The Role of Residential and Family Support Services

The Residential and Family Support Services Department of the Montgomery County Board of Developmental Disabilities (MCBDDS) coordinates services and supports for people with intellectual and developmental disabilities who live in Montgomery County and are considered eligible by the State of Ohio. Funding may be available to assist with services.

The face of the RFSS Department is its Service and Support Administrators (SSAs)—trained caseworkers who serve as the primary point of contact for most people who receive services from the County Board.

Understanding the Person: The Key to Services

The mission of Service and Support Administrators (SSAs) is to help the people they serve live meaningful and rewarding lives that are aligned with that person's goals and choices.

SSAs look at the whole person—their interests, talents, strengths and motivations—so they can help them get what they want out of life. They take stock of an individual's history and what their needs are, along with issues and concerns that they or their support team may have. They also serve as advocates to safeguard the rights of individuals and protect their interests and choices.

No Wrong Door: Support in Crisis

People with developmental disabilities who are in crisis are often referred to MCBDDS's Residential and Family Support Services Department for assistance. SSAs from the Department connect people with resources to help them gain stability, whether they become eligible for services or not. Such resources may be offered through MCBDDS or another organization in the community, and may include temporary housing assistance, nursing care, food, clothing, and more.
Connecting People with Services and Supports

Eligibility Service and Support Administrators (ESSAs) serve school-age individuals who have not received federal waiver funding. The ESSA assists families with accessing and coordinating services from the Board and community while their child is still in school. ESSAs also offer support to the family as their child transitions from high school and into adulthood.

Service and Support Administrators (SSAs) serve children and adults with developmental disabilities who receive federal waiver funding. They work collaboratively with the person, their families and members of the person’s support team to assess the person’s needs and develop an Individual Service Plan (ISP). They also connect people to services, and coordinate and monitor the delivery of those services, which include, but are not limited to:

- Residential Placement Services
- Day Services
- Transportation
- Employment Support
- Safety and Protection Services
- Mental Health Services
- Behavior Support Services
- Recreation
- Crisis Intervention Services

Individual Service Planning

Every year, SSAs meet with the individuals they serve and the person’s support team, which may include parents, guardians, providers and other people important to them. The purpose of this process is to develop an Individual Service Plan (ISP) that helps the person:

- Identify their goals and dreams, along with steps to reach them
- Connect with community resources and critical services
- Encourage community engagement and connections
- Enhance self-advocacy

Depending on the person’s wishes, the Plan may also outline how the person can:

- Contribute to the community through volunteerism
- Develop employment skills
- Navigate the employment process
- Advocate for themselves and others
Transition to Adulthood

The Residential and Family Services **School-to-Work Employment Program** helps eligible high school students with developmental disabilities make a successful transition from school to adulthood. The Department works closely with local school districts to identify students in need of support, and offers career exploration and employment preparation and training opportunities through its Boot Camp programs, as well as resources and guidance for individuals and parents.

Employment Navigation

The **Employment Navigation** function focuses on helping adults with developmental disabilities identify and move along a desired career path. It assists them in finding meaningful, fulfilling employment in the community that fits their needs and desires.

Because individuals vary in terms of their preparation, work experience, employment goals and other needs, Employment Navigator SSAs (ENSSAs) help them identify a desired career path and map out steps to help them accomplish their employment goals. These ENSSAs support the individual by coordinating the resources and training they may need, whether those be services from providers and government agencies or supports from family and friends. They also authorize and monitor funding and employment supports.

Eligibility

Anyone interested in determining their eligibility for MCBDDS services should contact the Intake and Eligibility Department at one of the following numbers:

**Birth to Age 2: Early Intervention Services - 937-258-1446.**

**Ages 3 to 5: Community Resource Linkage and Service Coordination - 937-258-1446.**

**Children ages 6 to 15, and Adults 16 and Up: Services, Planning and Coordination - 937-457-2888.**