

July 2018 -  
June 2019



Change =  
*Opportunity*



*Annual*  
Plan



**MONTGOMERY**  
C O U N T Y  
Board of  
Developmental  
Disabilities  
Services



## Our **VISION**

A community where individuals with intellectual and developmental disabilities are valued, respected and integrated into open and barrier-free environments where they can thrive.

## Our **MISSION**

Empowering people with intellectual and developmental disabilities to live productive and rewarding lives aligned with their goals and choices.



Last year was a year of challenges and sweeping change as the Montgomery County Board of Developmental Disabilities Services (MCBDDS) moved forward with the divestiture of its Adult Services and Transportation programs. Effective January 2, 2018, our Kuntz and Liberty Centers officially changed hands, with Better Living assuming ownership of Kuntz, and MONCO/Boundless taking over the Liberty facility. This transition and downsizing forced us to lay off many of our valued staff. Some of them, however, found jobs with providers in Montgomery County.

Although our Calumet and Jergens Centers will not change hands, they will close prior to December 31, 2018. We continue to work with the individuals who remain in these programs to help them transition to private providers of their choosing. We also continue to survey those who have made the transition to gather information about their level of satisfaction with their new providers. Our findings reveal that those who have made the transition are overwhelmingly pleased with their new providers.

We continue to seek new providers to serve individuals living in Montgomery County, and are proud to report that the number of providers has grown significantly since we began our recruitment and expansion efforts in 2016. As of June 2018, we have attracted 22 new day services providers, eight new providers of non-medical transportation, and have seen the expansion of three existing day services programs. This growth means individuals who reside in Montgomery County have more choices when it comes to the services they receive.

We've also been focused on supporting our provider network. We launched a work group to focus on some of the big-picture problems providers face, such as recruitment of direct care staff, and hosted three Hiring Fairs that resulted in the hiring of numerous employees. We also produced a video titled "What IS a Direct Support Professional?" to assist providers with recruitment efforts. This video will be distributed statewide in support of recruitment efforts. We've also launched partnerships with a number of organizations to ensure that quality training classes are available to providers' staff. These classes include Provider Certification, Medication Administration, Adult Day Services/Vocational Habilitation Training, and CPR and First Aid.

From a service perspective, we are working hard to address some of the outstanding problems our individuals encounter. Our staff have been working with the Greater Dayton RTA to develop a new model for flexible, door-to-door community transportation for people with disabilities. In this new model, RTA serves as a broker of transportation, scheduling rides for individuals with private, contracted, DODD-certified provider vehicles to make curbside transportation available to people with 72 hours' notice. This groundbreaking program, which launched January 1, was cited in an online article published by *Government Technology* magazine as a promising practice.

Ensuring the mental health of people with developmental disabilities remains a priority for MCBDDS, and the Ohio Department of Developmental Disabilities' Coordinating Center of Excellence in Mental Health/Intellectual Disability recognized our Mental Health program and Residential and Family Services staff with a statewide Team Award for Excellence in 2017.

Our community-based self-advocacy group, Voices Matter, continues to grow and thrive. From July 2017 to June 2018, this group of 30 or so individuals made numerous disability awareness presentations to community groups and co-hosted their second Self-Advocacy Conference AND Recreation Discovery Day events. They represented people with developmental disabilities at the Ohio Statehouse before lawmakers, on billboards during DD Awareness Month, and at Dayton's Adventure Summit as featured speakers. While these initiatives represented significant accomplishments, the high point of the year came when the Ohio Self-Determination Association recognized the group with its 2017 ESDY Award in honor of their efforts to advance self-determination for people with disabilities.

One of our most noteworthy accomplishments of the last 12 months was earning three-year accreditation awards—the highest awards possible—from both the Ohio Department of Developmental Disabilities and the Commission on Accreditation of Rehabilitation Facilities (CARF). Our staff have worked very hard to develop and maintain quality services for the individuals who rely on us, and their dedication to ongoing improvement and excellence in service delivery, even in the face of tremendous change, is reflected in these awards.

Looking forward, we see more change on the horizon as we continue to realign our staffing to correspond with new operational requirements and the loss of revenue from our Adult Services and Transportation programs. As MCBDDS continues to evolve, however, we remain as committed as ever to our core mission of Empowering People so they can live rewarding lives, aligned with their goals and choices.

