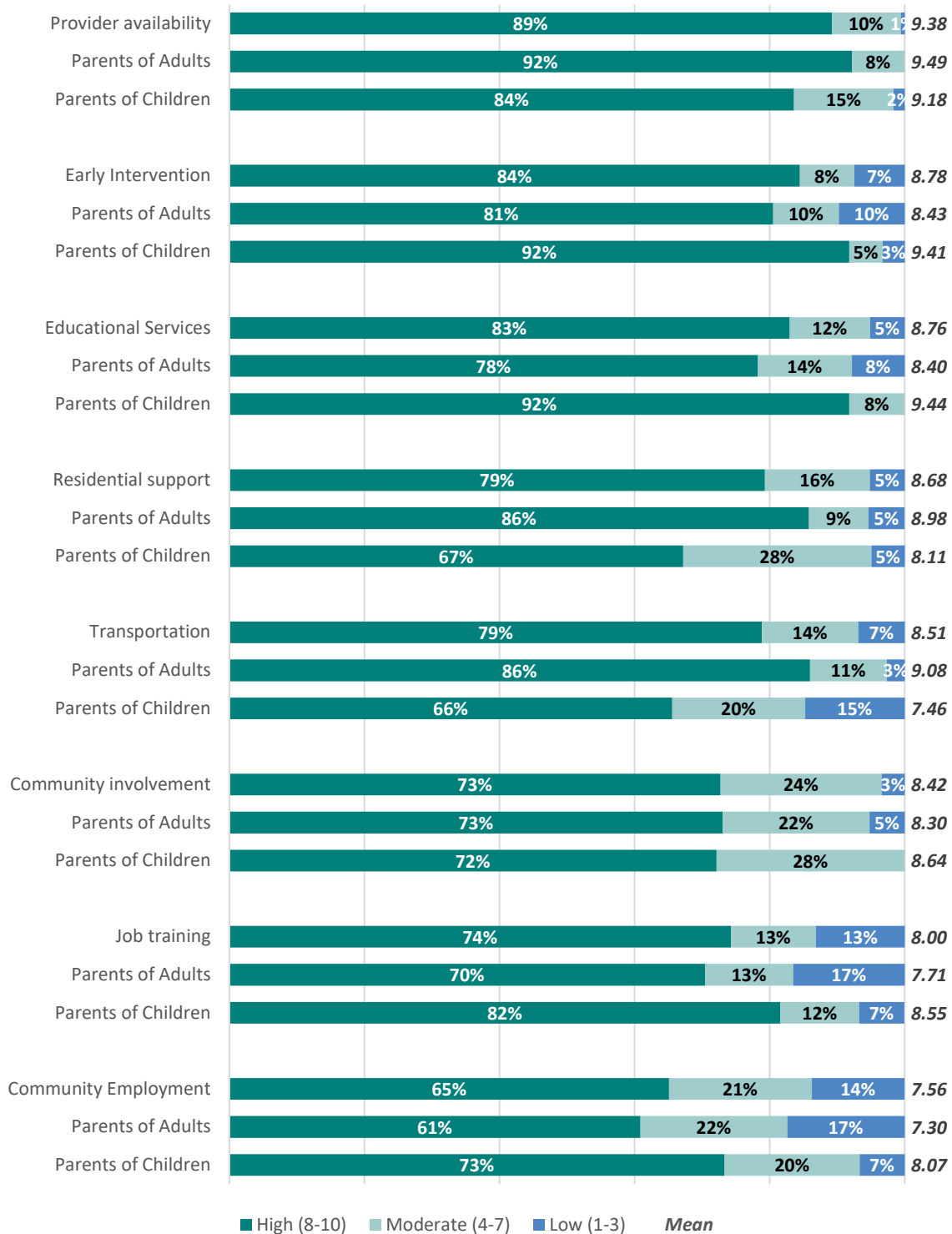
Question: If you had to choose just one, what one area do you think MCBDD should be doing more for in the next three years?

Challenges Facing MCBDD		
	N	%
Finances/Funding	32	22.2%
Available/Responsible staff	27	18.8%
Available/Quality Provider Agencies	25	17.4%
Housing	16	11.1%
Transportation	12	8.3%
Availability of community employment	11	7.6%
Keeping services available	5	3.5%
Extreme growth/More individuals needing services	5	3.5%
Community integration	4	2.8%
Communication of new regulations/services	3	2.1%
Build positive relationships with clients	2	1.4%
Growing complexity of individuals	1	0.7%
MISCELLANEOUS	1	0.7%
Safety and Sanitation	1	0.7%
Total	145	(n=145)

Question: What do you think will be some of the challenges facing Medina County Board of DD and people with developmental disabilities in Medina County in the next few years?

