



# Annual Report 2021

# Message from the Superintendent



Michael Zinno, Superintendent

As the Superintendent of the Jefferson County Board of DD I am pleased to present our 2021 annual report. Despite the continuation of an exceedingly challenging time, our organization continues to provide the highest quality of services, and we have increased our focus on how to support our employees, individuals, families, provider network, and our community better. We are excited to share our programs, achievements, and challenges.

I want to thank every employee that continues to work diligently at

providing high quality services, and who have made the County Board what it is today. That commitment, despite the obvious challenges of 2021 has continued to move us forward.

I am looking forward to 2022 and meeting the challenges ahead. We will continue to focus on improving community integration; strengthening the private provider network; refining school-age services and supports; create more efficient processes within all departments to streamline our delivery of services; and increase

community housing and community employment services.

At the County Board we have dedicated ourselves to providing a pathway to opportunities through choice for the individuals we serve, and we encourage everyone to help us move the dial forward even more, by working with and alongside us to support individuals with special needs and their families.

**Yours truly,  
Michael Zinno,  
Superintendent**

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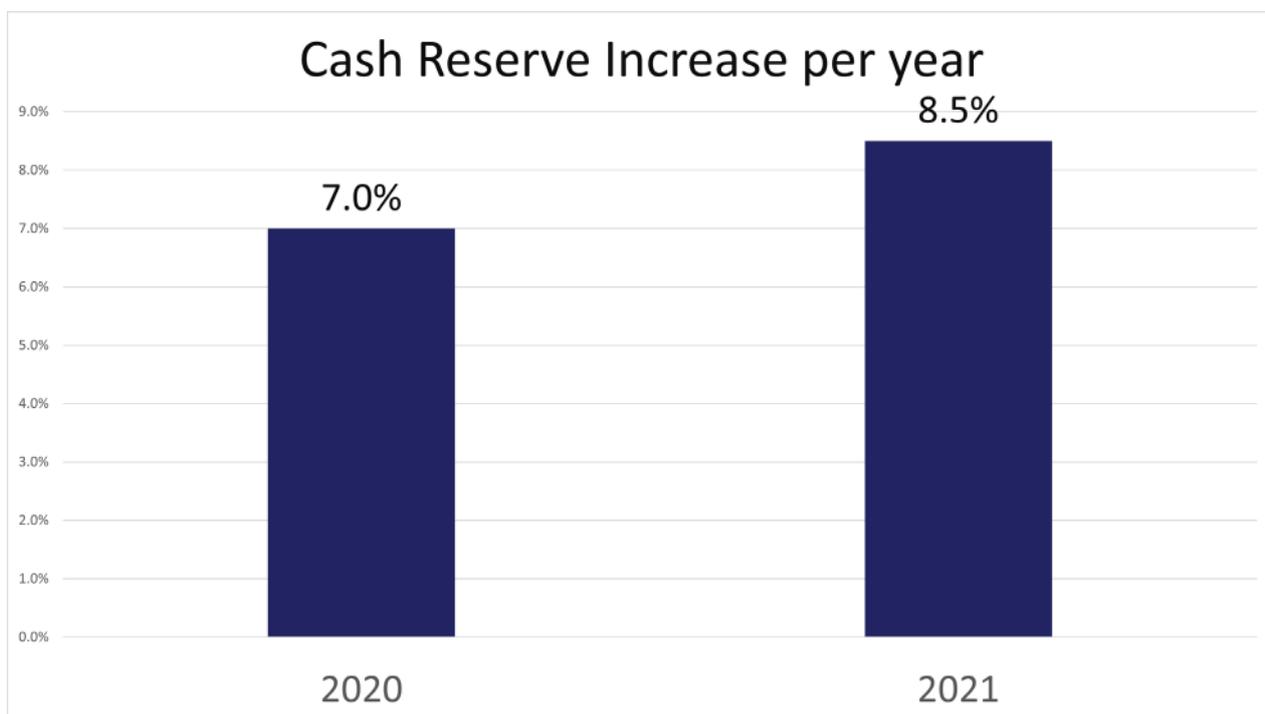
# Results

# Financial Results

A major focus of the County Board was to maintain financial sustainability. To accomplish this the County Board focused on improving the organization's cost efficiency. Below is the key financial results that occurred in 2021 by focusing on cost efficiency.

## Cash Reserves

County Board was able to maintain a solid financial status by increasing cash reserves by 8.5%, an increase compared to 2020.



# 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 2021.

## Provider Supports

### Provider Recruitment

Developed and implemented provider recruitment incentive and attracted 4 new providers to our network.



### Provider Training

In our 2nd year of assisting our provider network, we provided numerous in-kind trainings along with over \$5,000 in training in 2021.

### Provider Feedback

Hosted our first ever private provider meeting to discuss needs and services.

## Community Engagement

### Community Cohorts

Increased community cohorts by 14 partners.



### Jeffco Center

Jeffco Center has become a community resource, hosting over 75 events.

### Community Home

Funded a community home on Lacy Drive, Steubenville, and discontinuation of a house on Lawson Ave, Steubenville.

# Internal Process Results

To better serve individuals and families with developmental disabilities the County Board focused 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 2021 are listed below.



Despite COVID and mask mandates, early intervention and school-age programs provided hybrid (in-person and remote) services.



School of Bright Promise established a more diverse transition program for students age 14 and older.



Increased our transportation options by 1 provider.



Completed agency-wide minimum wage increase for direct care staff.



Summer youth employment program offered job training / coaching to a record high, 15 youth.



Received a 3-year CARF accreditation in community employment.

# Learning & Growth Results

A major focus for the County Board in 2021 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.

## Employee Engagement

To increase organizational communication and employee engagement to attract and retain a quality workforce, JCBDD implemented the following.

1

Implementing our 2nd agency-wide survey

2

Welcome and renewal letters to all new and current staff

3

Enhanced employee training

4

Hazard / supplement pay

5

Recruitment incentive



**Dedicated to providing a  
pathway to opportunities  
through choices.**



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