Nancy A. Banks, Superintendent





**Board of Developmental  
Disabilities Services**

**Nancy Banks**  
Superintendent

**Julie Nelson**  
Assistant to the  
Superintendent

**Andrew Kinder**  
Director, Operations

**Kamarr Gage**  
Director, Residential  
and Family Support  
Services

**Linda Cudd**  
Director, Adult Services

**Emerson Jeter**  
Director,  
Transportation

**William Angel**  
Director, Safety  
and Protection

**Carroll Jackson**  
Manager, Clinical and  
Mental Health  
Services

**Esther Borders**  
Administrator,  
Early Intervention

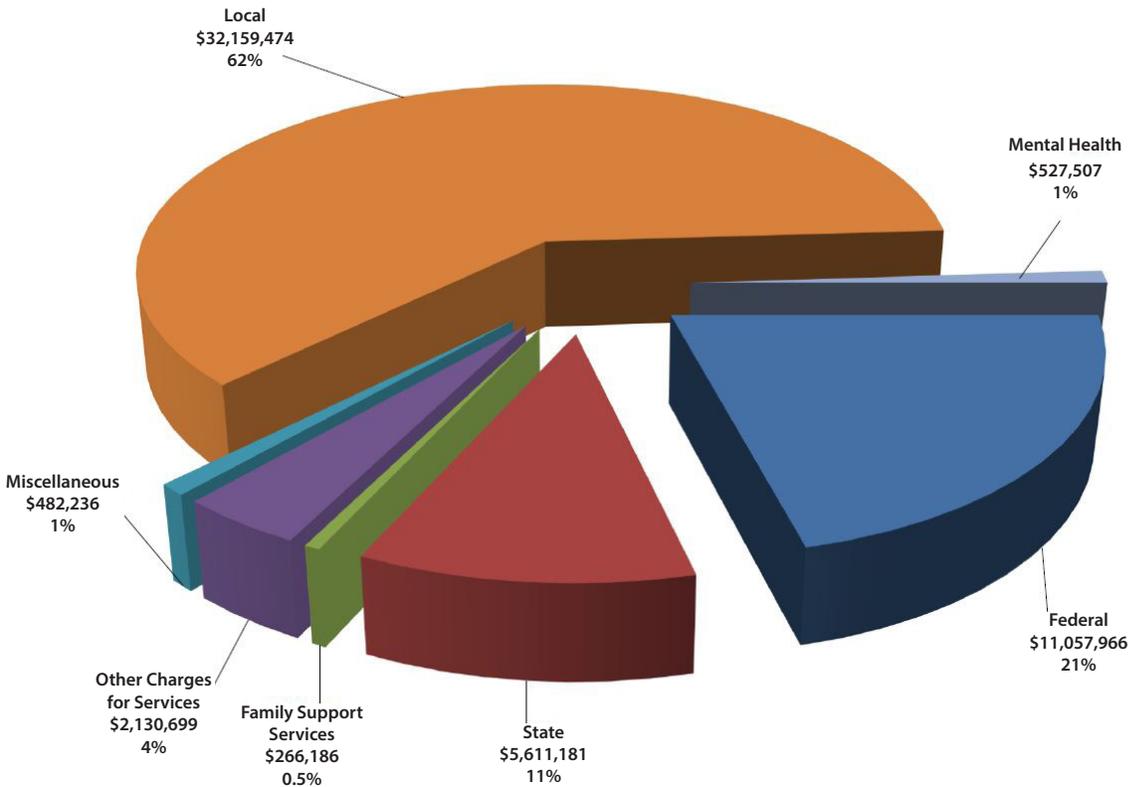
**Scott Kidd, Psy. D.**  
Clinical Psychologist

**Toni Brokaw-Farmer**  
Director,  
Human Resources

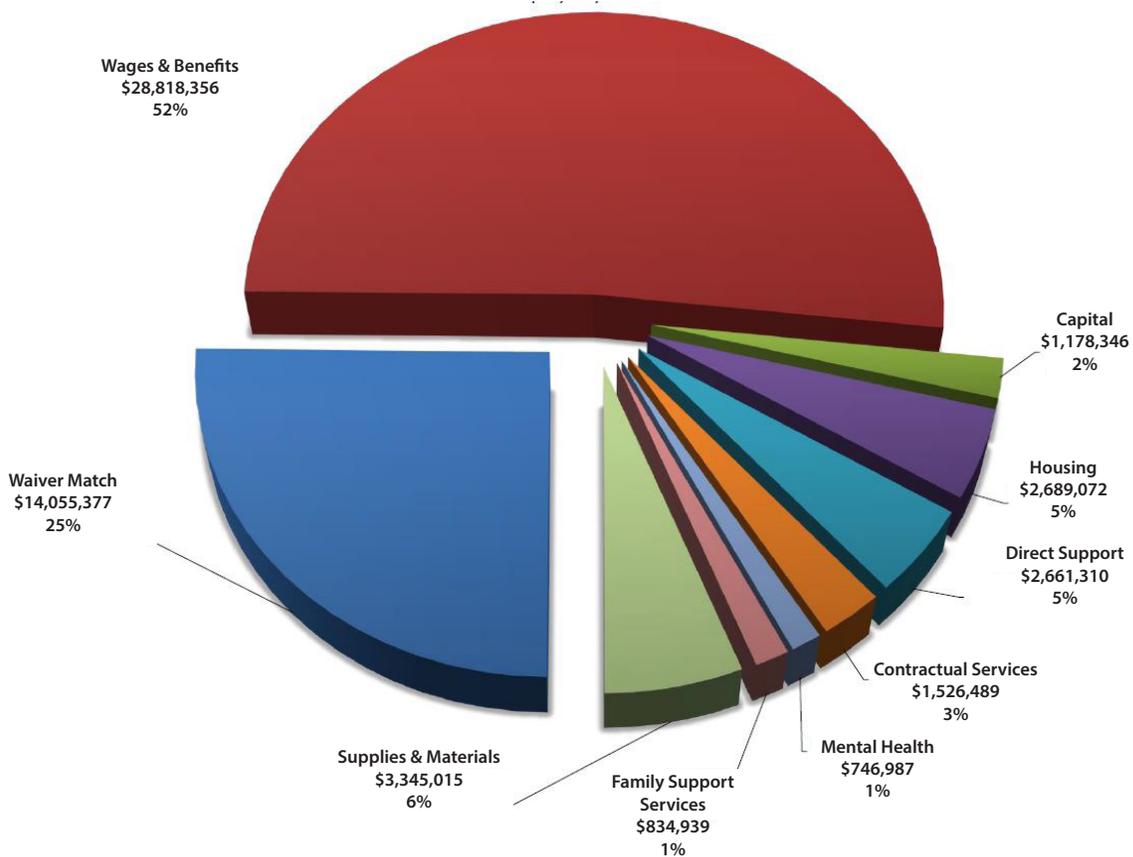
**Rachel Mallory**  
Director,  
Information Services