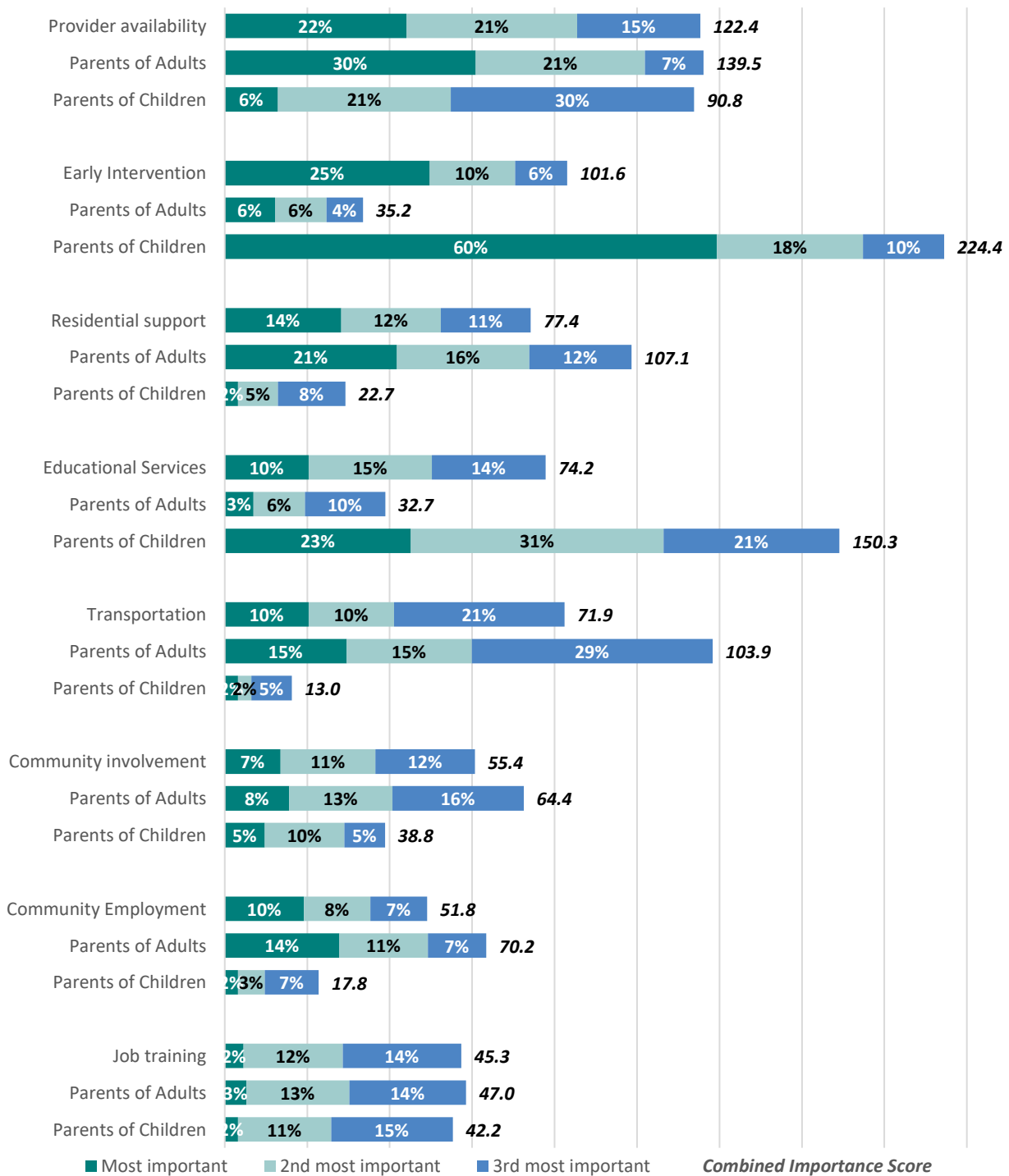
Ratings of Importance

How important are each of the following things to you on a scale of 1 to 10 where 1 means not at all important and 10 means very important?



Rankings of Importance

If you had to choose, which one is MOST important to you? Which is NEXT most important? Next?



Trainings/Presentations MCBDD Should Provide		
	N	%
Resources available	23	23.2%
Transition to adulthood	17	17.2%
Living skills	7	7.1%
Waivers	5	5.1%
Housing	5	5.1%
Parent support	5	5.1%
Developmental indicators for future planning	5	5.1%
Satisfied with MCBDD	5	5.1%
Job support	4	4.0%
Training for provider agencies	4	4.0%
Client's community involvement	3	3.0%
Financial planning	3	3.0%
Emotional health/Health	3	3.0%
Use technology for presentations	2	2.0%
Better communication	2	2.0%
Social skills	1	1.0%
Medicare	1	1.0%
Transportation	1	1.0%
IEP/ISP	1	1.0%
Medicaid	1	1.0%
Being an advocate	1	1.0%
Total	99	(n=99)

Question: What types of trainings or presentations would you like MCBDD to provide for parents and guardians in the future?

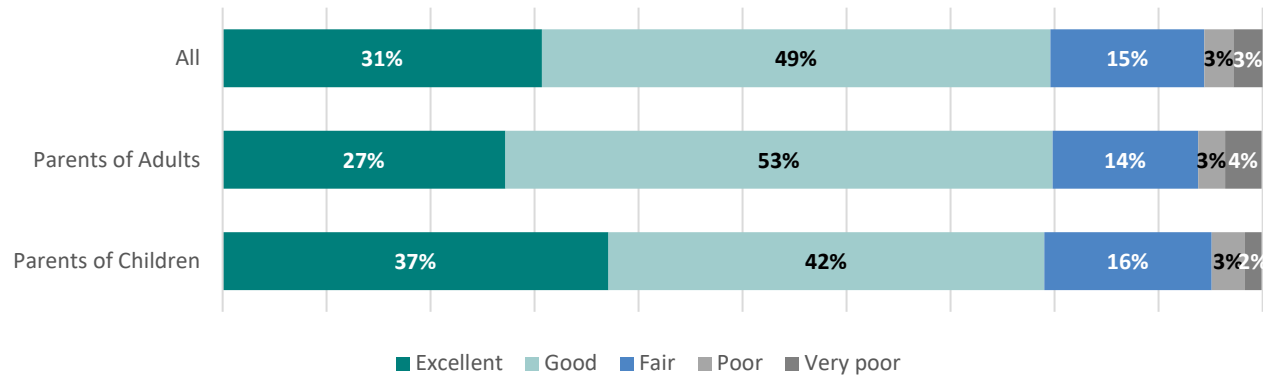
How MCBDD Can Better Serve Needs		
	N	%
Satisfied with MCBDD	39	33.1%
Suitable provider/personnel	17	14.4%
Communication	17	14.4%
Adult transition resources	14	11.9%
Navigating the system	11	9.3%
Awareness of all resources	10	8.5%
Community involvement	5	4.2%
Availability when needed	4	3.4%
Meetings of client's progress	1	0.8%
Total	118	(n=118)

Question: How can MCBDD better serve the needs of (name) and your family?

GENERAL AGENCY COMMUNICATION

Quality of Information Received from MCBDD

Thinking only about general informational materials, how would you rate the *QUALITY* of information received from MCBDD on agency programs, services, special announcements, and special events?

