



Superintendent's Message

It is safe to say 2020 proved to be a challenging year. No one could have predicted how quickly our world could come to a halt as it did when the coronavirus hit. In a matter of days, businesses and schools closed, and the world scrambled to navigate life with a heavy reliance on technology.

For some of us, these occurrences created significant upheaval in our daily lives. For others, there were moderate adjustments. No matter how we were affected, there are some things we all have in common. One of those things is our common need for hope.

At Riverside, our roots are based in hope. In fact, it is literally where we started. In 1952, a group of parents in Miami County knew without a doubt their children with disabilities could learn, even though there were no options to educate them in Miami County. They started what used to be known as Riverside School, which evolved into Riverside/Miami County Board of Developmental Disabilities 15 years later. Their hope and belief in a better day for their 8 children was what grew into the wide variety of services and supports we provide to roughly 1,000 people in Miami County today. Their seeds of hope grew to what now helps families of little ones with developmental delays support their child in reaching developmental milestones, and helps adults with intellectual disabilities gain skills to live, work and play as full members of our community.

While COVID temporarily changed how we deliver services, the same hope that launched us will get us through to a better day. During this season, Riverside and our service provider partners found innovative ways to support people with disabilities and their families. The Direct Support Professionals providing direct care services are the true heroes of our system, and we are doing everything possible to support them in this trying time.

Throughout 2020, our employees were resilient and dedicated, ensuring that the people and families who depend on us were supported. Due to their level of commitment, we continued our services via virtual meetings and home visits, delivering food, necessities and activity kits, hosting Zoom activities for socialization, and sharing positive stories on social media to offer encouragement. By doing all of these things, we leaned on our hope for a brighter day.

We are grateful to the Miami County community for the support that makes our efforts possible. Without your financial support and partnership, we simply could not do any of these things. We thank you for continuing to care for your friends and neighbors with developmental disabilities, and we wish you health and hope as we continue working through this pandemic together.

A handwritten signature in blue ink that reads "Brian W. Green". The signature is written in a cursive style.

Brian W. Green, Superintendent



Hard Work Prepared Us for a Hard Time

Though COVID presented significant challenges, our past efforts positioned us to offer speedy and creative responses to the needs of those we serve.

We immediately increased connection with individuals served, providers and employees through weekly check-in phone calls, texts and emails. When items were needed or errands needed to be run, our employees jumped into action to gather necessities and them off at their homes.

In addition, the pre-COVID shortage of Direct Support Professionals who provide services in the homes of many people served evolved to a much larger challenge as we worked to minimize the number of homes visited to curb exposure to the virus. Increased usage of remote supports and assistive technology (two-way communication devices, health monitors, etc.) was a key strategy that allowed us to promote independence of individuals served while ensuring their safety.

To increase independence of those served while quarantined, our Community Connections team held virtual life skills videos, classes, events and meetings. From ways to exercise at home, exploring nature at local parks to learning easy cooking tips and recipes, we aimed to keep those we serve engaged, connected and learning throughout the pandemic.



Riverside Community Connections Facilitator Joy Starry shows viewers how to make a delicious batch of no-bake cookies.



Relationships

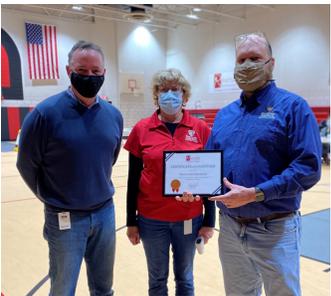
Provider Support

During COVID, our local service providers, or Direct Support Professionals (DSPs) were the courageous, dedicated and steadfast workers who showed up to adult day programs and individuals' homes to ensure they received essential caregiving services. We demonstrated our appreciation to them throughout COVID with various care items, crafts, activities and food to lift their spirits. We also facilitated collaboration among all providers in response to staffing shortages.



Miami County Public Health

Our great relationship with Miami County Public Health resulted in us hosting many COVID vaccine clinics beginning in December 2020. Their support was key keeping individuals, families, providers and employees safe. Superintendent Brian Green presented MCPH Director of Nursing Deb French and MCPH Health Commissioner Dennis Propes with a Certificate of Gratitude.



In addition to these relationships, we also built stronger relationships inside our organization as we worked to ensure needs were met for those we serve.



