



John R. Kasich, Governor

John L. Martin, Director

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Pipeline PostScripts: Nearly a dozen updates for your calendar.

1. DODD and RSC Partner to Improve Employment Options

Statistics currently indicate that of the nearly 30,000 Ohioans now receiving Adult Services through the state disability services system, about 50 percent would like to have a job in the community ... and only 11 percent have one.

A new program designed to move individuals with developmental disabilities out of sheltered workshops and other more segregated settings and into jobs in the community is targeted to benefit at least 1500 individuals each year. Announced last week as a partnership between DODD and the Ohio Rehabilitation Services Commission (RSC), the effort seeks to more effectively match working-age adults who have developmental disabilities with community-based jobs, and provide training and support services to help them keep those jobs.

In developing the partnership, DODD and RSC wanted to be sure that the approach was going to make a real difference for these job-seekers, and a model was conceived in which RSC job counselors would be placed in County Board of DD sheltered workshops. According to DODD Director John Martin and RSC Director Kevin Miller, the new service model is groundbreaking. It is expected that about 5.5 percent of the number of individuals currently employed in sheltered workshops or other more segregated settings would receive the new, targeted vocational services during the first year. "I'm not aware of anybody else doing this in the country," Miller said.

Funded by about \$1.75 million in state dollars, along with federal matching money through RSC, the total financial support for the partnership efforts is about \$7 million per year. Director

Martin noted that it was important to build a model that would be sustainable long into the future. He noted that the plan reflects Ohio's Employment First initiative, supporting community employment for people with disabilities as a preferred outcome for working-age adults in the service system. As Director Martin has stated in the past,

"We've been listening to our stakeholders. We know it's going to take new models of service delivery to see some real change in the right direction, and to sustain that momentum."

Partners in planning also took into consideration that adults served by County Boards of DD previously may have experienced difficulty in getting employment assistance from RSC, due to the Commission's historical focus on workers with more 'traditional' physical disabilities such as mobility issues, or blindness. Also, some individuals, including those with cognitive disabilities, may have had their cases closed by the Commission because they were considered either unable to benefit from services, or otherwise deemed unable to work in the community. Remedying this situation in the new partnership efforts, RSC will be hiring 15 counselors, each of whom will oversee assistance to approximately 60 individuals, and each of Ohio's 88 County Boards of DD will have the opportunity to refer a pre-determined number of people.

Related article at: [The Columbus Dispatch, July 24, 2013](#)

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2. Ohio Medicaid Moves Ahead with Managed Care Efforts

Beginning this month, Ohio families will experience better coordination in health care services available to their children. Effective July 1, as part of an overall effort to improve long-term health outcomes, Ohio Medicaid (Office of Medical Assistance) is moving ahead with its plan to bring managed care to children with special health care needs. It is estimated that roughly 37,000 children who currently receive benefits through a monthly Medicaid card and have a disability now will be eligible for enrollment in one of five managed care plans. In making this transition from "fee-for-service" Medicaid, it is expected that more families will see the specific health care needs of their children addressed in a coordinated manner.

Currently excluded from enrolling in a managed care plan are: Children who are currently on a Medicaid waiver; Children who are currently living in an institution; Children who are eligible for both Medicaid and Medicare ('dually-eligible'); and, children who receive Medicaid benefits who currently have a designated spend-down amount.

Participants at recent DODD Family Advisory Council* meetings have asked several questions about Managed Care and related changes in the system, many of which are addressed in a Department of Job and Family Services online link at "[Frequently Asked Questions, Information for Children with Special Health Care Needs.](#)" In addition, general information is available at <http://jfs.ohio.gov/ohp/bmhc/transition.stm>.

**The next DODD Family Advisory Council meeting is August 20. See [Pipeline Postscripts](#) in this issue.*

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3. ‘Strong Families, Safe Communities’ Grant Awards

Communities Create Coordinated Care Plans to Help At-Risk Youth

Joining forces to accomplish results more efficiently, DODD and Ohio Mental Health and Addiction Services (OhioMHAS)* announced earlier this month awards of nearly \$3 million of a total \$5 million grant to seven community partnerships for implementing the ‘Strong Families, Safe Communities’ project, and to provide care coordination and crisis intervention services for youth at-risk of harming themselves or others due to a mental illness or developmental disability.