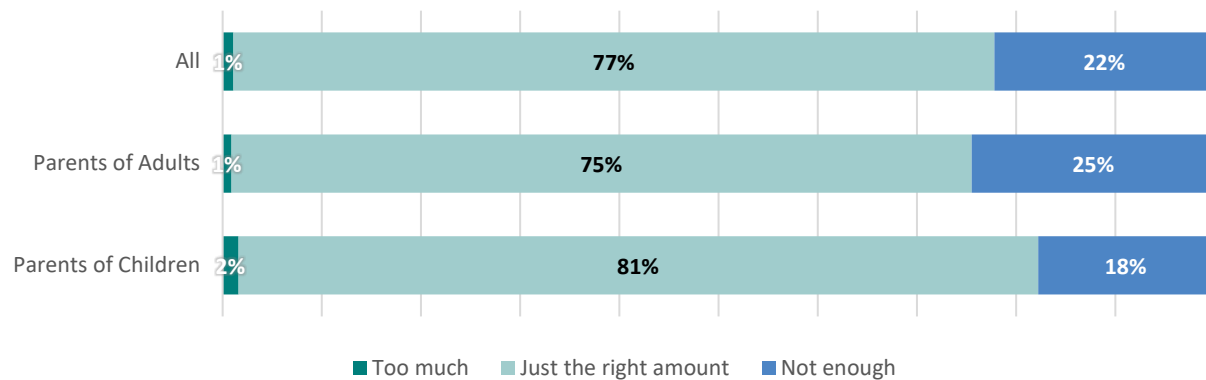


Reason for Poor Rating of Quality of Information

	N	%
Have not received any	5	100.0%
Total	5	(n=5)

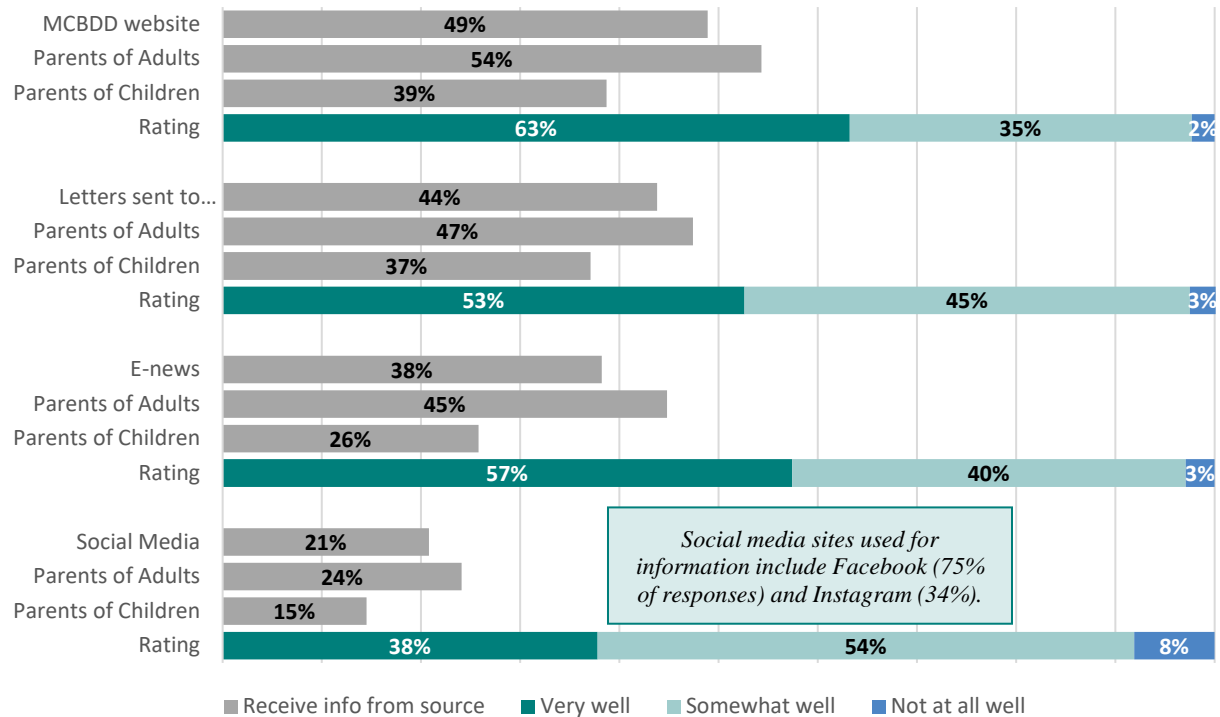
Amount of Information Received

Would you say the amount of information you receive from MCBDD is too much, just the right amount, or not enough?



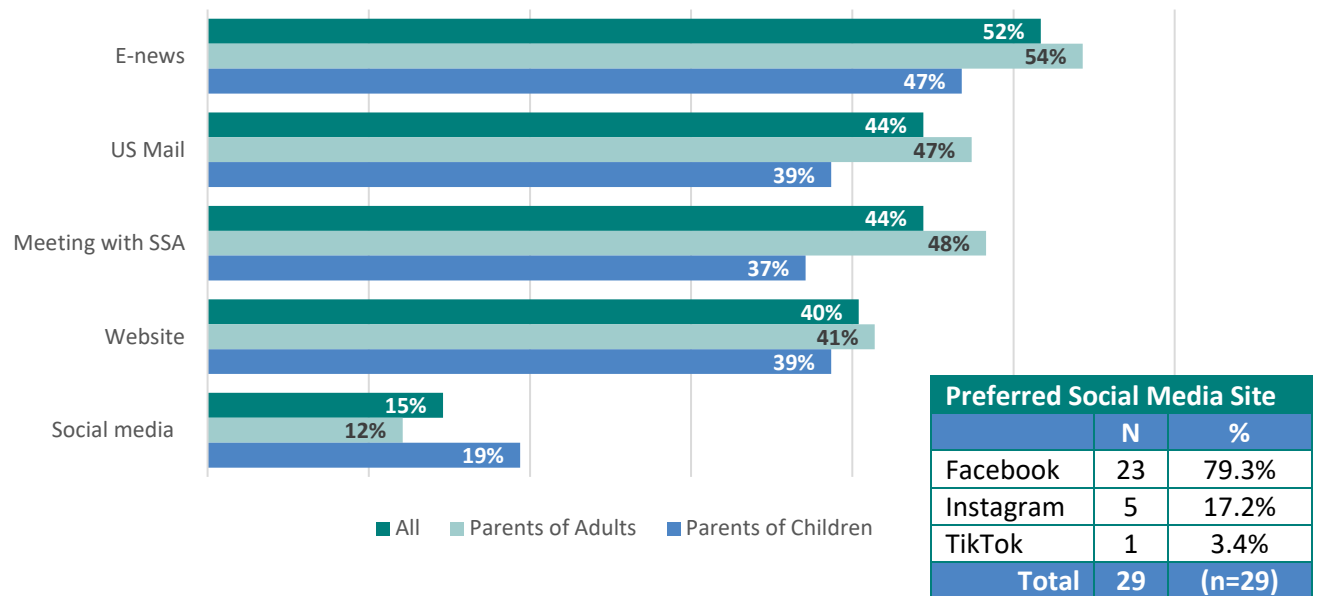
Information Received from MCBDD

Have you received or obtained information from MCBDD from any of the following sources in the past year? How well does each source keep you informed about MCBDD?



