



Service and Support Administration



Portage County Board of Developmental Disabilities

The Person Centered Approach

SSAs will help individuals and their teams use the person centered planning process. This means the individual receiving services speaks out on what they want, what is important to them and what works and doesn't work for them.

Employment First

People with developmental disabilities have the right to make informed decisions about where they work, and to have opportunities to obtain community jobs that result in greater earnings, better benefits, improved health and enhanced quality of life. SSAs will help individuals choose where they are on their path to employment.

Administration Building
2606 Brady Lake Road
Ravenna, Ohio 44266-1657
330-297-6209

Service and Support Administration
330-297-4100
intake@portagedd.org



PORTAGE COUNTY BOARD OF
**DEVELOPMENTAL
DISABILITIES**

Making the difference in meeting lifelong needs

Our mission is to assist individuals in developing their abilities to achieve a life as active members of our community.



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DISABILITIES**

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Service and Support Administration

To apply for services from the **Portage County Board of Developmental Disabilities** or seek assistance with information and referral, contact: **Service and Support Administration** (330) 297-4100 or 1-800-850-9283.

www.portagedd.org



Service and Support Administration Provides

What is Service and Support Administration?

Service and Support Administration (SSA) supports individuals in determining and pursuing goals and maintains the individual as the focus while coordinating services across multiple systems. A Service and Support Administrator (SSA) will assist individuals and families to support, empower, and advocate for the individual. Services provided through the SSA are person-centered. SSAs support individuals in determining and pursuing life goals. SSAs work with families, guardians and natural supports to access, provide and/or enlist whatever support is needed. The SSA is the primary point of coordination.

How is eligibility determined

A SSA shall determine eligibility for individuals age 3 and above according to rules adopted by the Ohio Department of Developmental Disabilities (DODD). Referrals can be made by calling 330-297-4100 or by email: intake@portagedd.org. Upon eligibility, the SSA assigned shall provide individuals with the following services: *Each person or his legal guardian must consent to services provided by a Service and Support Administrator.*

Assessment Coordination

The SSA shall coordinate an assessment at least yearly. The assessment shall take into consideration what is important to the individual to promote satisfaction and achievement of desired outcomes, what is important to the individual to maintain his/her welfare, known and likely risks, the individual's place on path to community employment and what is working and not working in their life. The assessment shall identify supports that promote the individuals' rights, self-determination, physical well-being, emotional well-being, material well-being, potential development, and interpersonal relationships.

ISP Development

The SSA will develop, review and revise the Individual Service Plan. The Individual Service Plan will include outcomes that ensure health and welfare, assist the individual to engage in meaningful and productive activities, support community connections, improve self-advocacy skills, ensure outcomes are important to the person, and address conflicts between what is important to the individual and what is important for the individual, address and identify risks and include supports to prevent or minimize risks.

Provider Selection

The SSA assigned will ensure that individuals are given the opportunity to select the service provider(s) of their choice and help them to work with their providers to resolve any concerns.

Budget

The SSA assigned shall establish recommendations for obtaining approval of budgets for services based on the individual's assessed needs and preferred ways of meeting those needs.

On-going Service Coordination and Linkage

The SSA will provide on-going service coordination to assure services are provided in accordance with the ISP and satisfaction of the individual.

Continuous Review Process

The SSA assigned shall implement a continuous review process to ensure ISPs are developed and implemented according to the SSA rule. This process is tailored to the individual and their needs. This review process can be face to face visits, phone calls or emails.

Crisis Intervention

A SSA is on-call 24 hours per day when urgent health and safety issues arise, including the reporting of Major Unusual Incidents (MUIs), which are then forwarded to the Investigative Agent (IA) for review.

Due Process

The SSA shall assist with Medicaid Due Process and the Administrative Resolution of Complaints Process.

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