



JEFFERSON COUNTY BOARD OF DEVELOPMENTAL DISABILITIES

256 John Scott Highway
Steubenville, Ohio 43952

**Contact: Michael Mehalik
(740) 264-7176**

Release At Will

Michael A.
Mehalik
Superintendent

JCBDD Surveys Community About Services

School of Bright
Promise
(740) 264-7176
Fax (740) 264-0399

STEUBENVILLE-The findings are in on a community-wide survey about the Jefferson County Board of Developmental Disabilities to establish public perceptions about the services it provides and how it could improve upon quality.

Jefferson Regional
Spectrum Center
(740) 264-7176
Fax (740) 264-0399

The JCBDD commissioned the annual Quality Service Systems (QSS) Community Survey, which was conducted by the Mid-East Ohio Regional Council (MEORC) of Mount Vernon with help from the Muskingum Valley Educational Services Center (MVESC) Data Services Department. The survey occurred between Aug. 10-12 and a random group of 2,500 county residents were drawn from voter files held by the county election board. Those selected were notified via postcard in advance and had the option of completing a phone survey or an online query. The survey was based on five dominant themes: communication, customer focus, fiscal accountability, reputation, and services.

Jeffco Production
Center
(740) 264-4608
Fax (740) 264-1810

JCBDD Superintendent Michael Mehalik said the report arrived in late September and overall feedback was positive. Of the residents selected, about 244 participated and results showed a 90-percent confidence level with the county board and its programs.

Jeffco Training
Center
(740) 266-6167
Fax (740) 266-3839

“We’ve done these surveys for the past three years,” Mehalik said. “We’ve used the data for our planning process. It’s an annual survey that is completed to gauge how the community feels about [our program and] how well we are doing. It also gauges the overall knowledge level the community has about us.”

Community
Employment
Services
(740) 266-3840
Fax (740) 266-3839

Mehalik said a lot of feedback was positive and there were no significant changes with this year’s results. Highlights of the survey showed that 83 percent of respondents believed that the services were valuable and many people supported the developmentally disabled living and working independently within the community.

Service & Support
(740) 266-4291
Fax (740) 266-4293

Under the topic of communication, residents familiar with the board said they primarily were aware through television, newspapers, and word of mouth, while 73 percent of the respondents who interacted with county board employees found them to be courteous.

Shaffer Plaza
(740) 264-7111
Fax (740) 266-2924

Regarding customer focus, about 92 percent of those polled supported the idea of developmentally disabled people living as independently as possible in the community and 93 percent felt comfortable socializing with them. In addition, 88 percent concurred that special needs people deserve equal rights in the community.

Transportation
(740) 266-2923
Fax (740) 264-5977

Fiscal accountability questions centered on responsibility and transparency with public funds, and nearly 75 percent of respondents stated the JCBDD was a wise investment of local tax dollars. A second question asked how the public believed the board was funded, and 37 percent of the population was unsure, while 36 percent said local funds, 17 percent responded state funding, 9 percent said federal funds, and less than 2 percent believed it was based on the participants’ personal income.

Community members were further asked their opinion of the board and its reputation, and roughly 65 percent of the people said they were likely to vote for a levy. Moreover, an estimated 83 percent of respondents found the JCBDD to be valuable and 64 percent heard mostly good things about the program. Of the respondents who dealt with the board, 86 percent said their opinion mostly stayed the same while another 12 percent believed it improved. Overall, about 83 percent at least agree that the services provided could improve the lives of people with disabilities.

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Finally, 72 percent of the participants were knowledgeable about the services provided by the board. Officials said the survey results will be used with other existing data to enrich planning, development, goal setting and community engagement.

“It is information I will spent a lot of time sharing with the board and also reviewing changes that may have occurred from prior surveys,” Mehalik said. “For the most part, there were no major changes in the results we’ve received and it will be used to help us in our planning process. It gives us a good idea of what the community wants and how to better meet the needs of the people we serve.”

Mehalik planned to give a synopsis at the next board meeting with more in-depth discussion during the annual board in-service session in November.

JCBDD offers an array of educational and work programs and support services, including the School of Bright Promise, Jefferson County Regional Spectrum Center, Jeffco Workshop, Jeffco Training Center, Community Employment Services, Transition to Work program, and Family Support Services, as well as the Shaffer Plaza residential complex.