

2021 Annual Report



Empowering people with developmental disabilities to live, work and play as full members of our community.



Superintendent's Message

As many of you know, our mission is to empower people with developmental disabilities to live, work and play as full members of our community. In 2021, we spent time examining our progress on our 2019-2021 strategic plan and outlining goals for the next three years. Throughout the year, however, we were forced to pour a significant amount of our efforts into the growing issue facing our field, which was the shortage of Direct Support Professionals, or DSPs.

DSPs are the caregivers who work directly with the people we support. From simple tasks like providing transportation, shopping and meal preparation to bathing, feeding and managing personal funds, these workers provide essential services that people cannot live without. In a workforce crisis like the one our nation is currently facing, the shortage of DSPs is a critical issue. As the county board of developmental disabilities, we are in charge of coordinating and funding the services, but are not delivering the services. Due to Medicaid requirements, we are no longer able to fulfill that role. But there were many times in 2021 when we were unable to find DSPs to fill shifts, so Riverside employees stepped in to fill the shifts and meet those needs. It is not a role we can maintain for the long haul, so we are working hard with the local agencies as well as peers across the state to find ways to recruit, train and retain good workers to provide those services.

In addition to addressing the DSP shortage, we kept working on our organization's "5 Areas of Focus," which include: Person-Centered Focus, Relationships, Excellence and Sustainability, Inclusion, and Innovation. I hope you will visit our website to check out the 2022-2024 Strategic Plan that we developed in 2021, and possibly become a part of helping us fulfill those objectives by joining us, whether that be as a community supporter, volunteer, direct support professional or DSP, or maybe even an employee as positions become available. If you're reading this magazine, however, we already consider you an important part of the Riverside family.

Thank you for being a part of our history, and especially, our future.

A handwritten signature in blue ink that reads "Brian W. Green". The signature is fluid and cursive.

Brian W. Green, Superintendent

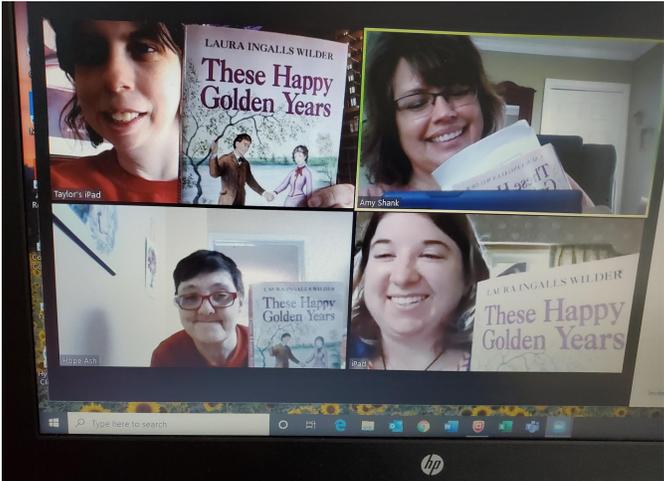


Difficult Times Persisted in 2021

The COVID pandemic continued to have a significant impact on the way we were able to connect with individuals served and our interactions with each other in 2021. Most of our meetings remained virtual, and many activities were online for both staff and for people served.

The pre-COVID shortage of Direct Support Professionals who provide services in the homes of many people served continued to grow throughout the year. By fall, the shortage was great enough that many of our own staff took on the role of providing direct support in peoples' homes in addition to their regular roles. The use of remote supports and assistive technology (two-way communication devices, health monitors, etc.) continued as a strategy that allowed us to promote independence of individuals served while ensuring their safety with fewer in-home direct support professionals.

As Community Connections staff were doing double duty serving as direct support professionals toward the end of the year, fewer activities could be offered, but we continued to offer online classes, events and meetings as well as outdoor activities and a few in-person favorites like Bingo and Fun with Friends.



While still having to observe many of the COVID pandemic restrictions, Riverside maintained focus on meeting the needs of people served, even in creative ways. Here, members of our Book Club moved their meetings online to continue reading and discussing books together.



Relationships

Provider Support

Despite the fact that COVID carried on throughout 2021, local Direct Support Professionals (DSPs) were constant in their duties, showing courage and dedication as they provided essential services each day at adult day programs or individuals' homes..