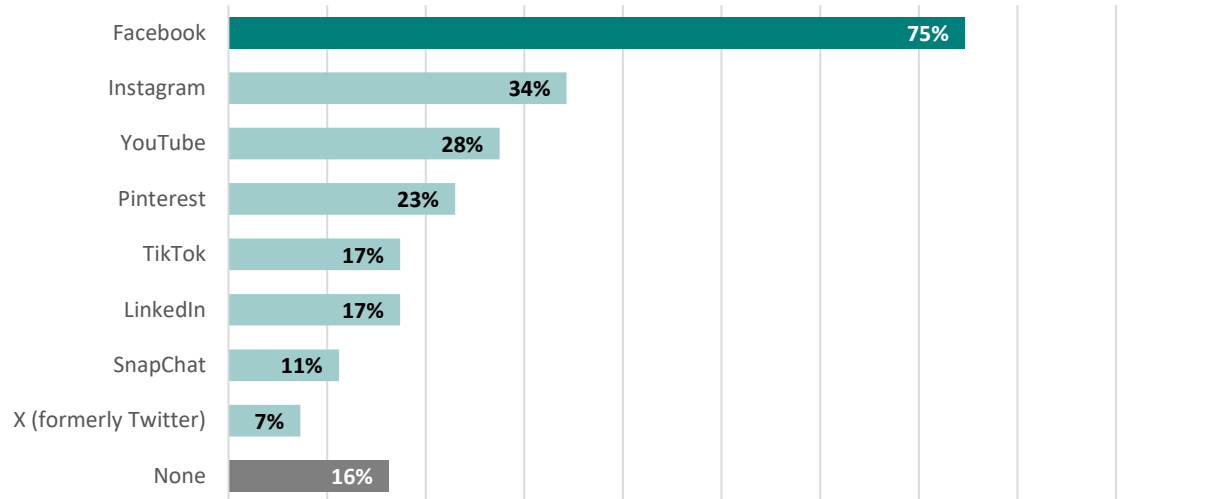
Prefer to Receive Information from MCBDD

How do you prefer to receive information about programs and services from MCBDD? You may select as many as you like.



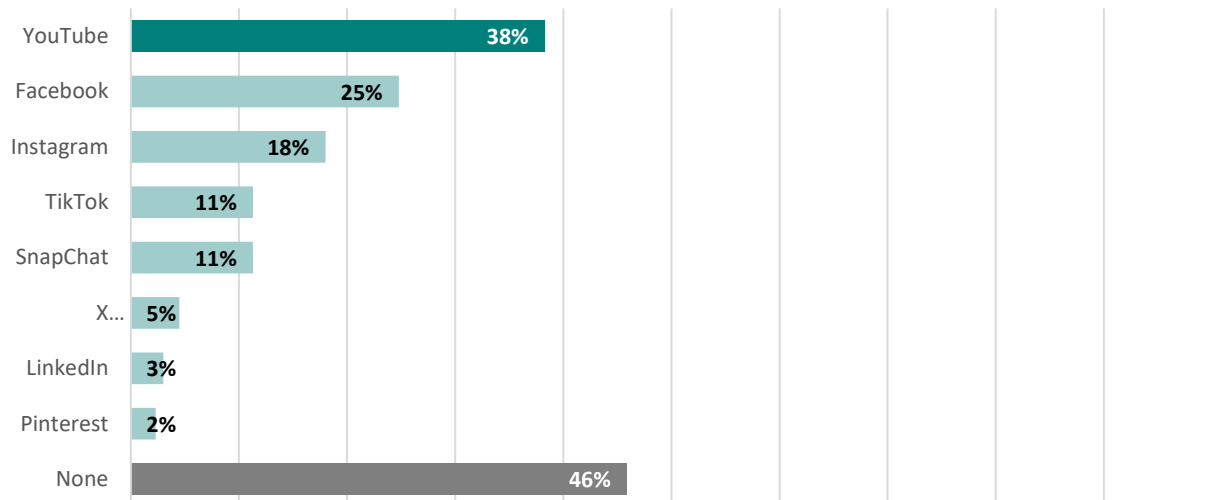
Social Media Sites Used by Parents/Guardians

Which social media sites do you use



Social Media Sites Used by Individuals

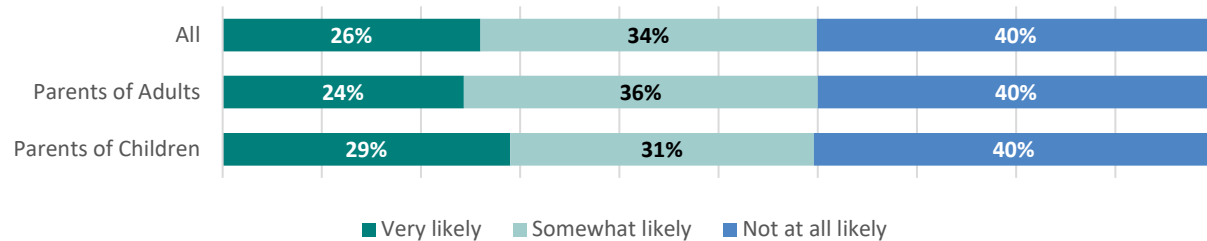
Which social media sites does (name) use



TECHNOLOGY

Likelihood of Using Remote Services

If remote support services were available for your family, how likely would you be to use them?

