

## FAIRFIELD COUNTY: *In the Zone*

By Terri O'Connell, Editor

If you've ever doubted the value of a powerful mission statement, a visit to the Fairfield County Board of MRDD will make you a believer. The board's mission statement, "*to connect resources and create opportunities so people can lead fulfilling lives and make meaningful contributions,*" anchors the organization's steadfast commitment to align services and supports with principles of self-determination. The mission has also inspired new service designs that are producing improved outcomes and high levels of customer satisfaction. Fairfield County is indeed operating in *The Zone* - but not just figuratively.

Commuters and faculty at the Lancaster branch of Ohio University find good food, cheerful service, and a pleasant place to study or mingle at *The Zone*, the campus student services center operated by Fairfield Industries, Inc. Four days a week, from 10:30 am to 2:00 pm, a changing menu of hot food items is professionally served from the center's spotless, stainless steel kitchenette. When the kitchen is closed, fully stocked vending machines at *The Zone* and other campus locations (15 in all) supply food, snacks, and beverages to those on the go. The vending service is also operated by Fairfield. And business is growing. Ordered in advance, *The Zone* delivers coffee and pastry for morning meetings. Freshly prepared box lunches are available for campus and other events. Expanded hours for the kitchen are being tested.

With the mission "to connect resources and create opportunities" and a quality improvement objective to increase supported employment by 20% annually, Bob Gaston, Director of Adult Services Options, recognized opportunity when it came knocking in August, 2006. BSVI, unable to staff *The Zone*, recommended that the University contact Fairfield Industries, Inc. as a possible vendor. Gaston jumped at the chance to forge a new partnership.

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Katrina Tipple, left, and Leah Maynard prepare for the "lunch rush" at The Zone, the food service area at Ohio University-Lancaster.

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**AND NOW, A WORD FROM YOUR  
PRESIDENT: Melanie Stretchbery**

Well, it's been about five months and three newsletters since I became President of our venerated association. I suppose that it's time to provide the expected commentary. Now those of you who know me on a more personal level know that I always have something to say about this or that, so what's the big deal? Well...one's words are memorialized here! That which is written should be important, intelligent, and informed. Do you realize how intimidating that can be for a person? I've finally decided that I can't worry about that right now. We're far too busy! Thus, in this inaugural note, I thought it would be helpful to provide an update to the membership regarding some of our endeavors as an association and who our point people are for each topic.

**Self-Determination** – Liz Prather (Richland) has been our representative in past meetings regarding self-determination! And by the way, congratulations to Liz as she is now the official Superintendent of Richland County!!! We will name a new representative to self-determination in the near future. At present, one does not hear much about the self-determination movement per se. However, Director John Martin continues to address the topic of choice in his presentations, especially in his budget testimony, and we are thus hopeful that this topic will not be lost in all of the waiver discussions.

**Alliance of Ohio Work Centers** – Jim Brown (Medina/Windfall Industries) and Blair Brubaker (Miami) have been

keeping us informed regarding this issue. The State Use Committee is officially disbanded and the OIH may be changing their name. Administrative rules have not been promulgated regarding all areas at this time.

**Behavior Support** – The Department has not yet prioritized the development of the behavior support rule. Susan Dlouhy and Melanie Stretchbery (Wood) have previously represented OAAS on this rule committee. Meanwhile, the conference committee led by Kyle Miller (Licking) is finalizing the review of OAAS's recent behavior support conference. More than 190 people attended the conference and feedback was very positive! We will be discussing the next steps regarding behavior supports in the very near future.

**Adult Day Service Array** – Melanie Stretchbery represented OAAS on a short-term, highly focused work group led by the Department's Michael Rench to review the impacts of the waiver rules. As you know, Director John Martin received permission from the Centers for Medicare and Medicaid Services (CMS) to delay the full implementation of the waivers for Adult Services and Transportation. The work group prioritized immediate areas for address, including billing documentation; assignment of staff intensity ratio and annual budget versus daily rate concerns for the A1 rating; non-medical transportation billing documentation; (Continued on page 3)

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non-medical transportation provider qualifications; non-medical transportation (non-modified vehicle) rates; and, community-based (generic) older adult services. A recommendation regarding billing documentation for the adult services areas has already been developed and the Department is seeking approval from CMS. We will inform you of the documentation methodologies as soon as we receive approval.