**Janice Saddler Rice**  
Director,  
Communications

## 2017 Actual Revenues By Source: \$52,235,250



## 2017 Actual Expenditures By Type: \$55,855,870



# Survey | 2017-18 Consumer Satisfaction Rates

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## Overview

In mid- to late June of 2018, the Montgomery County Board of Developmental Disabilities Services undertook its annual **Consumer Satisfaction Survey**, which is designed to assess the quality of services received by individuals in the previous 12 months. This survey was available in both hard copy and electronic form, and was distributed to individuals receiving services, along with their parents or guardians. All recipients were asked to complete either the hard copy version or the electronic one, but not both. Those completing hard copy surveys were asked to return the survey three weeks from the date of mailing.

## Survey Structure

The survey featured yes/no, multiple choice and open-ended questions in an effort to obtain truly useful information. Because the survey attempted to gather information about 10 different departments and functions AND attempted to solicit information of a more general nature about the agency, it was divided into sections to make it easier to navigate.

The first section contained general demographic and agency-related questions, followed by questions specific to independent departments and functions (e.g., Early Intervention, SSA Services, Recreation, etc.). If an individual did not receive services specific to a particular department or function, they were asked to skip that section and move on to the next. The survey closed with a series of open-ended questions about quality of services and service improvement.

In each case, individuals were asked to complete the survey as independently as possible, and staff and parents were asked to allow them to do so. In some instances, surveys were completed for individuals who could not record their own answers by a provider representative.

## Distribution Methodology

This year, the Board asked residential providers to assist with the distribution and collection of 563 surveys to individuals living in group homes and congregate settings in an effort to boost the rate of return and to save on postage. The Board delivered hard copy surveys to each residential provider, as well as 88 surveys to guardians associated with Adult Protective Services, and offered a cover letter with detailed instructions as to how surveys were to be completed and returned.

2,002 surveys were sent via U.S. Mail to individuals who did not live in group homes and for whom no email was available. Mothers, Fathers and Guardians for whom no email existed also received one hard copy survey per household. In the case of households with more than one person eligible to complete the survey, the instructions encouraged the second person to participate by completing the survey electronically. Return postage was not included.

When email addresses were available, the Board did send email messages with a link to the survey and instructions for its completion. 1,277 emails were sent with a link to the survey to individuals, mothers, fathers and guardians. In cases where individuals and family members lived together and only one email address was available for the group, the instructions encouraged other family members to participate by completing the survey electronically.

## Data Collection

All electronic surveys were completed within Survey Monkey, while hard copy survey results were entered manually. Those involved in data entry were instructed to enter responses exactly as they were written and presented.

## Rate of Return

As of August 21, 2018, the Board received 508 surveys, of which:

- 195 were returned by individuals currently receiving services
- 155 were returned by parents of individuals currently receiving services
- 67 were from guardians of individuals currently receiving services
- 136 were from provider representatives, who completed the survey in support of an individual
- 4 were returned by County Board staff, who completed the survey in support of an individual who needed assistance

In the 2017 edition of the Consumer Satisfaction Survey, only 242 surveys were returned. All participants who completed and returned a survey were entered into a drawing to win a \$100 Visa Gift Card donated by MCBDDS Superintendent Nancy Banks.

## Follow Up

In the course of data entry, if a participant expressed a concern or asked a member of the Board's leadership to contact them, their survey was flagged and passed along to the Superintendent, who then reached out to the participant directly via phone and specified further follow-up, if needed.

# Survey | 2017-18 Consumer Satisfaction Rates

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Note: The number of responses to each Consumer Satisfaction Survey question varies because not every participant receives all of the types of services the Board offers. If an individual did not receive services specific to a particular department or function, they were asked to skip that section and move on to the next. Participants were also able to opt out of questions within sections where they did receive services. Please note: Not all answer scales are the same across all questions.