In addition to the grant awards, the project will provide statewide training on crisis intervention for professionals in the developmental disabilities and mental health fields. ‘Strong Families, Safe Communities’ is funded by Governor John Kasich’s initiative to commit money awarded from the state’s Children’s Health Insurance Program Reauthorization Act (CHIPRA) to develop targeted strategies to stabilize youth in crisis, ages 8-24, and develop long-term treatment plans that help children and their families live happier, healthier lives.

“Children at risk—those struggling and teetering on the edge of self-harm or aggression and violence—often aren’t yet in treatment programs, and therefore not yet known to us as someone in need of care and support,” said Tracy Plouck, Director of OhioMHAS. “Our focus was to engage our local systems and encourage community-driven solutions that combine knowledge and leadership across agencies. We’re very pleased with the comprehensive treatment models in these plans.”

DODD and OhioMHAS recruited 38 proposals from Ohio communities, all representing collaboration among Mental Health (MH) and Developmental Disabilities (DD) services providers, and many involving multi-county partnerships. The seven partnerships selected (see [Press Release and Fact Sheet](#)) together serve families in 20 counties, and represent collaboration among public and private providers.

Elements of the selected projects include more thorough care coordination, rapid response team efforts, family mentoring and support, screening for high-risk children, and therapeutic services.

DODD Director John Martin noted, “We’re pleased that so many Ohio communities were ready and able to submit viable projects and coordinated care models for this project. From the submissions received we have learned what types of service supports and training are most widely needed. We anticipate the selected projects also will identify best practices and models of care than can be duplicated to benefit all counties, and all Ohioans receiving these services.”

Directors Martin and Plouck will visit each of the community partnerships this summer to officially award the grants and share more about each project with local communities. The schedule of these events, noted below, begins today:

- July 31, 1:30 p.m.: Springfield (Director Martin)
- Aug 1, 10:30 a.m.: Athens (Director Plouck)
- Aug 14, 10:00 a.m.: St. Clairsville, (Director Martin)
- Aug 19, 10:30 a.m.: Mount Vernon (Director Martin)
- Aug 19, 2:00 p.m.: Newark (Director Martin)

Aug 28, 10:30 a.m.: Massillon (Director Plouck)
Aug 30, 10:30 a.m.: West Chester (Director Plouck)

**Effective July 1, 2013, OhioMHAS was formed by the consolidation of the Ohio Department of Alcohol and Drug Addiction Services, and the Ohio Department of Mental Health.*

More information at: [DODD and ODMH Announce Strong Families Safe Communities Grant Awards](#)

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4. Focus on Early Intervention Gains New Leadership

DODD and ODH Collaborate on Early Intervention, Part C

In February of this year, DODD Director John Martin and Ohio Department of Health (ODH) Director Ted Wymyslo announced additional inter-agency coordination efforts on Early Intervention Services, Part C (See [Pipeline, February 27 2013](#)). Part C is a federal program administered by states that serves families with infants and toddlers through age two with developmental delays, or who have diagnosed physical or mental conditions with high probabilities of resulting in developmental delays.

Following on that initial announcement and effective this month, DODD is pleased to note the addition of a key staff position to support this work. Assistant Deputy Director in the Division of Policy and Strategic Direction, Kim Hauck has accepted a new role leading DODD Early Intervention programs. She will manage the Department's responsibilities for Part C, offered under ODH *Help Me Grow* services, ensuring that Ohio children and families can access the range of services throughout the system in all counties.

In making the announcement, DODD Deputy Director in the Division of Policy and Strategic Direction Monty Kerr observed that the Department is making many improvements in its shared program management with ODH, creating a joint leadership model that enables local agencies and providers to better serve families. He stated, "Kim brings a wealth of experience as a tenured professional who has served individuals with developmental disabilities in many capacities. She knows their needs, and understands the resources most needed by those who provide services, support, and education for families."

Hauck previously served as Director of Program Services at Hamilton County DD Services, and holds degrees in special education and educational administration.

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5. Study to Evaluate Needs of People Waiting for Services

More than 40,000 Ohioans with disabilities are waiting for a Home and Community-Based Services (HCBS) waiver in Ohio, according to recent estimates provided by the Ohio Colleges of Medicine's Government Resource Center. The number often raises eyebrows among advocates and policymakers, but currently little is known about what services people actually are waiting for or need.