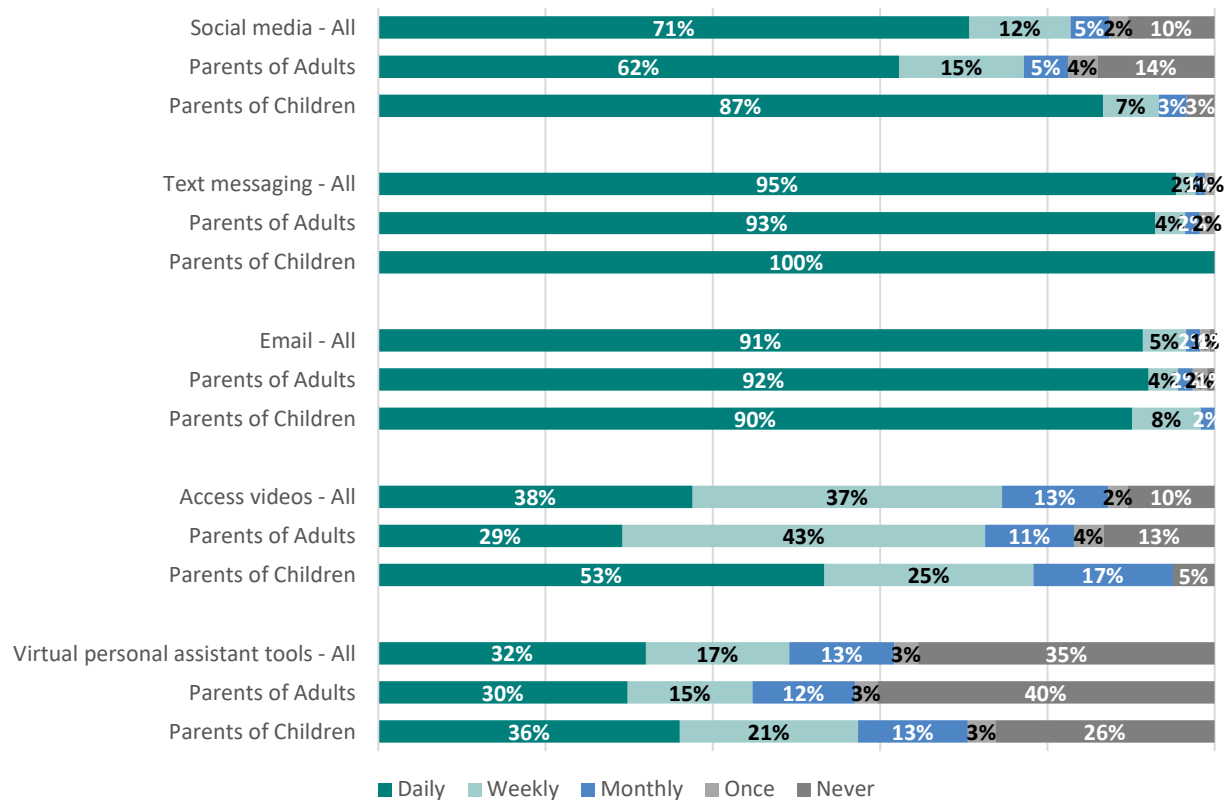


Reason for Not Using Remote Services (open-end)

	N	%
Not necessary	39	59.1%
Want person to person	15	22.7%
Privacy	9	13.6%
No trust	2	3.0%
We do the monitoring	1	1.5%
Total	66	(n=66)

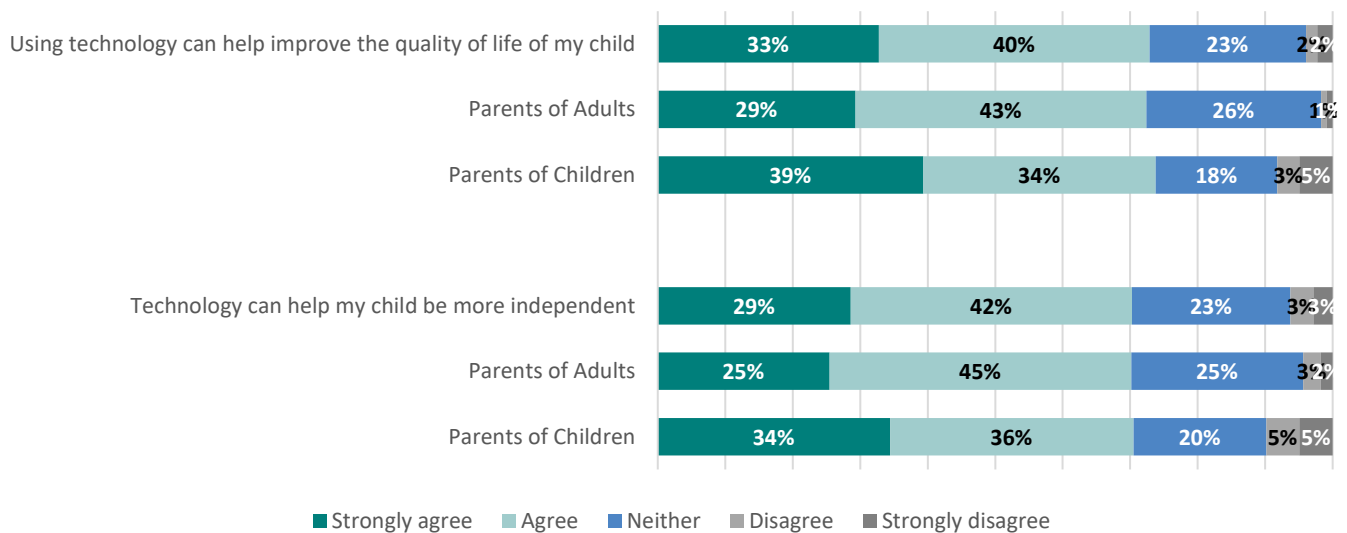
Use of Technology

How often did you use the following in the past year?



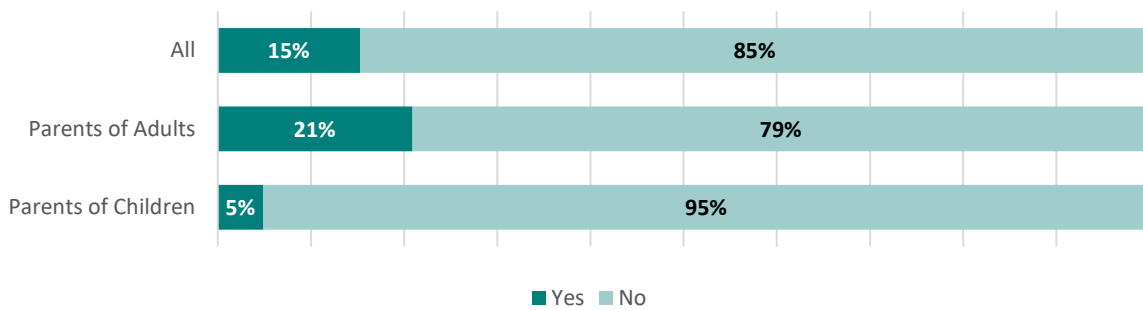
Agreement with Statements

How much do you agree or disagree with the following statements?