## Overall Satisfaction

Overall satisfaction with quality of County Board services: 90.9% of respondents chose "Excellent" or "Good"; total of 519 responses

## Satisfaction with MCBDDS Service and Support Administrators / Service Coordination

- Feel like SSA is interested in getting to know me and understand my needs: 95.9% of respondents chose "Yes"; total of 486 responses
- Have positive, respectful interactions with my SSA: 95.7% of respondents chose "Always" or "Most of the Time"; total of 485 responses
- SSA staff encourage my participation and choice regarding the development of my Individual Service Plan and services: 96.5% of respondents chose "Always" or "Most of the Time"; total of 482 responses
- SSA staff follow through coordinating services that meet my needs based on available resources: 95.2% of respondents chose "Always" or "Most of the Time"; total of 479 responses

## Satisfaction with MCBDDS Employment Navigation Service Coordination

- My Employment Navigator SSA works to connect me with resources that help me move along my path to employment: 93.6% chose "Agree"; total of 157 responses

## Satisfaction with MCBDDS Family Support Services Program

- 96.0% of respondents chose "Extremely Satisfied" or "Satisfied"; total of 151 responses

## Satisfaction with MCBDDS Habilitation Activities

- 86.0% chose "Excellent" or "Good"; total of 208 responses

## Satisfaction with MCBDDS Transportation Services Program

- The bus runs on time as scheduled for my route: 90.6% of respondents chose "Always" or "Most of the Time"; total of 159 responses
- My driver and aide provide services in a safe and secure manner: 95.1% chose "Always" or "Most of the Time"; total of 164 responses

## Satisfaction with MCBDDS Mental Health Services

- 54.9% chose "Strongly Agree"; 35.3% chose "Agree"; total of 173 responses
- MCBDDS Mental Health services have helped me feel better: 88.5% percent chose "Strongly Agree" or "Agree"; total of 156 responses

# Survey | 2017-18 Consumer Satisfaction Rates

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Survey results continued from Page 5

## Satisfaction with MCBDDS Behavior Support Services

- Behavior supports help to make my life better: 93.9% chose "Agree"; total of 115 responses
- Behavior Services help me learn coping skills to handle my problems: 86.4% chose "Agree"; total of 118 responses

## Satisfaction with MCBDDS Early Intervention Services

- I have noticed a positive change in my child's development since starting with the PACE Early Intervention Program: 84.6 % of respondents chose "Yes"; total of 39 responses
- The strategies and suggestions offered by Early Intervention staff fit into my family's routine so we can implement them throughout my child's day: 88.9% chose "Excellent" or "Good"; total of 45 responses

## Satisfaction with MCBDDS Recreation Services Program

- 92.7% chose "Excellent" or "Good"; total of 343 respondents
- I like the kinds of events offered by MCBDDS Recreation: 81.8 % of respondents chose "Agree"; 15.5% chose "Sometimes"; total of 341 respondents
- Recreational outings and events are fun: 90.0% chose "Agree"; total of 341 respondents