“It’s disheartening when you hear the number,” says Carolyn Knight, Executive Director of the Ohio Developmental Disabilities Council (DD Council). “But it’s just a number, and it doesn’t really tell the whole story about who is on the list and what they are really waiting for.”

Knight says that is why the DD Council -- in partnership with DODD, the Government Resource Center, and Kent State University -- is funding a study to examine the current and future needs of people with disabilities who are on the waiting list for a HCBS waiver.

The study will include a telephone survey of 1000 individuals who have been randomly selected from the HCBS waiver waiting list. People with disabilities or their family members, caregivers, or guardians will be asked a series of questions about what they need to help them be more independent, or what they might need in the future.

Kent State University will be conducting the telephone interviews beginning in August. Each phone interview is expected to take about seven minutes to complete, and all personal information will be kept confidential. The surveys are expected to be finished sometime in November. Knight emphasized,

“We want everyone to know that it is okay to participate in this survey. The survey is voluntary, and participation would not change a person’s position on the waiting list or the services they are waiting to receive.” She adds, “The responses will help us draw a better picture of what services people are waiting for, and will need to live independently.”

DODD Director John Martin added that he hopes the study will help to de-mystify the waiting list, stating,

“Generally, everyone knows the waiting list for a waiver is large, and keeps growing,” said Martin. “That’s about the extent of most people’s knowledge of the issue. A study like this will really help everyone understand the nature of the waiting list, and take some of the guesswork out of what people on the list need.”

He added that the study could help the Department, and local County Boards of DD identify needs that can be addressed in the future. Once all surveys have been completed, the Government Resource Center will compile an analysis of the responses received, and estimate the current and future needs of all Ohioans with disabilities who are currently on the waiting list. Study findings will be made available in 2014.

For more information: <http://www.ddc.ohio.gov/>

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6. International Guests Learn More About Disability Rights

Stakeholder Partners Host African Guests

Last week, delegates from Botswana, Congo, Ethiopia, Kenya, Niger, Senegal, South Africa, Sudan, and Swaziland visited the Dayton area for three days to learn more about disability rights in the U.S., and share their own perspectives and experiences. The Wright State University International Visitor Leadership Program, funded by the U.S. Department of State’s [Bureau of](#)

Educational and Cultural Affairs, in collaboration with other partners in Ohio's disability community, hosted the group of delegates from throughout Africa with the purpose of discussing and sharing information from different viewpoints.

U.S. collaborators included Advocacy & Protective Services, Inc. (APSI), The Disability Foundation of Dayton, and the Montgomery County Board of DD. APSI representatives presented information to the group on legal protections for individuals with disabilities, and a representative from the Dayton Foundation focused on the subject of specific disability benefits and long term financial planning. The Montgomery County Board presentation included information on services and supports to individuals through the County Board system, along with a little history on the subject and a facilities tour.

The educational and cultural project presented a unique opportunity for exchanging ideas on the subject of developmental disabilities services, including insight into federal, state and local legislation, funding, and programs intended to improve access and quality-of-life for persons with disabilities.

Attendees noted that the collaboration also afforded an opportunity to examine the role of non-governmental organizations in providing services to people with disabilities, influencing disability policy, and raising public awareness of disability issues. International connections such as this visit will facilitate long-term dialogue among the participants and their American counterparts. The African delegates visited four states during their trip, starting in Washington D.C, and then on to Dayton, Portland, and Denver. One of the delegates commented on the experience in Dayton before leaving for Oregon,

"Thank you for making us a part of your empowerment programs. We are grateful for all the information you have shared with us, and we shall put it to great use in our countries."

- Ms. Jabulisile Eunice Zulu, South Africa



Gathered to Learn. International delegates, along with presenters from the Disability Foundation and APSI, who presented information on legal mechanisms of protective services.

"Believing in yourself is the powerful feeling to reach your goals."

-Ms. Ramla Said Omar Mohamed, of Kenya



A Smile is Universal
APSI representative Kristina Gaible
and Congo representative Mr. Jean
Castard NZAOU PAMBOUD, an
Information Technology
Management Engineer with the
Ministry of Civil Service exhibit their
international camaraderie.



*Special thanks to APSI for information and photos contained in this article.
More about the international visit on the [Wright State University website](#).*

Health & Welfare

7. Severe Weather Tips for Care Givers: Flooding, Heat

The Major Unusual Incident (MUI) unit, a part of the DODD Division of Legal and Oversight, shares this information provided by state agency partners the Ohio Emergency Management Agency (EMA,) and the Ohio Department of Health (ODH).