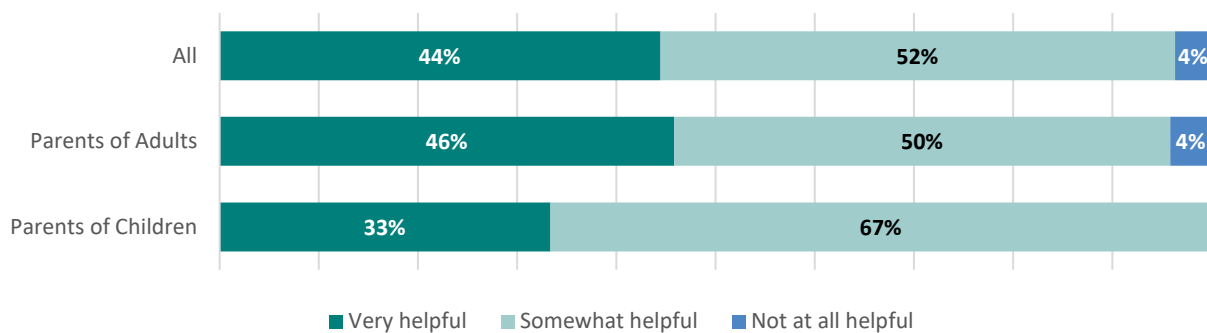
Received Technology Support Services

Have you received any technology support services from MCBDD?



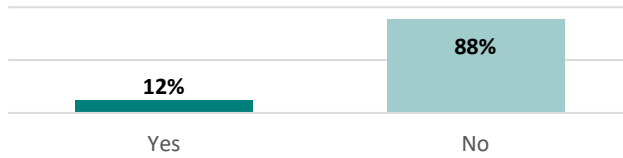
Helpfulness of Technology Support Services

Overall, how helpful were they?



Respondent Demographics

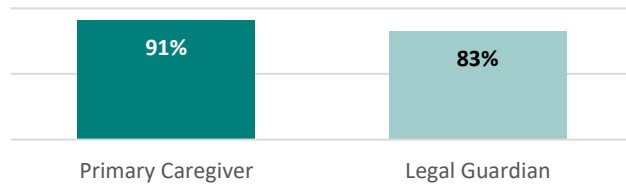
Other Family Members Receiving Services



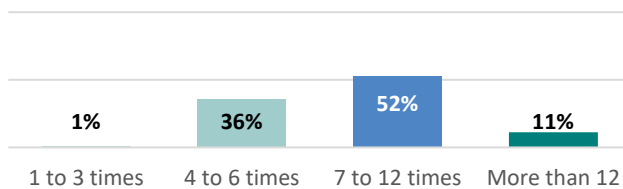
Other Family	N	%
Yes	21	11.8%
No	157	88.2%
Total	178	(n=178)

Caregiver/Guardian

Caregiver/Guardian	N	%
Primary Caregiver	162	91.0%
Legal Guardian	147	82.6%
Total		(n=178)



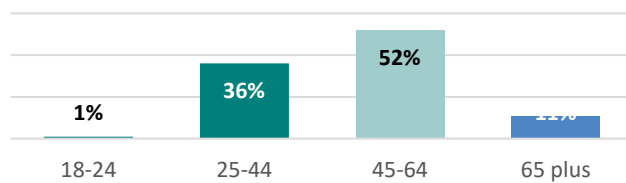
How Often See Individual



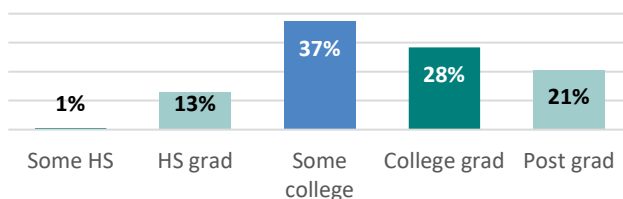
See Individual	N	%
1 to 3 times	2	1.5%
4 to 6 times	4	3.0%
7 to 12 times	2	1.5%
More than 12	124	93.9%
Total	132	(n=132)

Respondent Age	N	%
18-24	1	0.6%
25-44	60	35.7%
45-64	88	52.4%
65 plus	19	11.3%
Total		(n=168)

Respondent Age



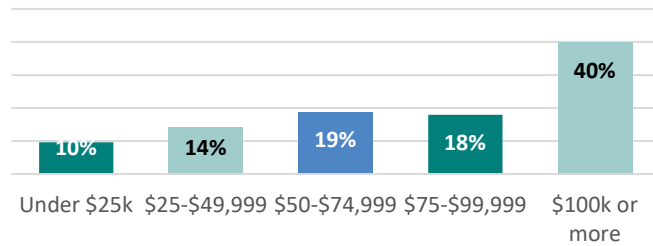
Respondent Education



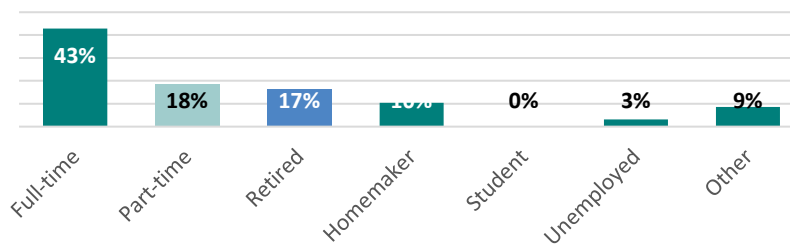
Education	N	%
Some HS	1	0.6%
HS grad	22	13.0%
Some college	63	37.3%
College grad	48	28.4%
Post grad	35	20.7%
Total	169	(n=169)

Income	N	%
Under \$25,000	15	9.6%
\$25,000-\$49,999	22	14.1%
\$50,000-\$74,999	29	18.6%
\$75,000-\$99,999	28	17.9%
\$100,000 or more	62	39.7%
Total	156	(n=156)