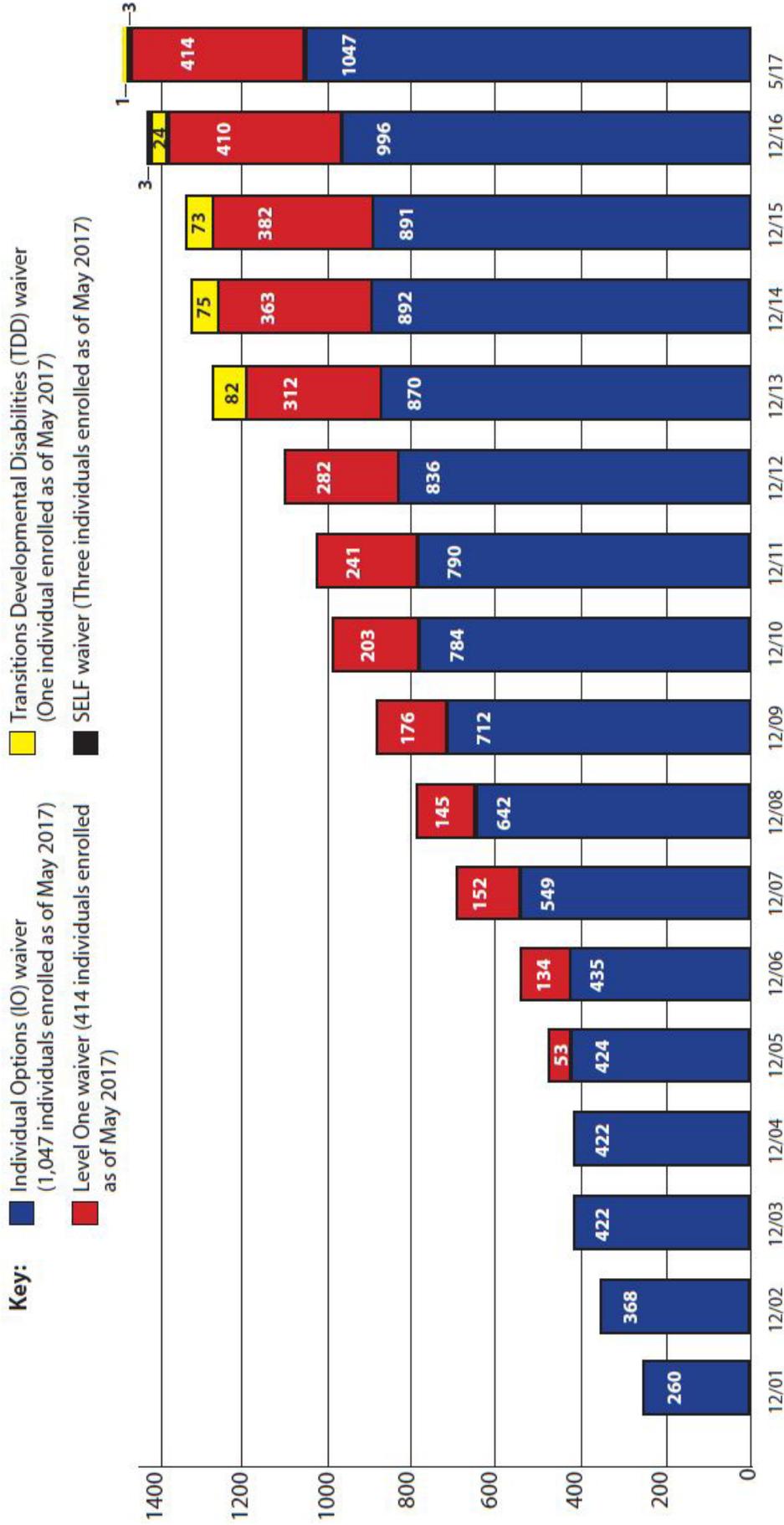
## Satisfaction with Private Providers of Day Services for Adults