Riverside took every opportunity to let those local DSPs know how much we appreciate them with monthly and seasonal gifts, and even a food truck supper to brighten their days. We delivered a total of 409 DSP appreciation items throughout 2021!



DSPs are critical to the service delivery system for people with developmental disabilities. Riverside recognizes the importance of their work and made every effort to encourage local DSPs and express our gratitude for them. From sending goody bags full of treats and activities to hosting an outdoor food truck dinner, we continually aim to let DSPs know just how special they are.





Excellence & Sustainability

QI Departmental Excellence

Each year the Coordinating Center of Excellence in Mental Illness/Intellectual Disability and Ohio's Telepsychiatry Project for Intellectual Disability recognizes counties in the state of Ohio that have excelled in the areas of provision of services and resources to individuals with co-occurring conditions. The accomplishments may include educational programming, collaborative efforts among systems, team-building, coordinating specialized clinical services, and many other administrative and leadership activities. In 2021, our Behavior Support Specialists Megan Barhorst and Brenda Miller were recognized again (also received the award in 2019) at the NADD Ohio IDD/MI Conference and accepted an award on behalf of Miami County for team collaboration in IDD and MI treatment.



From left, Brenda Miller, Megan Barhorst and Quality & Innovations Director Becky Snell smile after Brenda and Megan were recognized for their work in supporting people co-occurring diagnoses of developmental disabilities and mental illness.

Early Intervention Excellence

Our Early Intervention department began to see a steady increase in their case load in 2021 as the grip of the pandemic lessened and after months of isolation, parents began to seek answers for questions they had about their children's development.

Throughout 2021 and continuing, the EI team has been involved Project TREES (Tools and Resources for Engaging, Empowering and Supporting) for helping the families of the people we serve.



Another resource for parents that EI has been working on improving is the Ohio Parent-to-Parent (Ohio P2P) connection in Miami County. Ohio P2P trains and vets parents, siblings and grandparents to be able to function as peer support for other families dealing with a relative with a developmental disability. There are currently 11 trained Miami County peers.

Inclusion



Staying Connected and Reconnecting

Despite the continuing threat of COVID, we began to not only get some of our staff back in the building during the last year, but we also began picking up with in-person Community Connections activities. In keeping with "Inclusion" as one of our 5 Areas of Focus, we aimed to get back out in the community to engage with others, reconnect and enjoy being a part of our wonderful community.



Being included in the community is central to our mission. With COVID mandates easing, our Community Connections team got to work planning in-person outings such as monthly Breakfast Chit Chats at local restaurants and outdoor hikes at local parks.



Upgrades at Riverside

Our Business and Operations Department was busy in 2021! After such a high dependence on technology, our IT team worked to replace many of our old laptops. Due to pandemic-related supply issues, the year ended without having them in place, but with the the promise of new laptops after the first of the year.

Our phone system was also upgraded to allow for more seamless remote use of our desktop phones.

Another huge project was the replacement of lights in the building with LED systems. While the whole building benefited from brighter lighting, individual areas were also equipped with dimmers to meet the particular needs of the occupants.

HR Adds New Tools and New Policies

2021 saw our old macro-enabled time sheets go by the way-side as they were replaced by an all-in-one online HR software called GoCo. This time-saving change also tracks each employee's sick, vacation and personal leave hours. GoCo will yield still more benefits in the future, such as job postings, receiving applications and more.

Other innovations from HR, the executive committee and our Board, include, flexible work options, which allows employees to work from home or other community-based location. This decision led to the repurposing of some office space within the building, so that staff who ordinarily are at home and do not require an office, can have a shared space with work stations when they are in the building.



2021 By the Numbers

1,014

People served who are eligible for our services

192

People participated in Community Connections programs

52

Special Olympics athletes

221

Children age 0-2 and families who received Early Intervention services

54

People served received Telepsychiatry services

727

DSPs attended the Academy DSP training classes

409

Appreciation items delivered to Direct Support Professionals

214,721

People reached on Riverside Facebook page

63

New individuals receiving SSA case management services



Thank you, Miami County.

