



# **Ohio Statewide Disability Needs**

Survey Report 2022

## **About the Ability Center of Greater Toledo**

The Ability Center of Greater Toledo is a Center for Independent Living located in northwest Ohio serving Lucas, Wood, Ottawa, Fulton, Henry, Defiance, and Williams counties. The Ability Center advocates, educates, partners, and provides services supporting people with disabilities to thrive within their community. The Ability Center's programs are aimed at creating greater independence and stronger connection to the community. Programs include Advocacy, Assistance Dogs, Community Living, Assistive Technology and Medical Equipment, Home Accessibility, Information and Referral, and Youth and Transition Services.

## **Participant Groups and Partners**

We would like to thank those individuals and partners who participated in this survey, as well as those that participated in our listening sessions. The following organizations partnered with us to promote our survey:

- Ohio Council on Independent Living
- Ohio Aging and Disability Transportation Coalition
- Ohio Association of Area Agencies on Aging
- Ohio Development Disabilities Council
- Ohio Olmstead Taskforce
- People First of Ohio
- Services for Independent Living, Inc.
- Center for Disability Empowerment
- Tri-County Independent Living Center, Inc.
- Community Advocates for Transportation Rights
- SALUTE
- SCI Connect
- Center for Independent Living Options, Inc.
- Down Syndrome Association of Greater Toledo
- The Sight Center of Northwest Ohio
- Courageous Community Services
- Lucas County Board of Developmental Disabilities
- The Epilepsy Center of Northwest Ohio
- Opportunities for Ohioans with Disabilities
- Wood County Board of Developmental Disabilities

- Fulton County Board of Developmental Disabilities
- Autism Society of Northwest Ohio
- Williams County Board of Developmental Disabilities
- Ohio District 5 Area Agency on Aging, Inc.
- Ohio Department of Developmental Disabilities
- Defiance County Board of Developmental Disabilities
- Franklin County Board of Developmental Disabilities
- HOPE Services
- Henry County Board of Developmental Disabilities
- Mental Health and Recovery Services Board of Lucas County
- Mental Health and Recovery Services Board in Zanesville
- Breaking Silences Advocacy Committee

The following organizations participated in our listening sessions:

- Community Advocates for Transportation Rights April 6, 2021
- Toledo Lucas County Commission on Disabilities April 8, 2021
- Public Listening Session for State Partners, via zoom on April 29, 2021
- Breaking Silences May 4, 2021
- The Ability Center of Greater Toledo Staff May 7, 2021
- SALUTE May 12, 2021
- People First Ohio May 14, 2021

## **Sponsor**

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# Table of Contents

## Table of Contents

<b>Introduction.....</b>	<b>6</b>
<b>Executive Summary .....</b>	<b>6</b>
Health Care .....	7
Housing.....	7
Transportation.....	8
Public Access.....	8
Recreation/ Education.....	9
<b>Methods .....</b>	<b>9</b>
Survey Methods .....	9
Data Analysis .....	11
<b>Results: Survey Results .....</b>	<b>12</b>
<b>HEALTHCARE .....</b>	<b>13</b>
Figure 1: Healthcare Barriers .....	13
Figure 2: Paying for Healthcare .....	14
Figure 4: Nursing Home Transition Barriers .....	16
Figure 5: In-Home Providers.....	16
Figure 6: Home and Community Based Waivers .....	17
Figure 7: Self- Reported Healthcare Barriers .....	18
<b>HOUSING .....</b>	<b>19</b>
Figure 8: Type of Housing.....	19
Figure 9: Neighborhood .....	20
Figure 10: Accessible Housing .....	21
Figure 11: Accessible Features .....	22
Figure 12: Affordable Rent .....	23
Figure 13: Self-Reported Housing Barriers .....	24
<b>TRANSPORTATION .....</b>	<b>25</b>
Figure 14: Reliable Transportation .....	25
Figure 15: Forms of Transportation .....	25
Figure 16: Access to Public Transportation.....	26
Figure 17: Transportation Barriers .....	26
Figure 18: Public Transportation Reliability.....	28
Figure 19: Self-Reported Transportation Barriers .....	28
<b>PUBLIC ACCESS.....</b>	<b>29</b>
Figure 20: Self-Reported Barriers to Community Participation .....	29
Figure 21: Reasonable Accommodations .....	31
Figure 22: Top Barriers to Community Participation .....	32
Figure 23: Self-Reported Changes for Disability-Friendly Access .....	33

<b>EDUCATION AND RECREATION.....</b>	<b>34</b>
Figure 24: Inclusive Classroom .....	34
Figure 25: Classroom Accommodations.....	35
Figure 26: Inclusive Sports and Recreation .....	35
Figure 27: Self-Reported Additional Comments .....	36
<b><i>Results: Listening Sessions .....</i></b>	<b><i>37</i></b>
<b><i>Recommendations and Analysis.....</i></b>	<b><i>43</i></b>
Health Care .....	43
Housing.....	45
Transportation.....	46
Public Access.....	48
Education and Recreation .....	49
Conclusion.....	49
<b><i>Appendix A: Survey .....</i></b>	<b><i>A</i></b>
<b><i>Appendix B: Listening Session Notes.....</i></b>	<b><i>B</i></b>

## **Introduction**

In 2020, The Ability Center of Greater Toledo identified a need to conduct a larger and longer-term evaluation of barriers to Independent Living in the state of Ohio. With the data collected, The Ability Center is hoping disability advocates around the state will be better armed to move towards the vision of the Americans with Disabilities Act and the Supreme Court case of *Olmstead v. L.C.*

## **Executive Summary**

From February through May of 2021, The Ability Center of Greater Toledo conducted a statewide disability needs survey. The goal of this survey was to understand and identify barriers that people with disabilities face in attaining independent living and full participation in the community.

The survey was divided into five categories and meant to gather feedback in five areas of known barriers: healthcare, transportation, housing, public access, and recreation/education and contained a mix of open-ended and close-ended questions. A total of 141 individuals completed the survey from every different region of Ohio. The survey was promoted by 32 partner disability organizations to a diverse group of respondents across the state of Ohio. In particular, The Ability Center shared our survey within our network of 12 Centers for Independent Living serving different regions of Ohio.

### **Themes**

Upon reviewing the open-ended survey results, 6 major themes were identified throughout the report. These include Ohio's need for: 1) Increased accessible and affordable housing, 2) Increased reliability and availability of mobility options, 3) Waiver expansion and increased availability of in-home providers in healthcare, 4) the need for increased awareness of people with disabilities in communities, employment, and healthcare facilities, 5) increased opportunities for recreation and community involvement, and 6) increased architectural access.

## **Question Results**

### **Health Care**

According to the survey results, the top health care issues facing folks with disabilities in Ohio are a lack of in-home providers (23.97%) and difficulty getting insurance to cover all needed medical services (23.14%) followed by no access to medical insurance (12.4%) and inaccessible medical offices (6.61%). 19% of respondents also self-identified difficulty finding providers as an issue that they experienced when accessing healthcare. 55.70% of respondents stated they have trouble finding a provider they feel comfortable with or who can address their needs, while 54.43% stated there is high turn-over and their in-home providers change often. For those transitioning out of nursing homes, 61.54% of respondents stated they were not connected with medical care or a home and community-based services waiver when leaving the nursing home. 46.15% of respondents stated they did not have enough medication upon leaving the nursing home. Many people with disabilities had also been denied one or more services under their Home and Community Based Services Waiver. 31.37% of respondents had been denied Durable Medical Equipment, 25.49% had been denied transportation services; 25.53% had been denied a home modification; and 29.41% had been denied in-home care.

### **Housing**

Survey respondents were most concerned with the availability of affordable and accessible housing in Ohio. 70% of respondents indicated they live in a single-family home, and 20.77% lived in an apartment. A little over half of respondents were happy with the neighborhood that they live in (56.48%). Others reported that there is no accessible housing (10.19%) or that there is no affordable housing (28.7%) in the area they would like to live in.

82.12% of respondents either disagreed or strongly disagreed with the statement, “there is enough accessible housing in Ohio.” 57.30% of respondents indicated they have trouble finding housing with an accessible entrance. 50.56% have difficulty finding housing with wider hallways and extra maneuvering room, and 47.19% indicated they

have trouble finding housing with a roll-in shower. If a person with disabilities can find an accessible home, it is often beyond their budget. 53.45% of survey respondents state less than \$600 a month in rent is an affordable payment for them. The number one barrier reported when asked to self-identify housing barriers was an inaccessible layout (16%) followed by needing assistance with maintenance (12%) and a lack of available income-based housing (9%).

### **Transportation**

Our results on public transit were mixed depending on whether respondents had a personal vehicle or family and friends to rely on, or whether they relied on public transit. 55.2% of respondents reported that they were not able to access public transportation to get where they need to go. Of those respondents, 41.18% stated that there was no service by their home; 35.29% stated that public transportation takes too long; 29.41% reported that public transit does not go where the person wants to go; 22.06% reported that the bus stop was too far away; and 19.12% stated that public transit was not accessible because of their health. 60.87% disagreed with the statement that public transportation is reliable and gets them places on time.

70.54% of respondents reported they do have access to regular and reliable transportation, but of those, 59.06% of respondents reported that they at least sometimes use a personal vehicle and 40.16% reported that they at least sometimes rely on family for transportation. The top self-reported changes respondents would like to see in public transit were increased systems, routes, and stops (24%); increased accessibility (16%); increased hours (15%); and more reliable and safe (13%).

### **Public Access**

Respondents reported a lack of architectural access, a lack of reasonable accommodations, lack of communication accommodations, limited public transit, few inclusive recreation opportunities, and a lack of awareness of how to interact with people with disabilities as barriers to community access. When asked whether respondents have been in a situation where they could not participate because of accessibility barriers, many self-identified architectural (17.72%) and pedestrian access



(7.59%) as barriers to participating. Others reported limited transit (6.33%) and a lack of ASL interpreters and captioning (6.33%).

Of the provided options, 36.62% of respondents stated they have difficulty getting accommodations for their disability at restaurants, 30.99% at work, and 28.17% at the grocery store or other shopping. When asked to note the top barriers to community participation, 64.76% noted there was a lack of awareness of how to interact with people with disabilities, 48.57% stated there are too few inclusive recreation opportunities in their community, and 34.29% reported they faced barriers to accessibility of buildings and facilities in their community. Finally, 26.67% noted a lack of public transportation options.

### **Recreation/ Education**

Recreation and education were included together in the survey. We received a wide variety of answers as to how inclusive classrooms are in the schools. 15.00% of respondents stated as a child or their child with a disability spent 3 to 5 hours a day in an inclusive classroom, 12.5% stated the child was always in an inclusive classroom, and 10.00% stated the child spent less than a few times a week in an inclusive classroom. Similarly, 36.36% neither agreed nor disagreed with the statement that their child “has all the accommodations he or she needs to be educated in an inclusive classroom,” while 29.09% agreed with the statement and 34.55% disagreed with the statement.

58.62% responded that they disagreed with the statement, “there are enough inclusive sports and other inclusive recreation opportunities available in my community.”

## **Methods**

### **Survey Methods**

The Ability Center of Greater Toledo conducted a statewide survey to understand the barriers that people with disabilities face in attaining independent living. The survey

consisted of 27 total questions of which 10 were closed-ended and 17 were open-ended questions. See Appendix A for a copy of the survey.

The survey was divided into five different sections: healthcare/long-term care, housing, transportation, public access, education/recreation. The healthcare section had a total of seven questions with a range of questions pertaining to what kind of barriers people with disabilities face in healthcare. The housing section contained six questions that asked participants questions pertaining to current housing status, preferred monthly rent, and what barriers are experienced in housing features. The transportation section contained six questions that asked participants what their main method of transportation is, and types of barriers experienced with public transportation. There were a total of four open-ended questions in the public access portion of the survey. This section asked questions about barriers to community participation and where participants had trouble getting accommodations for their disability or disabilities. The final section of the survey also contained four open-ended questions related to education and recreation. In each section, participants were given one open-ended question that would allow them to self-identify barriers in that specific issue area.

The survey was created using Survey Monkey. A link to the survey was emailed to various state organizations across Ohio asking for assistance in promoting the survey. The organizations who agreed to promote the survey were contacted once a month in February, March, April, and May of 2021. The survey was promoted through social media posts, coordination with various state agencies, and network correspondence.

The Ability Center of Greater Toledo reached out to various grassroots and disability organizations for interest in participating in listening sessions. At each listening session, Ability Center facilitators asked participants a series of four questions: 1) What are the problems related to full community participation in your community? 2) What key individuals or groups might oppose your efforts? 3) What resources and capacities are needed to address the mission? and 4) What are some alternatives for addressing the problem or goal in light of the anticipated barriers and resources? The goal of these sessions was to facilitate open dialogue among people with disabilities and allies on

these questions. We conducted a total of seven sessions to provide a platform for further discussion on specific barriers that members face. In these sessions, barriers were identified as well as possible solutions and resources needed to address the barriers. See Appendix B for a copy of the listening session notes.

## **Data Analysis**

Our study used both quantitative and qualitative methods: we promoted a survey that consisted of 27 multiple choice and open-ended questions and conducted seven listening sessions where participants were asked the same series of open-ended questions and encouraged to engage in dialogue about the results.

This report was analyzed using both qualitative and quantitative methods with the assistance of SurveyMonkey. The survey consisted of 10 closed-ended questions and 17 open-ended questions. The open-ended questions were thoroughly read and analyzed for themes. We identified six overall themes in the survey that were also expressed in the listening sessions. While the conversations in the listening sessions were more in depth, the survey questions highlighted the systemic barriers that people with disabilities face.

## Results: Survey Results

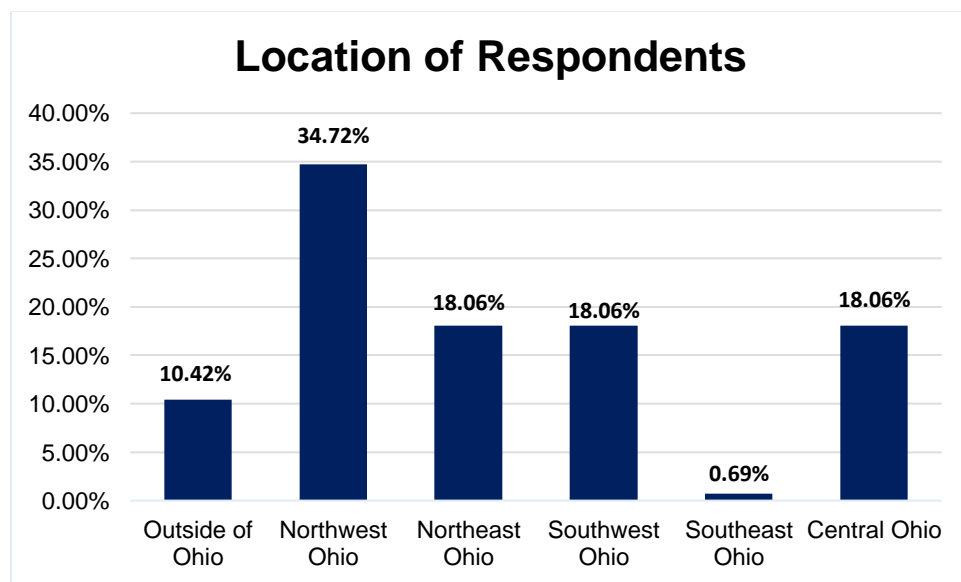
The Ability Center received 141 responses to 27 survey questions. 32 partner agencies from throughout Ohio agreed to promote the survey from January 2021 through May 2021. All surveys were completed online via SurveyMonkey.

The survey sought to identify major barriers to independent living for people with disabilities in the areas of healthcare; housing; transportation; community access; and recreation/ education.

### DEMOGRAPHICS

Survey respondents lived in every region of Ohio. 18.06% of respondents were from Central Ohio; 0.69% lived in Southeast Ohio; 18.06% lived in Southwest Ohio; 18.06% lived in Northeast Ohio; 34.72% lived in Northwest Ohio; and 10.42% of Respondents lived outside Ohio.

**Figure 1: Location of Respondents**



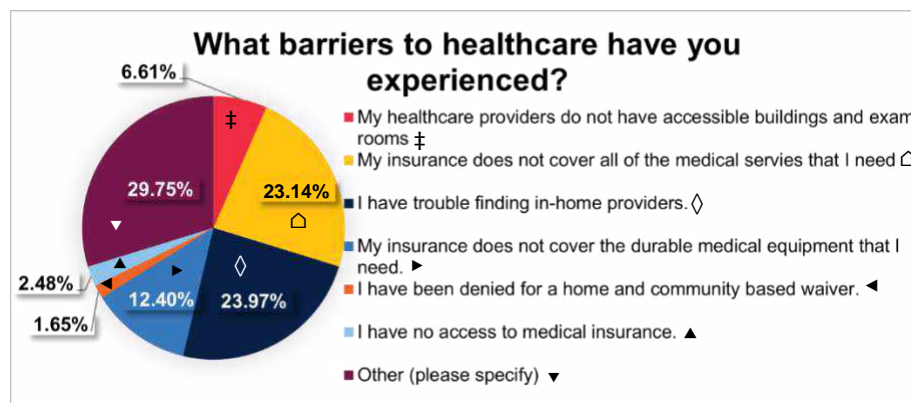
## Bubble Map of Respondents in Ohio by City, State:



## HEALTHCARE

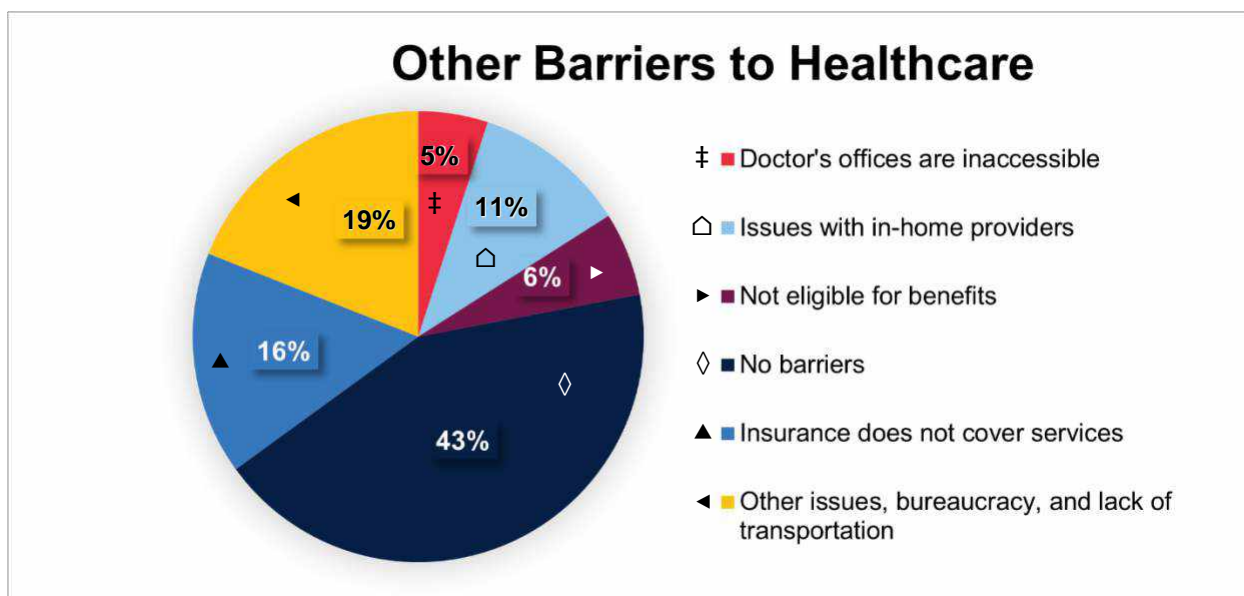
Healthcare questions sought to identify major barriers to access to healthcare. The survey asked, in particular, whether people with disabilities had experienced issues transitioning out of nursing homes; receiving home and community-based services; and finding healthcare providers.

**Figure 1: Healthcare Barriers**



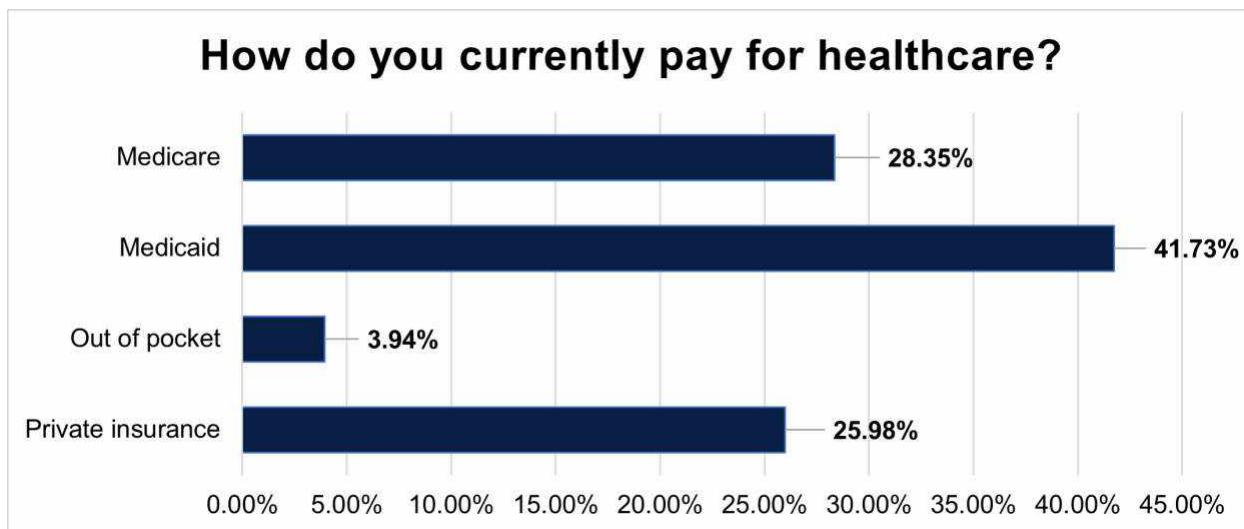
Respondents were asked to mark any health care issues that they experienced from the following list: Eight chose “my healthcare providers do not have accessible buildings and exam rooms” (6.61%); 28 chose “my insurance does not cover all of the medical services I need” (23.14%); 29 chose, “I have had trouble finding in-home providers” (23.97%); 15 chose “my insurance does not cover the durable medical equipment I need” (12.40%); two chose “I have been denied a home- and- community- based waiver” (1.65%); three chose “I have no access to medical insurance” (2.48%); and 36 marked “other” answers (29.75%).

“Other” issues they experienced included: inaccessible doctor offices, issues with in-home providers, benefit ineligibility, insurance does not cover services, and other issues like bureaucracy and lack of transportation.

