

# Service & Support Administration

## Eligibility and Expectations

It's important to understand where and how to get the support you or someone you care for needs. We are here to help families caring for individuals with developmental disabilities. Any Lake County resident with a developmental disability may be assessed for eligibility pertaining to County Board services based on the following guidelines:

- 0-3 years of age must have 1 documented delay or developmental disability diagnosis.
- 3-6 years of age must have 2 documented delays or a developmental disability diagnosis.
- 6-15 years of age must have a documented developmental disability diagnosis and at least 3 substantial functional limitations out of 6 life skill areas assessed using the Children's Ohio Eligibility Determination Instrument (COEDI).
- 16+ years of age must have a documented developmental disability diagnosis and at least 3 substantial functional limitations out of seven life skill areas assessed using the Ohio Eligibility Determination Instrument (OEDI).



Our Service and Support Administration (SSA) team helps individuals and their families identify and receive the services they need for a safe, healthy and enriched lifestyle. **We're here to serve.**

We're a support system for the unique needs of the individual served, as well as their family.

~ Michael Null, SSA Director

Once determined eligible for County Board services, SSA works collaboratively with other agencies and organizations to make sure needs are being met, as well as to safeguard the rights and protect the choices of the individual. SSA is a great resource to help families with the many questions they have about what services are available and how to access those services.

Health and safety are primary considerations for SSA, as well as all employees of the County Board. We provide **Emergency Intervention** 24 hours per day, 7 days a week, and are required to immediately report **Major Unusual Incidents (MUIs)** and ensure proper notifications have been made in addition to safeguarding health and safety. Our Investigative Services Unit oversees the reporting system that assures identification of the factors causing or contributing to the incident and development of prevention plans to reduce the likelihood of the incident occurring again.

For more information about SSA or eligibility, visit [www.lakebdd.com](http://www.lakebdd.com) or call (440) 350-5145 / 918-5145  
Emergency/MUI hotline is (440) 350-5253 / 918-5253



**Lake County Board of Developmental Disabilities/Deepwood**

EMPOWER individuals with developmental disabilities to ENGAGE in activities that  
ENRICH their lives and contribute to their community.

Update 06.15.2020



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## Key responsibilities and assistance

**Eligibility and Needs Assessment.** Gather comprehensive information concerning each individual's preferences, personal goals, needs, abilities, health status, and other available supports.

**Provider Selection.** Help individuals and their families navigate the provider selection process. Individuals and caregivers have the right to choose any willing and qualified provider of home and community-based services.

**Individual Service Plan (ISP) Development and Implementation.** Develop the ISP with the active participation of the individual to be served, other persons selected by the individual, and any providers selected by the individual. The ISP is a written description of the services, supports, and activities to be provided to an individual. The SSA is also responsible to review and revise the ISP as necessary and ensure all services are effectively coordinated and provided.

**Monitoring ISP Implementation.** Verify that the services received are those stated in the ISP. Monitoring is important because it verifies implementation of services and reviews the achievement of desired outcomes.

**Needs-Based Service Budgeting.** Establish a recommendation for and obtain approval of budgets for services based on the ISP and the assessed needs and preferred ways of meeting those needs.

**Due Process Rights Notifications.** Ensure each individual/guardian understands the right to disagree with any decisions made about services or decisions that affect services. SSA reviews this information annually, as well as each time a decision affects services for the individual.

**Guardianship Support.** Provide support to those who are interested in serving as legal guardian for the individual. The SSA cannot offer any legal advice.

**Behavior Support.** Provide assistance related to individuals who exhibit challenging behaviors. Staff, caregivers, and families can be assisted by planning positive, intentional ways of interacting with the individual to build, and improve relationships.

**Transition Services.** Help with a student's transition from high school to adulthood. Primarily serving ages 18-22 years who have been found eligible for County Board services. The County Board enhances this service to include individuals starting at age 14 years.

**Specialized Services or Mental Health Services Case Coordination.** The SSA department has a resource devoted to case coordination in these specific areas that can be reach by calling (440) 350-5059 / 918-5059.

*The most important  
partnership we have is with  
the people and families  
we serve to make  
every day things possible.*



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