Our services would not be possible without the combined efforts of our staff, provider partners and community members. Teamwork is one of the foundational principles that guides us in our vision to build a community that supports and values people of all abilities. With the generous partnership of our Miami County community, this vision is possible. From everyone at Riverside, the Miami County Board of Developmental Disabilities, we thank you.

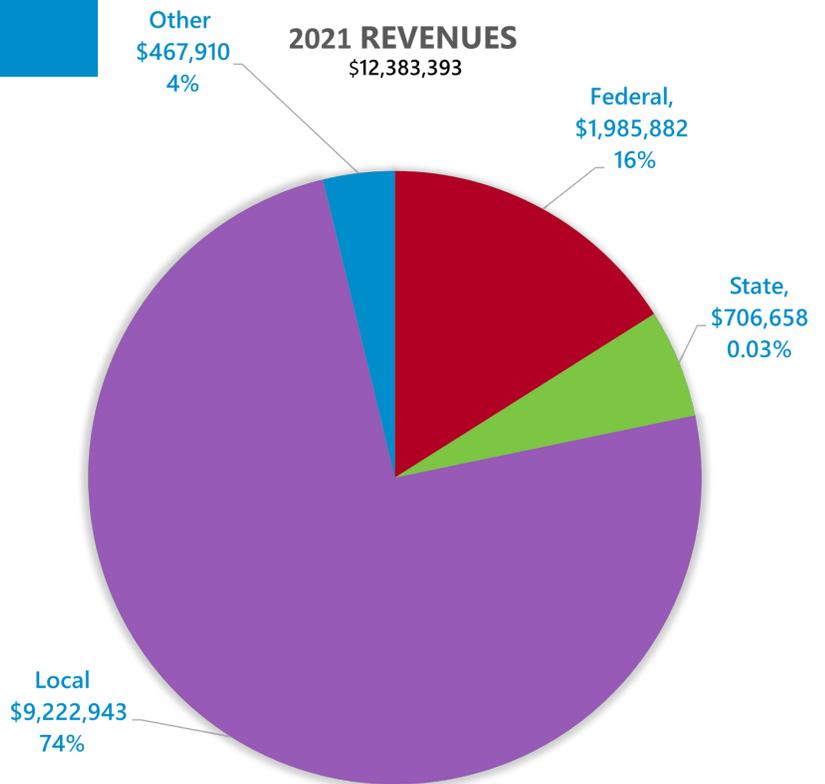
2021 REVENUE

\$12,383,393

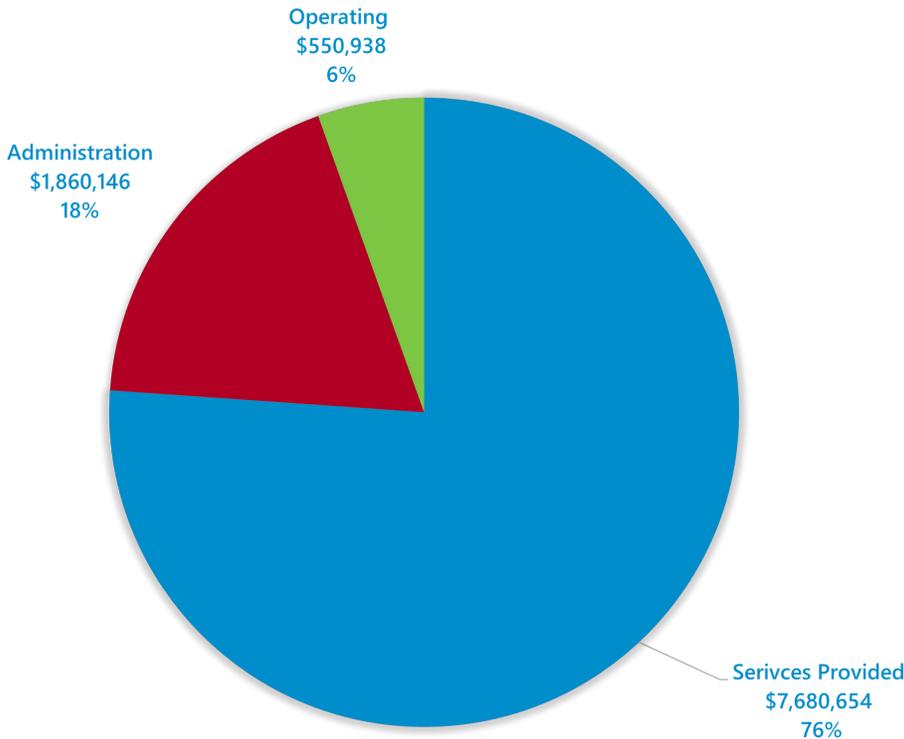
The Miami County community plays an integral role in Riverside's success.

