



Annual Report

2020

Message from the Superintendent



Michael Zinno, Superintendent

As the Superintendent of the Jefferson County Board of DD I am pleased to present our 2020 annual report. Please take a few minutes to get a better understanding of our programs, achievements, and challenges. Despite being what could be described as the most difficult time in our program history, we have moved forward and continued to support our provider network, employees, individuals, families, and our community. I am proud that our program continues to be both a provider and administrator

of DD services. Some major highlights of our annual report are listed below.

I want to thank everyone that makes the County Board what it is today. Despite the obvious challenges of 2020 we were able to move forward. I am looking forward to 2021 and meeting the challenges that lie ahead. We will continue to focus on improving community integration, supporting our private provider network, improving the services available to individuals served, expanding housing options for people

served and increasing community employment opportunities for people served. To accomplish these important initiatives will take the entire DD community. That includes the County Board, the private provider network, and the community at large. I challenge everyone to move the dial forward to support individuals with special needs and their and families.

Yours truly,
Michael Zinno,
Superintendent

Annual Report

- 02 Message from the Superintendent
- 04 Results
- 05 Financial Results
- 06 Customer Results
- 07 Internal Processes Results
- 08 Learning and Growth Results





Results

Financial Results

A major focus of the County Board was to maintain financial sustainability. To accomplish this the County Board focused on improving organizations cost efficiency. Below are some of the key financial results that occurred in 2020 by focusing on cost efficiency.

Revenues and Expenses

Revenues decreased by 2.7% and expenses decreased by 7.4%.



COVID Relief Funds

The County Board was able to secure \$288,000.00 in COVID relief funds.



Cash Reserves

County Board was able to maintain a solid financial status by increasing cash reserves by 7%.



Waiver Costs

Due to COVID, Waiver costs increased by over \$164,000.00.



Non-Waiver Costs

Due to COVID, the County Board Non-Waiver costs decreased from 2019 to 2020 by slightly over \$22,000.00.



Jeffco Center

Consolidation of operations into the remodeled Jeffco Center has provided for better communication among departments and greater cost efficiencies.

Customer Results

Another key focus area for the County Board was to be a resource for its various customers. The County Board sought to improve customer engagement by providing additional supports to Provider organizations, engage the community, reduce the amount of people waiting for services from the County Board and increase options for housing. Below are some of the key activities that were completed in 2020.

CPR & First Aid Training

The County Board implemented CPR/First Aid Training for 40 Direct Support Professional provider staff.

Provider Recruitment

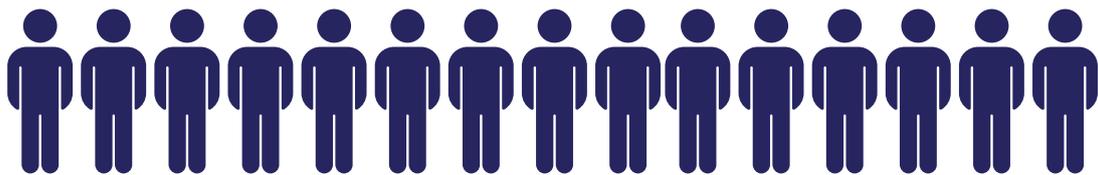
The County Board helped to recruit one new independent provider in 2020.

Provider Support

The County Board provided over \$50,000.00 in support to providers which included purchasing Personal Protective Equipment (PPE) for providers to support safe working environments and offered 25 additional provider services through MEORC, at no additional cost.

Waitlist Assessment

The County Board completed 15 Waitlist Assessment for all individuals waiting for services in 2020.



Service & Support

The Service and Support Administration department provided oversight on 183 Medicaid waivers and an additional 25 supported living individuals. This was an increase in 3 Medicaid waivers from 2019.

Jeffco Center

Our new Jeffco Center is now a community resource supporting our provider network, individuals, families, and employees. The Jeffco Center was used to support the county-wide COVID vaccination program and other smaller functions.

SET

Student Empowerment Tour (SET) visited 5 local Jr and Sr High Schools, discussed with over 350 transition students: self-advocacy/determination, employment options, post-secondary education, and workforce certification and licensures services and supports.