Excellence & Sustainability

Ensuring Long-Term Success

We are extremely grateful for the passage of our 2.5-mill time-limited (5 year) levy in November 2020. In spite of the many economic challenges facing many people due to the pandemic, the Miami County community continued its overwhelming support for us by matching the previous high mark passage in 2015 at nearly 70%.

We made sure this support was felt by the provider partners who work with us to deliver many of the services those we support depend on. To ensure their continued success, we provided financial support in-kind to in-home provider agencies, adult day services and independent providers throughout crisis to ensure services were maintained.

In addition, we demonstrated resiliency throughout crisis with quick and seamless operational changes, such as when we were able to immediately begin working from home due to our employees already having laptops and our agency having a subscription to Zoom since 2016.

We are held accountable to many standards through the Ohio Department of Developmental Disabilities and Ohio Department of Health. Despite the challenges COVID presented for reviews, authorizations and documentation, we are pleased to share that we met all compliance deadlines while finding creative hybrid technology solutions.

With employees working from home, construction upgrades to our aging building were able to speed ahead. In 2020, we replaced our original 1975 gymnasium floor and add new accessible bleachers and wall pads. We also replaced half of building roof all without disruption to our workflow.



Inclusion



Staying Connected

Isolation is one of the main obstacles to helping people with disabilities be included in their communities. When entire programs stop and people are required to stay home, it becomes challenging to combat the social isolation that is often already there.

However, through creativity and determination, our employees found ways to keep those we serve engaged, learning and growing. We shifted many activities that were traditionally in-person to create virtual and hybrid meetings, trainings and activities.

Our Early Intervention, Quality and Innovations, Service and Support Administration and Community Connections departments all used much creativity for successful virtual visits, online meetings and activities. In many cases, it surprised us how well everyone adjusted, and often thrived, with the new format

One such example is the progress noticed in our Early Intervention program. Before COVID, our home visits were conducted in person allowing our Developmental Specialists, Occupational, Speech or Physical Therapists to provide hands-on modeling of strategies when working alongside the parent.

Doing these visits remotely required our employees to coach parents through the hands-on work with the child, resulting in higher self-confidence for parents in their ability to help their child's development.





Technology Leads the Way

While we had many technology resources in place before 2020, we did not often have to depend on them for every day tasks. Thankfully, however, we had many things in place that made shifting to contactless meetings and interactions quite simple. The biggest challenge in implementation was training employees to use the tools. To do so, we provided employee opportunities to learn new technology skills while working at home, which was easy to achieve.

In addition, we expanded use of technology programs such as Hello Sign and Zoom, for which we previously only had a limited number of licenses. This expansion allowed for continued seamless operation of services. And with a quick shift to an unutilized phone system feature that made for seamless remote reception services, our receptionist was able to answer calls remotely.

In addition to ensuring our employees had the tools to continue doing their work, we also made sure the people we serve had access to technology to receive our services. In many cases, we provided those technology resources, which allowed for continued participation in things like Early Intervention services for children age 0-2, where every day matters.

Last, we found creative alternatives to solve individual needs such as home modifications, medical equipment, remote support services and personal emergency responses to ensure each and every person had what they needed to remain safe and healthy.



2020 By the Numbers

951

People served who are eligible for our services

132

People participated in Community Connections programs

49

Aktion Club participants

229

Children age 0-2 referred for Early Intervention services

63

People served received Telepsychiatry services

553

Certified providers attended our free certification trainings

345

Care kits with food and activities delivered to DSPs and people served to offer support and encouragement during quarantine

392,205

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 support and partnership of our Miami County community, this vision is possible. From everyone at Riverside, the Miami County Board of Developmental Disabilities, we thank you.