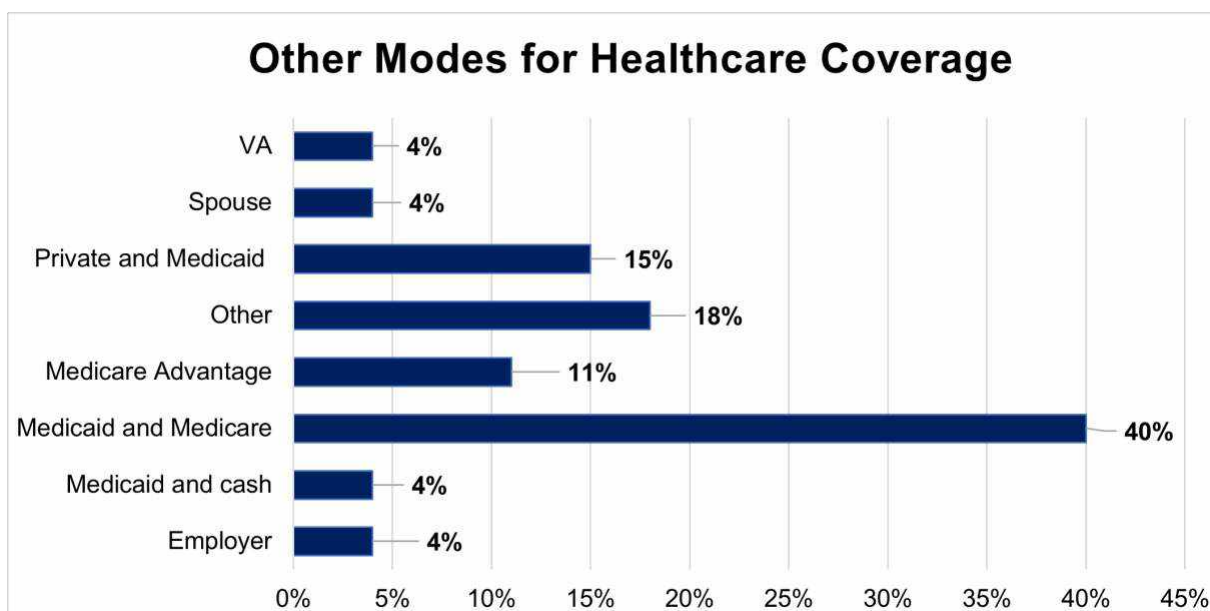


**Figure 2: Paying for Healthcare**

Respondents were asked “How do you currently pay for healthcare?” 36 Respondents (28.35%) received Medicare benefits; 53 (41.73%) received Medicaid benefits; 5 (3.94%) reported that they pay for medical care out of pocket; and 33 (25.98%) reported that they have private insurance.

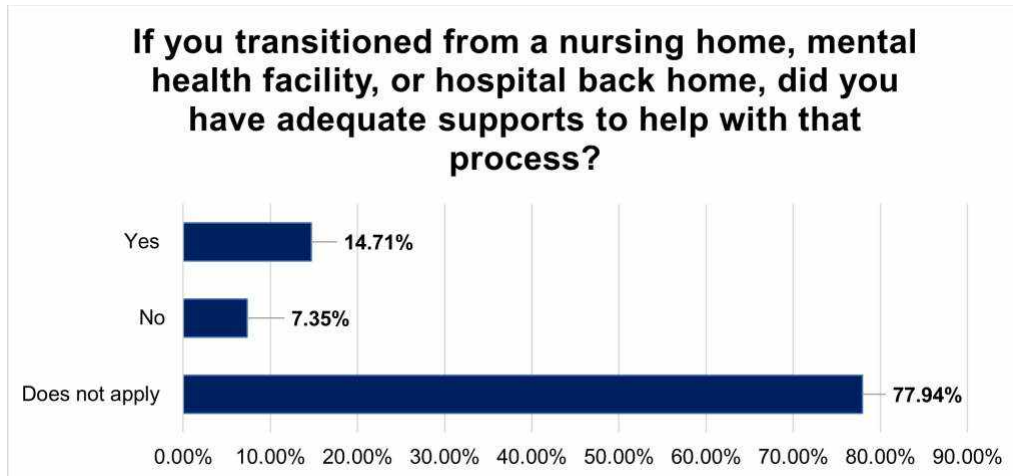


27 Respondents placed information about where they received health insurance in the comments. Responses included through an employer, Medicaid and out-of-pocket; both Medicaid and Medicare; through a spouse; and through the VA.



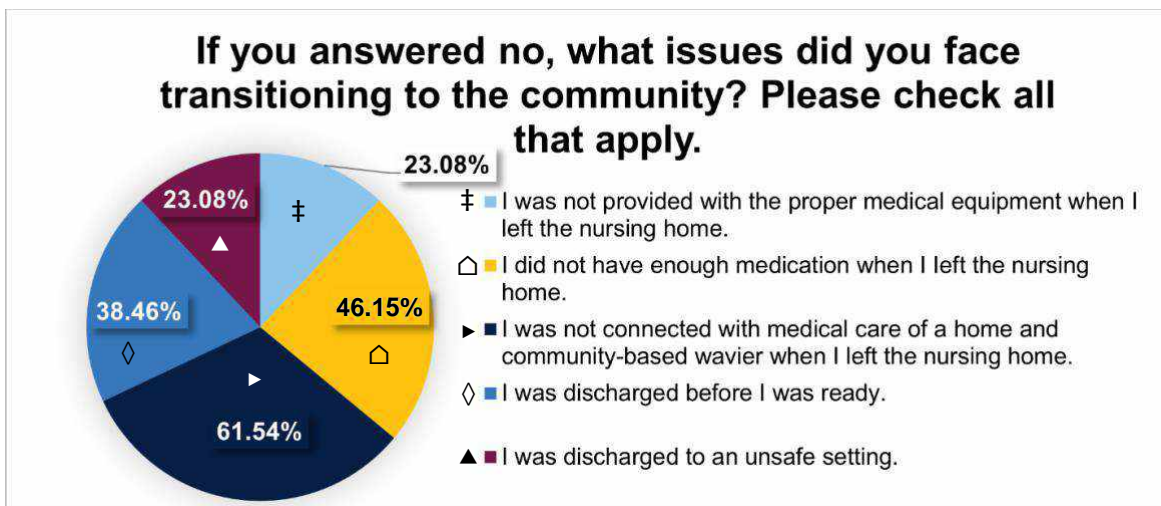
**Figure 3: Nursing Home Transition**

Respondents were asked to identify whether they received sufficient supports in transitioning from institutional living to community-based living. 20 (14.71%) answered “yes” and 10 (7.35%) answered “no.” 106 (77.94%) indicated that the question did not apply.



**Figure 4: Nursing Home Transition Barriers**

For those who answered “no” to the previous question, 3 (23.08%) were not provided with the proper medical equipment when leaving; 6 (46.15%) did not have enough medical equipment when leaving the nursing home; 8 (61.54%) were not connected with Home and Community Based Waivers; 5 (38.46%) were discharged before they were ready; and 3 (23.08%) were discharged to an unsafe setting.

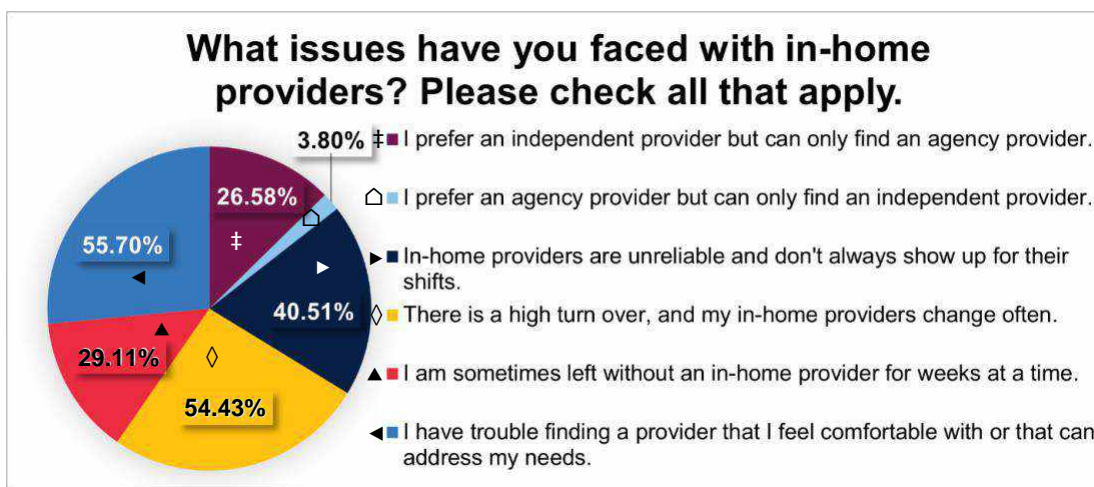


**Figure 5: In-Home Providers**

Respondents were asked to check all issues that they have faced obtaining in-home providers. Of 79 Responses, 21 (26.58%) stated that they prefer independent providers but could only find agency providers; 3 (3.80%) stated that they prefer an agency

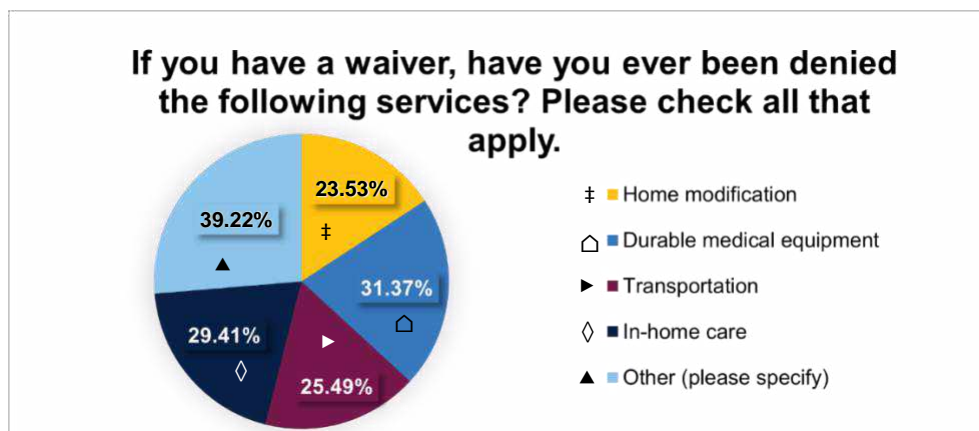


provider but could only find an independent provider; 32 (40.51%) stated that in-home providers are unreliable and don't show up for their shifts; 43 (54.43%) stated that there is high turn-over and their in-home providers change often; 23 (29.11%) stated that they are sometimes left without in-home providers for weeks at a time; and 44 (55.70%) had trouble finding a provider that they feel comfortable with or that meets their needs.

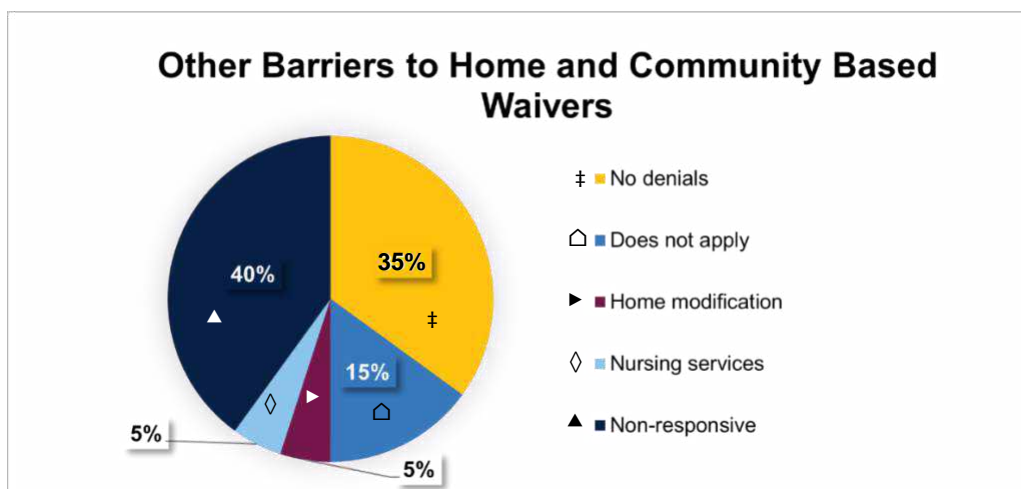


**Figure 6: Home and Community Based Waivers**

51 Respondents indicated that they have been denied services as part of having a Home and Community Based Services Waiver. 12 (23.53%) Respondents have been denied home modification services; 16 (31.37%) have been denied durable medical equipment; 13 (25.49%) have been denied transportation services; 15 (29.41%) have been denied in-home care; and 20 (39.22%) responded that they have also been denied "other" services.

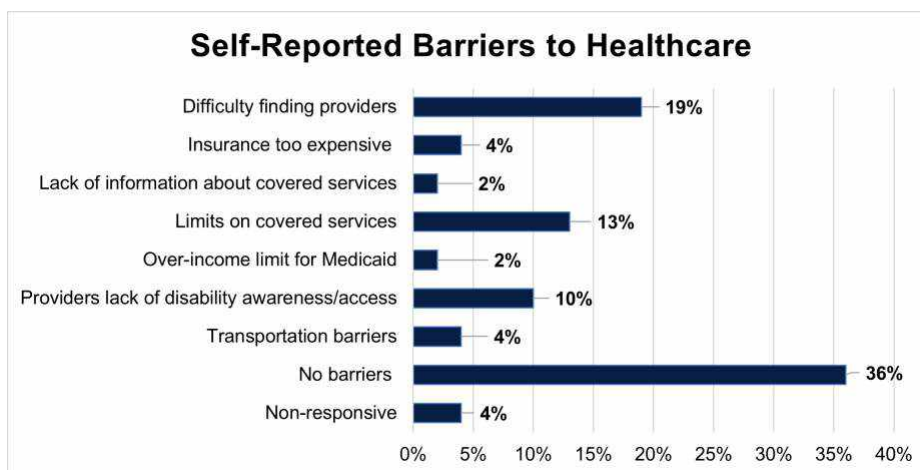


20 Respondents also specified “other” answers. Other answers included nursing services and home modifications.



**Figure 7: Self- Reported Healthcare Barriers**

68 Respondents answered the open-ended question, “Have you had any other issues accessing healthcare?” Answers fell into 7 main categories: 1) difficulty finding providers (19%); 2) insurance is too expensive (4%); 3) lack of information about covered services (2%); 4) insurance won’t cover needed services (13%); 5) over income for government benefits (2%); 6) lack of awareness among providers of the needs of people with disabilities (10%); and transportation barriers (4%); and 36% reported that they encountered no barriers to receiving healthcare services.



### Representative Quotes:

- “Unable to find any IPs. No agency, in my area, will cover skilled shifts over 2 hours. MCO contracting is a nightmare. ODM provider enrollment is unclear to many individuals enrolling.
- “Doctors/providers have lack of knowledge about disability or how to modify examinations/practices to accommodate my disability.”
- “Mammogram machines cannot accommodate wheelchair or med staff running the machines, med staff don't know how to operate their OWN Hoyer lifts, dentists have no disability sensitivity training.”

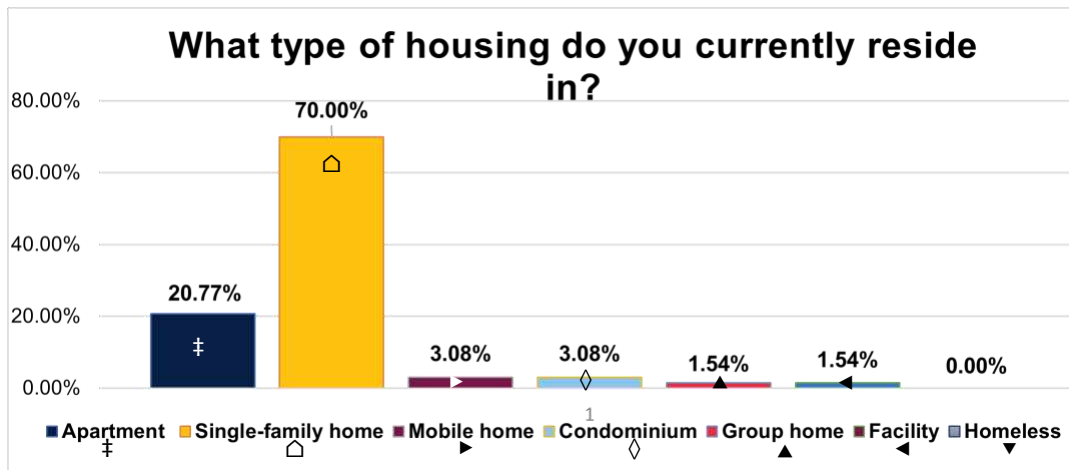
home care medical facility home pay access work transportation  
said insurance care help providers managed care  
find aid disability Unable Medicaid trying living adult take

## HOUSING

The housing section of our survey sought to identify barriers to housing for people with disabilities. Respondents were asked questions regarding their current type of housing, neighborhood, needed housing features, affordable rent, and any other issues related to housing.

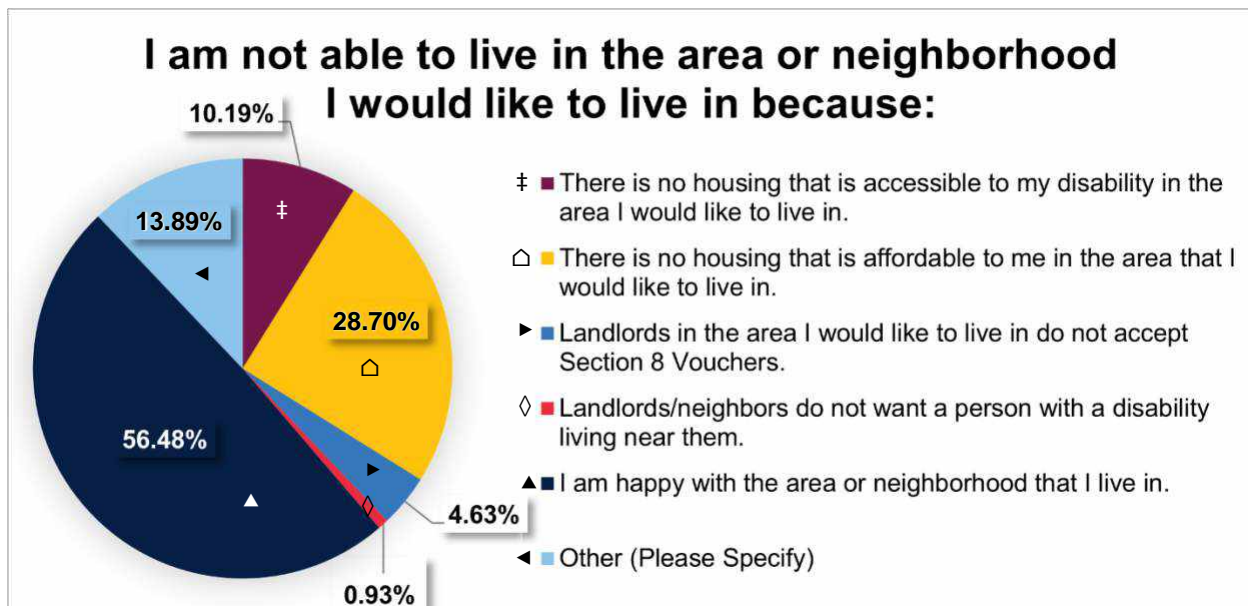
### Figure 8: Type of Housing

Respondents were asked to indicate the type of housing they currently reside in. Of the total responses, 27 (20.77%) respondents live in apartments; 91 (70.00%) live in single-family homes; 4 (3.08%) live in mobile homes; 4 (3.08%) live in condominiums; 2 (1.54%) live in group homes; and 2 (1.54%) live in another facility.

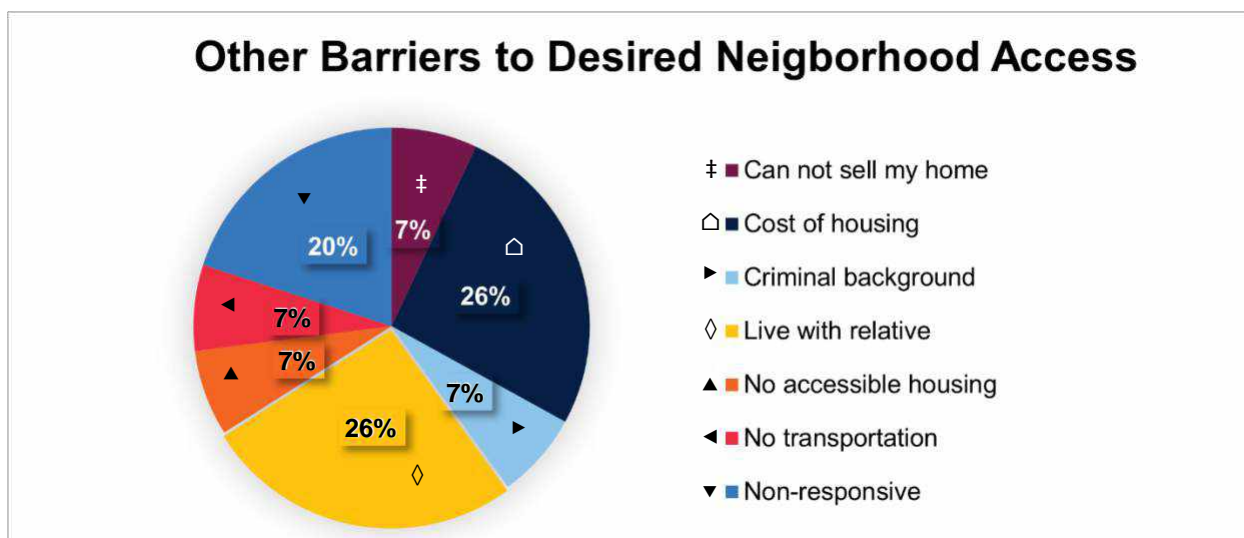


**Figure 9: Neighborhood**

Respondents were asked to indicate whether they are able to live in their desired area or neighborhood. 11 (10.19%) Respondents stated that there is no accessible housing in the area that they would like to live; 31 (28.70%) responded that housing is not affordable where they would like to live; 5 (4.63%) responded that landlords in the area will not accept Section 8 Vouchers; 1 (0.93%) reported that neighbors in their desired neighborhood do not want a person with a disability living there; 61 (56.48%) responded that they are happy with the neighborhood they live in; and 15 (13.89%) provided other reasons.

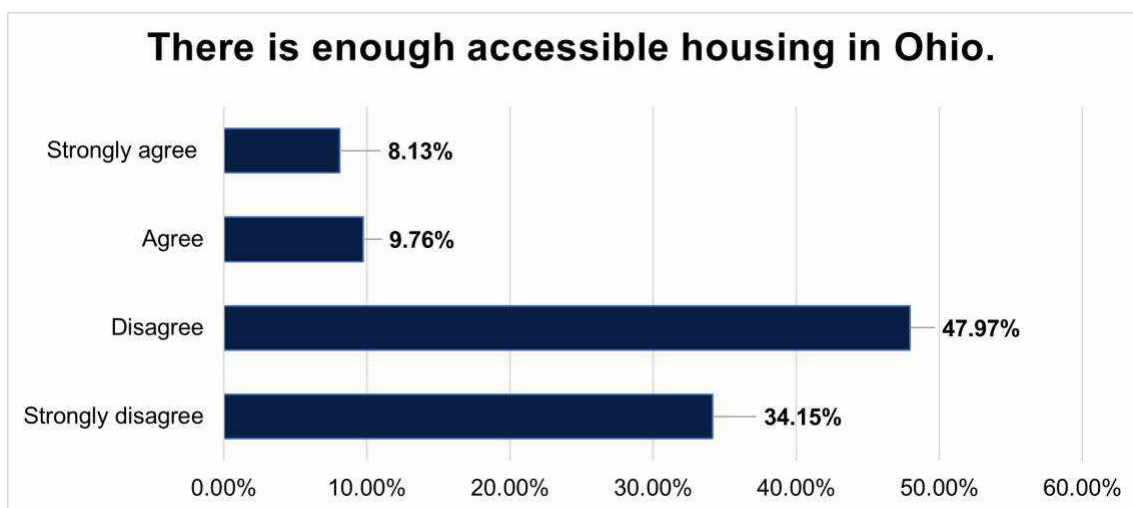


Other reasons given for not being able to live in the neighborhood they desired included: 1) not being able to sell their home; 2) the cost of housing; 3) having a criminal background; 4) having to live with a relative; 5) the lack of availability of accessible housing; and 5) no public transportation.