- 94.3% chose "Yes"; total of 298 responses

## Satisfaction with Private Providers of Transportation Services for Adults

- 95.8% chose "Yes" (to indicate satisfaction); total of 287 respondents

# Growth in Waivers, December 2001 to May 2017

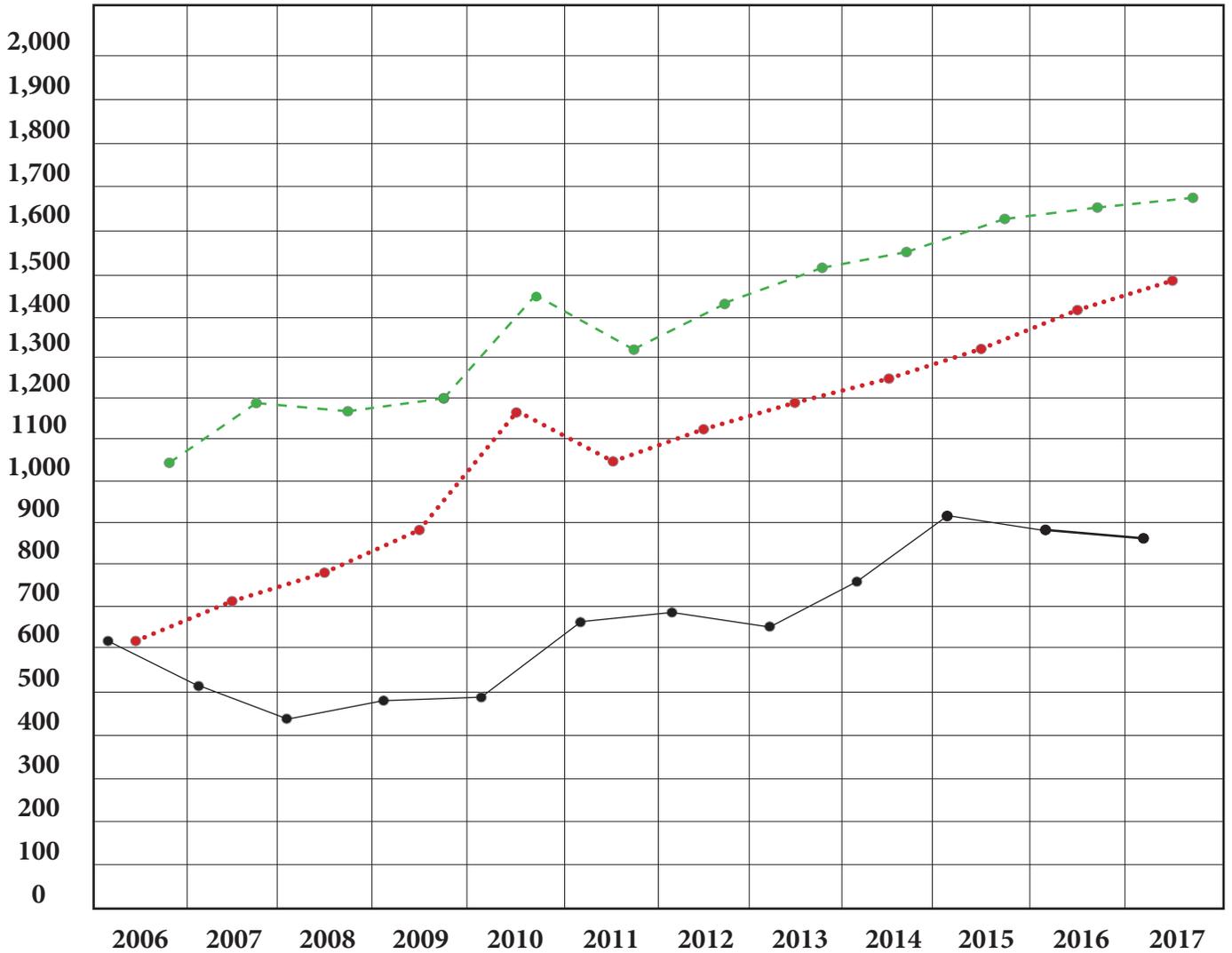


## Demand for waivers continues:

- Significant increase in number of caregivers over age 60
- Increased life span of individuals served by MCBDDS

The chart below offers a look at growth trends associated with the numbers of persons served and the numbers of waiver funding authorized by the Montgomery County Board of Developmental Disabilities Services, as well as the number of Major Unusual Incidents (MUIs) filed and investigated by the Montgomery County Board of Developmental Disabilities Services Department of Safety and Protection for the period beginning in 2006 through 2017.

## Trend Analysis: MUIs, Waiver Growth and Caseloads



### KEY:

- = Major Unusual Incidents
- ..... = Waiver Growth
- - - - = Numbers Served Growth (waiver + non-waiver)

### NOTES: FUTURE PROJECTIONS

- 2018 End of Year: Waiver Growth = 1,585  
Numbers Served = 1,711  
MUI = 940
- 2019 End of Year: Waiver Growth = 1,685  
Numbers Served = 1,761  
MUI = 987
- 2020 End of Year: Waiver Growth = 1,792  
Numbers Served = 1,811  
MUI = 1,036
- 2018 - 2020: Projections assume conservative growth of 50 new net individuals served annually, and 5 percent growth in MUIs



## ENROLLMENT SUMMARY: PRIOR 12 MONTHS

Program Area	2017												Variance	
	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr		
<b>Children</b>														
Early Intervention (Includes All Options) Full Time Equivalent (Any Child Who has an IFSP) - Capacity 603	494	496	501	503	499	497	490	469	487	494	499	503	487	16
Children In-Process (Any Eligible Child not on an IFSP yet)	21	33	24	23	40	19	14	16	14	14	9	68	38	30
Children In Intake	59	89	42	60	68	69	56	43	79	71	60	13	65	(52)
(Any Child Whose Eligibility Determination is in Process)	27	25	25	22	21	19	19	17	17	17	16	16	26	(10)
PLAY Project	515	529	525	526	539	516	504	485	501	508	508	571	525	46
<b>Total # of Families Accessing Evaluation, Services, or Support</b>	<b>601</b>	<b>643</b>	<b>592</b>	<b>608</b>	<b>628</b>	<b>604</b>	<b>579</b>	<b>545</b>	<b>597</b>	<b>596</b>	<b>584</b>	<b>600</b>	<b>616</b>	<b>(16)</b>
<b>Adults</b>														
Calumet	67	65	65	64	61	61	61	53	50	47	44	37	68	(31)
Jergens	106	99	95	91	84	84	78	72	69	68	65	54	111	(57)
Kuntz AM (Full Time Workers)	121	120	117	111	108	102	99	99	0	0	0	0	123	(123)
Kuntz PM (Full Time Workers)	56	56	55	51	49	48	48	48	0	0	0	0	62	(62)
Northview	76	76	76	77	76	76	76	81	79	81	79	78	76	2
Liberty Lane	87	83	77	72	69	67	65	61	0	0	0	0	99	(99)
Employment Services	312	295	291	290	285	262	270	205	202	198	197	206	313	(107)
Independent	24	24	25	25	27	28	29	29	25	26	26	26	26	0
Competitively Employed	128	132	130	134	129	125	127	125	125	122	123	134	132	2
# Enclaves	87	85	82	81	77	60	60	0	0	0	0	0	91	(91)
Unemployed	43	40	40	43	45	43	49	51	52	50	48	46	32	14
Other (Medical leave, transition, etc.)	30	14	14	7	7	6	5	0	0	0	0	0	32	(32)
Senior Resource Connection	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goodwill - Senior *	2	2	2	2	2	2	2	2	2	2	2	2	1	1
<b>Individuals Who Have Moved to Private Providers</b>	<b>26</b>	<b>42</b>	<b>42</b>	<b>25</b>	<b>31</b>	<b>31</b>	<b>10</b>	<b>336</b>	<b>56</b>	<b>26</b>	<b>10</b>	<b>23</b>	<b>12</b>	<b>11</b>
<b>Total Adults Enrollment</b>	<b>827</b>	<b>796</b>	<b>778</b>	<b>758</b>	<b>734</b>	<b>702</b>	<b>699</b>	<b>621</b>	<b>402</b>	<b>396</b>	<b>387</b>	<b>377</b>	<b>853</b>	<b>(476)</b>
<b>Service Areas for Adults (Duplicate counts)**</b>														
Habilitation (Facilities)	336	323	313	304	290	288	280	267	198	196	188	169	354	(185)
Kuntz Organizational Employment (Facilities)	177	176	172	162	157	150	147	147	0	0	0	0	185	(185)
Full Time Workers														
** Information totaled by Quarter														
<b>Quarterly Total Kuntz Organizational Employment</b>	<b>1,551</b>	<b>1,551</b>	<b>1,551</b>	<b>1,398</b>	<b>1,398</b>	<b>1,279</b>	<b>1,279</b>	<b>582</b>						
<b>Waiting Lists for Enrollment From Intake</b>														
Employment Services Community Employment (Priority)	43	40	40	43	45	43	49	51	52	50	48	46	32	14
<b>Individuals Who Have Entered Day Service Options Program</b>	<b>0</b>	<b>12</b>	<b>12</b>	<b>8</b>	<b>8</b>	<b>12</b>	<b>1</b>	<b>12</b>	<b>21</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>5</b>