Respondent Income



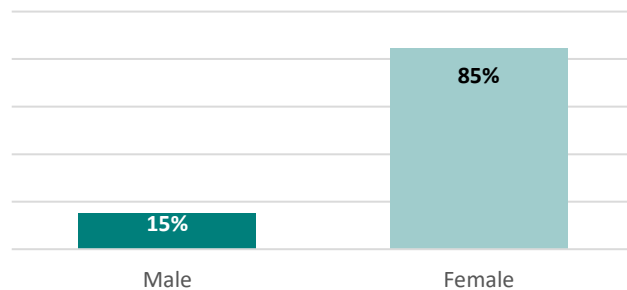
Employment Status



Employed	N	%
Full-time	70	42.9%
Part-time	30	18.4%
Retired	27	16.6%
Homemaker	17	10.4%
Student	0	0.0%
Unemployed	5	3.1%
Other	14	8.6%
Total	163	(n=163)

Respondent Gender

Gender	N	%
Male	27	15.3%
Female	149	84.7%
Total	176	(n=176)



Services Received	N	%	Population
Community Employment	14	7.9%	5.8%
Facility-Based	60	33.7%	23.6%
Early Intervention	45	25.3%	27.6%
Education Services	6	3.4%	4.6%
Residential	79	44.4%	39.1%

Survey Instrument

SATISFACTION WITH MCBDD

- On a scale from 1 to 10, where 1 means not at all satisfied and 10 means very satisfied, how satisfied are you with:
 - Medina County Board of Developmental Disabilities as an Agency?
 - The services and supports [NAME] receives from Medina County Board of Developmental Disabilities?
 - The AVAILABILITY of providers in Medina County?
 - The QUALITY of providers in Medina County?

SERVICES AND SUPPORTS

- Overall, do you feel that (NAME) is happy?
- Are services and supports available when <NAME> needs them?
- Does (NAME) get all of the services that he/she needs?
- Were there any services that you or <NAME> needed in the past year that you were unable to get?
 - IF YES: What would that be?
- Do the services and supports change when [NAME]'s needs change?
- Are there things that make it difficult for (NAME) to:
 - Get the services and supports needed? What would that be?
 - Do the things he/she wants to do? What would that be?
 - Find employment in the community? What would that be?
 - Participate in the community? IF YES: What would that be?
- Is there information or resources that you feel your family needs that you are not currently receiving?
 - IF YES: What would that be?
- Do you know where to go when you have a problem that needs to be resolved?
- Do you or (<NAME>) choose the provider agencies who work with your family?
- Do you or (<NAME>) know that you can choose a different provider agency if you want to?
- Do you have access to:
 - Health services for (NAME)?
 - Dental services for (NAME)?
 - Necessary medications for (NAME)?
 - Everyday essentials like food, personal care products, etc. for (NAME)?

INCLUSION / COMMUNITY

- How important is it for [NAME] to be involved in the community?
- How satisfied is [individual] with their involvement in the community?
- Does [NAME]: IF NO: Why not? Would you be interested in [NAME] doing that?
 - Go to restaurants, movies, or sporting events?
 - Participate in any recreation programs?
 - Bowl on a team other than Special Olympics
 - Take exercise classes at a rec center
 - Take Dance classes
 - Take Karate classes at the Karate college
 - Attend events on the Medina Square
 - Belong to any clubs
- If you had to choose just one of the things you were interested in [NAME] doing, which one would you choose?
- What other opportunities for community involvement would you like to have available for [NAME]?
- Who organizes the community activities [NAME] participates in?
- How comfortable would you be with [NAME] participating in community activities not organized by MCBDD or a private provider?
- What, if anything, makes it hard for [NAME] to go out and do things in the community?

SSAs & PLANNING (ONLY ASKED IF HAVE AN SSA)

- On a scale from 1 to 10, where 1 means not at all satisfied and 10 means very satisfied, how satisfied are you with your Service and Support Administrator or SSA?
- Can you contact your SSA whenever you want to?
- Does your SSA:
 - a. Respect your family's choices and opinions?
 - b. Respond to your questions and concerns in a timely manner?
 - c. Help you figure out what you need as a family to support (individual)?
 - d. Help you get you what you need when you ask for assistance?
- Is your SSA, generally, respectful and courteous?
- Does [individual] have a service plan or an ISP? IF YES:
 - a. Did [individual] help develop the plan?
 - b. Did you or another family member help develop the plan?
 - c. Does the plan include things that are important to you and [individual]?
 - d. Is the plan easy to understand?
 - e. Does the plan include all the services and supports [individual] needs?
 - f. Do you get enough information to help you participate in planning services for <name>?
 - g. Do you know when you can make changes to an ISP?
 - h. Do you know how you can make changes to an ISP?
- Do you know the process for filing a complaint or grievance against provider agencies or staff?

HOUSING

- Does [individual] live at home?
 - IF LIVE AT HOME: Have you thought about [individual] moving some day?
(Only asked IF YES to have you thought about individual moving):
 - When you think about it, when would be the right time for [individual] to move (categories)?
 - What factors are most important when deciding where [individual] should live?
 - What type of living situation would you prefer for [individual] –
 - A House OR an apartment
 - A city OR suburban location.
 - How interested do you think [individual] would be in living in a group setting of 3 or 4 individuals?
(Very, somewhat, not at all)
 - How important are each of the following when deciding where [individual] should live... Being close to:
(very, somewhat, not at all)
 - Being close to family
 - Being close to church
 - Being close to shopping
 - Being close to restaurants
 - Being close to recreation, social activities, parks
 - Being close to friends
 - Being close to job or day program
 - Would you consider:
 - An Ohio shared living setting
 - an apartment complex only for people with disabilities
 - What city or town would you prefer?
 - How much do you think [individual] could afford to pay each month?
 - Which of the following types of assistance do you think [individual] will need to live on their own:
 - Financial
 - Household tasks such as laundry, cooking and cleaning
 - Personal care
 - Doctors' appointments
 - Shopping or other errands
 - Transportation to work
 - Transportation to community and social events
 - Something else that wasn't mentioned?
 - IF DO NOT LIVE AT HOME:
 - Is (individual)'s home accessible for all his/her needs?
 - Do you feel that (individual)'s residential setting is a healthy and safe environment?
 - (IF receive res services) Do you feel that the residential provider ensures that (individual)'s needs are met such as banking and medical appointment? Would you say these needs are:
Always met, mostly met, sometimes met, mostly not met, or never met?
- (IF receive RES services)
- On a scale from 1 to 10, where 1 means not at all satisfied and 10 means very satisfied, how satisfied are you with:
 - a. the Residential SERVICES or in-home supports you receive
 - b. the staff that help (individual) at his/her residential setting or provider of in-home supports?
 - Does the agency providing residential services or in-home supports to (individual) involve you in important decisions?