**Wage and Hour** – Susan Dlouhy and Kim Linkinhoker (OACBMRDD) have worked diligently with the Department of Commerce to ensure our compliance with the new requirements. Mark Knuckles will be presenting on the topic at our Fall Retreat in September.

**Business Practices Resource Group** – Don Nalley (Sandusky) and Brenda Smith (Ottawa/Riverview Industries) continue to provide leadership to our membership in this area. In fact, the Non-Profit Excellence-A Matter of Business training is currently taking place. Given the module format of this training, adult service programs can send multiple staff members and participation is limited only by space. Please contact Susan Dlouhy for additional information about remaining modules.

**Quality Management Advisory Council** – Mary Brandstetter (Clark) and Melissa Howell (Perry) represent the association on this work group. OAAS continues to advocate for efficiency in the Department's oversight processes by reducing the number of reviews conducted, especially where duplicate monitoring is provided.

As well, all of you have been representing the adult service providers in local, regional, and statewide issues all along. We have indeed been very busy! Although summer is just around the corner (she said as she typed with the heat still turned on in her office), we won't be able to take it easy over the next few months. We'll have much work to do preparing for the implementation of the new waiver rules. Be assured, however, that your association will keep you as informed as possible and will ensure that training is available and provided where necessary.

In the meantime, I hope to see you at the OACBMRDD Spring Conference on May 23 for the Adult Services track!

“How wonderful it is that nobody need wait a single moment before starting to improve the world.”

–Anne Frank

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*The Zone* is operated as an enclave of Fairfield Industries, Inc. With no equipment costs, the project is already profitable. The site is staffed by supervisor/manager, Kathy Dennison, who brings a job coaching background to the job. During busy periods she receives help from Liz Cox. Both are county board employees. Model worker Leah Maynard is an employee of Fairfield Industries, Inc. Leah is assigned to *The Zone* on a permanent basis to help train and support new employees. Workers at *The Zone* earn minimum wage. The county board provides van transportation.

*The Zone* is structured to serve as an assessment site, explained Workshop Director Lynn Tramontano. Referrals come from MRDD, BVR, and the public school system. The site provides an opportunity for participants to learn and practice skills related to personal responsibility, customer and public relations, food service, and handling cash. Transition age students especially benefit from the opportunity to share a learning environment with age peers. Tramontano says that successful experience at *The Zone* gives workers confidence to seek private sector employment. "People are able to see that I can, you can, we all can together."

*The Zone* is also proving to be a valuable community connection. This past March artists at Fairfield Industries, Inc. received national exposure when the University loaned its gallery to Blue Shoe Arts during a campus event that drew people from across the country. But *The Zone's* most valuable connection may well be its connection to the future. Students at the Lancaster campus, tomorrow's employers and coworkers, have been well served by successful community employment. Imagine the opportunities that lie ahead!

*Fairfield Industries, Inc. is located at 4465 Coonpath Road, Carroll, Ohio 43112.*



## NON-PROFIT EXCELLENCE – A MATTER OF BUSINESS

Submitted by Brenda Smith  
Riverview Industries, Inc.

Two of eight scheduled *Non-Profit Excellence – A Matter of Business* training modules were conducted in March and April. The first module, Critical Elements of Nonprofit Operation, emphasized the important role of the Board of Directors. Guest speaker Bob Titmus, President of United Cerebral Palsy and CEO of ABCO Fire Protection, gave a “GRIPping” presentation on the expectations of board members, titling his presentation “Getting a GRIP on Your Board.”

G – Gratitude  
R – Responsibility  
I – Intention  
P – Perspective

Mr. Titmus discussed the difference between the “right” person and the “best” person as a member of the board of the nonprofit. The “best” person may have terrific credentials, be affluent, and may desire to be a part of the board as an asset – *to his/her own resume...or whatever the feather in the cap might be*. Conversely, the “right” person serves on your board because he/she believes in and supports the mission, values, and goals of the nonprofit. At every opportunity this person will advertise the positive actions taken by the organization to improve the lives of people with disabilities. This board member is the “right” person because they have a GRIP. They appreciate the ability to serve, understand the

responsibility attached, serve with the intention to use their skill set, and keep their role in perspective.

The April module of the series addressed competitive edge, focusing on operational and business aspects of the organization with an interactive presentation on social enterprise, risk, and feasibility analysis. David Visocky, CFO of Cuyahoga CBMR/DD, talked about the definition of and relationship with the customer. The topic generated much discussion as participants worked to identify the “primary customer” of the nonprofit, regardless of public or private status. Included as possible customers were individuals served, the county board, and the business customer. Mr. Visocky also gave a comprehensive presentation on Strategic Planning and shared written materials from the Cuyahoga county board experience. He discussed identification of strengths and weaknesses, launching an enterprise and measuring success, and awareness of indicators negatively affecting the operation.

