

Carroll County Board of Developmental Disabilities

540 High Street N.W., Carrollton, OH 44615

Board Offices
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Carrollton, Ohio 44615
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Carroll Hills School
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Carroll County Board of Developmental Disabilities had a total of 10 responses on the 2023 Strategic Planning Survey

What does Carroll County Board of Developmental Disabilities do well?

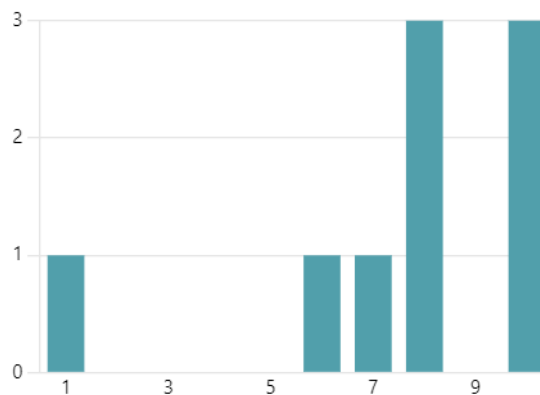
- A majority of the answers state that the County Board is very responsive in answering calls, answering questions, works well with families, and is attentive.
- The County Board cares and advocates for the people they serve.
- The County Board does a good job working with local school districts.
- The County Board provides access to trainings and extracurricular activities.

What does Carroll County Board of Developmental Disabilities need to improve?

- The County Board could improve by increasing providers and improving communication with providers.
- The County Board could improve the quality of and responsibility of teachers.
- The County Board could increase working with local school districts to assist those served through the County Board with access to extracurricular activities and to ensure all transition youth participants have the opportunity to participate in the summer jobs program.
- The County Board could improve communication with staff and relationships between staff and the leadership team.

Overall, how satisfied are you with the services that are provided by the County Board. (On a scale of 1-10 with 10 being the highest satisfaction rating)

7.56
Average Rating



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Results

The Board would have liked to have received more than ten responses. This information was reviewed by the management team and Board members. This data is further evidence of the need to improve provider partnerships and communication. The Board contracts with Mid East Ohio Regional Council (MEORC) for provider support. We will continue to work with MEORC and providers to improve communication. The Board will also support existing providers and encourage new providers to meet gaps in services such as community employment.

The strategic plan addresses improved workforce performance. Staff development includes six-month and twelve-month evaluations. The Board is looking to improve the current evaluation process. We also pay for and provide professional leave for staff training. The Board also reimburses for college classes.

The Family Supports department will strive to increase communication with local school districts. The Board is working to improve transition support. We have increased referrals to OOD and are working with local providers for vocational habilitation. Workforce shortage has affected summer job programs. The Board recently hired two job coaches to address this issue. Again, we are in need of providers to address community employment.

Communication is always an issue. The Board continues to address this in many ways. The leadership team takes the employee engagement surveys seriously. We address issues and communicate how they were addressed. Bonusly was implemented, encouraging staff to work on our strategic plan goals and develop a positive culture. Bonusly is a peer to peer recognition program, points earned can be cashed in for rewards.

The Board appreciates all the feedback and utilizes this data to make improvements in services. We want to have engaged staff and provide the best service possible for Carroll County. Thank you for your support!