Flooding, High Water

Again this summer the potential for severe weather remains a threat, and residents within designated ‘watch’ areas should be prepared to take immediate action when heavy rains and flooding occur, or flash flood warnings issued. The National Weather Service and its state and local partners caution that if there is any possibility of a flash flood, move immediately to higher ground. Do not wait for instructions to move. Also, if evacuation is necessary:

- Turn off utilities at the main switches or valves if instructed to do so.
- Disconnect electrical appliances.
- Do not touch electrical equipment if you are wet or standing in water.

Be aware of nearby areas known to flood suddenly, because flash floods can occur in these areas with or without typical warnings such as rain clouds or heavy rain. Remember these tips:

- Do not walk through moving water. Just six inches of moving water can cause a fall. If it is necessary to walk in water, walk where the water is not moving. Use a stick to check the firmness of the ground in front of you.
- Do not drive into flooded areas. If water rises around your car, abandon the car and move to higher ground if you can do so safely. You and the vehicle can be swept away quickly.



“Swimming to Safety”

A story from the [Winter 2007, Pipeline Quarterly](#) could happen again, any time!

ResCare staff for two Intermediate Care Facilities (ICFs) in Ottawa, Ohio (Putnam County) were responsible for assisting several residents to safety during a flooding crisis in August 2007.

Flood waters were rising around the homes, and residents had to be evacuated. The town of Ottawa was undergoing what turned out to be a federal disaster due to flooding of the Blanchard River.

Take Precautions to Manage Extreme Heat

DODD and its state agency partners EMA and ODH provide this information for individuals with developmental disabilities and their caregivers to help avoid heat-related stress and illness, especially for those who are very young, chronically ill, or elderly. People who work outdoors or exercise in extreme heat also are more likely to become dehydrated and get heat-related illnesses. Drink plenty of water, dress in light-colored lightweight clothing, and stay in the shade when possible.

Statistics indicate that on average, 675 deaths from ‘extreme heat events’ occur nationally each year. Last year, Ohioans experienced severe weather that left hundreds without power and suffering the ill effects of high temperatures – the highest on record in some areas. As a 2013 heat wave moves across the country this summer, Ohioans are reminded to take precautions to stay healthy and prevent heat-related deaths.

Be a Good Neighbor

Friends and neighbors are urged to periodically check on elderly persons, and those with illnesses or mobility issues that could affect the ability to evacuate a building, as they are among those at highest risk for heat-related problems. Residents without power should call their local 211 numbers for information and assistance, or 911 in an emergency. Another resource is the State of Ohio’s [Check on Your Neighbor](#) kit.

*Information on road closures can be found at www.ohgo.com.
Health & Safety Alerts are under the ‘Health and Safety’ tab at www.dodd.ohio.gov.*

8. Capitol City Opens the Door to Accessible Taxi Service Wheelchair Accessible Vehicles Now in Service in Columbus Area

From now on, when self advocates travel within the Columbus area, there will be another option to assure ease of transportation. Last week, Columbus' first wheelchair-accessible taxi cabs were unveiled at Columbus City Hall Parking Plaza and are a result of the city's moratorium on taxi licenses being lifted specifically to add wheelchair-accessible cabs to the city's transportation landscape. Yellow Cab's initial investment included the new vehicles and ten of the taxi licenses. Plans are to have all ten of the wheelchair accessible taxi cabs on the streets by the end of the year. Currently, five of the vehicles are part of Yellow Cab's active fleet.



Online image, courtesy photo

-They're On a Roll in Columbus-

Individuals who wish to request a wheelchair-accessible cab may do so by calling Yellow Cab of Columbus at (614) 444-4444.

More at [Accessible Taxis](#).



The new vehicles will benefit citizens of Columbus as well as thousands of visitors to the downtown Columbus area each year. Reliable 'on demand' transportation that meets the needs of all citizens throughout the community is what self advocates and advocates for disability services have been seeking for several years, and have been more vocal about in the recent past (See "Self Advocates Speak Up, Ask Questions," [Pipeline, July 17, 2013](#)). Now they are seeing some real progress.

