

County Board Administration Rule "responsibilities"

The Board has certain responsibilities delineated in the Ohio Revised Code. These include, but are not limited to:

1. **Information and Referral without Regard to Eligibility:** Eligibility for Board services is established by state law. The Board uses the Ohio Eligibility Determination Instrument and the Children's Ohio Eligibility instrument to assess eligibility. Both are instruments approved by the Ohio Department of Developmental Disabilities for use by all county boards of developmental disabilities in Ohio. Centralized eligibility determination and intake activities are completed by Board staff located at 565 Industrial Parkway Heath, Ohio. If an individual is determined ineligible for Board services, information and referral services will be provided (with the individual's consent) with the goal of linking the individual with alternative resources.
2. **Service Coordination:** Board Staff that bear the title of "service coordinator" provide service and support administration which is required of county boards of developmental disabilities by state law. The functions of service and support administration are defined in the Ohio Revised Code. Service coordination staff is physically located at 565 Industrial Parkway in Heath Ohio. Service coordinators providing service coordination to children birth through age two are physically located at the E.S. Weiant Center, 116 N. 22nd Street Newark Ohio. Service coordination to these young children and their families is provided in partnership with the Licking County Children and Family First Help Me Grow Program. Upon verification of eligibility, all adults receive service coordination support. Children ages three through sixteen years of age receive service coordination support when it is requested by the family, or the child and family are at risk. Interested individuals and agencies, including local school districts, may make referrals for service coordination by calling 349-1420. In the case of an infant or toddler not yet three years old, phone calls should be directed to 344-1219.
3. **Service Monitoring:** Service coordinators monitor services at the individual level. This monitoring takes place during visits to the home and other types of face to face "visits", regular review of service plan documentation, ongoing communication (formal and informal) with direct service providers and family members, completion of satisfaction surveys, and participation in team meetings.

The Board's website provides an avenue for individuals and families to share feedback about Board services at any time. This information is regularly collected and used in outcome measurement and for improvement purposes.

A statistically valid random sample of individuals and families are surveyed annually using the National Core Indicators survey instrument. This instrument was developed and validated by the Human Services Research Institute in Cambridge Massachusetts. The results of these surveys are shared with Board staff, other service providers, and families. They are used in ongoing strategic planning and process improvement. The Board also monitors services through outcome measurement. Data is regularly collected and reports generated.

MEORC performs required supported living quality assurance reviews for individual receiving supported living and individual option waiver services. Data from completed quality assurance surveys is used to design individual quality improvement plans. It is also used at the organizational level in outcome measurement and strategic planning.

4. **Crisis Intervention:** The Board must have a system to assure that individuals experiencing an emergency can access Board services twenty-four hours a day. An emergency is defined as any situation which may threaten the life or well-being of an individual with a developmental disability. An individual or family experiencing an emergency situation between the hours of 8:00 a.m. and 4:30 p.m. should contact the service coordination office at 349-1219. If the emergency occurs before 8:00 a.m. or after 4:30 p.m. the crisis hotline at Pathways of Central Ohio should be contacted at 211. Pathways staff will connect the individual or family to the Board service coordinator who is "on-call".

5. **Major Unusual Incidents:** The Board is required by Ohio Revised Code to report and investigate certain incidents that may affect the health and safety of an individual with developmental disabilities. The Board is a member of the Mid East Ohio Regional Council of Government (MEORC). MEORC performs the investigations required by Ohio Revised Code on behalf of the Board. The Board's Major Unusual Incident Coordinator takes reports of suspected incidents and evaluates them. Those incidents that meet the criteria for a major unusual incident are filed electronically on the Ohio Department of Developmental Disabilities' (DODD) Incident Tracking System (ITS). Staff is trained annually on the requirements of the DODD rule specific to major unusual and unusual incidents. Additional guidance regarding the review and assessment of major unusual and unusual incidents can be found in the Board's Administrative Policy "Incidents Adversely Affecting Health and Safety" and the accompanying procedures.