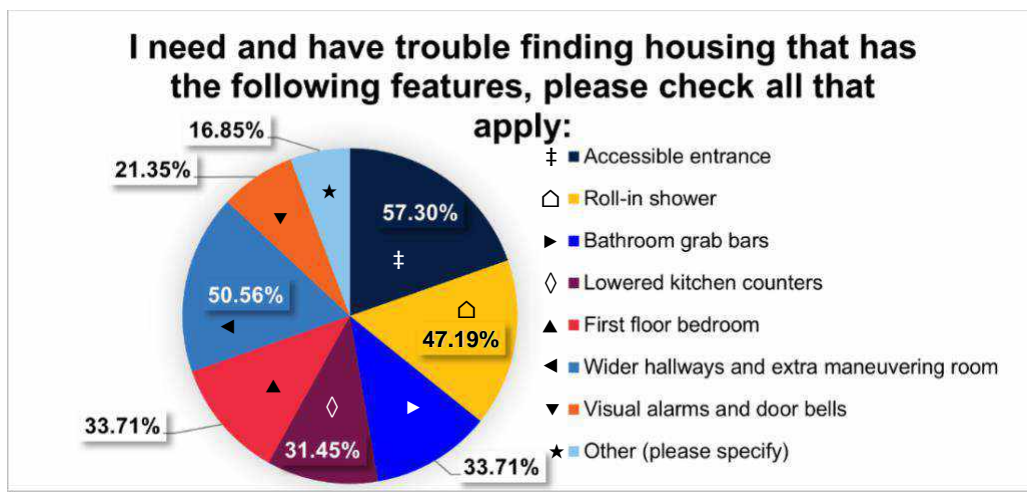
**Figure 10: Accessible Housing**

Respondents were asked, based on a sliding scale, to respond to the question “There is enough accessible housing in Ohio.” Of the 123 responses, 10 (8.13%) strongly agreed with the statement; 12 (9.76%) agreed with the statement; 59 (47.97%) disagreed with the statement; and 42 (34.15%) Respondents strongly disagreed with the statement.

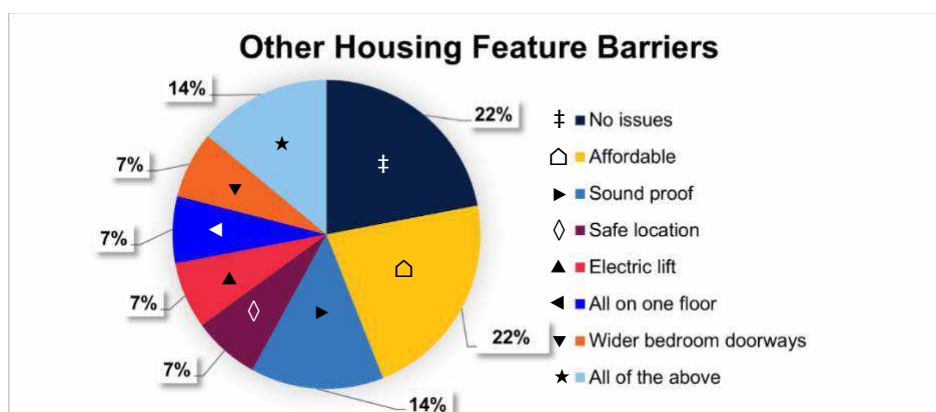


**Figure 11: Accessible Features**

Respondents were asked to indicate which housing features they had issues finding in their housing needs. 51 (57.30%) Respondents have had trouble finding a home with an accessible entrance; 42 (47.19%) have had trouble finding a roll-in shower; 30 (33.71%) have had trouble finding a home with grab bars; 28 (31.45%) have had trouble finding a home with lowered kitchen counters; 30 (33.71%) have had trouble finding a home with a first floor bedroom; 45 (50.56%) have had trouble finding a home with wider hallways and extra maneuvering room; 19 (21.35%) need visual alarms and doorbells; and 15 (16.85%) replied “other.”



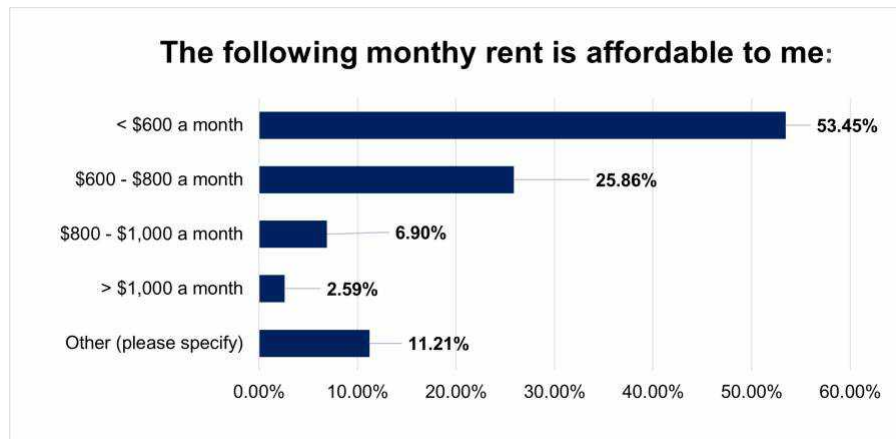
“Other” responses included affordable housing; soundproof; housing in a safe location; housing with an electric lift; housing all on one floor; wider bedroom doorways; and all of the above.



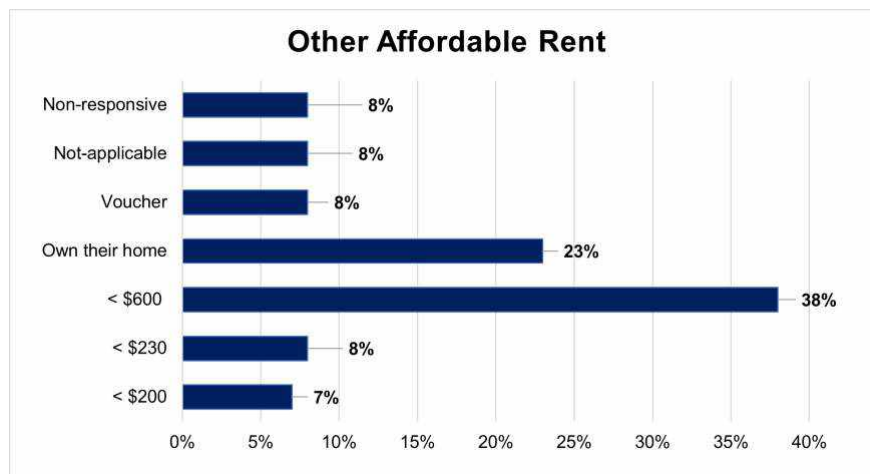


## Figure 12: Affordable Rent

Of the 116 Respondents, 62 (53.45%) replied that rent of less than \$600/ month was affordable; 30 (25.86%) replied that \$600-\$800/ month was affordable; 8 (6.90%) replied that \$800-\$1000/ month was affordable; and 3 (2.59%) reported that greater than \$1000/ month was affordable. 13 (11.21%) replied with “other” answers.

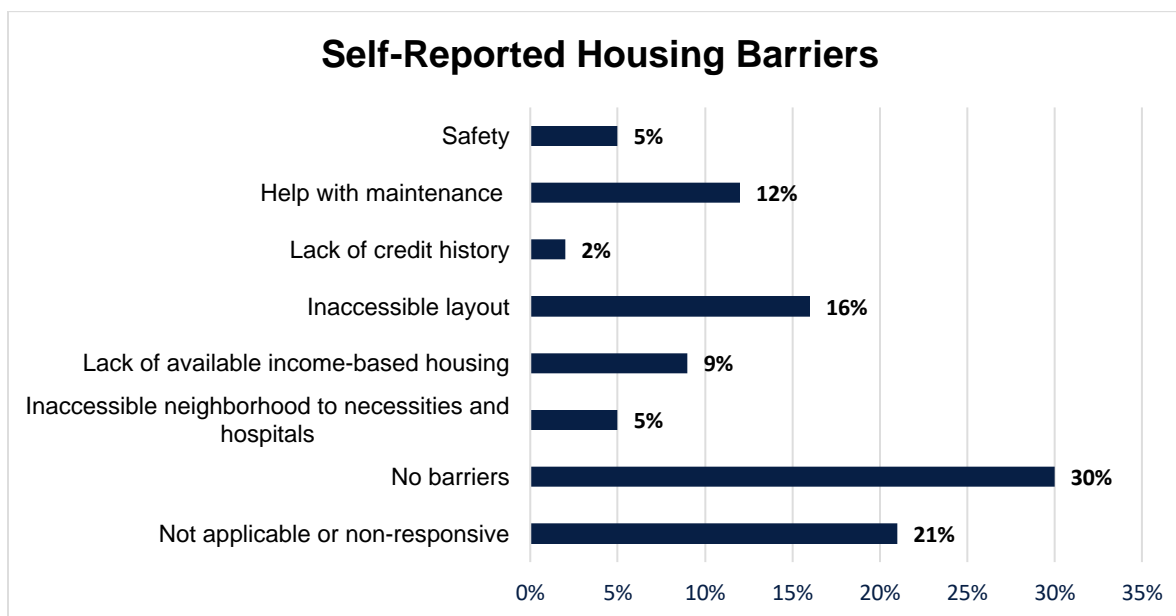


Respondents commented in the “other category” that \$600 would still be too high. For example, one Respondent stated “SSDI is around 750/mo. if I pay 600 for housing I will only have \$150 left for food clothing utilities etc. my mother has considered Ohio shared living, however she has had significant difficulty in the past finding home care providers that are reliable so that she can also work.” Other responses included: 1) <\$200; 2) <\$230; 3) <\$600; 4) own their own home, and 5) use of housing voucher.



### Figure 13: Self-Reported Housing Barriers

43 responses to the question, “Do you have any other issues related to housing?” fit into 6 main categories: 1) Safety; 2) Help with Maintenance; 3) Lack of Credit History 4) Inaccessible layout; 5) Lack of available subsidized housing; and 6) neighborhood is not accessible to necessities and hospitals.



### Representative Quotes:

- Housing that can accommodate large equipment and more spacious. “Finding housing to accommodate all the equipment I need including wheelchairs and lifts.”
- “even if dwellings didn't have roll in showers that's ok but bathroom space is non-existent. If bathrooms were bigger and not the size of closet spaces I could use a Hoyer at tub seat.”
- “We have had problems with our section 8 housing authority restricting our rent max to below the standard. For example, in our area the max sec 8 will pay for a 3 bed room is \$1,055 however we have been restricted to a max of \$660, which is below their rent for a 2 bedroom.”

disability Also help paying home place need accessible  
housing space find vehicle going issues max



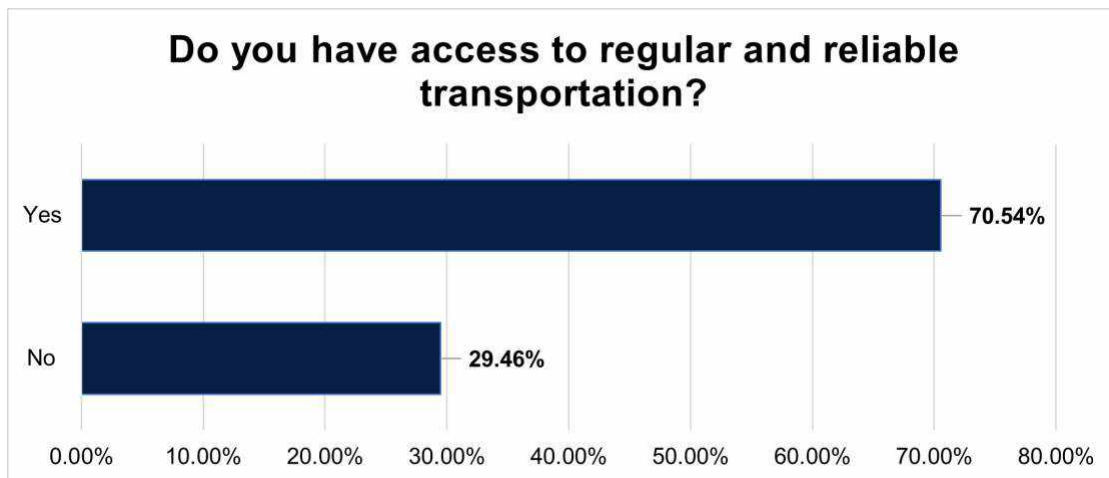
## TRANSPORTATION

This section of our survey asked questions related to transportation access.

Respondents were asked to indicate their current forms of transportation, public transportation usage, barriers to public transportation access, and what they would change about transportation in their community.

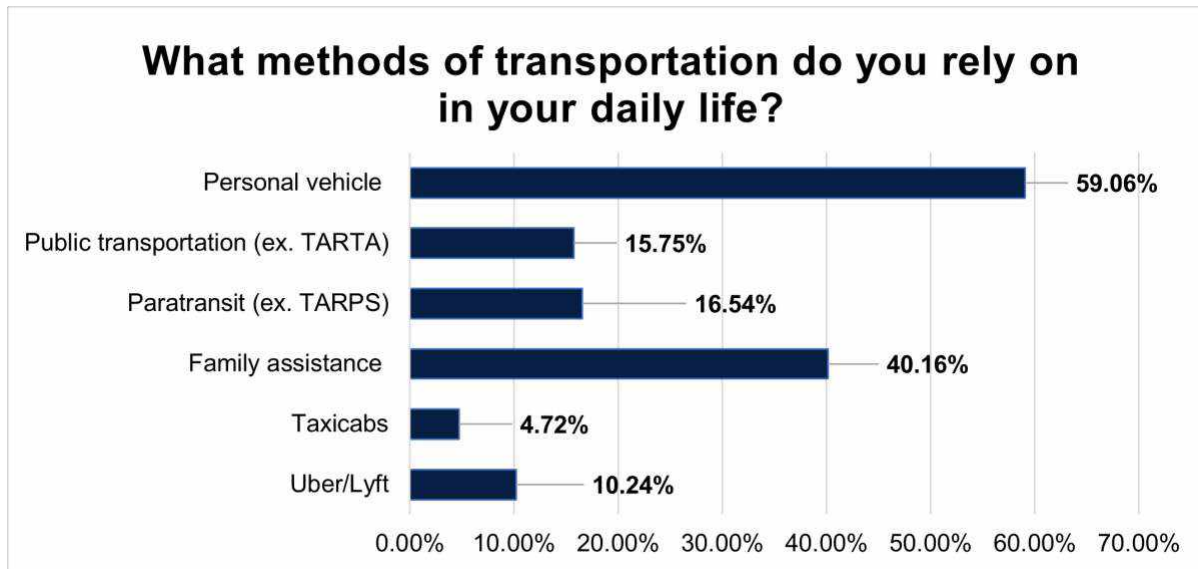
### Figure 14: Reliable Transportation

129 Respondents answered the question “Do you have access to regular and reliable transportation?” 91 (70.54%) Respondents stated that they have access to regular and reliable transportation and 38 (29.46%) said they do not have access to regular and reliable transportation.



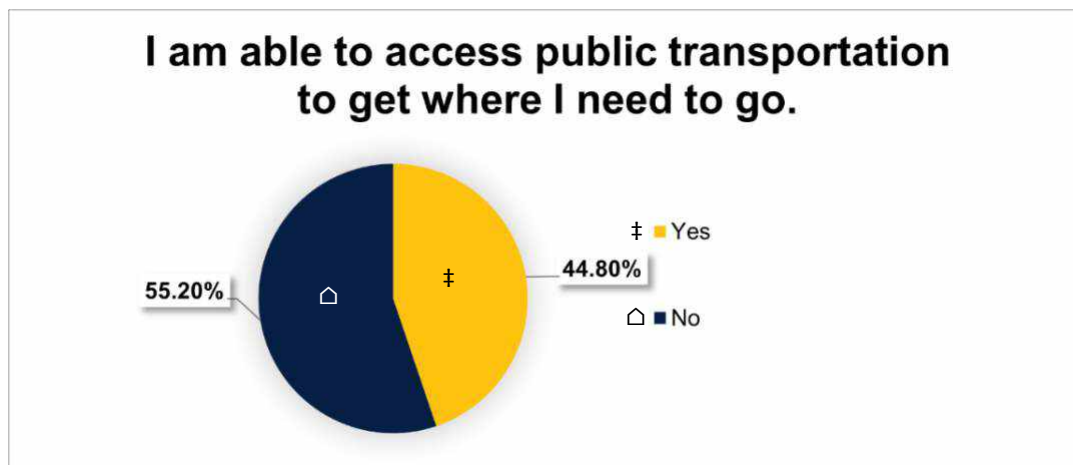
### Figure 15: Forms of Transportation

When asked, “What methods of transportation do you rely on in your daily life?” 75 (59.06%) Respondents stated that they rely on a personal vehicle, 20 (15.75%) rely on public transportation (ex. TARTA); 21 (16.54%) rely on paratransit (ex. TARPS); 51 (40.16%) rely on family assistance; 6 (4.72%) rely on taxicabs; and 13 (10.24%) rely on Uber/Lyft.



**Figure 16: Access to Public Transportation**

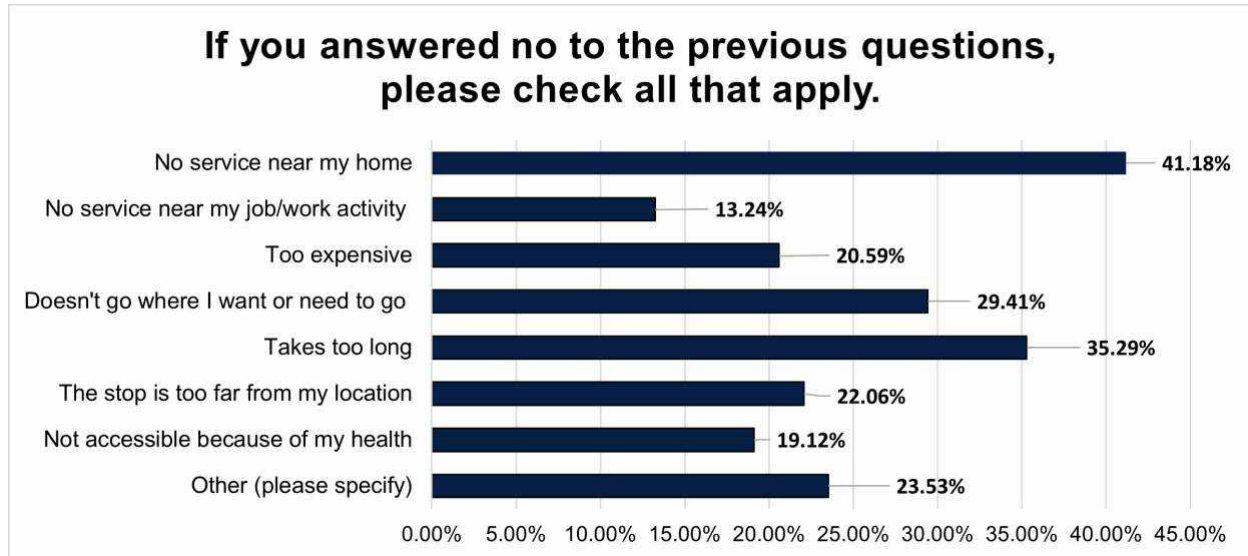
Of the 125 responses to the statement “I am able to access public transportation to get where I need to go,” 56 (44.80%) Respondents stated they can access public transportation to get where they need to go and 69 (55.20%) stated they cannot.



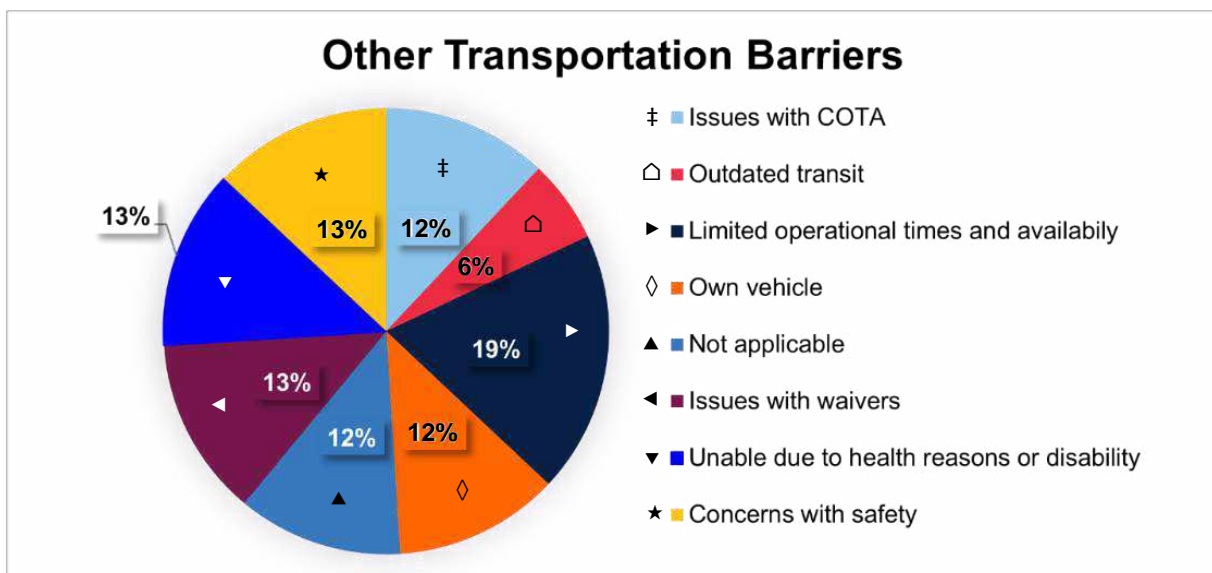
**Figure 17: Transportation Barriers**

For the 68 Respondents who answered “no” to the previous question, 28 (41.18%) stated that there was no service by their home; 9 (13.24%) stated that there was no service near their work; 14 (20.59%) stated that transportation was too expensive; 20 (29.41%) stated that public transit does not go where the person wants to go; 24 (35.29%) stated that

public transportation takes too long; 15 (22.06%) stated that the bus stop was too far from their location; 13 (19.12%) stated that public transit was not accessible because of their health; and 16 (23.53%) answered “other.”