Special thanks to Sue Willis, axiscenter@columbus.rr.com, and Mary Butler, mbutler@ohiosilc.org for information contained in this article.

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Why is Jeffery O'Neil so happy?
Find out in the newest issue of
Pipeline Quarterly,
reporting on spring 2013.

Read all issues at [Pipeline Quarterly](#)



CLARIFICATION: In Pipeline, July 17, 2013, in the article titled, “A Good Life -- Celebration in Northwest Ohio,” two participating groups were inadvertently not listed as being part of the graduation: *Williams County Board of DD*, and *Quadco* participants were a part of the Northwest Ohio group of graduates. *Pipeline* regrets the omission, and congratulates all.

PostScripts

NEW Ohio Waiver Network, Introductory Meetings

The new Ohio Waiver Network (OWN) is being developed by a group of Ohio waiver providers committed to collaboration, system simplicity, and quality outcomes. OWN creators believe that the waiver service model represents the future of service delivery in Ohio’s developmental disabilities community, and have a desire to help shape that future by influencing policy and developing relationships that enable people to succeed. Informational introductory meetings will be hosted around the state in August. Geographic regions and dates are: August 6th – Northeast, Cleveland/Akron; August 13th – Southeast, Nelsonville; August 15th – Southwest, Cincinnati/Dayton; August 20th – Northwest, Bowling Green; August 21st – Central, Columbus. All meetings will be from 9a.m. to noon. Specific locations will be finalized soon and posted at www.ohiowaivernetwork.com. There is no cost to attend.

Public Hearing, State Plan for Independent Living, August 14

A public hearing to provide input to Ohio’s State Plan for Independent Living (SPIL) will be held August 14, 2:00 – 4:00 p.m. at the Ohio Rehabilitation Services Commission (RSC), 150 E. Campus View Blvd., in Columbus. The Ohio Statewide Independent Living Council and RSC are making changes to the 2014-2016 SPIL that will incorporate Community Centers for the Deaf, and the Personal Care Assistance Programs, and they encourage participation and input. To teleconference: (866) 321-0015 or, in Franklin County dial (614) 785-5087. For viewing locations around the state, call (614) 892-0390 or (800) 566-7788.

DODD Family Advisory Council Meeting, August 20

The DODD Family Advisory Council (FAC) will host its next meeting on August 20 at the Columbus Developmental Center training room, from 10 a.m. – 3 p.m.. The meeting agenda will include information about Developmental Center downsizing efforts, as well as our Intermediate Care Facility (ICF) conversion and other topics. DODD Director Martin also will be on-hand for a Question & Answer session, along with Deputy Director Patrick Stephan. FAC meetings are open to anyone with an interest in Ohio’s DD community, and we especially appreciate the attendance of individuals and family members served by the statewide system. Contact Peggy Martin, Peggy.Martin@dodd.ohio.gov or (614) 466-8706.

Check out the **NEW** DODD Mobile App Today!  
Click [HERE](#) for more info.

Advocacy and Service Awards, Nominations due by August 16

The Ohio Rehabilitation Services Commission (RSC) has established the *Ben Bonanno Disability Advocate Award* to honor outstanding advocacy accomplishments by non-employees of RSC. Bonanno was a former RSC Commissioner who advocated to improve employment possibilities for persons with disabilities. The award recognizes a person whose advocacy efforts have significantly improved employment possibilities for Ohioans with disabilities, consistent with RSC’s mission. RSC also has established the *Denise Joanne Weisenborn Service Award* to honor non-employees of RSC who provide outstanding service to Ohioans with disabilities to make their participation in society more meaningful.

This award was established in memory of Denise Weisenborn, an RSC Commissioner from 1997 - 2006. For both awards, *deadline for submitting nominations is August 16, 2013*. Contact Shirley Marchi, at (614) 438-1477 or e-mail shirley.marchi@rsc.ohio.gov.

Training, August 26-27: Building Understanding, Resiliency, and Hope

A training opportunity, “Building Understanding, Resilience and Hope,” is geared toward developmental disabilities professionals as well as mental health professionals -- including case managers, SSAs, and other County Board of DD staff, program managers of day service and residential support agencies, and mental health clinicians. New approaches for understanding and supporting people with complex neurobehavioral conditions and histories of trauma and toxic stress will be discussed at the two-day training, August 26 – 27, at the Xenos Center, 1340 Community Park Dr., Columbus, 9 a.m. – 3:30 p.m. each day. [Click here for registration information](#).