\* Numbers include Individual(s) who attended MVSC and Shiloh House in 2011 & 2012

\*\* Totals are done by Jan-Mar, Apr-Jun, Jul-Sept & Oct-Dec



Scenes from MCBDDS activities, 2017 and 2018

- **The health and safety of individuals**, and the quality of services they receive, is of prime importance.
- **Individuals have the right to make choices** about how they live and work.
- **The Board will develop, support and assist providers** to promote choices and quality services for individuals.
- The Board is dedicated to **educating and equipping the community to assist with the integration** of the people it serves.
- The Board will continue to be a **responsible steward of taxpayer dollars**.

# Annual Plan | 2018-19 Initiatives

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- **Quality Services**
- **Self-Advocacy**
- **Residential Support**
- **Community Integration**
- **Community Employment**
- **Provider Support**

# Initiative | Quality Services

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- Support individuals and families in efforts to learn more about day, employment, transportation and residential providers serving Montgomery County by continuing to highlight new providers through new provider videos; in Board Bits newsletter, e-newsletter and on website; and one Provider Fair annually (2nd quarter 2019)
- Provide behavior support services to individuals who experience increases in problematic behaviors associated with transition to private provider services (ongoing)
- Develop and enact plan to educate individuals and families about statewide ProviderGuidePlus resource through Board Bits newsletter, SSA communications and PAAC meetings (3rd quarter 2018)
- Develop and implement mental health outpatient program, targeting individuals with no previous involvement in the Mental Health Supports and Services program by serving an additional 50 people (2nd quarter 2019)
- Send one Developmental Specialist to become certified PLAY Project provider or hire a Developmental Specialist with this qualification (4th quarter 2018)
- Conduct Transition Survey with individuals and families to determine their satisfaction with placement and new provider services with a goal of 15 percent return (semiannually)
- Conduct one agency-wide Consumer Satisfaction Survey annually, gathering input from individuals, family members and guardians for use in improving services and service delivery (2nd quarter 2019)
- Place all individuals receiving MCBDDS Adult and Transportation Services at Calumet and Jergens Centers with private providers prior to closure of buildings (4th quarter 2018)
- Complete staffing realignment to correspond with new operational requirements (2nd quarter 2019)

# Initiative | Self-Advocacy

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- Develop and present training that helps community-based self-advocacy group members learn how to advocate with elected officials that includes basic etiquette, talking points, follow up (1st quarter 2019)
- Help community-based self-advocacy group members develop more advanced self-advocacy skills by scheduling and making specific skill-related presentations at group meetings every other month (2nd quarter 2019)
- Develop and implement initiative that helps interested and experienced self-advocates learn how to mentor others (2nd quarter 2019)
- Work with community-based self-advocacy group members to develop disability awareness/sensitivity/customer service trainings for community groups. Schedule two community presentations (2nd quarter 2019)
- Host third annual community-based Self-Advocacy Conference, open to individuals and advocates from Montgomery County and neighboring counties (2nd quarter 2018)

- Cultivate new private housing providers by targeting agencies not currently operating in Montgomery County to address emergency and respite housing needs (4th quarter 2018)
- Develop second Adult Interim Care Home to increase emergency housing capacity to 16 beds (4th quarter 2018)
- Have Residential and Family Services and Behavior Management staff attend training in preparation for assessments of individuals specific to new waiting list requirements (2nd quarter 2018)
- Explore potential sources of funding and/or collaboration to assist Miami Valley In-Ovations Housing Corporation with fiscal sustainability (2nd quarter 2019)
- Develop up to two new properties to meet increased need for community housing (4th quarter 2018)
- Manage Intermediate Care Facility downsizing waiver placements (2nd quarter 2019)
- Educate individuals, families and guardians about Remote Monitoring and Support technologies to promote greater independence through communiques including the Board Bits newsletter, e-newsletters, website, Provider Fair (2nd quarter 2019)