Internal Process Results

To better serve individuals and families with developmental disabilities the County Board focused in 2020 on locating resources to meet the needs of the people served. To improve communication and improve options for individuals and families served the County Board focused on expanding transportation options, expanding the youth transition program with local school districts, and improving organizational communication. The key accomplishments for 2020 are listed below.



The County Board partnered with the OMEGA Region 9 steering committee and the mobility partnership for human services committee to increase transportation options in Jefferson County.



The County Board school program continued to serve school age children during COVID and is projected to be back to normal operations within the next 4 to 6 months.



The County Board school staff support committee met periodically to improve communication, address issues and worked to improve organizational morale through activities to engage the workforce.



Despite the pandemic, the County Board was able to implement a summer youth program to provide job training and coaching to 8 youth.



There was a decrease of 3% in youth (age 3-11) served in the school in 2020 due to students aging out of the program and due to the impact from COVID.



The County Board coordinated and monitored 55 adults with their employment goals in 2020.



To support increased organization communication all County Board staff now receive an annual individual benefits letter and welcome letter that outlines professional growth and career opportunities.



The County Board met with 96 students bi-monthly discussing self-advocacy/determination, Pre-ETS (Employment Transition Services) and other transition to adulthood services and supports.



The Multi-Agency Transition Youth team met monthly to discuss best practice methods for helping students transition into adulthood smoother.

Learning & Growth Results

A major focus for the County Board in 2020 was a focus on its workforce, Information Technology, and facilities. The County Board's goal was to enhance the working environment for its employees. To accomplish this goal the County Board focused on improving the organizational culture and improving operation efficiencies. The key initiatives that were worked on include employee engagement and development, optimizing the use of IT and the launch of the Jeffco Center. Below are some activities that were accomplished.



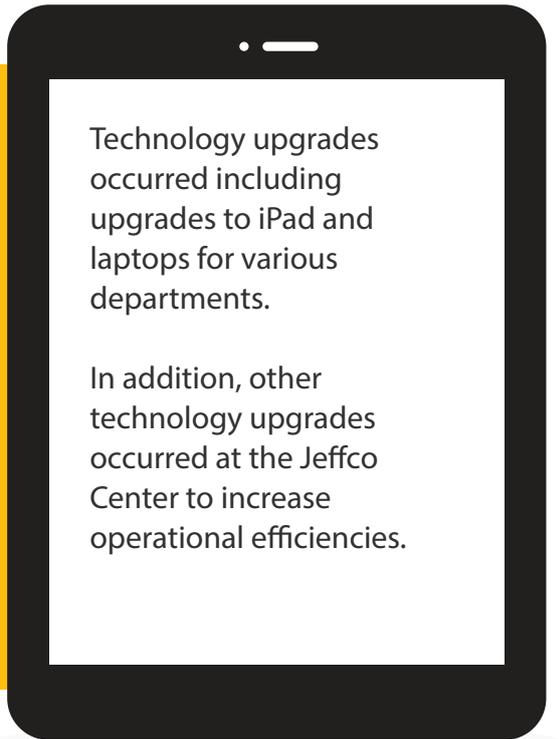
The opening of the Jeffco Center allowed for consolidation of buildings, improved technology for employees and improved communication.



Employee Engagement Survey was conducted with all staff to gather feedback from employees.



Implementation of hazard pay for Shaffer Plaza staff during the pandemic.



Training Opportunities

School staff now have access to Safeschools that is completed monthly.

Safeschools Online Training

Employees began Good Life Trainings to learn about customer service and gain skills to improve relationships with people they serve, co-workers and key partners.

Good Life Online Training

5 Staff implemented virtual trainings to gain skills for IT and increase opportunities for professional development through New Horizons.

Information Technology Training

Early Intervention staff conducted online training to gain more knowledge about Early Intervention programs.

Early Intervention Training



Dedicated to providing a
pathway to opportunities
through choices.



Jefferson County Board of Developmental Disabilities
256 John Scott Hwy #3001,
Steubenville, OH 43952



Website: www.jcbdd.com



Facebook: <https://www.facebook.com/JeffersonCountyBoardofDD/>