ADULT SERVICES (ONLY ASKED IF RECEIVE ADULT SERVICES)

- How satisfied are you with the DAY SERVICES/COMMUNITY EMPLOYMENT services (individual) receives? On a scale from 1 to 10, where 1 means not at all satisfied and 10 means very satisfied, how would you rate your satisfaction with these services?
- How satisfied are you with the staff that help (individual) at his/her facility/job? Would you say very satisfied, somewhat satisfied, or not at all satisfied?
- Do you believe that (individual) is currently receiving center-based/ community employment services in the most integrated setting possible?
- Do you feel that [individual]'s day or employment setting is a healthy and safe environment?
- Does [individual] want to work in the community?

Just Community employment

- Does the agency providing employment services involve you in important decisions?
- How satisfied are you with the number of hours (individual) works per week? Would you say very satisfied, somewhat satisfied, or not at all satisfied?
- How satisfied are you with (individual)'s rate of pay? Very satisfied, somewhat satisfied, or not at all satisfied?
- Do you feel (individual)'s employer is supportive and helps [individual] to be successful in their job?
- Do you feel that [name]'s employer has an understanding of the contribution (name) makes on the job?
- Do you feel that (name's) COWORKERS have an understanding of the contribution (name) makes on the job?

CHILDREN SERVICES

Early Intervention

- How did you learn about Early Intervention Services?
- How satisfied are you with the EARLY INTERVENTION services that (individual) receives?
- How satisfied are you with your Early Intervention staff?
- How much do you agree or disagree with the following statements? (strongly agree to strongly disagree scale)
 - My Developmental Specialist is knowledgeable about child's development.
 - My Developmental Specialist responds to my questions and concerns.
 - The strategies given to me by my Developmental Specialist easily fit into the daily routines of my family.
 - My Developmental Specialist keeps scheduled appointments.
 - My Developmental Specialist provides me with information and materials as promised.
 - I am better prepared to be my child's best teacher as a result of my Early Intervention services.
 - My child made progress as a result of our participation in the Early Intervention Program.
- Do you receive information about the status of your child's development? Is it easy to understand?

Education Services

- How would you rate your satisfaction with the PRE-SCHOOL OR SCHOOL AGE services [individual] receives?
- Do you receive information about the status of your child's development? Is it easy to understand?
- Do you feel that your pre-school or school age services are offered in the most integrated setting possible?
- Do you understand the process of the development and revision of your child's IEP? – If No, Why not?
- On a scale from 1 to 10, where 1 means not at all satisfied and 10 means very satisfied, how satisfied are you with the staff who help your child at Windfall school?

PLANNING AND DIRECTION

- What do you think will be some of the challenges facing Medina County Board of DD and people with developmental disabilities in Medina County in the next few years?
- If you had to choose just one, what one area do you think MCBDD should be doing more for in the next three years?
- How important are each of the following things to you on a scale of 1 to 10 where 1 means not at all important and 10 means very important. First...
 - Community Employment
 - Job training
 - Early Intervention
 - Educational Services
 - Community involvement
 - Transportation
 - Residential support
 - Provider availability
- If you had to choose, which one is MOST important to you? Which is NEXT most important? Next?
 - Community Employment
 - Job training
 - Early Intervention
 - Educational Services
 - Community involvement
 - Transportation
 - Residential support
 - Provider availability
- What types of trainings or presentations would you like MCBDD to provide for parents and guardians in the future?
- How can Medina DD better serve the needs of [name] and your family?

COMMUNICATION

- Thinking only about general informational materials, how would you rate the QUALITY of information received from MCBDD on agency programs, services, special announcements, and special events? Would you say it is excellent, good, fair, poor, or very poor? (if poor: why is that?)
- Would you say the amount of information you receive from MCBDD is too much, just the right amount, or not enough?
- Have you received or obtained information from MCBDD from any of the following sources in the past year (rate each in terms of how well it keeps you informed):
 - MCBDD website
 - Mailings & letters sent to your home
 - E-news
 - Social Media – IF YES: Which social media site(s) did you get information from?
- How well does (each from list above) keep you informed about MCBDD? Would you say very well, somewhat, or not at all well?
- How do you prefer to receive information about programs and services from MCBDD:
 - Website
 - Mailings/US MAIL
 - E-News
 - Meeting with SSA
 - Social media - IF YES: Which social media site(s) do you prefer to receive information on?

- Which SOCIAL MEDIA SITES do YOU use?
 - Facebook
 - LinkedIn
 - X (formerly Twitter)
 - YouTube
 - Pinterest
 - Instagram
 - SnapChat
 - TikTok
 - None of the above
- Which SOCIAL MEDIA SITES does [individual] use?
 - Facebook
 - LinkedIn
 - X (formerly Twitter)
 - YouTube
 - Pinterest
 - Instagram
 - SnapChat
 - TikTok
 - None of the above

TECHNOLOGY

- Remote support services uses two-way communication such as home based sensors, cameras and other technologies to allow an off-site caregiver to monitor the safety needs of individuals with disabilities. If remote support services were available for your family, how likely would you be to use them? Very, somewhat, not at all? If not at all: Why is that?
- How often did you use the following in the past year? Daily, weekly, monthly, Once, Never
 - Social media
 - Text messaging
 - Email
 - Access videos via iTunes, YouTube, Apple TV, etc.
 - Virtual personal assistant tools like Alexa or Siri
- How much do you agree or disagree with the following statements?
 - Using technology can help improve the quality of life my child
 - Technology can help my child be more independent
- Have you received any technology support services from MCBDD?
 - If yes: Overall, how helpful were they? Very helpful, somewhat helpful, or not at all helpful?

DEMOGRAPHICS

- Now just a few more questions and we'll be done... Are any other members of your family currently receiving services from Medina DD? IF YES: How many?
- Are you a primary caregiver for [name]?
- Are you the legal guardian for [name]?
- Typically, how often do you see [name] each year? Would you say 1 to 3 times, 4 to 6 times, 7 to 12 times or more than 12 times a year?
- In what year were you born?
- Do you identify as male, female, or something else?
- What is the highest grade of school or year of college you have completed?
- Which of the following best describes the total yearly income for your family before taxes?
- What is your present employment status?
 - Employed full-time (35 or more hours a week)
 - Employed full-time (34 or fewer hours a week)
 - Retired
 - Homemaker, not employed outside the home
 - Student, not working
 - Unemployed
 - Other (please specify)