The format for the *Non-Profit Excellence* series includes interactive presentation, guest speakers, and group activities. Recognizing that no two programs are alike, much of the training material is broad in scope. But the training is designed to stimulate thinking and participants are encouraged to share local experiences with the group. In this way the material becomes specific and participants learn from each other as ideas on best practices are shared.

The March and April sessions received positive evaluations. Comments included,  
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“It gave me many perspectives of the different types of agencies and their boards” and “variety of presentation methods keep interest; panel allowed for individualized information for participants.” The series continues once a month May – October.

Topics will include finance, marketing, human resources, accountability, sustainability, and privatization. Sessions are \$89.00 each. To see the remaining schedule and to register, visit the OAAS website at [www.oaas.org](http://www.oaas.org) and click on conferences and training.

*The committee wishes to thank Jesse Roberts and Rachel Hayes, Union County Board of DD, for providing the facilities and arranging breakfast and lunch for the group.*

## **BUSINESS PRACTICES RESOURCE GROUP NEEDS YOUR INPUT!**

The OAAS Business Practices Resource Group (BPRG) is coordinating the *Non Profit Excellence – A Matter of Business* series. The final module (October 9, 2007) is on Privatization and BPRG is requesting input. The committee wants the Privatization module to meet the needs of participants and provide practical information. To organize this effort BPRG will meet at lunch during the May 8 training (module 3). If you are interested in the topic of Privatization and are not attending the May 8 session, please contact

Brenda Smith, 419-898-5250, ext. 316,  
e-mail: [brenda.smith@riverviewindustries.org](mailto:brenda.smith@riverviewindustries.org);  
or Don Nalley, 419-334-9090, ext 123.

**We want to hear from you!**



## **Building Bridges in Licking County**

Submitted by **Kyle Miller**

To improve services to eligible adults, Licking County recently used an OAAS Building Bridges mini-grant to enhance collaboration between its Adult Services and Service Coordination departments. As proposed, management staff met monthly and two additional meetings were held with habilitation and service support staff. OAAS grant money was used to purchase food and refreshments in order to make meetings relaxed and inviting.

A predetermined agenda guided each meeting, addressing current issues and changes in both departments as well as miscellaneous items. Meetings were well attended and provided an open platform for discussions that otherwise might have been overlooked or missed. This platform also allowed for adult services staff to gain a better understanding of waiver transition and how transition directly, and indirectly, affects day services. More recent meetings provided an opportunity to assure that staff members of each department were as up-to-date as possible with the new rule for the “Array” of Adult Services.

One common topic that came up consistently in each meeting was communication, and how to improve communication across departments. Since this topic is so important to excellent services we utilized the last meeting with habilitation and service support staff as an opportunity to bring in a presenter to review “Positive Communication.” This was a very successful finale since it provided tools and techniques to improve communication among staff that work together and communicate regularly.

By making all meetings collaborative and non-confrontational, discussions were open. The time spent together enhanced overall working relationships by allowing an opportunity to share information and insights. Licking County thanks OAAS for support and resources to improve services to individuals in our county!

## **LEAD to SUCCEED!**

Good leadership and management throughout an organization are fundamental to agency excellence and success. To promote leadership and management development in the county board system, the OACBMRDD and OAAS are sponsors of the Lead to Succeed Leadership Program, conducted by the Medicaid Consulting Group, Inc. and Dublin Management Group, Ltd. Lead to Succeed is an individual development program in which participants from all areas within the county board will have the opportunity to broaden their perspectives, enhance their leadership skills and learn from others. Classes are limited to 50 participants to allow for the free flow of communication and the sharing of ideas. The core of the program is designed for those who wish to share knowledge and experiences, while improving leadership and communication skills.

The key areas of curriculum focus will be specific skill development, leadership development, goal-setting, and communication. The program will also focus on enhancing general knowledge of the workplace environment, government agencies, and increasing overall knowledge of county board programs. Lead to Succeed will be conducted over six sessions, one each month July through October 2007. Training will be held at 400 W. Wilson Bridge Road, Worthington, Ohio. Sessions will run 9:00 am to 4:00 pm. The Lead to Succeed series has been approved by ODMRDD for 30 hours of continuing education credit. Tuition is \$499.00 per person for the 6-month program and includes class materials and lunch. Special discounts are available for groups of 6 or more from the same agency. Lead to Succeed also can be customized for on-site county programs. Please call Kenneth W. Albert at 614-864-4100 to discuss program rates.