2020 Financial Review

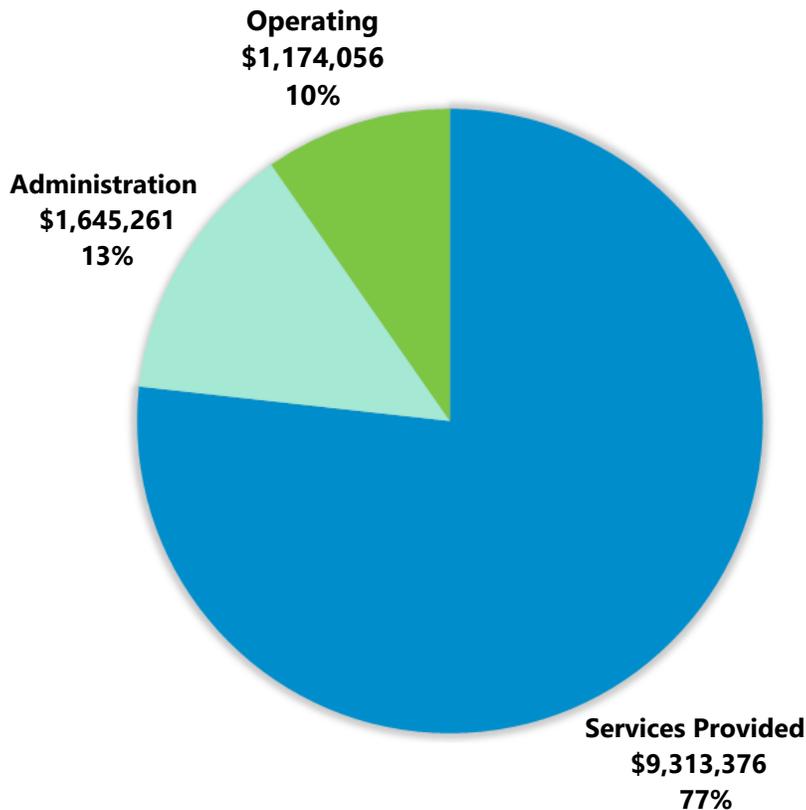
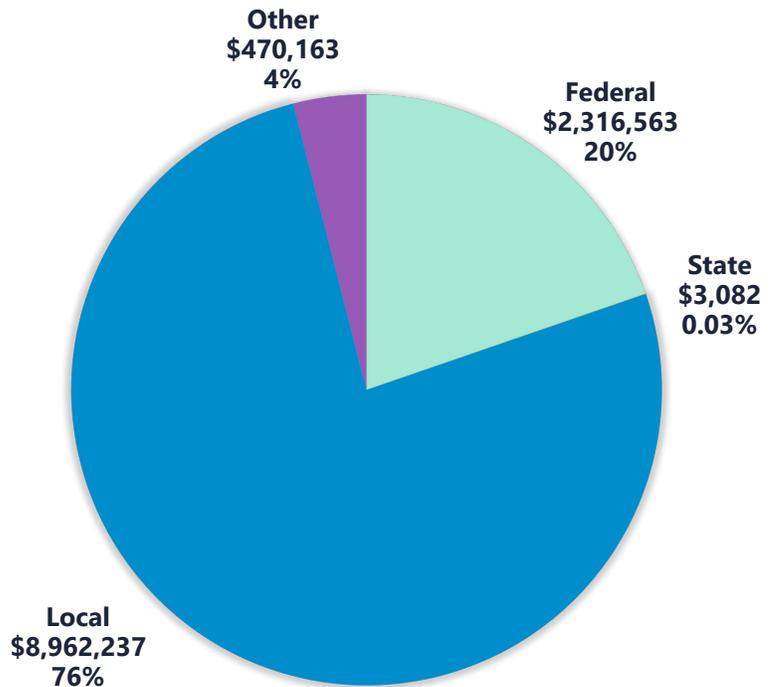
2020 REVENUE

\$11,752,045

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.



2020 EXPENSES

\$12,132,693

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

We certainly could not have continued providing services without the generous support of our local community. Below is a list of businesses and individuals who made a big difference in our 2020.

Monetary Donations:

American Legion #643
Bradford Lions Club
Emerson Climate Technologies
Franklin Lodge #14
Koenig Equipment
NKParts (UW Sidney)
Skyline Chili
Tipp City Knights of Columbus
Tipp City Order of Eastern Star
Troy Fish & Game

In-kind Donations:

Carleen Pettit
Crane Pumps & Systems
Culver's
Diana Shellenbarger
Monroe Grange
Troy Christian Church



Tipp City Knights of Columbus (Joe Kolakowski and Steve Barno, middle) present a gift to then-Board president Steve Baker (left) and Superintendent Brian Green (right).



Riverside employees accept gifts including a bed, bedding, books, toys and facemasks from Monroe Grange member Phyllis Lewis (second from right).



Troy Christian Church staff Josh Harman and Becky Perry (2nd and 3rd from left), member/volunteer Courtney Weger (2nd from right) and Riverside staff load a truck with Christmas gifts for 30 individuals served by Riverside as a part of the church's Giving Tree ministry.