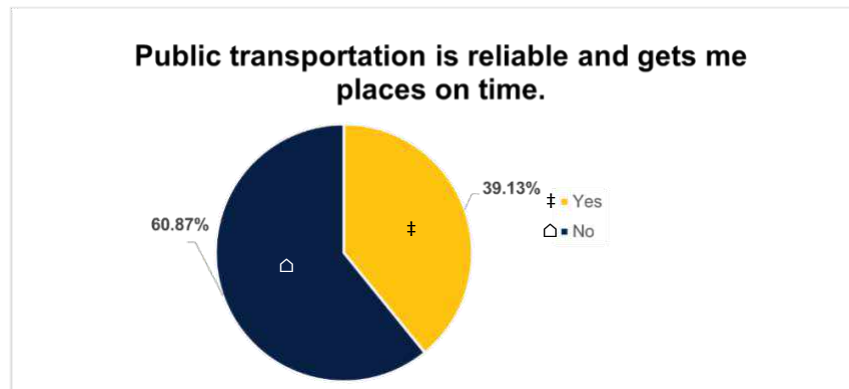


“Other” answers included “issues with COTA;” outdated transit; limited operational times; they own their own vehicle; issues with home and community-based services waivers; and unable due to health reasons or disability.



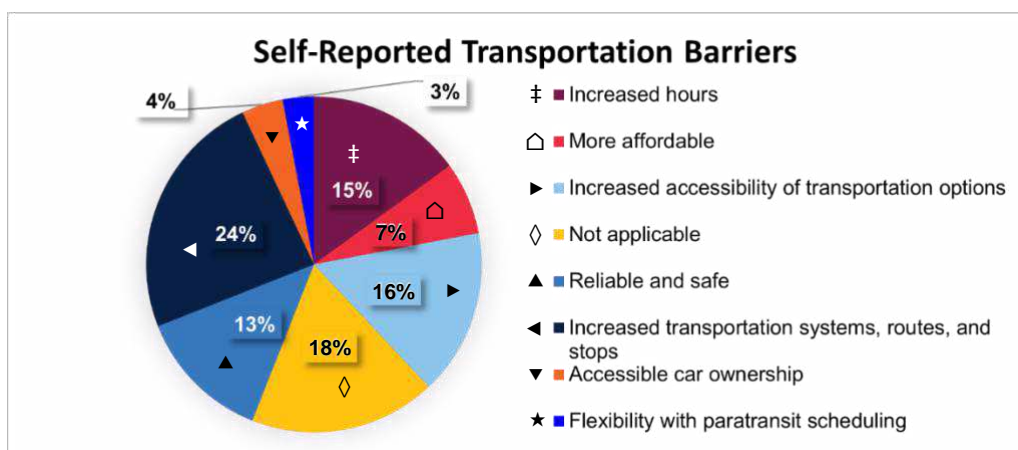
### Figure 18: Public Transportation Reliability

92 Respondents either agreed or disagreed with the statement “Public transportation in my area is reliable and gets me places on time.” The breakdown of answers is as follow: 36 (39.13%) Respondents agreed with the statement and 56 (60.87%) disagreed.



### Figure 19: Self-Reported Transportation Barriers

68 Respondents answered the open-ended question, “If you could change one thing about the transportation system in your community, what would it be?” Answers fell into 7 main categories: 1) increased hours (15%); 2) more affordable (7%); 3) increased accessibility of transportation options (16%); 4) reliable and safe (13%); 5) increased transportation systems, routes, and stops (24%); 6) accessible car ownership (4%), and 7) flexibility with paratransit scheduling (3%). 18% reported that they encountered no transportation barriers.



## Representative Quotes:

- “I qualify for TARPS - I am not able to deal with transferring buses and walking from bus stops to my destinations. Going anywhere besides downtown requires a transfer - if there were more direct routes to more places I might be able to use fixed-line more. TARPS does not provide access equal to that of nondisabled people, because of the length of trips and wait-time, and the need for advanced planning.”
- “More mobility options; partnerships with private enterprises and rideshares is to increase accessible transportation options; more accessible transportation longer routes more hours and more drivers.”
- “Make it more flexible. COTA Mainstream requires too much advance scheduling. Need something like Accessible Uber or Lyft that funding pays for or is subsidized.”

reliable wheelchair people options Make rides accessible pick  
time public transportation bus available need  
paratransit transportation service scheduling Using  
go accessible vehicles able regular routes

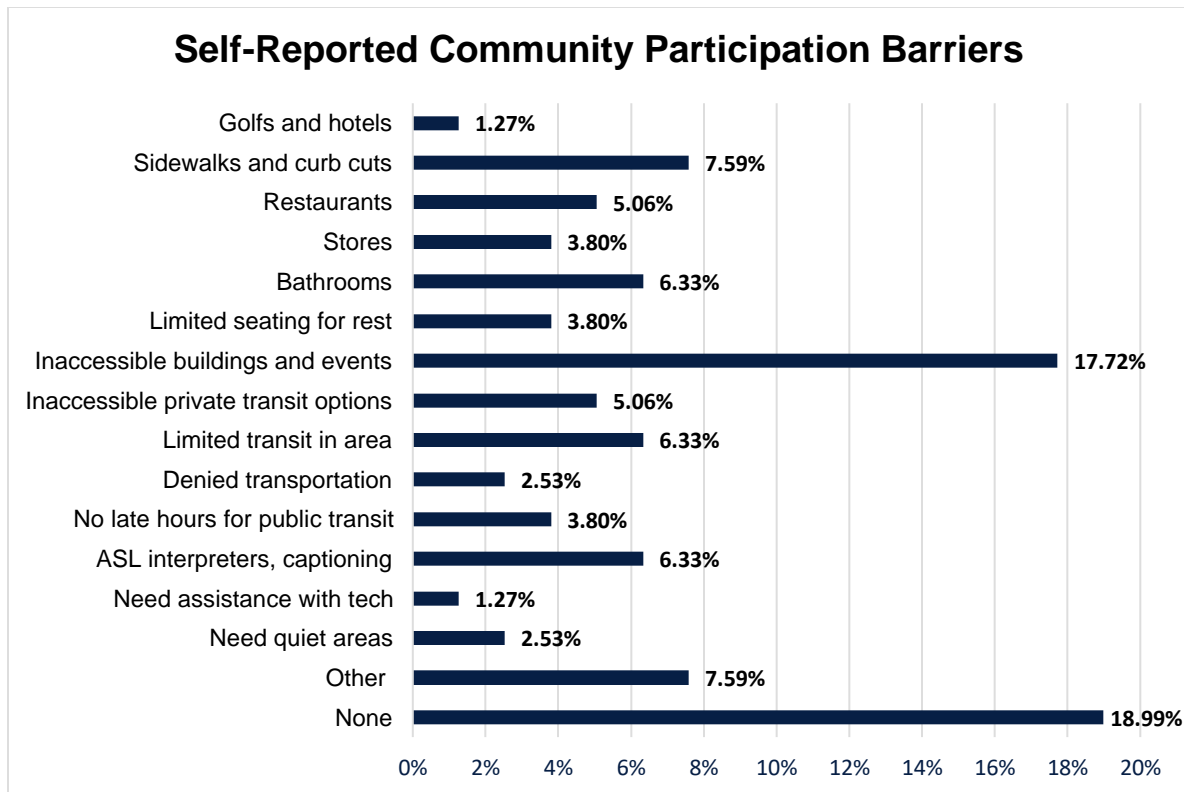
## PUBLIC ACCESS

This section of the survey asked questions related public access. Respondents were asked to indicate barriers to community participation, the types of places barriers are experienced, difficulties in receiving accommodations, and what would make Ohio more disability friendly.

### Figure 20: Self-Reported Barriers to Community Participation

60 Respondents answered the question ,“Have you ever been in a situation where you were unable to participate in the community due to accessibility or communication barriers, or lack of accommodations? If so, please explain.” Some Respondents gave

multiple answers. Total answers fit into 5 themes: problems with architectural access in the community including access to buildings, events, bathrooms, sidewalks, and curb cuts 36 (45.57%); access to the community because of a lack of available public and private transit 14 (17.72%); a lack accommodations like interpreters, captioning, and quiet spaces 8 (10.13%); no issues 15 (18.99%); and other issues like the stigma associated with disability 6 (7.59%).

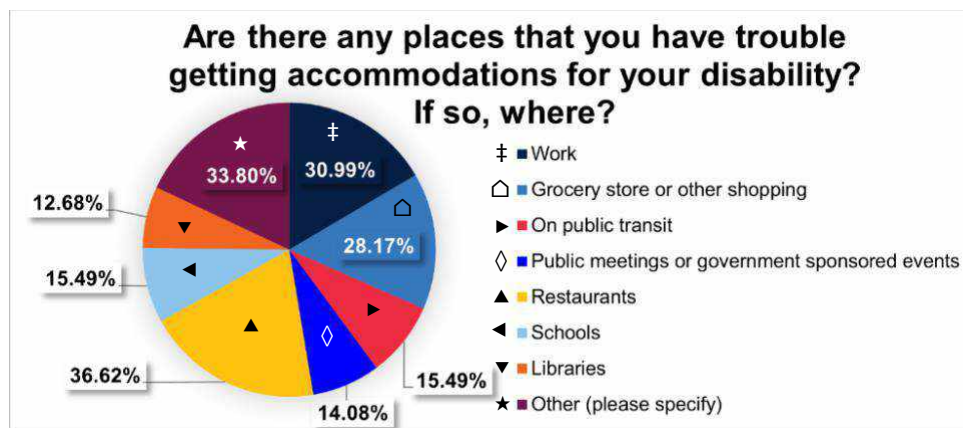


### Representative Quotes:

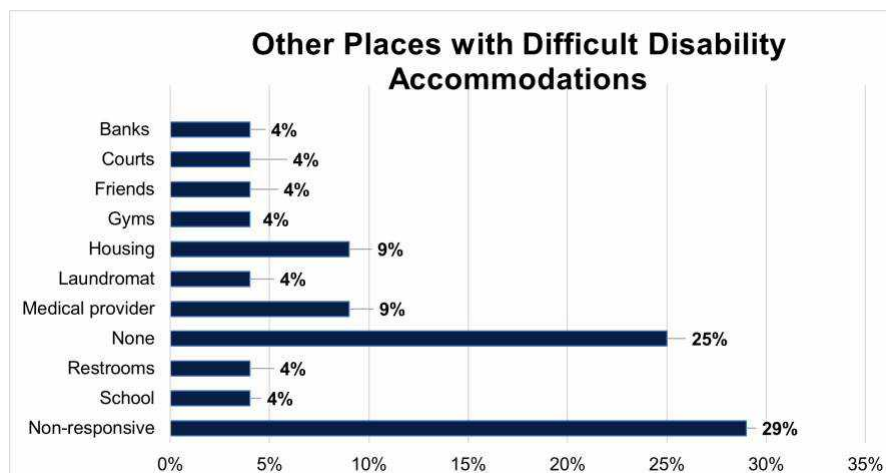
- “I can't stand for long periods of time and need to be able to sit. Many community events and locations don't have places to just sit or are in a remote area far away from where you want to be/what you want to do.”
- “Yes. Need more quiet spaces for Autism.”
- “Yes there are challenges in the arts for people visually impaired also challenges with managed care organizations not making tty services available to members. Also people don't understand people use iPad to communicate people too quick”

## Figure 21: Reasonable Accommodations

71 Respondents answered the question, “are there any places that you have trouble getting accommodations for your disability?” 22 (30.99%) Respondents had trouble getting accommodations at work; 20 (28.17%) could not get accommodations while shopping; 11 (15.49%) could not get accommodations on public transit; 10 (14.08%) could not get accommodations at public meetings or government sponsored events; 26 (36.62%) could not get accommodations at restaurants; 11 (15.49%) could not get accommodations at school; 9 (12.68%) could not get accommodations at libraries; and 24 (33.80%) marked “other.”



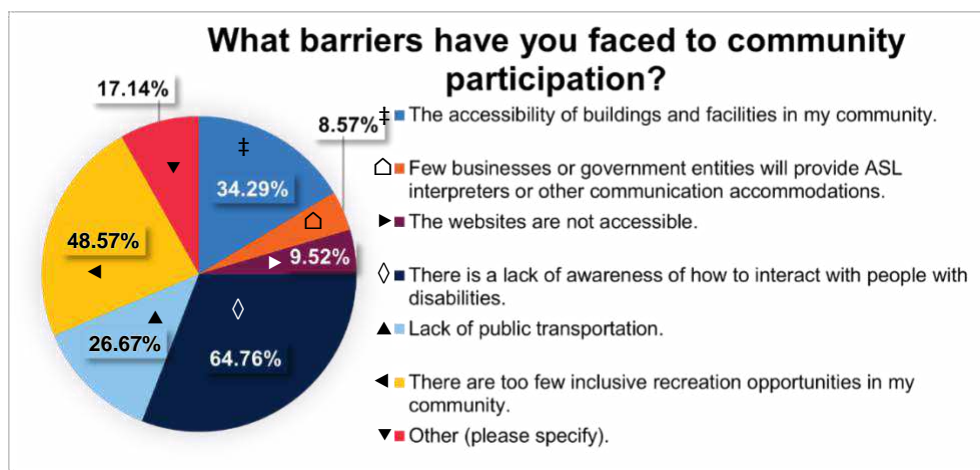
33.80% of respondents had “other” answers that included banks; court; from friends; at gyms; in housing; at the laundromat; from a medical provider; in restrooms; and at school.



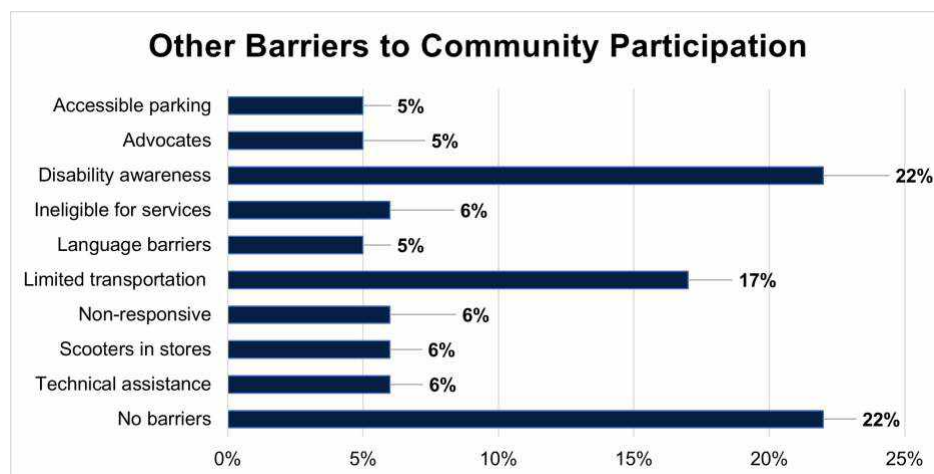


**Figure 22: Top Barriers to Community Participation**

105 Respondents marked barriers to community participation that included: 26 (34.29%) stated the accessibility of buildings and facilities; 9 (8.57%) marked ASL interpreters or other communication accommodations; 10 (9.52%) stated that websites are inaccessible; 68 (64.76%) stated that there is a lack of awareness of how to interact with people with disabilities; 28 (26.67%) responded a lack of public transportation; 51 (48.57%) responded that there are a lack of recreation opportunities available; and 18 (17.14%) indicated “other” barriers.



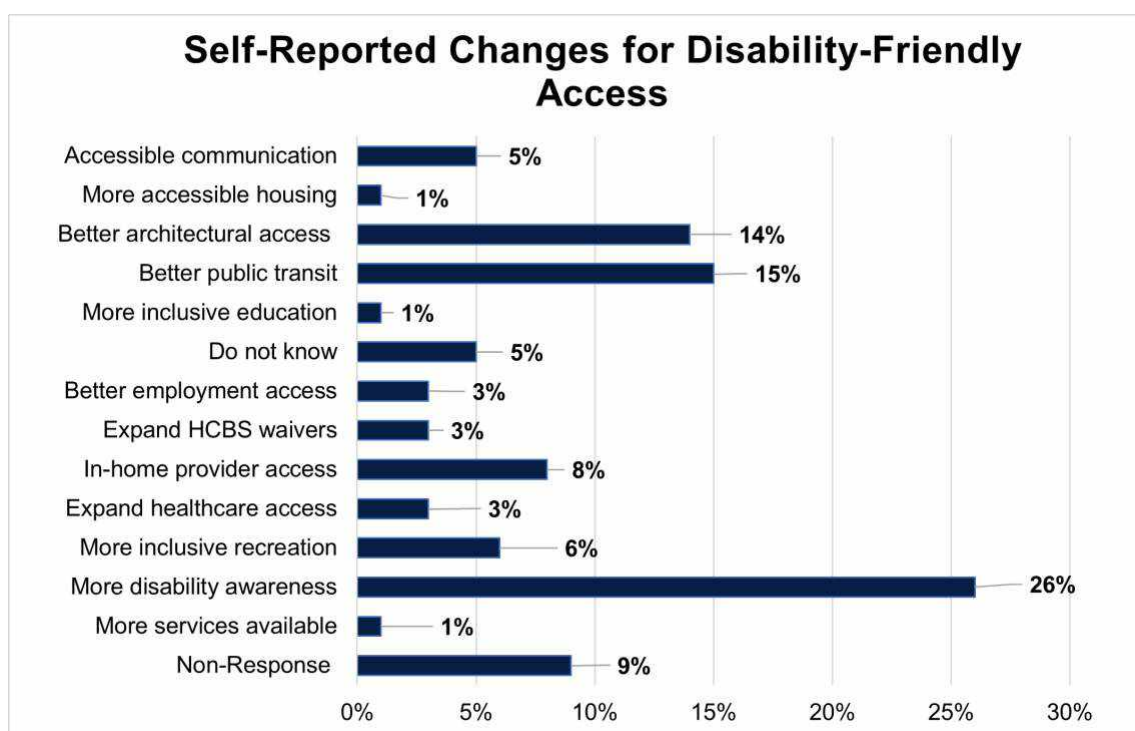
18 (17.14%) of Respondents indicated “Other” answers that included: accessible parking; advocates; disability awareness; ineligible for services; language barriers; limited transportation; scooters in stores; and technical assistance.





### Figure 23: Self-Reported Changes for Disability-Friendly Access

63 Respondents answered the question, “What changes would you like to see in Ohio that would make the region more disability-friendly?” The answers fell into twelve main categories: 1) 5% indicated increased methods of accessible communication; 2) 1% indicated increased accessible housing; 3) 14% indicated increased architectural access; 4) 15% indicated better public transit; 5) 1% indicated more inclusive education; 6) 3% indicated better access to employment; 7) 3% indicated expanded eligibility and services under HCBS Waivers; 8) 8% indicated expanded access to in-home providers; 9) 3% indicated expand other health care access; 10) 6% indicated more inclusive recreation opportunities; 11) 26% indicated more disability awareness; and 12) 1% indicated more services and programming.



### Representative Quotes:

- “Yes. I need 1:1 communication partner assistance/support. My DSPs at ICF and HS lack adequate training to help me access and use my AAC device (Lamp Software) and don't consistently have PECs (low tech) available to communicate

wants and needs. Also high support staff turnover rates (DSPs and School providers) is a barrier to getting the support I need. DSP wages are WAY to low given high demands & skill Necessary for adequate support care. Schools support staff in special education lack Administrative support for interdisciplinary team collaboration needed for adequate programming.”

- “I use a scooter to travel long distances like malls and such. It can be difficult to maneuver around tight spaces with other people around. There’s also not many public bathrooms that are accessible and wide enough for assistive devices.”
- “More jobs that hire us BUT have Supervisors with training AND Certification to KNOW how to converse, interact, and CLEARLY explain things to us, so that our Employment experience will be the BEST it can And OUGHT to be.”

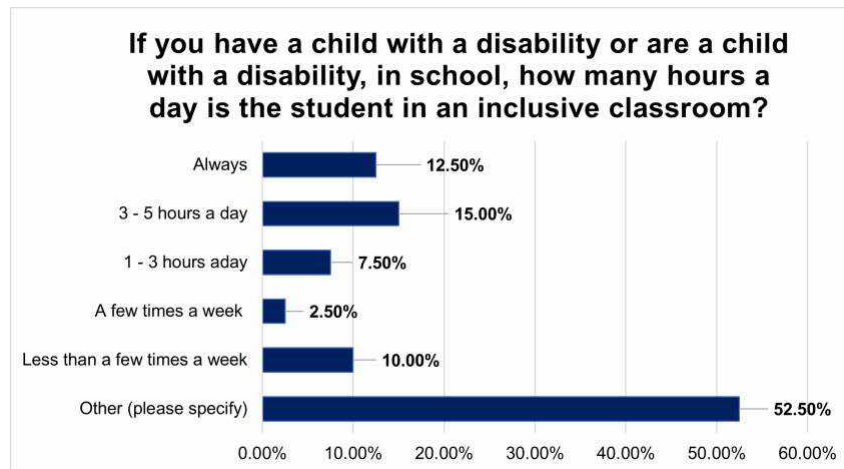
The word cloud contains the following terms: access, understand, Make sure, bus, Ohio, children, grew, around, see, awareness, work, make, need, businesses, support, services, people, programs, disabilities, care, community, grew, around, daughter, people, disabilities, child, transportation, friends, accessible, home, daughter.

## EDUCATION AND RECREATION

The final section of the survey report asked respondents to indicate if they or their child(ren) were in inclusive classrooms, if they receive accommodations to be educated in inclusive classrooms, and if there are inclusive sports and recreation opportunities in their community.

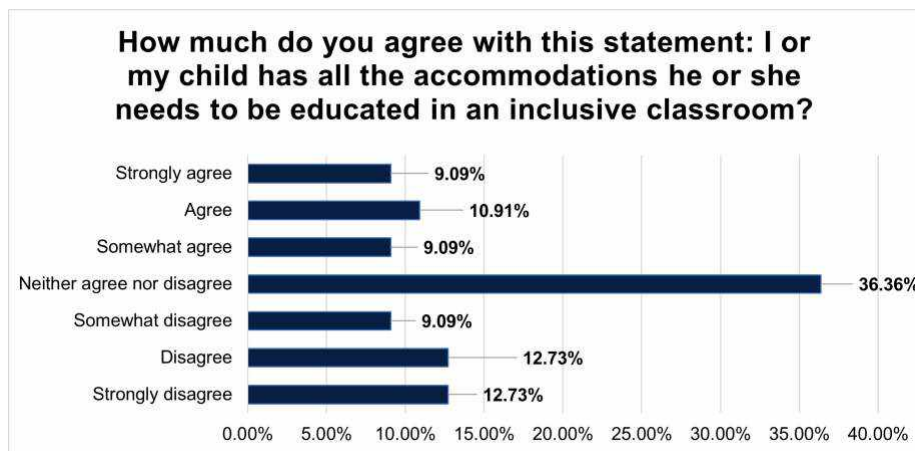
### Figure 24: Inclusive Classroom

A total of 40 respondents answered question 24 regarding hours a student spent in an inclusive classroom. 5 Respondents (12.50%) said always, 6 (15.00%) said 3-5 hours a day, 3 (7.50%) said 1-3 hours a day, 1 (2.50%) said a few times a week, 4 (10.00%) said less than a few times a week, and 21 (52.50%) responded in the “other” category. Most “other” answers stated that the question did not apply.



