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Our Mission

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

www.LakeBDD.org



The Quarterly Connection

Service & Support Administration
Investigative Services

Lake County Board of Developmental Disabilities/Deepwood

April 2023

What Is *The Quarterly Connection*?

Every three years, the Lake County Board of Developmental Disabilities (LCBDD) develops an Agency Strategic Plan that consists of guiding principles and goals to support the overall mission and vision. You can locate our 2023-2025 Strategic Plan on our website (www.lakebdd.org). One of our guiding principles is "...continu[ing] to promote transparent and timely communications across all [LCBDD's] programs, services and supports, the Provider community and stakeholders."

So what is *The Quarterly Connection*? It's a quarterly newsletter from the Service & Support Administration and Investigative Services Departments to share information about the LCBDD's services and hot topics in the developmental disabilities field.

Welcome to the first issue of *The Quarterly Connection*!

Meet the County Board Investigative Agents

Just like in the SSA Department, the Investigative Services Department has undergone some changes. So who are the Investigative Agents who handle Major Unusual Incidents?

Director Cathy Dye. Former Director David Miller retired in 2022 so Cathy officially stepped into the role as Director in August 2022. She has been at the County Board for 23 years and in the Investigative Services Unit for 21 of those years. Prior to the County Board, she was a Social Worker at Lake County Children's Services where she established relationships with law enforcement and social service agency personnel that still exist today. Growing up, Cathy loved the original Scooby-Doo cartoons, reading Encyclopedia Brown books, and has a love of Sherlock Holmes, Agatha Christie, and Columbo.

Denise Langa. Denise has been with the County Board for 34 years and in the Investigative Services Unit for 21 of those years. She, along with David and Cathy, were the long-standing investigative "OGs" almost from MUI inception. Denise has a very strong background and knowledge of residential services in addition to knowing much of the history of the County Board. She began as a Case Manager, then moved to Residence as a Habilitation Manager and worked her way up to Director of ARC and JCDC. Denise remembers when many of our individuals began with the County Board as young adults. She is our world traveler and has travelled extensively through Europe. We vacation vicariously through Denise.



LCBDD's Investigative Agents (left to right) Cathy Dye, Denise Langa, Heather Neibecker, and Craig Snook

The Lake County Board of Developmental Disabilities/Deepwood is located at 8121 Deepwood Boulevard in Mentor, Ohio 44060. To learn more, visit www.lakebdd.org or call (440) 350-5145. Follow us on social media to see information about our programs, services, and community engagement.



Meet the Lake County Board of DD Investigative Agents Cont.

Heather Neibecker. Heather brings her bubblyness, laughter, and organization to the Investigative Unit where she has been an Investigative Agent for almost 5 years. She is a Registered Nurse and her medical knowledge has been invaluable to this unit. Heather was a former Director of Nursing at the County Board before becoming an Investigative Agent, so she also knows the individuals in our ICF quite well. She recently became certified as a CPI Instructor and volunteers outside of work with the elderly. Heather knows all the good places to eat, would adopt every stray animal if her husband allowed it, and is a true Disney fan.

Craig Snook. Craig is our breath of fresh air who is coming up on his first year as an Investigative Agent. Many of you probably know Craig from his former positions at the County Board; since 2004 he has been a Residence Habilitation Manager, VGC & Willoughby Habilitation Manager, and in SSA. He knows many of Lake County individuals. Craig is also a CPI Instructor and the Deepwood Idol Master of Ceremonies. He jumped into the Investigative Unit with both feet; wanting challenging cases and wanting to learn. Learning about Craig has been fun to say the least. His British roots and middle name of Wellington have earned him the nickname "Inspector Wellington".

Each of us bring something to the table. We are fortunate that we work cohesively on a daily basis to aid in our ability to conduct fair and thorough investigations in sometimes unpleasant situations.