Without the generous support—both financially and socially—of our fellow community members, we could not fulfill our mission of empowering people with developmental disabilities to live, work and play as full members of our community.

In return, Riverside is committed to careful stewardship of local taxpayer dollars while providing the highest standard of care to the people we serve.



2021 EXPENSES



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\$10,091,738

Directly Provide Services such as:

- Service Coordination
- Early Intervention for ages 0-3
- Advocacy Training & Family Education
- Recreation & Special Olympics Programs
- Health & Welfare
- Training for Direct Support Professionals

Fund & Coordinate Services such as:

- Adult Day Services
- Job Training & Support
- Community Integration
- In-Home Care
- Transportation

... through our network of service provider partners.

Our Provider Partners

The Miami County Board of Developmental Disabilities (Riverside) connects the people we serve to the resources, support and opportunities that empower them to live, work and play as full members of our community. We believe in win-win relationships with our provider partners to cultivate a strong, diverse network that offers support and opportunities to the people we both serve.

AngieShred
Blaze Community Services
Basinger Life Enhancement
Support Services (BLESS)
Capabilities
Caregiver Homes of Ohio
Consumer Support Services (CSS)
Champaign Residential Services (CRSI)
Echoing Hills Village

Empowered Community Services
Goodwill Easter Seals Miami Valley
Greenville Nursing Services
Maximum Personal Achievement
(MPA) Services
RT Industries (RTI)
Safe Haven Home Health
Self-Reliance

The HARD Acre Farm
The Mentor Network/REM
Total Homecare Solutions (THS)
Toward Independence
United Rehabilitation Services
of Greater Dayton
Unity Care Group
ViaQuest

In addition to Miami County's service provider agencies, there are also over **120 independent providers** serving people with developmental disabilities in our community.

As Direct Support Professionals (DSPs), our provider partners are the backbone of the developmental disabilities system. Whether it is through an agency or as a self-employed independent provider, these dedicated individuals make a difference in the lives of those we serve every day.



Commitment to Providers

In a continued effort to show our support for Miami County service provider agencies and DSPs, we increased our appreciation efforts throughout 2020, including deliveries of food and activities, as well as continuing with our free trainings and support for DSP recruitment and retention.



Free Certification Trainings

In collaboration with The Academy for Direct Support Professionals (DSPs), we offered 41 free trainings for certified Miami County service providers to ensure access to quality certifications and continuing education. This service is used by many independent providers, making it a cost-free way for them to enter the field. It is also used by agencies who employ DSPs, making it easier to get DSPs started upon being hired.



Community Support

As we look back on 2021, it is with a great deal of appreciation that we acknowledge the considerable community support that supports our mission. Thank you, Miami County!

Monetary Donations:

Dave's Services Heating and Cooling
Franklin Masonic Lodge #14 F&AM
Hickory River Smokehouse
Kiwanis Club of Troy
Knights of Columbus #5129 (Tipp City)
Knights of Columbus #
Leaf and Vine
Power 107.1
REMAX/Victory Realty
Troy Fish & Game
Troy Foundation/Teen Leadership Troy

In-kind Donations:

Bodega Market
Carleen Pettit
Crane Pumps & Systems
Culver's
Diana Shellenbarger
Kim Beatty
Koren Family
Monroe Grange
Troy Christian Church
Troy Fire Department



Troy Foundation Project GIFT grant awarded by Teen Leadership Troy.



Troy Fire Department donated bike helmets for people we support.



The Leaf and Vine and Power 107.1 Non-profit Night fundraiser benefited Special Olympics.



St. John the Baptist Catholic Church volunteers completed various clean-up projects at our building.