**Figure 25: Classroom Accommodations**

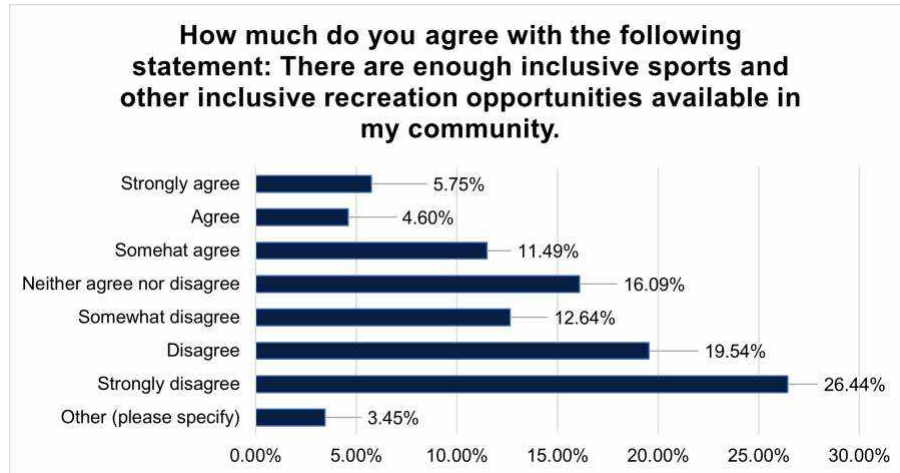
Pertaining to question 25, respondents were asked to indicate, based on a sliding scale, if they agreed or disagreed with the following statement: “I or my child has all the accommodations he or she needs to be educated in an inclusive classroom.” Results included 5 (9.09%) strongly agree, 6 (10.91%) agree, 5 (9.09%) somewhat agree, 20 (36.36%) neither agree nor disagree, 5 (9.09%) somewhat disagree, 7 (12.73%) disagree, and 7 (12.73%) strongly disagree.



**Figure 26: Inclusive Sports and Recreation**

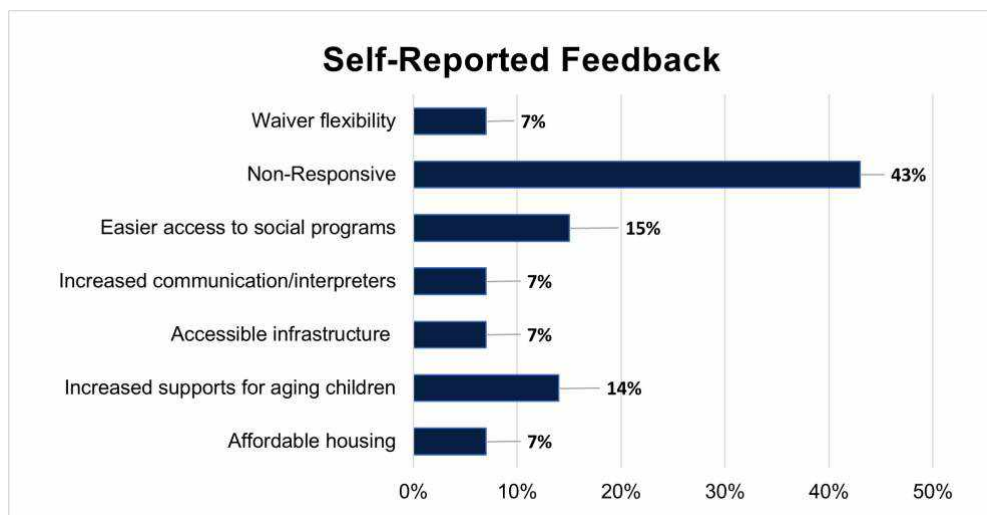
Respondents were asked, based on a sliding scale, if they agreed or disagreed with the following statement: “There are enough inclusive sports and other inclusive recreation opportunities available in my community.” Results included: 5 (5.75%) strongly agree; 4

(4.60%) agree; 10 (11.49%) somewhat agree; 14 (16.09%) neither agree nor disagree; 11 (12.64%) somewhat disagree; 17 (19.54%) disagree; 23 (26.44%) strongly disagree, and 3 (3.45%) provided “other” comments.



**Figure 27: Self-Reported Additional Comments**

The final question of the survey asked respondents to provide any additional feedback they were unable to provide throughout the survey. 14 respondents provided responses that included: waiver flexibility; social programs; increased communication and interpreters; accessible infrastructure; and increased support and programs for aging children.



## Representative Quotes:

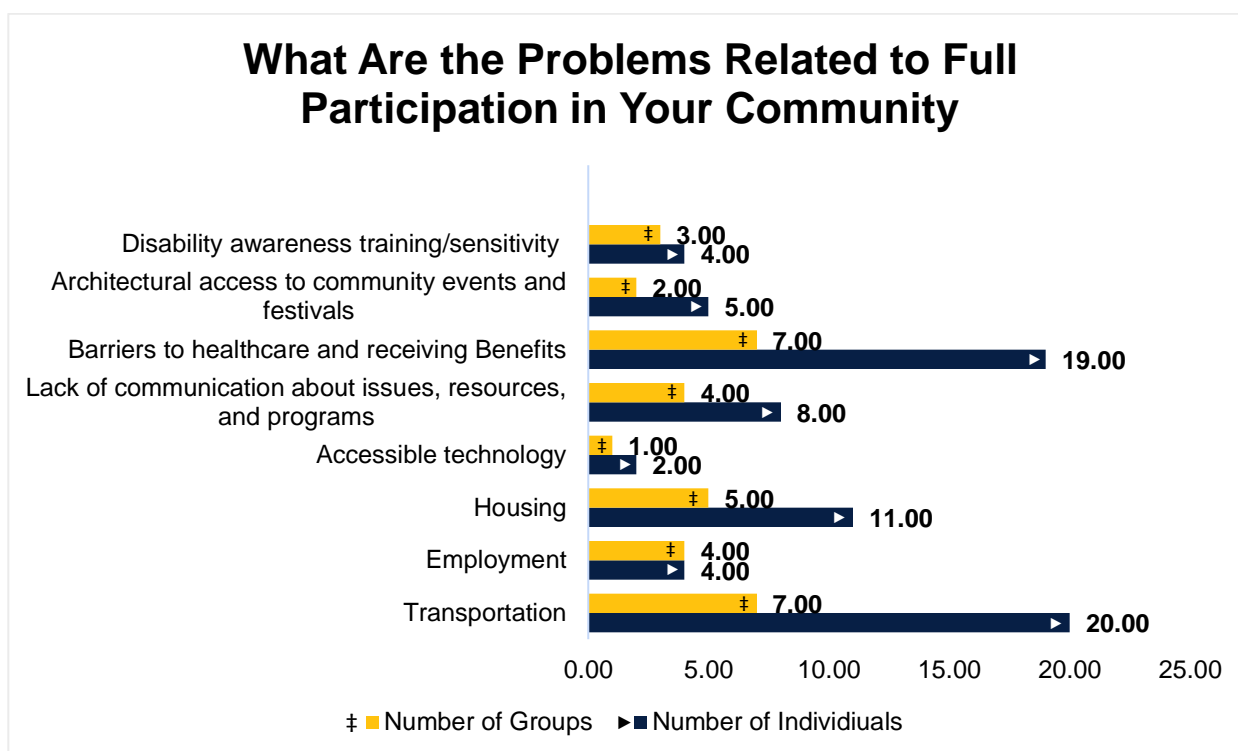
- “Overall I believe the system of services and supports for Ohioans with developmental disabilities needs to be simplified in order to promote ease of access and guidance for individuals, their family, their caregivers, educators, and communities. For example: I recently became aware of the charting the life course in network in Ohio. It seems highly problematic to me that my sons County Board of DD SSA, his educators, nor his ICF residential providers have ever heard of it. Navigation and charting the life course are the most essential needs for people with developmental disabilities. It's very discouraging to see so many interdisciplinary work groups at the state level being formed yet I see a little outcome of their efforts on the ground floors. “
- “Again, the keys of communications and accommodations are the most important equality and be fair. Interpreters is the main key.”
- “Sidewalks and curbs are not user friendly here. Too many restrooms, and business entrances should be handicapped accessible. It is hard to enter almost all businesses.”

lack<sup>able</sup> transportation don't know use support access  
public need time Yes want people accessible s  
wheelchair accessible Also<sup>elevators</sup> wheelchair spaces

## Results: Listening Sessions

The Ability Center of Greater Toledo conducted a total of seven listening sessions with 102 participants. The goals of these sessions were to identify and understand barriers to independent living and communication, as well as learn the perspectives of the audience regarding their local issues and options. Overall, each session discussed similar barriers; however, there were some differences.

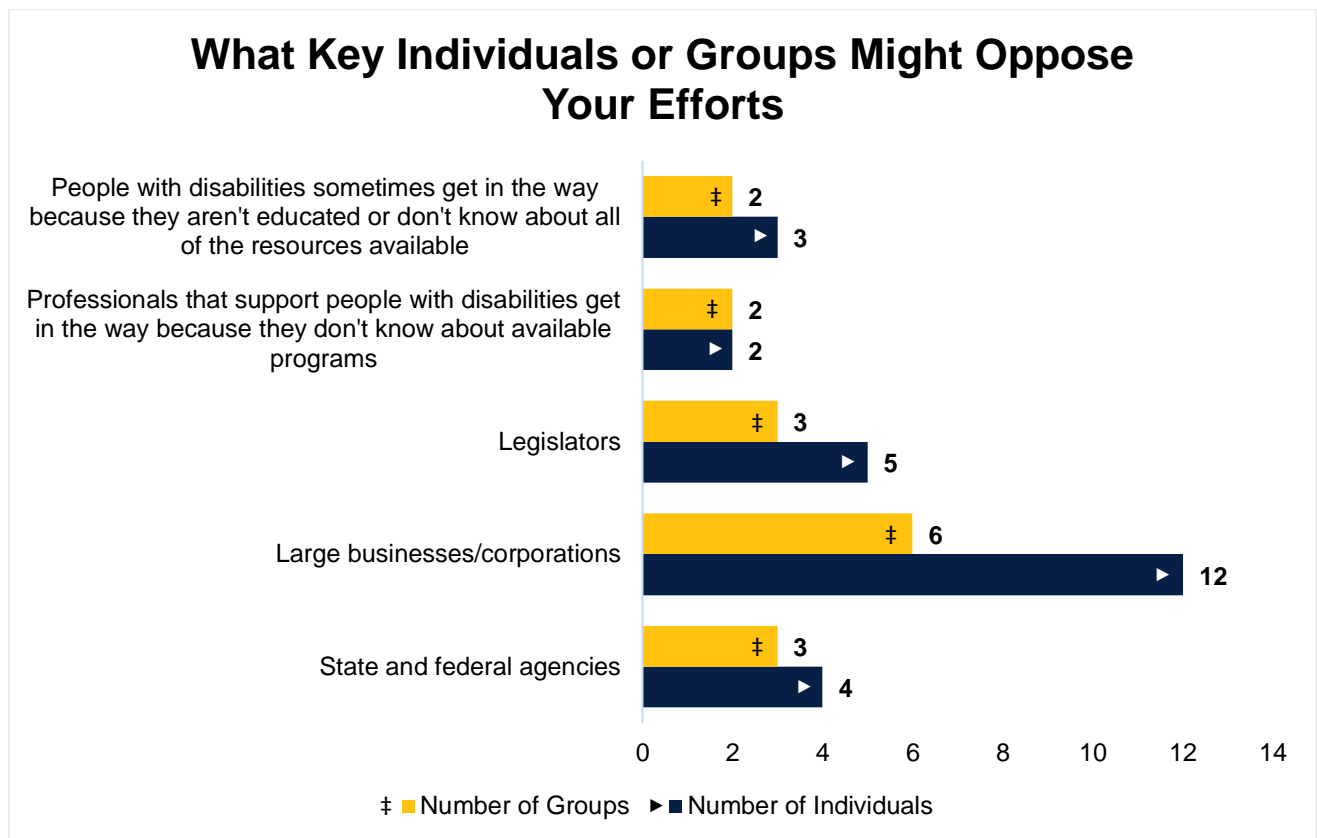
Each listening session asked participants four questions: 1) What are the problems related to full participation in your community? 2) What key individuals or groups might oppose your efforts? 3) What resources and capabilities are needed to address the mission? 4) What are some alternatives for addressing the problem or goal in light of the anticipated barriers and resources?



#### Representative Quotes:

- “I have had to be on an industrial shopping cart to be weighed in and out of chair. I want to separate accessibility of medical care from Medicaid. Little training for medical professionals on people who had significant disabilities. And due to the cultural barriers in medicine, we have specialized needs, there’s more of an education piece that people with disabilities need access to healthcare staff member or relative during appointments.”
- “I was going to say transportation also. Especially consumers searching for employment, their options are limited because their transportation is limited. Even if they have access to TARPS if they are outside the service limit it limits their access to employment and to maintain it.”

- “Home health aids, I have a consumer working with board of DD, said it would take 2 weeks to get setup but took 4/5 months, in the first week of that providers starting there was illegal stuff happening. He stated that she was supposed to bring him to the grocery store or something but ended up at a drug dealers house.”
- “I don’t think there are a lot of people that understand what people with disabilities go through physically, mentally, or financially. I think we need to continue to provide more trainings maybe, seminars, to create a better understanding toward people with disabilities.”
- “Their doorway into community participation is a job. Those jobs are have gone away or not come back, or never did exist prior to COVID. “



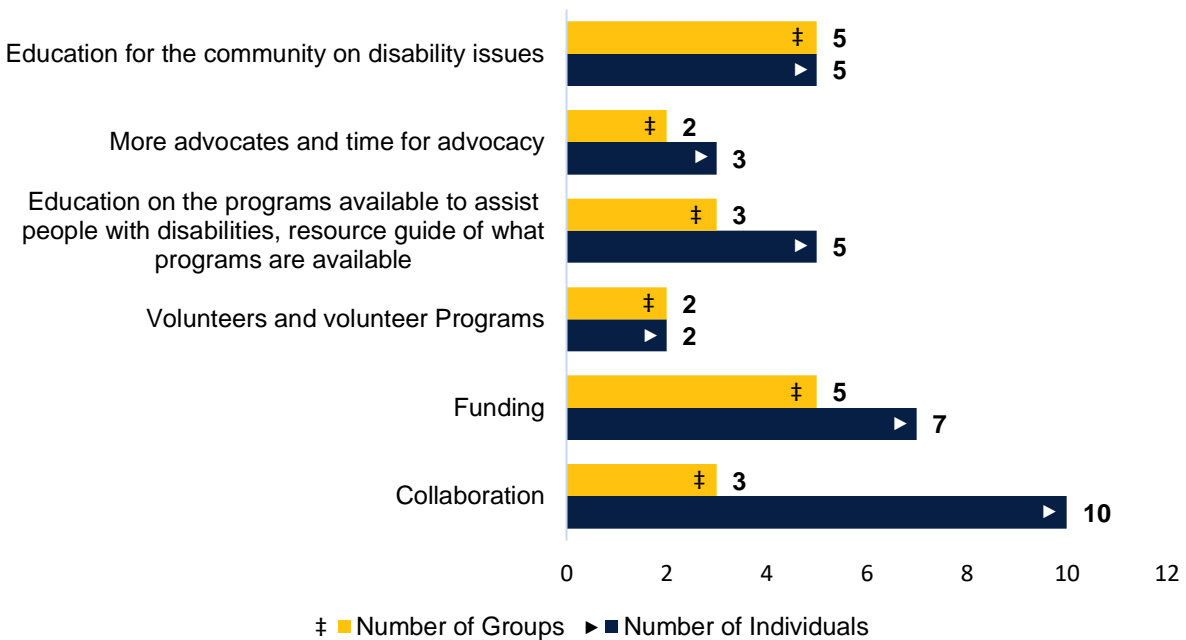
#### Representative Quotes:

- “I think also large businesses because they need to remember that people with disabilities are consumers too. Recognizing them as a target audience also.”

- “From the interpreting aspect, I see the large business box and I would say business groups with legislative efforts (Chamber of Commerce) I know it’s kind of broad, but large business groups have lobbied against access for people that are hard of hearing, basically making it harder for them to get an interpreter at their job.”
- “Wondering if the professionals that are supporting us have all the skills and training to know what services they can provide, I’m wondering to what extent that might create a barrier. Some of the providers don’t know what services they offer and the qualifications and implementation. Education of providers themselves.”
- “I would say to kind of capture some of Lauren’s point also, but the state and federal agencies all make assumptions about what disability is and who they are providing it for. I don’t think there are enough people in positions of power that are in touch with the actual constituents and their families and know how to create law and policy.”
- “This is personal anecdote, but just thinking about barriers, I personally notice corporations talking about DEI, but disability is lost from diversity and inclusiveness that organizations have promoted.”



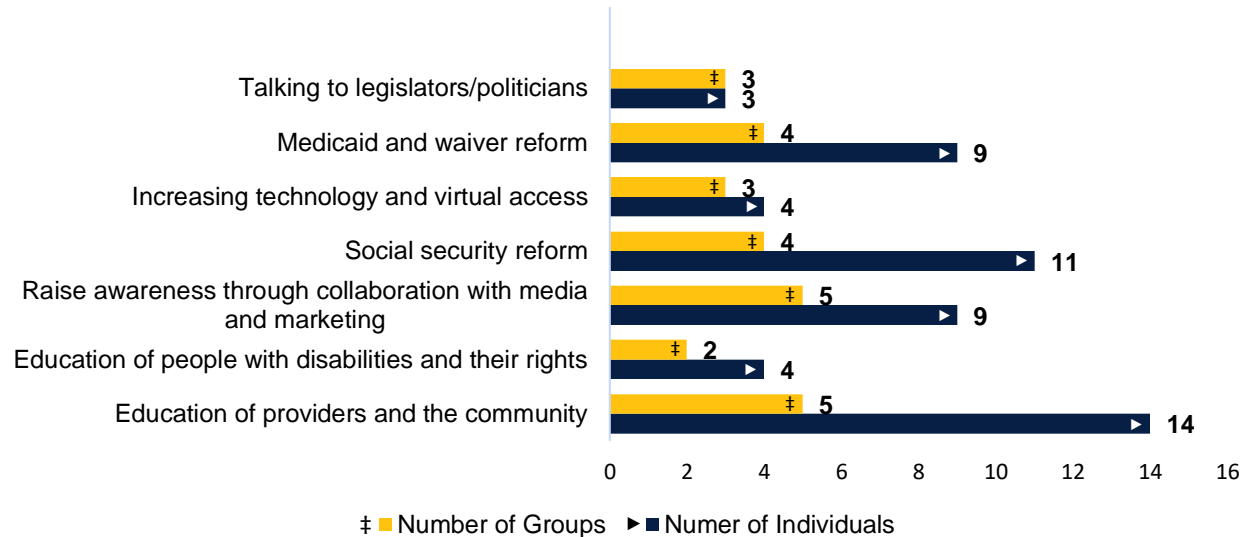
## What Resources and Capacities are Needed to Address the Mission



### Representative Quotes:

- “People who don’t have a lot of time to be advocates, if we could find a way to advocate for changes that would waive healthcare and work requirements”
- “Financing in the provider section, paying the provider in the school and home. Financial deficit in the provider sector. They don’t get paid enough or you don’t have good quality care.”
- “Collaboration with other organizations in the community.
- “Need to be flexibility in the funding rules, make it broad enough in given situations it can be utilized in the manner that the individual needs it for. If they are going to allocate it you should get to use it.”
- “At first I’ll say that this is really amazing! One thing I would like to see is utilizing the consumer’s more, getting them engaged in advocacy work that we’re doing. Not just Ability Center employees speaking to the issues but real consumers speaking on the issues.”

## What are Some Alternatives for Addressing the Problem or Goal in Light of the Anticipated Barriers and Resources



### Representative Quotes:

- “I think as a disability community we need to advocate for waiver and funding simplification. One waiver that covers all supports, that’s person-centered and flexible.”
- “Mandatory training every year for staff, providers, or other people. They tend to drift away from it, keep a refresher going each year to provide hopefully better services each year.”
- “I’ve been working in the mental health field for a long time, but I didn’t know much information about the Toledo Commission, so putting more information out into the community about this commission. Other people with disabilities that are in the community but don’t have access or on Facebook, so any type of paper or magnet, media that people can see or pass around.”
- “We really also to increase this access through technology. Silver lining of covid is how much easier it can be for people with disabilities access.”
- “Marriage penalty – each case is different, so I don’t know the justification for this; there was a disabled couple who lived at Northgate but had to live in separate apartments.”

## Recommendations and Analysis

Six main themes emerged as current barriers to independent living for people with disabilities in Ohio. These include: 1) Accessible and affordable housing; 2) Increased reliability and availability of mobility options; 3) Waiver expansion and increased availability of in-home providers in healthcare; 4) the need for increased awareness of people with disabilities in communities, employment, and healthcare facilities; 5) increased opportunities for recreation and community involvement; and 6) architectural access.

Based on the results, we make the following recommendations:

### Health Care

- **Ohio needs to expand the services that public health insurance covers, ensure that people on public benefits have access to durable medical equipment, home modifications, in-home providers, and transportation.**
- **Ohio needs to reform its system for recruiting, training, and reimbursing in-home providers. Over half of respondents could not find a reliable in-home provider that meets their needs and responded that there is high turn-over in in-home providers.**
- **Ohio needs to work with medical providers to ensure that they accept public health insurance and that needed services for particular types of disabilities are covered. When asked to self-report health care issues, no one common issue stuck out. Instead, respondents experienced a variety of different issues including finding providers, insurance is too expensive, a lack of disability awareness in the medical profession, and an inability to get needed services covered.**
- **Ohio needs to create a consumer navigation system for health care issues, unconnected to managed care providers, to help individuals work through individualized health care barriers.**

Access to health care in the community is the center of independence for many people with disabilities. Barriers to healthcare and access to benefits were discussed in all seven of our survey listening sessions, with 19 individuals engaging in the discussion. In short, access to health care in the community determines how independently people with chronic conditions are able to live their lives. According to our survey, the health

care issues facing people with disabilities include finding reliable in-home providers and getting needed services covered by Medicaid and Medicare.

The top three barriers identified were: 1) finding in-home providers; 2) not being able to get all the services they need covered by insurance; and 3) the failure of insurance to cover durable medical equipment. The majority of our respondents were on Medicaid or Medicare, so this means that public health insurance does not cover all of the services needed for many people. Around a third of our respondents on Home and Community Based Waivers had been denied reimbursement for at least one needed service such as durable medical equipment; in-home care; home modifications; or transportation.

Many of our respondents also had trouble finding in-home providers who are reliable and meet their needs. For those who use in-home providers, over half had trouble finding a provider that they feel comfortable with or that meets their needs and over half responded that there is a high turn- over in providers. Just under half stated that in-home providers are unreliable and don't show up for their shifts. This is a major issue for many people with disabilities who rely on in-home care to get out of bed in the morning and into bed at night. Without access to those supports, in-home care does not work, and people with disabilities will end up in institutional settings.

When respondents were asked to self-report health care barriers, we received a wide variety of responses, including difficulty finding doctors, a response that health care is too expensive, issues with limits on reimbursement, rude providers, and being unable to find transportation to health care. Overall, respondents experienced a wide variety of individualized health care barriers related to paying for, and accessing, needed services to remain stable and independent.

During listening sessions, four groups and nine individuals discussed Medicaid and Waiver reforms as part of a solution to addressing problems or goals of people with disabilities. One individual recommended waiver and funding simplification -- one waiver that covers all supports that is person-centered and flexible.

Based on these discussions, to properly support the independence of people with disabilities, the state of Ohio needs to ensure that our public health care system, Medicare, and Medicaid, is covering all needed health care and home and community-based services for people with disabilities. Around a third are not receiving the health care and home and community based services that they need. The state of Ohio also needs to evaluate its system for providing in-home providers as a needed service and resolve the issues with that system. Over half of people who need in-home providers currently cannot find one that meets their needs or are experiencing high turn-over. Finally, the state of Ohio needs to create some sort of consumer navigation system that assists people with disabilities in overcoming individualized barriers in finding providers, getting connected to less expensive medical care, and getting connected to transportation to medical appointments.