# Initiative | Community Integration

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- Help individuals gain greater access to transportation by fostering growth of RTA Connect Coordination service; add 29 additional users for a total of 50 riders per RTA limits (2nd quarter 2019)
- Develop initiatives with at least two community agencies to promote greater understanding of developmental disabilities so they can better integrate people with such disabilities into their planning for everyday service delivery (2nd quarter 2019)
- Refer 15 individuals to MCBDDS Employment Recreation Program to assist them with integration into existing community-based opportunities for socialization and volunteerism (2nd quarter 2019)

## Initiative

# Grow Community Employment Opportunities

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- Prepare 50 individuals to work with Opportunities for Ohioans with Disabilities and/or employment providers in preparation for pursuit of community employment (2nd quarter 2019)
- Track and follow individuals in community employment placements to assess success of provider placement efforts (2nd quarter 2019)
- Add an additional provider offering employment-specific services in Montgomery County (2nd quarter 2019)
- Connect three day and employment providers with community agencies in need of volunteers to support community integration, volunteerism and job skills development for individuals (2nd quarter 2019)

# Initiative | Provider Support

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- Assist providers in recruitment and retention of staff by:
  - Coordinating three Hiring Events for providers to support recruitment of provider staff (2nd quarter 2019)
  - Promoting awareness of Direct Support Professionals career field through communication tools and supports (2nd quarter 2019)
  
- Promote collaboration among providers and with MCBDDS to improve service delivery for individuals by:
  - Continuing to host 10 provider workgroup meetings annually to address issues of concern (ongoing)
  - Creating password-protected area on MCBDDS website that allows providers to address issues, share information and resources (3rd quarter 2018)
  
- Launch quarterly electronic update to keep provider leadership informed of issues, policy changes, events and activities (3rd quarter 2018)
  
- Offer quarterly trainings to day service and residential provider agencies on general behavior support concepts to assist them in serving individuals with challenging behaviors (begin 1st quarter 2019)
  
- Offer training to providers and community agencies regarding dual diagnosis and best practices when working with individuals with a dual diagnosis of intellectual disability and mental illness (ongoing)
  
- Support prospective providers in their efforts to become DODD-certified, and develop and establish programs in Montgomery County (ongoing)



Scenes from MCBDDS activities, 2017 and 2018

As part of its efforts to keep individuals, families, guardians and the community up to date, the Montgomery County Board of Developmental Disabilities Services (MCBDDS) invests in electronic communication tools that allow stakeholders to have information sent to them in real time.

Participants can choose to have content ranging from weather-related delays and emergency alerts to news updates, event information and meeting agendas sent directly to them via text message or email. To opt in to this service, go to <http://www.mcbdds.org/signup> or visit the MCBDDS homepage and click on the "Stay Connected" button in the blue band halfway down the website homepage. Follow the instructions in the gray box, and select from a wide variety of notification categories. Need help registering? Call 937-837-9253 or 937-837-9214.



To sign up for text or email alerts, click the "Stay Connected" button (above) and follow the directions in the "Notify Me" section (below).

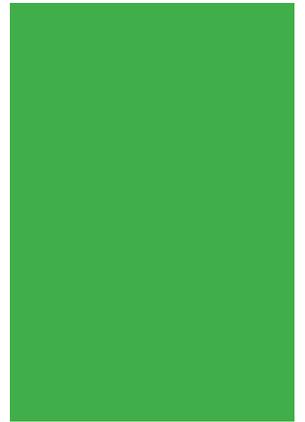
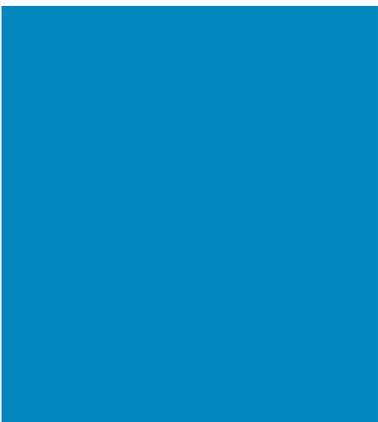
### Notify Me

Did you know you can sign up to receive alerts and information from the Montgomery County Board of Developmental Disabilities Services via e-mail and text message? From weather-related delays and closings to news updates, event information and meeting agendas, you can have information sent directly to you. Just complete the following steps and you'll be connected!

1. Type your email address in the box and select **Sign In**.
2. If you want to receive text messages enter your phone number and select **Save**.
3. To subscribe or unsubscribe click and/or next to the lists to which you wish to subscribe/unsubscribe.

**Please sign in to subscribe, unsubscribe, or manage your subscriptions**

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5450 Salem Avenue, Dayton, OH 45426  
(937) 837-9200  
[www.mcbdds.org](http://www.mcbdds.org)

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