



Service and Support Administration & Investigative Services



Service and Support Administrators (SSA) link individuals to the services they need and monitor these services. These social service professionals serve as the Primary Point of Coordination for individuals eligible for Stark County Board of DD services.

Eligibility Determination- The first step when requesting services is determining eligibility. Basic primary requirements include:

- Reside in the county where the application for services is made;
- Have documentation of a qualifying diagnosis of a developmental disability (the diagnosis must be made by a qualified professional);
- Have a physical or cognitive impairment resulting in a developmental disability that manifested before the age of 22 and is likely to continue indefinitely.

Once it is established that the individual has a qualifying diagnosis, the COEDI or OEDI assessment is administered. The COEDI is the assessment for those 15 years old and under and the OEDI is the assessment for those 6 years old and over. The C/OEDI is a screening assessment that evaluates an individual's major life activities. An individual 16 years old or over must have 3 areas of substantial functional limitations to meet eligibility requirements.

The Board is required to provide Service and Support Administration to each individual who is applying for or

is enrolled in a Home and Community Based Services (HCBS) waiver, each person 3 years old or older who is eligible for county board services and requests Service and Support Administration, and each individual residing in an Intermediate Care Facility (ICF) who is moving to a community setting.

SSAs work to assure the health and safety of individuals served and manage the cost effectiveness of Individual Service Plans. If an SSA is assigned, there is an assessment completed to determine what services are available to meet the individual's needs.

Specific duties assigned to SSAs:

- **Eligibility and Needs Assessment-** SSAs gather comprehensive information concerning each individual's preferences, personal goals, needs, abilities, health status, and other available supports.
- **Individual Service Plan (ISP) Development and Implementation-** The ISP is a written description of the services, supports, and activities to be provided to an individual. The development of the ISP occurs 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 addresses the results of the assessment process and focuses on the individual's strengths, interests, and talents. The ISP identifies all sources of supports to meet the needs and goals of the individual as well as appropriate community connections. The SSA is also responsible to review and revise the ISP as necessary.
- **Needs-Based Service Budgeting-** SSAs 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.
- **Provider Selection-** Individuals and caregivers have the right to choose any willing and qualified provider of home and community based services. The Stark County Board of DD provides an SSA who specializes in helping individuals and their families navigate the provider selection process.
- **Coordination of Services-** SSAs are responsible to ensure that services identified in the ISP are effectively coordinated and provided.

- **Monitoring ISP Implementation-** SSAs are responsible to monitor the implementation of an individual's ISP. Monitoring is important because it verifies implementation of services, reviews the achievement of desired outcomes, and verifies that the services received are those stated in the ISP.
- **Emergency Intervention-** The SSA Department is responsible to provide on-call emergency intervention twenty-four hours per day, seven days per week. During regular business hours the SSA Department can be contacted by calling (330) 479-3570. After hours SSA contact can be made by calling (330) 438-9550. Abuse or neglect can be reported at any time by calling (330) 477-4477.
- **Due Process Rights Notification-** SSAs are responsible to ensure that each individual/guardian understands the right to disagree with any decisions made about services or decisions that affect services. SSAs review this information annually and each time a decision affects services for the individual.

Other ways Service and Support Administration can assist individuals and their families:

- **Guardianship Support-** Guardianship application support is provided to family members or supports who are interested in serving as legal guardian for the individual. The SSA cannot offer any legal advice.



- **Behavior Support-** Individuals who exhibit challenging behaviors are supported, encouraged, and educated to better manage their own behaviors. Staff, caregivers, and families can be assisted in this effort by planning positive, intentional ways of interacting with the individual to build and improve relationships.
- **Waiting List for Home and Community Based Service Waivers (HCBS)-** The SSA Department maintains the list of individuals waiting for HCBS waivers administered by the Department of Jobs and Family Services (DJFS). Ohio's waiver services provide certain Ohio citizens the support that they need for day services, residential supports and other related services. Individuals/guardians are notified annually of their position on the waiting list. An individual can be added to the Waiver Services Waiting List by contacting the SSA Department. An SSA can explain more information about the waiver and assist individuals/guardians to be added to the list. An individual can also go to Stark County DJFS and complete form "2399". Completing this form is another way to be placed on the waiting list.
- **Specialized Services-** All individuals who request an SSA and are in need of assistance to connect with available community resources are assigned an SSA. Once an individual receiving assistance from an SSA in the Specialized Services Unit has attained the goals set by the individual and the SSA, the case will be closed. The individual's eligibility for services through the Board will continue and if any needs arise in the future, an SSA can be reassigned to assist in addressing those needs.

- **Investigative Services-** All employees of the Stark County Board of DD are required to immediately report Major Unusual Incidents (MUIs) and ensure health and safety and proper notifications have been made. The 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.

To report an incident call the MUI Hotline at 330-477-4477.

**For more information, please call
SSA/IS at 330-479-3570**

The Waiver Services Unit (WSU) provides several essential functions/supports for individuals, providers and Stark DD staff.

- **Provider Selection Support-** Individuals have the right to choose who they want to be the provider of Medicaid services. Stark DD provides an SSA who specializes in helping individuals and their families navigate the provider selection process.
- **Waiting List Administration-** There are over 1,400 individuals who have requested a Home and Community Based Services (HCBS) waiver. The WSU assures the information contained in this list is updated as necessary.
- **Payment Authorization-** There are over 1,200 individuals in Stark County who have Medicaid Waivers. Each of those individuals has at least one provider who is authorized to provide service. The WSU coordinates all payment authorizations for all HCBS waiver services provided in Stark County.
- **General Administrative Support-** The WSU provides ongoing administrative support to the SSA Department.