## **Housing**

- **Ohio needs to increase the amount of affordable, accessible housing. Over half of respondents could only afford a monthly rent of less than \$600/month.**
- **Ohio needs to increase the number of accessible features in its housing. No one feature stood out as the most important accessible feature for most respondents. The top three features were an accessible, no-step entrance, wider hallways and doors, and a roll-in shower. Still, close to 30% of respondents needed a wholly accessible space with grab bars, lowered kitchen counters, and a first- floor bedroom.**
- **Ohio should make funds and assistance available for housing maintenance.**

Housing is necessary to facilitate home- and- community based living for people with disabilities yet advocates consistently hear that there is not enough affordable, accessible, integrated housing, with supports, for people with disabilities to live independently in the community. Our survey also highlights this as an important area of reform for people with disabilities in Ohio. 5 out of 7 listening session groups discussed housing as a problem related to full participation in their community.

According to our survey, housing affordability was the largest barrier to finding a home, especially in the areas that respondents wanted to live. 28.7 % stated that there was no

housing affordable to them in the area that they would like to live. Over half (53.45%) could only afford a monthly rent of less than \$600.00/ month.

Housing accessibility was also an issue. 82.12% of respondents disagreed or strongly disagreed with the statement, “There is enough accessible housing in Ohio.” The top three accessible features that respondents have trouble finding in housing were 1) an accessible entrance; 2) wider hallways and doorways; and 3) a roll-in shower. However, over 30% of respondents also had trouble finding housing with grab bars in the bathroom; lowered kitchen counters; and a first- floor bedroom.

Self-reported needs include a lack of accessible, affordable housing, and funds for maintenance. Overall, the survey identified additional affordable and accessible housing as a barrier to independent living in Ohio. This especially includes housing with an accessible entrance; wider hallways and doorways; and a roll-in shower. Yet a significant number of respondents also needed fully accessible housing – housing with not just the basic features of accessibility but also grab bars, lowered kitchen counters, and a first- floor bedroom.

Overall, Ohio needs to incentivize the creation of additional affordable, accessible housing and attract more housing subsidies to assist people with paying rent or a mortgage.

### **Transportation**

- **Ohio needs to expand the service area of public transit in Ohio. Many respondents stated that there is no public transit by their home.**
- **Ohio needs to invest more in existing public transit to make it available during more hours and make it more reliable.**
- **Ohio needs to expand programs to make accessible vehicles more available for both private and taxi ownership.**

Ohio’s lack of strong public transportation is a major issue for Ohioans with disabilities. In this survey 70.54% of Respondents stated that they have access to safe and reliable transportation, yet 55.2% disagreed that they can rely on public transportation to get where they need to go. This means that many of our Respondents relied on a form of

transit other than public transportation to get around. According to the survey, 47.25% of respondents used some sort of public transit, 40.16% used family assistance either with or independent of public transit, and 59.06% used a personal vehicle with or independent of public transit. It seems that while some Respondents were able to drive and use a personal vehicle, those who could not drive were mostly dependent on family and friends for transportation.

Ohio's limited access to public transit was raised repeatedly as a barrier to each issue topic identified in the survey. Participants in all seven listening sessions identified Ohio's lack of public transit as a barrier to independent living in Ohio. Additionally, survey Respondents mentioned a lack of public transit in the comments in every section of the survey – even in sections of the survey devoted to health care, housing, public access, and recreation. When asked what changes respondents would like to see to make Ohio more disability friendly, better public transit was the second most frequent answer after more disability awareness. This means that Ohio's lack of public transit services for individuals with disabilities affects their access to all basic needed services: health care, housing, public access, education, and recreation.

The biggest issues faced by those who rely on public transit are: 1) no service by their home; 2) public transit takes too long; 3) and public transit doesn't go where they want or need to go. 60.87% of respondents answered that public transportation is not reliable and doesn't get them places on time. In the self-reported barriers question, the number one change that respondents would make to public transit would be to make it reliable and safe. The second was to increase the hours it is available. The third was more affordable, accessible vehicles available for both private ownership and in taxi systems.

Overall, Ohio needs more public transit to serve people with disabilities' needs. Public transit needs to be both more available in underserved areas – covering more area with longer hours – and more available in areas it serves. Public transit needs to have more busses and drivers, and a larger range of mobility options, to provide more reliable service in order to truly allow access to the community.

## Public Access

- **Community organizations need to have more awareness of how to treat individuals with disabilities.**
- **Ohio needs to ensure its buildings and facilities are updated to make them accessible.**
- **Ohio needs to ensure that communication is provided in an accessible manner in public meetings.**
- **Community organizations need to ensure that transportation is available to events.**

Public access is a category that includes barriers to people with disabilities navigating our community. In our survey, the top three self-reported issues that people with disabilities faced in access to the community were: 1) access to public buildings (33.33%); 2) limited transportation options (25%); and 3) no communication access to public facilities or events (13.33%). In a multiple-choice format, the top barriers that respondents faced to community participation were 1) a lack of disability awareness (64.76%); 2) too few inclusive recreation opportunities (48.57%); the lack of accessibility of buildings and facilities in their community (34.29%); and the lack of public transportation (26.67%).

The top three places that people had trouble getting reasonable accommodations were 1) restaurants (36.62%); work (30.99%); and at the grocery store or in other shopping (28.17%). When asked to self-report what changes they would like to see to make Ohio more disability-friendly, the most responses included 1) more disability awareness; 2) better public transit; 3) and better architectural access. Other areas that received a higher number of responses were more opportunities for inclusive recreation; more access to in-home providers; and better accessible communication.

The responses were varied, but it is clear that Ohio needs to prioritize better architectural and communication access for people with disabilities. Also, disability awareness campaigns and more inclusive recreation opportunities were important to respondents.



## **Education and Recreation**

- **Ohio needs to review schools that are not providing an inclusive environment for students with disabilities and incentivize them to become more inclusive.**
- **Recreation providers need to offer more inclusive options.**

How inclusive are Ohio's classrooms? Whether children with disabilities were spending a lot of time in inclusive classrooms was split between always (12%); 3-5 hours a day (15%); 1-3 hours a day (7.5%); a few times a week (2.5%); and less than a few times a week (10%). Whether children have all the accommodations they need in the classroom was also split. Close to 30% answered that they disagreed; close to 30% answered that they agreed; and 36% neither agreed nor disagreed with that statement that their child had access to all the accommodations they needed in the classroom. The wide variety of responses likely means that inclusiveness varies from school to school and from student to student. It is important that the state of Ohio identify where there are problems and give additional scrutiny to schools that are failing to accommodate students.

The results regarding inclusive recreation were clear. 58.62% of respondents agreed with the statement that there are not enough inclusive recreation opportunities available in their community. Over half of Respondents also stated that a lack of inclusive recreation activities was a barrier to community living. Recreation providers need to make sure that they are providing inclusive recreation opportunities for people with disabilities.

## **Conclusion**

There is much work that still needs to be done to fulfill the vision of an inclusive Ohio for people with disabilities. As our survey results support, many people with disabilities still face major barriers to independent living. We are hopeful that this survey can help advocates identify such barriers and work to ensure that people with disabilities in Ohio can live independently in a community of their choice.

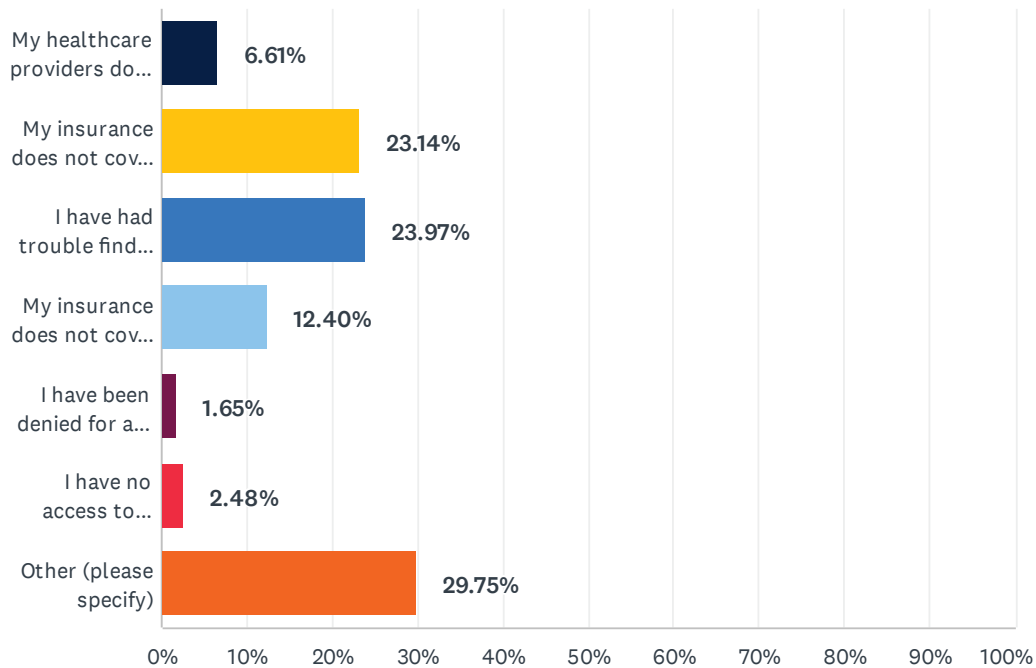
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# Appendix A

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# Q1 What barriers to healthcare have you experienced?

Answered: 121 Skipped: 20



ANSWER CHOICES	RESPONSES	
My healthcare providers do not have accessible buildings and exam rooms;	6.61%	8
My insurance does not cover all of the medical services I need;	23.14%	28
I have had trouble finding in-home providers;	23.97%	29
My insurance does not cover the durable medical equipment that I need;	12.40%	15
I have been denied for a Home and Community Based Services Waiver;	1.65%	2
I have no access to medical insurance;	2.48%	3
Other (please specify)	29.75%	36
TOTAL		121

#	OTHER (PLEASE SPECIFY)	DATE
1	Dentist and Eye Insurance not provided	5/31/2021 11:09 AM
2	Coverage is poor	5/25/2021 1:44 AM
3	No barriers	5/24/2021 5:01 PM
4	Not enough mental health providers	5/23/2021 5:22 PM
5	For many years, I worked part-time and the job didn't pay benefits, and made too much for SSI. I understood I should qualify for Medicaid-Buy-in-for-Workers-with-Disabilities, but got the runaround from JFS and SSI. Since I was over-income, SSI wouldn't deem me disabled, and JFS said SSI had to deem me disabled first. I had to educate JFS	5/23/2021 12:02 PM

## Advocacy Priorities Survey

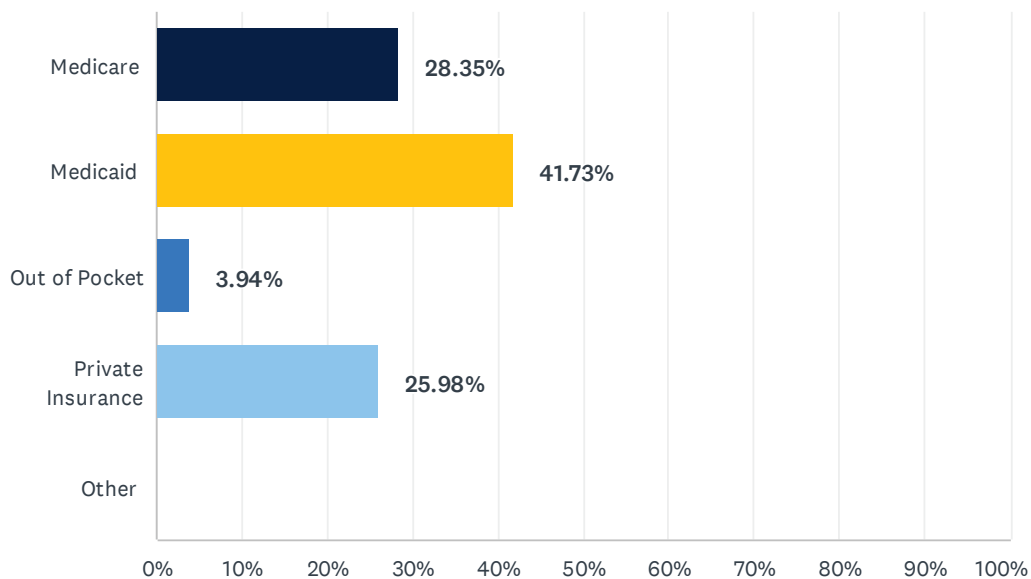
about how their own program worked. I do not qualify for a waiver because I don't fit all of the criteria for the DD system.

6	Many appointments, very little options for anything outside of usual office hours.	5/10/2021 11:49 AM
7	no barriers at this time	5/8/2021 5:56 PM
8	I am a veteran and VA takes great care of me	4/24/2021 10:06 PM
9	i dont have ay barriers	4/23/2021 9:26 PM
10	none	4/23/2021 8:56 PM
11	none	4/23/2021 6:59 PM
12	My PCP does not have handicap accessable doors into their building	4/23/2021 6:28 PM
13	na	4/23/2021 12:38 PM
14	i can't afford my medications	4/23/2021 10:31 AM
15	High DSP staff turnover at ICF-DD home. Insufficient DSP staff training/skill development for providing "active support" with ADLs (especially oral care, dressing, meal prep and utensil use for feeding). Also lack DSP skills for assisting with use of AAC speech device	4/23/2021 9:38 AM
16	All but being denied waavier	4/22/2021 11:48 AM
17	Hippa	4/9/2021 9:18 AM
18	N/A	4/8/2021 10:52 AM
19	Many providers of specialty treatments do not accept Medicaid, so I must pay out-of-pocket for their services, or do without.	4/2/2021 9:28 PM
20	In home providers and durable medical equipment	4/2/2021 12:16 AM
21	none	4/1/2021 9:34 PM
22	The remote broke on my lift chair the other day and the insurance was more than happy to give me phone numbers and connect me with someone that will fix it but they don't pay for it and I still haven't gotten anybody yet but I'm probably gonna have to call that insurance company back for the third time. And finding people in-home providers because I'm getting really behind on everything here at home. So many daily things that need to be done.	4/1/2021 8:46 PM
23	None apply	4/1/2021 6:43 PM
24	Agencies have trouble finding home health aides to hire because programs don't pay the agency that well	4/1/2021 6:01 PM
25	NONE A THE TIME	4/1/2021 5:13 PM
26	Insurance is fine	4/1/2021 4:54 PM
27	#2, #3, #5, adult changing tables seldom available	3/18/2021 5:34 PM
28	lack of training for caregivers	3/18/2021 10:40 AM
29	No issues	3/18/2021 10:30 AM
30	none	3/11/2021 12:55 PM
31	Transportation	3/10/2021 10:09 AM
32	N/A6	3/7/2021 12:45 PM
33	FRUSTRATIONS IN ALWAYS HAVING TO GET PRIOR AUTHORIZATIONS FOR MY MEDS THAT ARE DAW DUE TO CRITICAL STOMACH ISSUE	3/6/2021 4:43 PM
34	There are few providers, particularly dentists, who accept Medicaid in my area	3/4/2021 7:23 AM
35	.....	3/4/2021 2:28 AM



## Q2 How do you currently pay for healthcare?

Answered: 127 Skipped: 14



ANSWER CHOICES	RESPONSES	
Medicare	28.35%	36
Medicaid	41.73%	53
Out of Pocket	3.94%	5
Private Insurance	25.98%	33
Other	0.00%	0
TOTAL		127

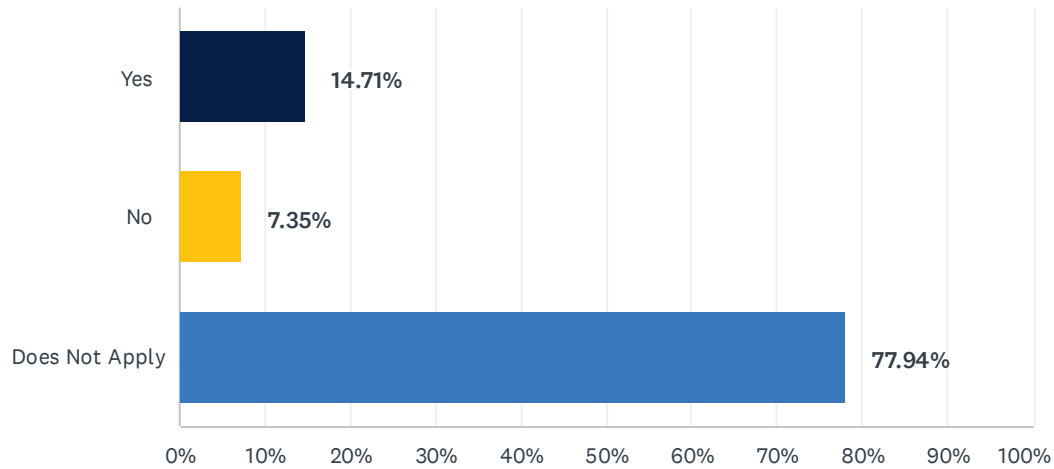
#	OTHER, PLEASE SPECIFY	DATE
1	And Medicare	5/26/2021 5:26 PM
2	Both Medicare and Medicaid	5/25/2021 8:27 AM
3	employer insurance	5/24/2021 3:19 PM
4	Medicare and Medicaid	4/30/2021 1:07 PM
5	My spouse's insurance plan	4/28/2021 5:11 PM
6	VA	4/24/2021 10:06 PM
7	Medicare Advantage Plan	4/23/2021 6:28 PM
8	no	4/23/2021 12:38 PM
9	I just won't go or pay a bit.	4/9/2021 11:47 AM
10	medicare advantage plan	4/3/2021 1:29 PM
11	medicare advantage	4/3/2021 9:18 AM

## Advocacy Priorities Survey

12	My insurance is supposed to be paying for these things but they rely a lot on Medicare to pay my bills and then I pay out-of-pocket usually not too much but I still have to pay out-of-pocket. I always ask the insurance company or what part are you going to pay if Medicare is going to pay and I'm going to pay out-of-pocket what are you going to pay. Or?	4/1/2021 8:46 PM
13	And medicare	4/1/2021 5:12 PM
14	Private Insurance and Medicaid	4/1/2021 4:54 PM
15	I have Medicare and Medicaid	3/22/2021 5:54 PM
16	Dual insurance Medicaid and Medicare through Buckeye. Ohio home care waiver	3/19/2021 3:34 PM
17	and Medicaid. Survey only allows one answer	3/19/2021 3:03 PM
18	Medicare, Medicaid/Waiver	3/18/2021 9:43 PM
19	Medicaid and Out of Pocket as well as Private Insurance	3/18/2021 5:34 PM
20	Dual Eligible - MyCare Waiver	3/18/2021 5:13 PM
21	I. O. Waiver	3/18/2021 4:07 PM
22	Medicare and Medicaid	3/18/2021 10:30 AM
23	private insurance, then Medicaid as a backup	3/9/2021 1:30 PM
24	Medicaid and out of pocket (dentistry and eye care)	3/4/2021 7:23 AM
25	Both private and medicaid	3/3/2021 10:52 AM
26	AVA	2/20/2021 2:44 AM
27	Medicare and Medicaid	2/19/2021 3:28 PM

### Q3 If you have transitioned from a nursing home, mental health facility, or hospital back home, did you have adequate supports to help with that process?

Answered: 136 Skipped: 5

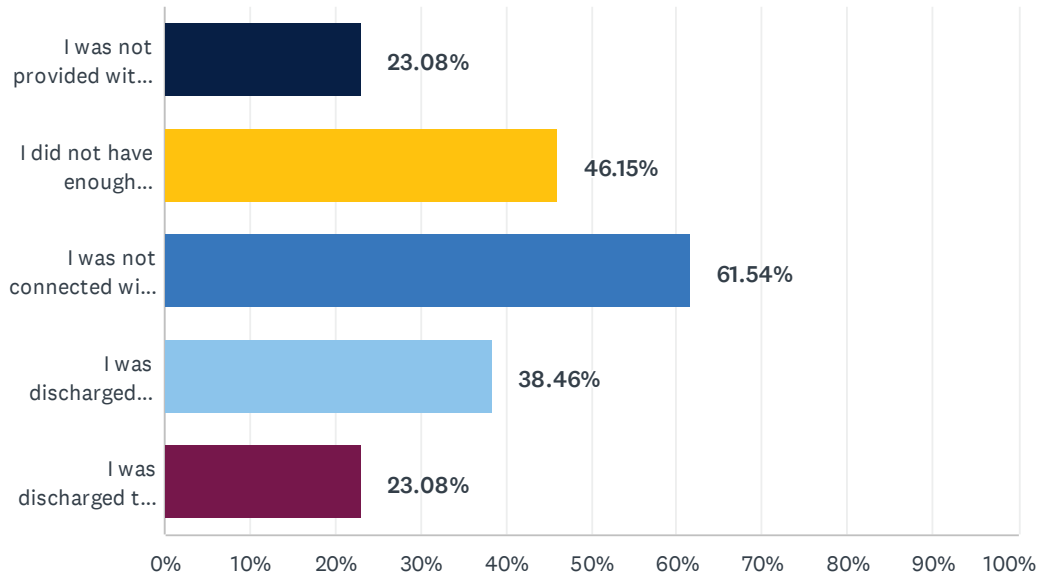


ANSWER CHOICES	RESPONSES	
Yes	14.71%	20
No	7.35%	10
Does Not Apply	77.94%	106
TOTAL		136



## Q4 If you answered no, what issues did you face transitioning to the community? Please check all that apply.

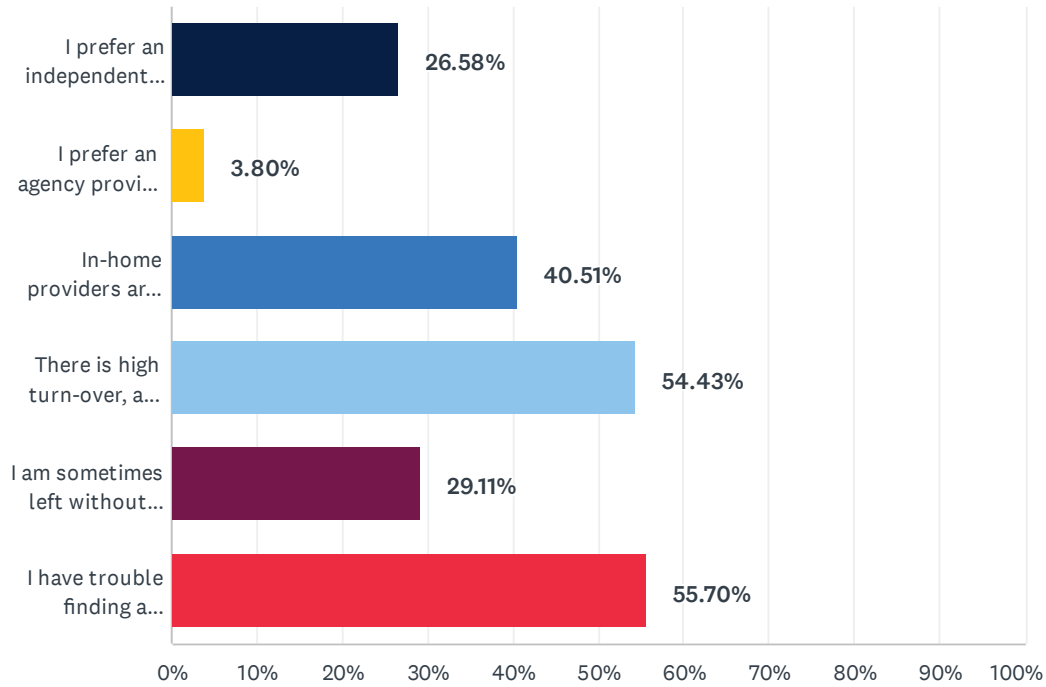
Answered: 13 Skipped: 128



ANSWER CHOICES	RESPONSES	
I was not provided with the proper medical equipment when I left the nursing home;	23.08%	3
I did not have enough medication when I left the nursing home;	46.15%	6
I was not connected with medical care or a home and community-based services waiver when I left the nursing home;	61.54%	8
I was discharged before I was ready;	38.46%	5
I was discharged to an unsafe setting.	23.08%	3
Total Respondents: 13		