For more information about the Lead to Succeed curriculum visit the OAAS website at [www.oaas.org](http://www.oaas.org) and click on conferences and training. You may also register online at [www.dublinmanagement.com](http://www.dublinmanagement.com) or by phone at 614-864-4100 (Ask for Jaclyn).

### **MUI TRAINING EXTENDED**

The MUI Registry Unit has announced additional dates for New MUI Rule training. The new MUI rule identifies important provider requirements. OAAS encourages public and private providers of adult services to attend training. The additional training dates are May 9 and June 27, 2007. Sessions are conducted from 9:00 am to 4:00 pm at the Columbus Developmental Center. Registration is \$25.00. Registration forms can be downloaded from the ODMRDD website or requested by sending an email to: [amy.kimberly@dmr.state.oh.us](mailto:amy.kimberly@dmr.state.oh.us). Questions can be directed to Amy Kimberly at (614)387-0281.



# Plan Now for Summer Safety!

By Terri O'Connell, Editor

With the approach of warm weather many of you are beginning to schedule and plan summer activities. Consumers, staff, and volunteers all look forward with great anticipation to the coming season's picnics, day trips and other special events. Good planning now can help assure a safe summer for everyone. Because special occasions and outdoor activities are not part of normal routine, careful attention is required to make sure all safety issues are identified and addressed proactively.

The excitement and novelty of summer events create conditions that are ripe for common medical emergencies. The first and most serious of these is choking, the major cause of medical emergencies in our field. Special events present many distractions and people are often tempted to eat quickly, or on the run. These eating behaviors increase the risk of choking. There may also be a temptation to relax dietary restrictions "just this one time." Prescribed diets and food texture must be consistently and reliably maintained to assure health and safety – no exceptions.

If choking does occur, first aid training should be followed. A staff person trained in First Aid/CPR should be in attendance on every outing and at every special event. It's further recommended that a health care professional be immediately notified whenever the Heimlich maneuver has been implemented. Individuals who require the Heimlich maneuver should be checked by a medical professional, even if they appear fully recovered.

Sunburn is a second serious health concern and a common basis for MUI reporting. As few as thirty minutes of sun exposure can produce sunburn. Prior recent sun exposure, prior skin injury, and the use of certain medications increase sun sensitivity. To protect against sunburn make sure all activities allow access to shaded areas. Avoid direct sunlight whenever possible. Assure the availability of protective clothing such as wide brimmed hats and long sleeved shirts. Make sure eyes are protected. Use sunscreen to protect exposed skin. Apply sunscreen liberally and often.

And be prepared for insect bites and bee stings, the effects of which can range from annoying to serious. Make sure staff are completely knowledgeable about each individual's allergies and trained on emergency protocols. Be certain all necessary medical antidotes are properly stored and immediately available.

Train staff. Train consumers. Train volunteers. Plan ahead. Be prepared. Have fun in the sun, **safely**.

For more information go to [www.odmrdd.state.oh.us](http://www.odmrdd.state.oh.us). Click on "Health and Safety." Click on "Health and Safety Alerts." See Health & Safety Alert #2-5-06 and #18-8-06.

## ADULT DAY ARRAY: CURRENT STATUS

*By Terri O'Connell, Editor*

Earlier this year the Ohio Department of MRDD suggested a “pause” of the work related to waiver reimbursement transition. County Boards and providers of adult day services were advised to consider the “pause” as a period of time to continue the delivery of adult day services as they were in place prior to 1/1/07. County Boards were instructed not to convert any adult service, including transportation, to the new day array rules during the “pause.” In addition, reimbursement of Day Habilitation services was extended to 12/31/07.

ODMRDD updated these waiver transition instructions in a 3/19/07 memorandum. Current instructions indicate that during the ISP planning process, Service and Support Administrators should continue to advise individuals enrolled on IO or Level One waivers and their guardians of their option to receive one or more of the new Adult Day Waiver services that became available on January 1, 2007.