SAVE THE DATE! Direct Support Professionals Event, September 11

The Ohio Alliance of Direct Support Professionals (OADSP) annual DSP Recognition Event will be at the Xenos Center in Columbus, on September 11. Rachel Simon, writer, and sibling to a sister with DD, will be the keynote speaker. The energetic Scott Osterfeld will again MC the event. DODD Director John Martin and several additional presenters are on the agenda. More than 400 DSPs attended last year. The event theme is *Direct Support Professionals Help Create Life Stories*, and DSP’s will have an opportunity to share stories of the great work they do -- see [Directions for sharing videos](#). To register, go to www.dspath.org. Contact: Amy Gerowitz, (513) 484-2772 agerowitz@me.com or event coordinator Lisa Barnes, (866) 862-2322 LisaB4DSPs@yahoo.com.

MARK YOUR CALENDAR! PAR/OSDA ‘Synergy’ Conference, October 2-4

Two non-profit organizations, PAR and OSDA, are hosting a statewide conference October 2-4 at the Embassy Suites Hotel in Dublin. Both organizations have held annual conferences for many years and have provided training, professional development, and advocacy in the DD field. This year’s combined ‘Synergy’ conference will bring together a cross-section of all stakeholders including people with developmental disabilities, their family members, and DD professionals.

The Annual ESDY Awards will be presented at this conference. To nominate someone ...

Eligibility: Individuals or entities that have promoted the principles of self-determination which affected their own lives or the lives of others. Details on the OSDA website at www.ohiosda.org, coming soon. Completed nominations are due by 5 p.m. on August 31, 2013. Contact stravis@eriecbdd.org. All nominations are confidential. Please do not tell anyone about being nominated!

MARK YOUR CALENDAR! DisAbility Jobs Summit, October 8-9

The Opportunities for Ohioans with Disabilities Agency (formerly RSC - the Ohio Rehabilitation Services Commission) has announced the dates for this year’s *DisAbility Jobs Summit* – October 8 and 9, at the Columbus Convention Center. This event will include program tracks that will offer educational experiences for all attendees. Details will be forthcoming as the dates draw nearer. Until then, mark your calendars for the 2013 *DisAbility Jobs Summit*.

WALK NOW FOR AUTISM SPEAKS – October 13

Join ‘Autism Speaks’ on Sunday, October 13, at Huntington Park in Columbus, and walk to change the future for people with autism. *Walk Now for Autism Speaks* is a family-friendly event and helps to fund research that will lead to answers surrounding the many questions posed by Autism Spectrum Disorder. Previous years’ participants say, “Whether you strive to join the new “Grand Club” (walkers that raise \$1,000 or more), sell lemonade, or create your own unique event, you can become a part of the solution!” Contact Columbus@autismspeaks.org or call (216) 524-2842.

SAVE THE DATE! Ohio SIBS Conference, November 8-9

The 13th annual Ohio Adult Sibling (SIBS) Conference is set for November 8-9 at the Columbus Airport Marriott Hotel. It's an opportunity to meet and partner with other adult siblings and disability professionals for a uniquely informative experience. Learn useful information, strengthen advocacy skills, expand community inclusion, and connect with other siblings from around the state. Ohio SIBS serves as a unified voice and partner for Ohio adult siblings of people with developmental disabilities and their families. As the date draws nearer, go to www.ohiosibs.com for more information on the conference.

SAVE THE DATE! OACB Annual Winter Conference, December 4-6

The Ohio Association of County Boards Serving People with Developmental Disabilities (OACB) annual Winter Conference will be December 4-6 at the Hilton Easton hotel in Columbus. It will celebrate the organization's 30-year anniversary. More details as the year progresses.

And ... Save This Date: March 4, 2014

Developmental Disabilities Awareness & Advocacy Day at the Ohio Statehouse

DODD Hotline for Reporting Abuse, Neglect, and other Possible Major Unusual Incidents



To report abuse/neglect and other MUI's call toll-free **1-866-313-6733**. MUIs are to be reported to the local County Board of DD, however, it is understood that there may be times an individual, staff member, or family member may feel it is a conflict, or that, potentially, a County Board may be involved in the allegation. In those instances the hotline number is there to be used for reporting.

Pipeline feedback ... direct from you to the state ...

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