## Q5 What issues have you faced with in-home providers? Please check all that apply.

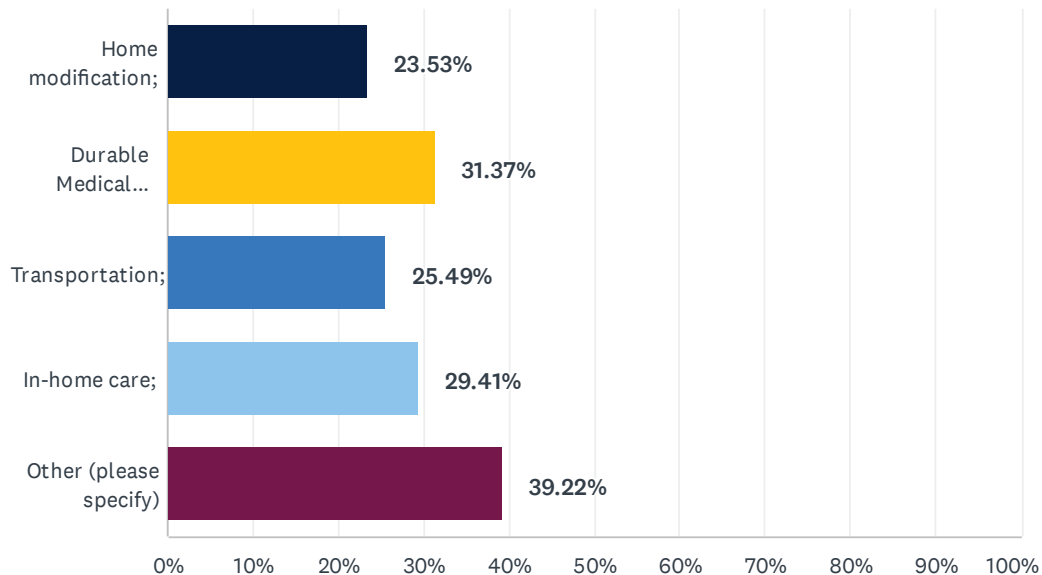
Answered: 79 Skipped: 62



ANSWER CHOICES	RESPONSES	
I prefer an independent provider but can only find an agency provider;	26.58%	21
I prefer an agency provider but can only find an independent provider;	3.80%	3
In-home providers are unreliable and don't always show up for their shifts;	40.51%	32
There is high turn-over, and my in-home providers change often;	54.43%	43
I am sometimes left without an in-home provider for weeks at a time;	29.11%	23
I have trouble finding a provider that I feel comfortable with or that can address my needs.	55.70%	44
Total Respondents: 79		

## Q6 If you have a waiver, have you ever been denied the following services? Please check all that apply.

Answered: 51 Skipped: 90



ANSWER CHOICES	RESPONSES	
Home modification;	23.53%	12
Durable Medical Equipment;	31.37%	16
Transportation;	25.49%	13
In-home care;	29.41%	15
Other (please specify)	39.22%	20
Total Respondents: 51		

#	OTHER (PLEASE SPECIFY)	DATE
1	Sometimes never meeting physician only see a PA or NP but I am sure insurance was billed by the M.D..Sometimes the post visit summary is not correct. No exam was done just talked to <sup>7</sup>	5/24/2021 7:45 PM
2	No denial s	5/24/2021 5:01 PM
3	Assistance with paying for my deck. I have to have it to get into my house	5/24/2021 4:37 PM
4	no	4/23/2021 12:38 PM
5	n/ano	4/23/2021 11:27 AM
6	Does not apply	4/1/2021 6:43 PM
7	No	4/1/2021 5:12 PM
8	No	4/1/2021 4:54 PM

## Advocacy Priorities Survey

9	Not applicable	3/26/2021 9:54 AM
10	Information in accessible format	3/22/2021 5:54 PM
11	Transportation "No Show's" and left for hours waiting for return home.	3/18/2021 9:43 PM
12	Participant Directed Goods and Services - SELF	3/18/2021 3:52 PM
13	Grab bars in shower installed to high to assist me getting out of tub	3/18/2021 10:40 AM
14	none	3/11/2021 12:55 PM
15	N/A	3/7/2021 12:45 PM
16	Horses and buggies only transportation in Paulding county	3/4/2021 2:28 AM
17	I feel very fortunate that I have gotten the services I need	3/3/2021 11:18 AM
18	We have never been officially denied transportation but we can't get it because of extremely low reimbursement rate and state laws.	2/21/2021 1:15 PM
19	Affordable Care Act	2/20/2021 2:44 AM
20	Access to nursing care	2/19/2021 3:28 PM

## Q7 Have you had any other issues accessing healthcare?

Answered: 68 Skipped: 73

#	RESPONSES	DATE
1	I have to pay Medicare too much every month that destroyed my financial plans.	5/31/2021 11:09 AM
2	No	5/29/2021 9:22 AM
3	I have a DD and mental health issues. There are only 2 psychiatry groups in the Columbus area that will take adult patients with a DD. One of those 2, has only nurse practitioners and they are not overseen by a psychiatrist. I have to go to Cleveland for psychiatric care.	5/26/2021 5:26 PM
4	No	5/26/2021 10:38 AM
5	Finding doctors that take Medicare/Medicaid	5/26/2021 9:10 AM
6	No. Very good about referrals to follow up with diagnostic testing. Excellent primary care and neurologist.	5/24/2021 7:45 PM
7	None	5/24/2021 5:14 PM
8	No	5/24/2021 5:01 PM
9	limits on how much can be spent on an item .The limits should be related to available funding , such as being able to get a wheel chair accessible van using my funding range	5/24/2021 4:27 PM
10	See above; I was able to work but for a long time not enough to get private insurance, but too much for Medicaid. Also, many procedures cause me a lot of anxiety and I have always had a family member go with me to appointments. During covid, I encountered resistance to this, from medical providers who were trying to reduce the number of people in their facility, and introduced blanket "no one with the patient" policies.	5/23/2021 12:02 PM
11	no	5/19/2021 8:46 AM
12	Providers occasionally prefer to communicate with support staff instead of me as the person receiving care	5/17/2021 4:07 PM
13	Doctors/providers have lack of knowledge about disability or how to modify examinations/ practices to accommodate my disability.	5/17/2021 10:33 AM
14	Different questions about my legal/immigrant status that have very little to do with my ability to show proof of insurance	5/10/2021 11:49 AM
15	no	5/8/2021 5:56 PM
16	Yes. I am made to feel as if I am battling care source and Medicaid to get the help that I need. That should not be the way that the system works. I was injured and need help the only thing care source and Medicaid seem to want to do is pass the buck and cover their asses. That's not right and it's not fair to me.	5/8/2021 4:48 PM
17	The cost - a little over \$1,000 per month premium just for myself, plus \$3,000 deductible and then it's 80/20. My entire disability check goes to medical, so we are surviving off spouse's income.	4/28/2021 5:11 PM
18	No	4/23/2021 11:27 PM
19	no	4/23/2021 9:26 PM
20	My paramount elite does not process and pay at a living wage for my health care provider acupuncture and chiropractic Even though the said I have benefits	4/23/2021 9:12 PM
21	no	4/23/2021 6:59 PM

## Advocacy Priorities Survey

22	Nothing above basic	4/23/2021 1:28 PM
23	no	4/23/2021 11:27 AM
24	no	4/23/2021 10:31 AM
25	Yes. ICF has had significant difficulty finding Dentist near Columbus, Coshocton, Newark, Akron and Cleveland who accept Medicaid for annual cleanings since 2019. Example Waiting lists are : Cleveland Metro 1.5 yrs and OSU med center 3yrs.	4/23/2021 9:38 AM
26	No	4/22/2021 11:48 AM
27	I couldn't make enough and when I did, I couldn't manage to keep making enough.	4/9/2021 11:47 AM
28	I live in independent living communities and diffucult to find for people under 55 .	4/9/2021 9:18 AM
29	No	4/7/2021 1:39 PM
30	Lack accessible communications (ASL interpreters) and medical billing is difficult to manage	4/7/2021 10:51 AM
31	no support when coming home from the hospital and trying to live alone and unable to take care of myself.	4/3/2021 1:29 PM
32	cost out of pocket above what insurance covers difficult to pay	4/3/2021 9:18 AM
33	Handicapped access!!!!	4/2/2021 12:16 AM
34	no	4/1/2021 9:34 PM
35	No	4/1/2021 6:43 PM
36	NOT THAT I REMEMBER!	4/1/2021 5:13 PM
37	For the most part coz of covid,was by telephone until the last 2 months than visits resumed	4/1/2021 5:12 PM
38	No	4/1/2021 4:54 PM
39	Not at this time.	4/1/2021 4:49 PM
40	the right meds.	4/1/2021 4:35 PM
41	Mammogram machines cannot accommodate wheelchair or med staff running the machines, med staff don't know how to operate their OWN hooyer lifts, dentists have no disability sensitivity training	3/26/2021 5:05 PM
42	I had the Medicaid Home Care Waiver, but decided to move to a long-term care facility because I was having trouble finding direct care workers to help me with my activities of daily living. I naivelythought in a facility all are would have to do is push a button and someone would show up to take me to the bathroom. However as soon as I moved in to the facility, I learned that facilities are also dealing with the direct care worker shortage. Not only am I still dealing with the shortage, I find facility living too restrictive. However for me, the worst thing about facility living is not having as much of a say in how and when I want my care completed. I really miss the self-determination I had in the community. For that reason, I am starting the process of trying to move out into the community again. However, the process is really overwhelming.	3/26/2021 9:54 AM
43	Home care agencies will accept your case but then not provide help w bathing due to lack of HHAs. They won't sent a Rn or OT to help w bathing	3/23/2021 6:57 AM
44	Unable to complete college due to agency's and caseworker unable to provide aides.	3/22/2021 6:33 PM
45	Well I transitioned in middle of pandemic across state I had huge issue when I had to switch managed care plans it been huge nightmare for me and never ends also fact had fight to get information in plain language . Issues getting safe transportation under waivers it delays healthcare. I also had issues with managed care restricting who you can see if you have rare disease it nightmare	3/22/2021 5:54 PM
46	Not accessing healthcare but having my healthcare providers understand and treat my rare disability.	3/22/2021 4:25 PM

## Advocacy Priorities Survey

47	Sometimes, yes	3/20/2021 11:07 PM
48	Insurance won't pay for overtime for a home health aide. Even if someone calls off and an available aid can work but has met 40 hours they will not pay overtime for that aid and I will be left without care. I've been working on trying to revamp the self-direction program which allows you to manage your own budget and hours of your home care. It has been not as advertised and has a stranglehold on the consumer not allowing them to manage their own budget and care.	3/19/2021 3:34 PM
49	My MCO CM has illegally assessed my nursing hours multiple times, so there is no paperwork. These assessments resulted in a 25% reduction in my nursing hours. The MCO refuses to send my authorized representative any documents he requests. DRO has said they cannot help me. Ohio is such a mess for the disabled.	3/19/2021 3:03 PM
50	I work during the week and my providers don't have flexible hours	3/18/2021 10:16 PM
51	Transportation - Medical AND Mental Health/Social	3/18/2021 9:43 PM
52	Unable to find any IPs. No agency, in my area, will cover skilled shifts over 2 hours. MCO contracting is a nightmare. ODM provider enrollment is unclear to many individuals enrolling.	3/18/2021 5:13 PM
53	I.O. Waiver will cover things, eventually...takes up to 18 months for an abundance of paperwork, phone calls, emails and texts, and that's just for the PARENT of disabled adults. I feel we should be paid a wage for all the constant work we have to do!	3/18/2021 4:07 PM
54	No	3/18/2021 3:52 PM
55	No	3/18/2021 10:30 AM
56	no	3/11/2021 12:55 PM
57	No?	3/10/2021 10:42 AM
58	insurance coverage of habilitative (ongoing) physical therapy - they only want to pay for rehab but many individuals need ongoing PT to maintain existing physical abilities	3/9/2021 1:30 PM
59	N/A	3/7/2021 12:45 PM
60	Trying to find Doctors in my area who are also Natural and accept my insurance.	3/6/2021 4:43 PM
61	Ive asked for my daughter to be on the I. O. Waiver several times and been told she doesn't qualify. Her school says she does the caseworker says no. I would like to be her paid caregiver as well but told by caseworker I cant even though other parents in Ohio say they are for there adult children. I would like more information on this.	3/4/2021 12:47 PM
62	My DSP is being cut majorly and I'm getting mad with my ssa and company im through	3/4/2021 2:28 AM
63	Not knowing exactly how to get services that I am able to receive. Not knowing how to access these services.	3/3/2021 9:30 PM
64	When transitioning away from a pediatrician, it wasn't clear how I would find someone to meet my needs as a person with a disability. I finally found the Complex Healthcare clinic at Nationwide Childrens	3/3/2021 11:18 AM
65	Language barriers. I am Spanish speaker	2/22/2021 10:01 AM
66	Until last year state law stated any individual on a vent and under 16 years old was required to be transported by a Mobile Intensive Care Unit (MICU). My daughter falls in that category and that level of care transportation is not available in the private ambulance service, only hospital based for hospital transfers. I have had to transport my daughter to and from her medical appointments for years. She has her own ambulance stretcher (because she has to be transported laying down), she is complete care and can not do anything herself, she has seizures, HIE, vent dependent, is a quad CP, to name a few. My daughter would not have access to her medical providers if I didn't purchase an ambulance cot out of pocket, own a vehicle that the cot fit in, and keep the vehicle in a safe operating condition for her to ride in.	2/21/2021 1:15 PM

## Advocacy Priorities Survey

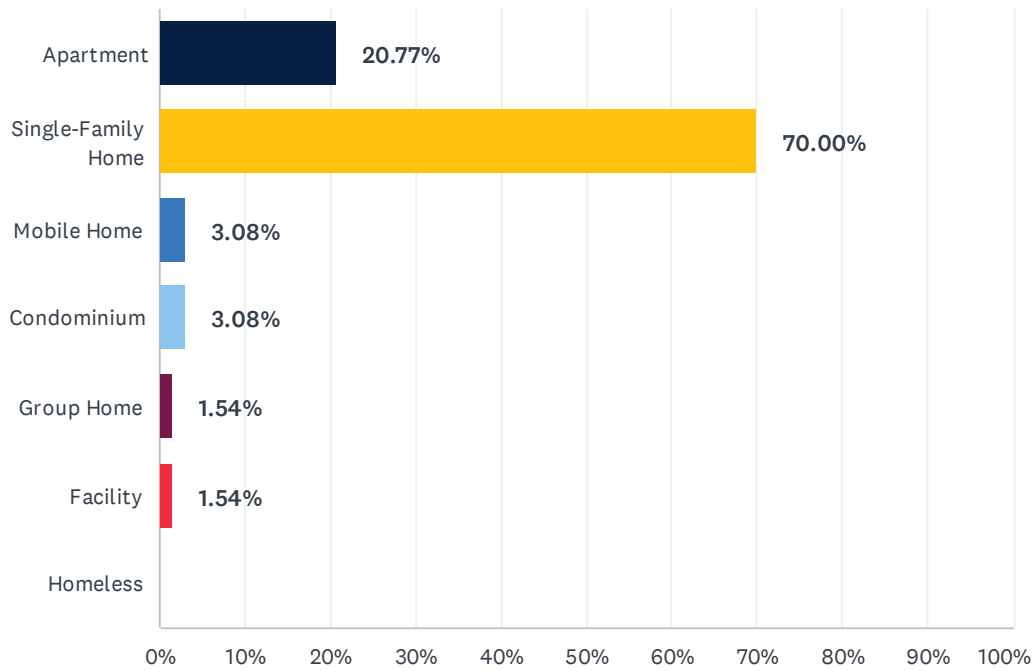
ALL of that cost is out of pocket with NO reimbursement from Medicaid or Waiver. Here's the kicker... I have been reported to CPS for transporting my daughter to her medical appointments be myself. So how is my child suppose to get to her medical appointments if I don't take her? I did not have a nurse for her for 2 yrs because carestar and medicaid removed the nurse in direct violation of state law and federal regulations.

67	Yes there are issues with credentialing providers under managed care takes months to get home care worker in home.	2/19/2021 3:28 PM
68	doctors do not understand post polio syndrome	2/19/2021 2:17 PM



## Q8 What Type of housing do you currently reside in?

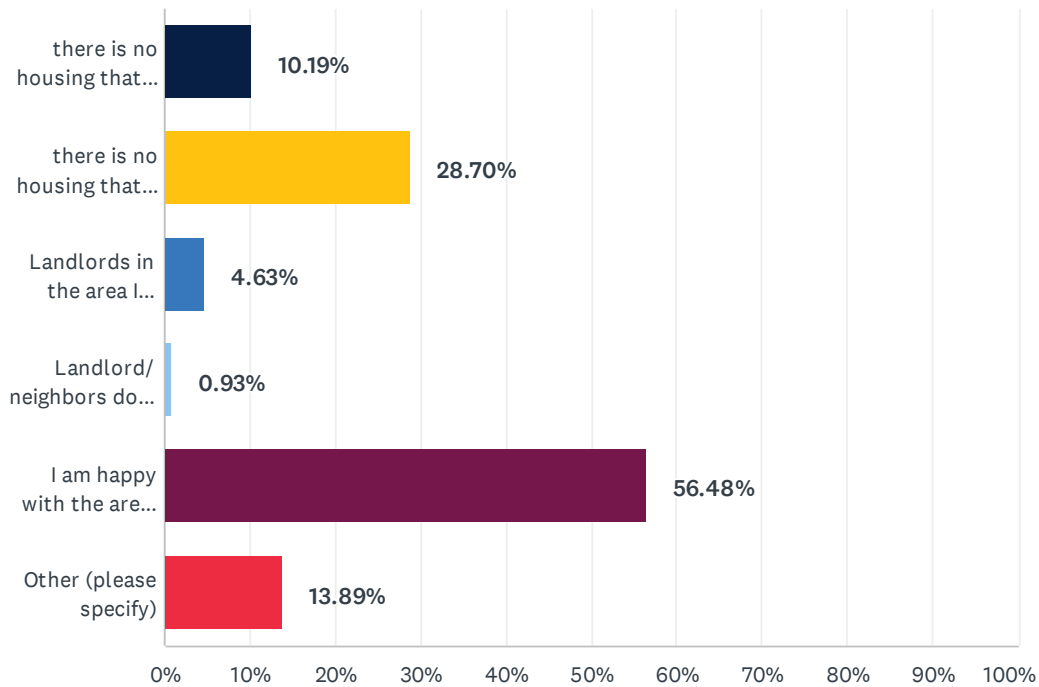
Answered: 130 Skipped: 11



ANSWER CHOICES	RESPONSES	
Apartment	20.77%	27
Single-Family Home	70.00%	91
Mobile Home	3.08%	4
Condominium	3.08%	4
Group Home	1.54%	2
Facility	1.54%	2
Homeless	0.00%	0
TOTAL		130

## Q9 I am not able to live in the area or neighborhood I would like because:

Answered: 108 Skipped: 33



ANSWER CHOICES	RESPONSES	
there is no housing that is accessible to my disability in the area I would like to live;	10.19%	11
there is no housing that is affordable to me in the area I would like to live;	28.70%	31
Landlords in the area I would like to live do not accept Section 8 Vouchers;	4.63%	5
Landlord/ neighbors do not want a person with a disability living near them;	0.93%	1
I am happy with the area or neighborhood that I live in.	56.48%	61
Other (please specify)	13.89%	15
Total Respondents: 108		

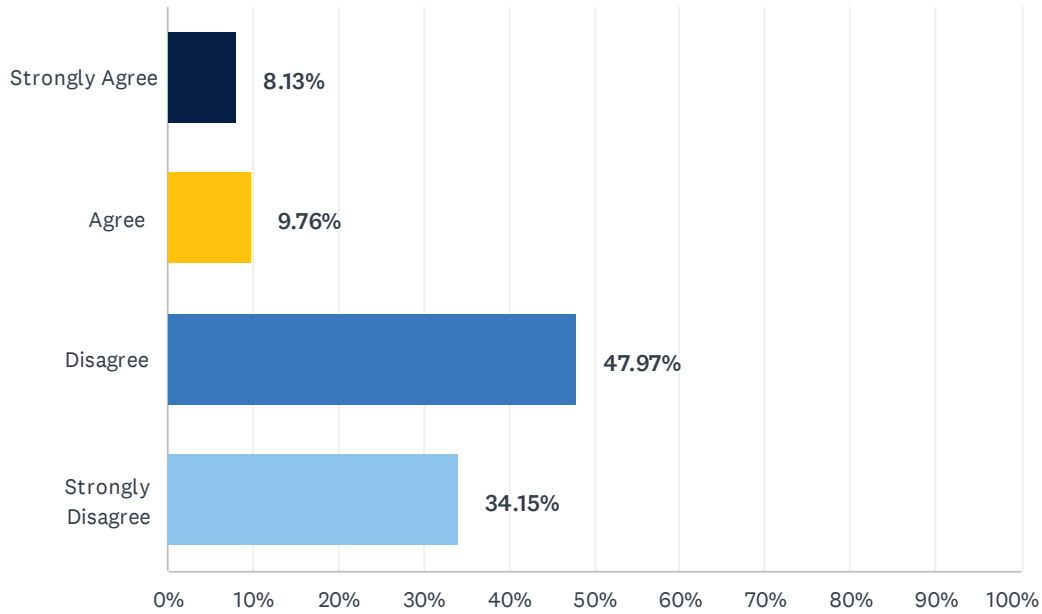
#	OTHER (PLEASE SPECIFY)	DATE
1	I live in home owner with my husband	5/31/2021 11:11 AM
2	Currently trying to get my home sellable	5/23/2021 5:23 PM
3	I share a home with family members and pay rent. It would be difficult to find housing on my own that I can afford and is safe. Access to the bus would also be crucial.	5/23/2021 12:04 PM
4	Criminal background	4/23/2021 9:51 PM
5	Only house I could afford and live on my fixed income	4/23/2021 9:24 PM
6	I can't afford to move the trailer.	4/9/2021 11:54 AM
7	OP	4/7/2021 1:40 PM

## Advocacy Priorities Survey

8	my house is "user friendly" but the neighborhood is not great	4/3/2021 1:31 PM
9	lack of accessible housing and lack of direct care workers especialyy	3/26/2021 9:59 AM
10	Moving costs.	3/18/2021 9:50 PM
11	Transportation	3/18/2021 1:10 PM
12	Not many affordable and nice housing options	3/10/2021 10:11 AM
13	N/A	3/7/2021 12:46 PM
14	I currently live with my parents who provide some natural support	3/3/2021 11:20 AM
15	I live with family	2/22/2021 10:01 AM