THE INVESTIGATIVE SERVICES UNIT IS LOCATED AT THE VOCATIONAL GUIDANCE CENTER (VGC) BUILDING, SIDE ENTRANCE, 8121 DEEPWOOD BLVD., MENTOR, OH.

THE 24-HOUR MUI REPORTING LINES ARE 440-350-5253 (LAKE) OR 330-678-7554.

What is Service & Support Administration?

Did you know that the Service and Support Administration is a rule-based function (5123-4-02 Service and Support Administration)? This rule defines the responsibilities of a county board for service and support administration and establishes a process for individuals who receive service and support administration to have an identified SSA who is the primary point of coordination.

So, what is an SSA?

The rule defines "**service and support administrator**" as "**a person, regardless of title, employed by or under contract with a county board to perform the functions of service and support administration and who holds the appropriate certification.**"

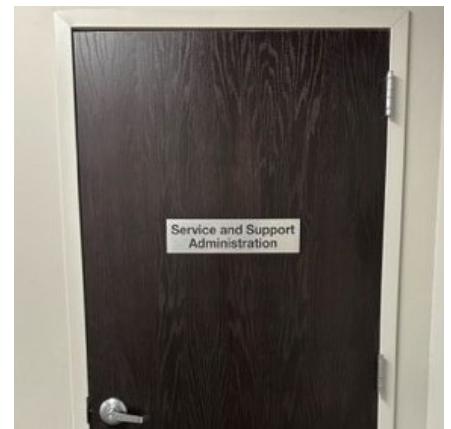
A county board shall identify a SSA for each individual receiving service and support administration who shall be the "**primary point of coordination**" (i.e., **the SSA that is responsible to an individual for "the effective development, implementation, and coordination of the ISP"**) for the individual.

What are the duties of an SSA?

While an SSA knows and does a little bit of everything, there are essentially **three main duties: 1) Assessment, 2) Plan Development, and 3) Ongoing Coordination/Monitoring.** These three duties are repeated many times throughout an individual's span year, which is why we often refer to the Ohio ISP as a "living document." SSAs take actions necessary to remediate any immediate concerns regarding the individual's health and welfare.



At the County Board, we have a great group of management staff and SSAs who help oversee services to the nearly 740 individuals receiving waiver services. Most of the SSAs (about 25) are called Caseload SSAs, while the other (about 10) are referred to as Specialized SSAs.



SSA Department gets new signage!



*"The smallest act of kindness
Is worth more than the
grandest intention."*

— Oscar Wilde



Bobcats vs SSA in a Game of Inclusive Basketball

On February 24, the Broadmoor School Bobcats took on the SSA department in a game of basketball.

Maybe the SSAs were not in the habit of playing basketball or maybe it was the return of cold temperatures that affected their performance. In the end, the Bobcats mauled SSA with a final score of 96 to 36.

Throughout, it was an exciting and energizing game (and even included a couple of dance offs); everyone had a great time!

There is already a planned rematch on the books for next year.



SSAs Stop for a Selfie!

Back row left to right: Greg Kubea, Jennifer Corral (SSA Supervisor), Matt Hamsher, Steve Foglio, Nicole Fisher, Brenda Moore. Front row, left to right: Michael Null (Director), Gabrielle Miller, Heather Ryan, Tracy Cook.



The SSA Department Grows

Over the last year the SSA Department has outgrown the Main Hub where the majority of the SSAs' offices are housed. So we have expanded North within the VGC Building. SSA offices in the North Annex include the following SSA specialty functions: Intake/Eligibility, Family Support Services, Transition, Employment Navigation, Assistive Tech, and Mental Illness/Intellectual Disabilities.

Provider Support Updates

DSP of the Month: Each month, we choose up to three Direct Support Professionals (DSP) from nominations received through our DSP of the Month program. The three categories are:

1) Waiver Agency / ICF DSP (residential), 2) Independent Provider, and 3) Day Service DSP.

The winners receive a \$25 gift card with a certificate of recognition.