A work group that includes OAAS representation continues to evaluate potential changes to the new Day Service Array package. The work group is currently evaluating efficient methods for documentation of staffing ratios. Reporting on their progress Kim Linkinhoker, OACBMRDD, indicates that it is not known at this time what the final changes might be. It does appear that service definitions for Day Array and the use of the acuity instrument in some manner will remain unchanged, at least short term. ODMRDD has indicated that they will not offer to CMS any proposals that fundamentally change the originally approved tenets of the reimbursement system.

Kenneth Albert, President of Medicaid Consulting Group, Inc. advises providers of adult services to use the “pause” as an opportunity to assure compliance with provider certification standards as identified in 5123:2-9-17, HCBS waivers – adult day support and vocational habilitation. The rule identifies general requirements, written assurances, and standards/requirements for training that are required of certified providers. New for some providers is a requirement for written policies and procedures that address individual satisfaction, quality management, and staff training plan. In addition, staff that provide Day Array services must meet waiver certification requirements. Albert advises that persons who hold ODMRDD substitute level registration may not meet this requirement. He further urges providers to notice that CEU timeline requirements under the waiver program are different for Adult Day Support/Vocational habilitation and Supported Employment Personnel.

Updated information on waiver reimbursement transition is expected from ODMRDD within the next few weeks. As instructions are clarified OACBMRDD will organize additional training to support implementation activities.



## ***YOU SHOULD KNOW....***

I recently learned that an alarming number of Americans cannot correctly answer the question, “What is Magna Carta?” Truly, I was stunned. I mean, who wouldn’t know that the Magna Carta is what gave us Louisiana and Texas? My mother sent me on a trip down memory lane when she responded, “I think Magna Carta is the color we painted the living room in 1968.” OAAS Administrator Susan Dlouhy was quick with her answer to the question. Susan shuffled forward a few feet, dipped her left shoulder, slid back a few steps and said, “See, it’s a Caribbean line dance. There’s even a song for it – “*Come on Baby, Do the Magna Carta - Come on, come on, dooo the Magna Carta with me.*” It was really a lot to take in.

Incredibly, none of the answers above is correct. Proving once again that truth is stranger than fiction, Wikipedia identifies Magna Carta as the most significant early influence on the historical process that has led to the rule of constitutional law today. So you’re probably asking, “How can people not know these things!?” The answer is simple - It’s because we don’t have a Magna Carta holiday! Let’s face it; most people learn about history through holiday stories and television specials. So on June 15, the anniversary of Magna Carta, read some world history, do a little line dance, and maybe paint your living room. You’ll be better for it.

## **Save the Dates**

**→ Mark Knuckles Returns to Ohio**  
***Sponsored by OAAS***

**September 24/25, 2007**

**Embassy Suites Hotel - Dublin**

**Check the OAAS web site for registration information.**



## REGIONAL NEWS

### Central

Dennis Eggerton has recently been hired as CEO of Newhope Industries, Inc. in Knox County. He brings 17 years of experience working with persons with disabilities to the post. Dennis previously worked in Richland County in various capacities including Workshop Specialist, Habilitation Specialist, and Habilitation Supervisor. He later served as Workshop Director in Coshocton County. Most recently Dennis has worked in adult higher education at Mount Vernon Nazarene University.

### South Central

Kim McPeek is the recently hired Executive Director of Brooks-Yates Center Diversified Opportunities, Inc. in Pickaway County. Kim has worked with persons with disabilities throughout her career. She moved to Pickaway County from Licking County where she spent many years in management at a private not for profit social service agency. Most recently Kim worked for the Ohio Youth Advocate Program as they expanded their Central Region services to the Licking County area.

## RESOURCES

The Ohio Department of MRDD website is an excellent source of important information. Updates about the pause in waiver reimbursement transition are posted there. In addition, those interested can place themselves on an electronic mailing list to receive Pipeline, the ODMRDD newsletter. Visitors to the site can also subscribe to rule notices, a good way to keep up-to-date on rule activity. Other information available on the website includes downloadable forms, health and safety alerts, a list of County Board contact information, scheduled ODMRDD training, and ODMRDD staff contact information. Go to [www.mrdd.ohio.gov](http://www.mrdd.ohio.gov)

The following websites were submitted by Liz Prather, Richland County Board of MRDD's new Superintendent! These are personal sites created by individuals with autism and they provide a unique opportunity for readers to gain insight and understanding. Donna's site includes artwork.

<http://ballastexistenz.autistics.org/>  
<http://www.donnawilliams.net/front.0.html>  
<http://www.thiswayoflife.org/index.html>

### **2007 OAAS Board of Directors**

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