Submit nominations: <https://lakebdd.org/providers/policies/dsp-recognition/>

Training: CPR/Medication administration courses are offered to Providers at a reduced rate. Please visit <https://lakebdd.org/training-registration/> for more details.

The More You Know—Home Delivered Meals

Per DODD rule, meals shall not be left at a residence unless the person or the person's representative is there to receive the meals. While a signature is not required from the person receiving the meal, the Provider's service delivery documentation is required to include the name of the person accepting delivery of meals.

Home-Delivered Meals are to be delivered to the waiver recipient's home and should not be delivered to a service provider or county board office. Please contact your SSA for more information.



You May Already Be Using Assistive Technology!

Technology is helping improve peoples' lives. Some ways that people use technology is to control the temperature of the home, see who is at the door, and turn on and off the lights. Assistive technology that may already be in your home is Amazon's Alexa. Did you know that Alexa is capable of doing much more than playing your favorite songs or turning on the TV or lights? Alexa can learn new tasks (called skills) that can be used to communicate with other devices or perform other functions. Here are a few of the tasks Alexa can assist with (this is definitely a non-exhaustive list and more things are added all the time):

- Call family members, caregivers, and friends.
- Read to you! Alexa can read you any book that is in your Kindle Library.
- Alexa Guard can turn your Echo SMART speakers into security devices, listening for signs of trouble, such as breaking glass or your smoke alarm going off. Your Alexa app will then notify you if it hears anything suspicious.
- Get First Aid. The Mayo Clinic skill provides basic first aid answers, for everything from minor scratches to CPR instructions. This skill is intended for instructional purposes only. If you are in a life-threatening or emergency situation, call for help.

Deepwood Idol 2023

Deepwood Idol registration packets will be available in April. **Auditions** will be in June and Deepwood Idol will be at the Mentor Amphitheatre on August 19 as part of the Mentor City -Fest. Stay tuned for more details!

Activities for Transitional Youth (ages 14-22)

Thursday, July 13: **Ice Cream Social** in correlation with Youth Empowerment Group sessions.

Tuesday, September 19: **Fall Festival**

Upcoming Events

April Food Drive For Harvest for Hunger: We are collecting canned goods and non-perishable foods for Harvest for Hunger during the month of April. Please bring your donations to the LCBDD VGC (Building C) during the month of April.

April Advocacy Meeting: We will be holding a Lake County Advocacy Meeting on April 11 from 10 - 11:00 a.m. with a special guest from Lake County General Health District who will talk about Nutrition and Health. Join us via zoom to participate. Email lisa.george@lakebdd.org for zoom information.

May Advocacy Meeting: We will be holding a Lake County Advocacy Meeting on May 9 from 10:00 -11:00 a.m. which you can attend in-person at the Laketrans building (located at 555 Lakeshore Blvd in Painesville Township). This meeting will be hosted by Larry and all advocates and their staff are invited to attend. Individuals will receive a tour, have an opportunity to meet some of the staff, and ask question about transportation. Call 440-350-5173 or email lisa.george@lakebdd.org if you have questions.

Feed Lake County: We are partnering with the United Way for a Feed Lake County Volunteer Event on May 25. Please contact lisa.george@lakebdd.org if any individual or small group would like to volunteer.

Starry Night Dance: Join us for the Starry Night Dance Event on May 19 from 6-8:00 p.m. at the Painesville Township Park. We ask that individuals register for this event by emailing lisa.george@lakebdd.org. A spaghetti dinner will be served, pictures will be taken, and a DJ will be there to help you dance the night away.

Contact Us

We are here for you.

Please reach out to us for more information about our programs and services.

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Building C
Mentor, OH 44060

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Visit us on the web at
www.lakebdd.org.

For more of our story,
follow us on social media
[@DeepwoodLakeDD](https://www.instagram.com/DeepwoodLakeDD).



*"April hath put a spirit of youth in everything."
- William Shakespeare*



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