## Q10 There is enough accessible housing in Ohio.

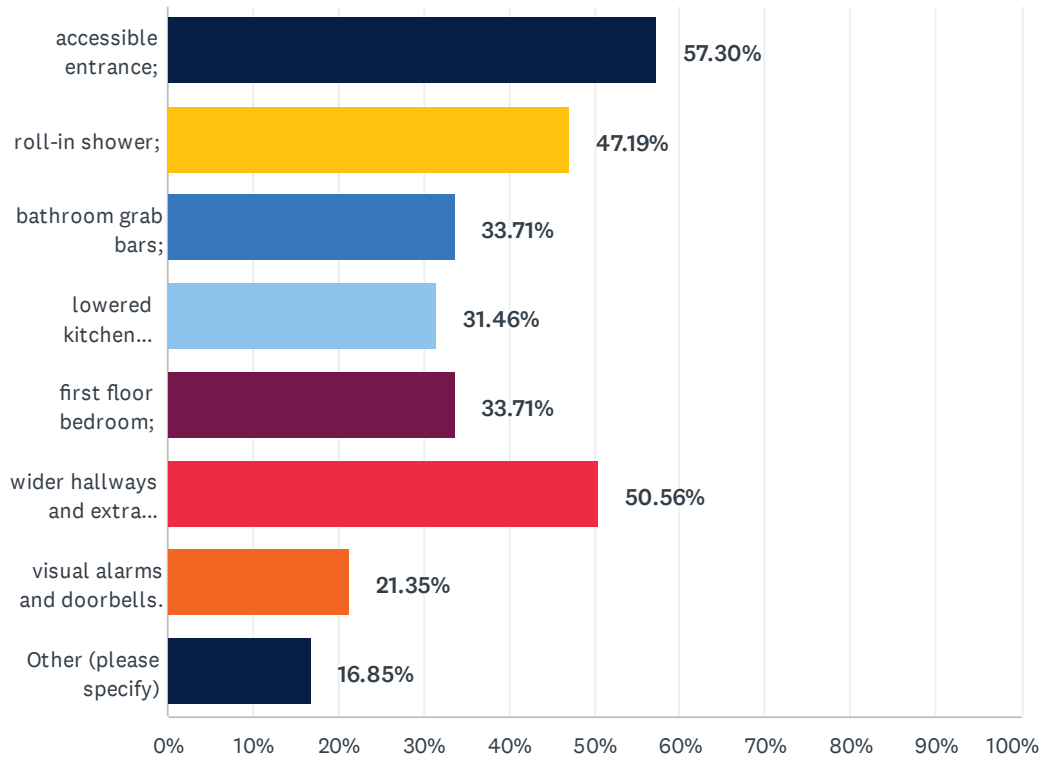
Answered: 123 Skipped: 18



ANSWER CHOICES	RESPONSES	
Strongly Agree	8.13%	10
Agree	9.76%	12
Disagree	47.97%	59
Strongly Disagree	34.15%	42
TOTAL		123

## Q11 I need and have had trouble finding housing that has the following features, please check all that apply:

Answered: 89 Skipped: 52



ANSWER CHOICES	RESPONSES	
accessible entrance;	57.30%	51
roll-in shower;	47.19%	42
bathroom grab bars;	33.71%	30
lowered kitchen counters;	31.46%	28
first floor bedroom;	33.71%	30
wider hallways and extra maneuvering room;	50.56%	45
visual alarms and doorbells.	21.35%	19
Other (please specify)	16.85%	15
Total Respondents: 89		

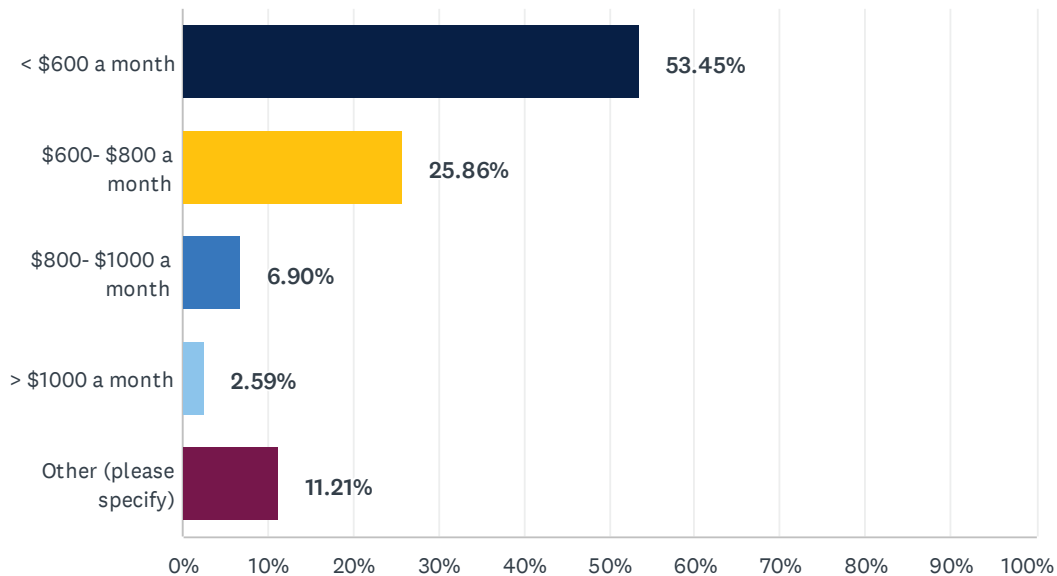
#	OTHER (PLEASE SPECIFY)	DATE
1	No issues. Rent condo.	5/24/2021 7:46 PM
2	i have gotten the things i need from ability center	4/23/2021 9:31 PM
3	none	4/23/2021 7:00 PM

## Advocacy Priorities Survey

4	Lower noise levels	4/23/2021 1:30 PM
5	location in safe area for individuals with history of eloping and no safety awareness skill due to ID and nonverbal. Most locations are on busy thorough fairs, within 1block of train tracks etc... near train tracks	4/23/2021 9:44 AM
6	Limited by money, credit, I can't figure out how.	4/9/2021 11:54 AM
7	I have had to work on all of these issues for my home and I'm totally lost without my electric lift chair because I've been spending the last few days in bed because it does have an electric lift	4/1/2021 8:49 PM
8	ALL ON ONE FLOOR	4/1/2021 5:23 PM
9	sound proof	4/1/2021 4:37 PM
10	Wide enough bedroom doorways.	3/18/2021 9:50 PM
11	Facilities available for disabled adults.	3/18/2021 4:10 PM
12	Affordable and nice	3/10/2021 10:11 AM
13	Affordable	3/3/2021 9:32 PM
14	I have not looked yet, but all of these things will be needed in addition to a preferred ceiling lift, and 24/7 staff	3/3/2021 11:20 AM
15	All of above	2/22/2021 10:01 AM

## Q12 The following monthly rent is affordable for me:

Answered: 116 Skipped: 25



ANSWER CHOICES	RESPONSES	
< \$600 a month	53.45%	62
\$600- \$800 a month	25.86%	30
\$800- \$1000 a month	6.90%	8
> \$1000 a month	2.59%	3
Other (please specify)	11.21%	13
TOTAL		116

#	OTHER (PLEASE SPECIFY)	DATE
1	200 or less	5/26/2021 10:38 AM
2	Might need to be even less than \$600	5/23/2021 12:04 PM
3	<500	5/14/2021 11:35 AM
4	i own	4/23/2021 12:40 PM
5	SSID is around 750/mo. if I pay 600 for housing I will only have \$150 left for food clothing utilities etc. my mother has considered Ohio shared living, however she has had significant difficulty in the past finding home care providers that are reliable so that she can also work.	4/23/2021 9:44 AM
6	230	4/9/2021 11:54 AM
7	I'VE OWN MY HOUSE SINCE BEFORE MY TBI SO I DON'T KNOW!	4/1/2021 5:23 PM
8	Mortgage 297 monthly	4/1/2021 5:15 PM
9	450	4/1/2021 4:37 PM
10	I currently pay \$335 for income based housing.	3/18/2021 9:50 PM

## Advocacy Priorities Survey

11	I have a vulture	3/18/2021 4:36 PM
12	N/A	3/7/2021 12:46 PM
13	I am dependent on SSI, and even \$600 would eat up most of my monthly income.	3/3/2021 11:20 AM



## Q13 Do you have any other issues related to housing?

Answered: 43 Skipped: 98

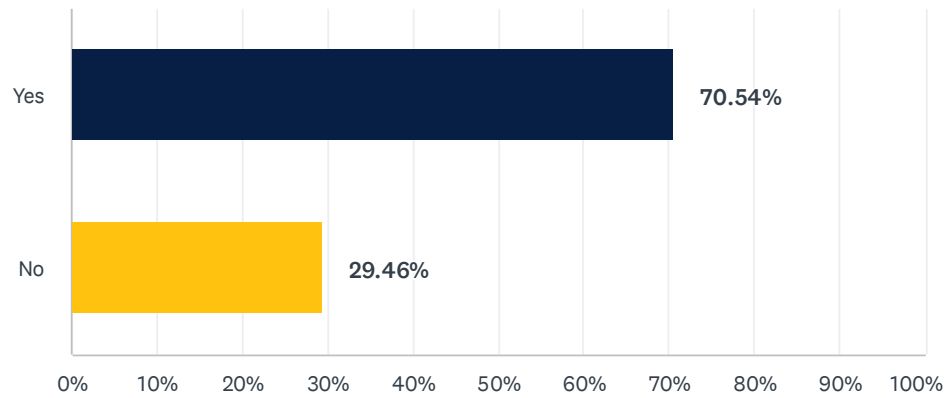
#	RESPONSES	DATE
1	No	5/26/2021 10:38 AM
2	No	5/24/2021 7:46 PM
3	Awareness of potential safety issues - figuring out how safe it is - is an issue with my cognitive issues. Also, I need to be able to easily access TARTA from wherever I live. I currently qualify for TARPS so I don't have to walk a lot and transfer buses.	5/23/2021 12:04 PM
4	no	5/8/2021 5:56 PM
5	Finding people to do home maintenance; mowing lawn, shoveling snow and other small projects.	4/28/2021 5:15 PM
6	no	4/23/2021 9:31 PM
7	I am having trouble finding handiman to help maintain my property	4/23/2021 9:24 PM
8	no	4/23/2021 7:00 PM
9	To much vehicle traffic, going to get hit	4/23/2021 1:30 PM
10	I have been told that I make too much on my disibility and that i can't get Heap assistance either	4/23/2021 11:48 AM
11	No	4/22/2021 11:50 AM
12	Lack of credit history, tax lien due to not knowing how to do taxes and messing up.	4/9/2021 11:54 AM
13	Socialiaze more i need .....by myself	4/9/2021 9:22 AM
14	N/a	4/7/2021 1:40 PM
15	Public transportation is lousy. I am near the county line and the bus will not go across county lines. Bus does not run past 4 pm or on weekends. This greatly reduces where I can go.	4/6/2021 10:48 AM
16	lawn care	4/3/2021 1:31 PM
17	no	4/1/2021 9:35 PM
18	No	4/1/2021 6:44 PM
19	I OWN MY HOME AND BECAUSE OF MY TBI, I CANT WORK! I'VE BEEN HAVING SEIZURES FALLING DOWN THE STAIRS! I SEE I NEED A ONE FLOOR HOME.	4/1/2021 5:23 PM
20	Need our roof fixed and no money,and coz we own 2 houses (an freind is paying for but hasn't paid off),so most agencies won't help and yer agency already put up an awesome ramp.for us.	4/1/2021 5:15 PM
21	Nope	4/1/2021 4:55 PM
22	high traffic neighborhood	4/1/2021 4:37 PM
23	even if dwellings didn't have roll in showers that's ok but bathroom space is non-existent. If bathrooms were bigger and not the size of closet spaces I could use a hoyer at tub seat.	3/26/2021 5:08 PM
24	Finding housing to accommodate all the equipment I need including wheelchairs and lifts	3/26/2021 9:59 AM
25	Well I am in housing 811 program it great but It harder get into major cities in this program I am okay with where I am too	3/22/2021 5:56 PM
26	no	3/19/2021 3:04 PM
27	When I find an affordable housing place they're not accessible and/ or are run by slumlords	3/18/2021 10:17 PM

## Advocacy Priorities Survey

28	We should have options also.	3/18/2021 9:50 PM
29	can't get to a vehicle without going outside in the elements. pathway to garage from inside the house is too narrow. equipment occupies garage - can't get vehicle in it	3/18/2021 5:36 PM
30	Need small group home. Large facilities are unreliable, noisy and have too many different disabilities in one place. Physical disability and mental disability are totally different.	3/18/2021 4:10 PM
31	no	3/18/2021 3:53 PM
32	Being in a dessert for daily neccesities	3/18/2021 10:31 AM
33	having enough storage space and places I can walk to	3/11/2021 12:59 PM
34	Not aplenty?	3/10/2021 10:43 AM
35	No	3/7/2021 12:46 PM
36	There needs to be more income based housing and more choices. Also family care takers need to be able to stay with there adult children if needed especially if only care taker.	3/4/2021 12:52 PM
37	Can't find help to access even section 8 help	3/3/2021 9:32 PM
38	no	3/3/2021 11:20 AM
39	we share housing with other family	2/22/2021 10:01 AM
40	We have had problems with our section 8 housing authority restricting our rent max to below the standard. For example in our area the max sec 8 will pay for a 3 bed room is \$1,055 however we have been restricted to a max of \$660, which is below their rent for a 2 bedroom.	2/21/2021 1:24 PM
41	The consumers we have who call our Center really need accessible laundry rooms too when provided on the grounds.	2/20/2021 2:49 AM
42	It hard to find accessible housing near major hospitals	2/19/2021 3:29 PM
43	costs a lot to modify a home	2/19/2021 2:18 PM

## Q14 Do you have access to regular and reliable transportation?

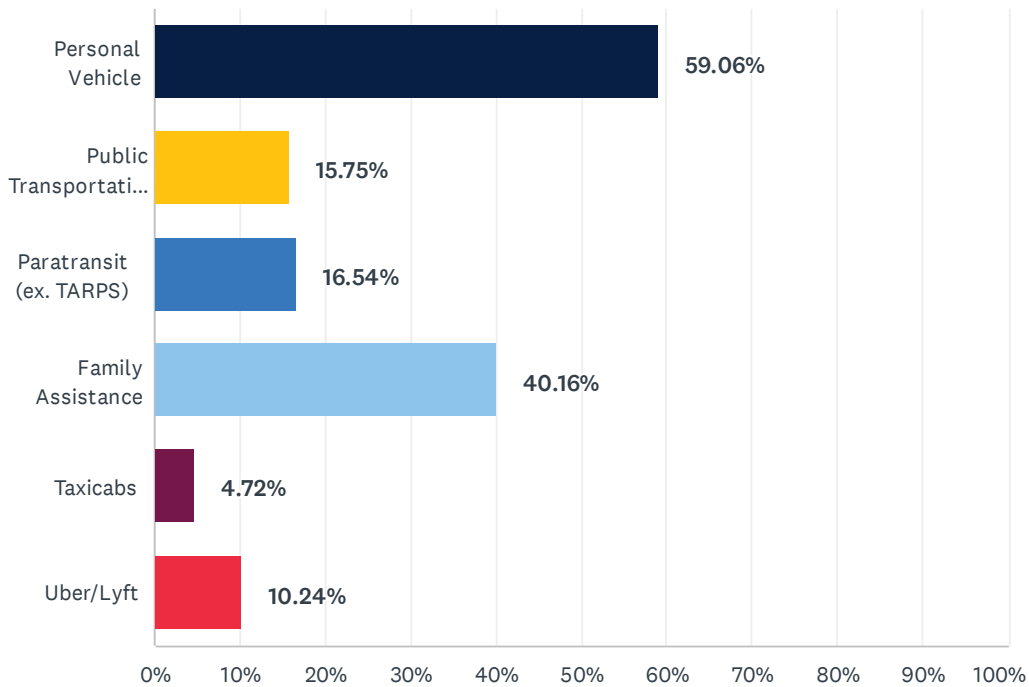
Answered: 129 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	70.54%	91
No	29.46%	38
TOTAL		129

## Q15 What methods of transportation do you rely on in your daily life?

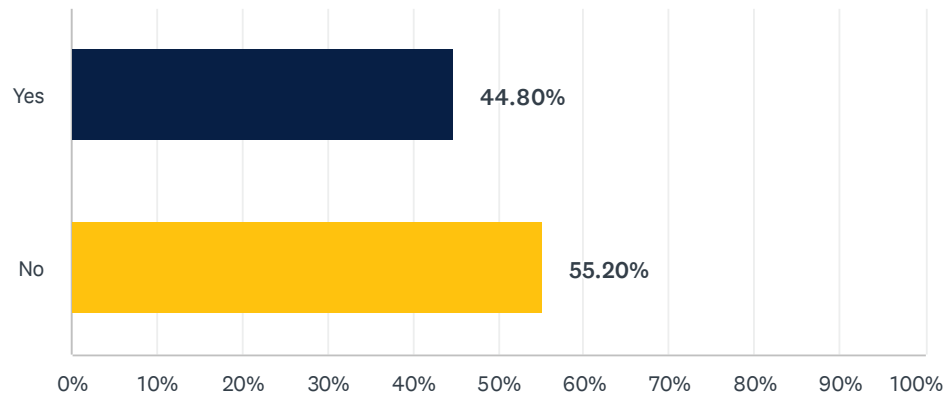
Answered: 127 Skipped: 14



ANSWER CHOICES	RESPONSES	
Personal Vehicle	59.06%	75
Public Transportation (ex. TARTA)	15.75%	20
Paratransit (ex. TARPS)	16.54%	21
Family Assistance	40.16%	51
Taxicabs	4.72%	6
Uber/Lyft	10.24%	13
Total Respondents: 127		

## Q16 I am able to access public transportation to get where I need to go.

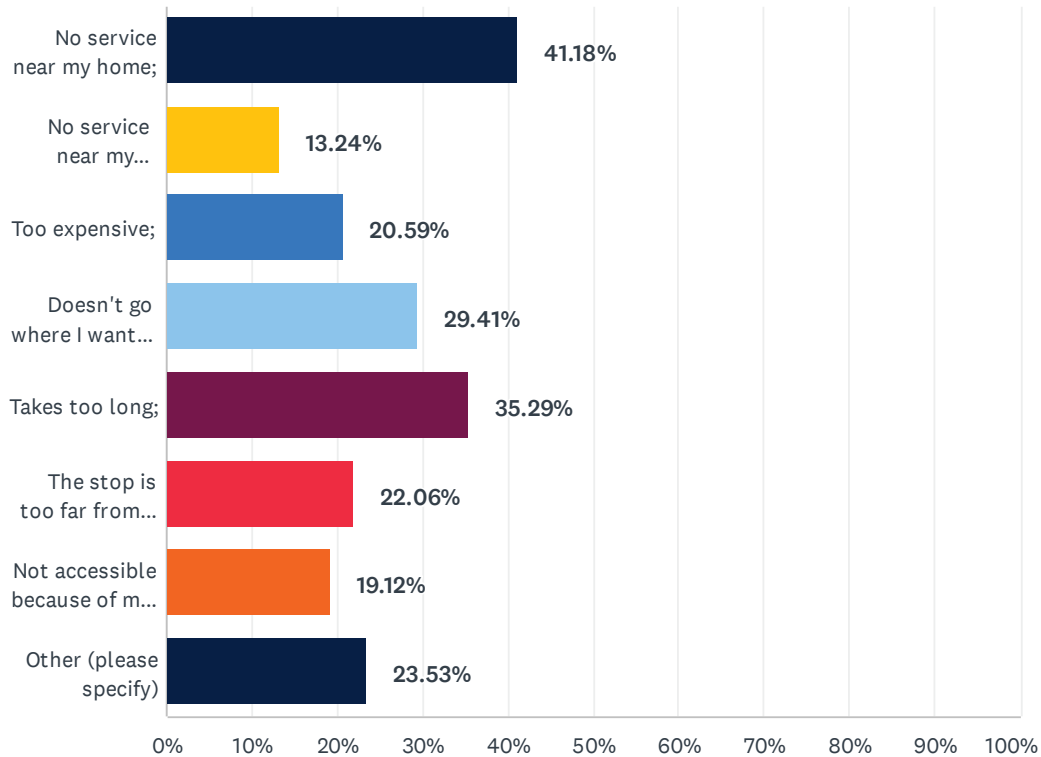
Answered: 125 Skipped: 16



ANSWER CHOICES	RESPONSES	
Yes	44.80%	56
No	55.20%	69
TOTAL		125

## Q17 If you answered no to the previous question, please check all that apply:

Answered: 68 Skipped: 73



ANSWER CHOICES	RESPONSES	
No service near my home;	41.18%	28
No service near my job/work activity;	13.24%	9
Too expensive;	20.59%	14
Doesn't go where I want or need to go;	29.41%	20
Takes too long;	35.29%	24
The stop is too far from my location;	22.06%	15
Not accessible because of my health.	19.12%	13
Other (please specify)	23.53%	16
Total Respondents: 68		

#	OTHER (PLEASE SPECIFY)	DATE
1	I have own vehicle	5/31/2021 11:12 AM
2	Because they dont have route to my area except 2 days a week	5/24/2021 4:38 PM
3	I qualify for TARPS - I am not able to deal with transferring buses and walking from bus stops	5/23/2021 12:07 PM

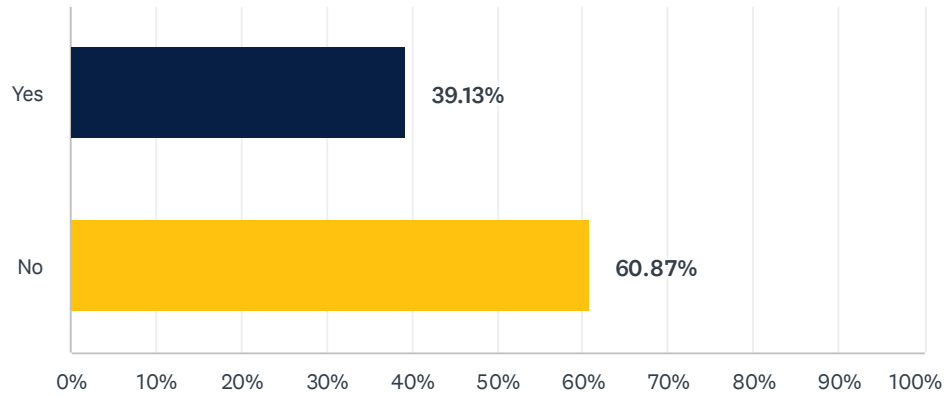
## Advocacy Priorities Survey

to my destinations. Going anywhere besides downtown requires a transfer - if there were more direct routes to more places I might be able to use fixed-line more. TARPS does not provide access equal to that of nondisabled people, because of the length of trips and wait-time, and the need for advanced planning.

4	too difficult to schedule far in advance as my health changes day to day and I need flexibility which is not available for paratransit	4/30/2021 1:09 PM
5	None needed at this time	4/23/2021 6:30 PM
6	unable to travel without one on one support due to disability ID, autism, nonverbal, safety awareness	4/23/2021 9:45 AM
7	I think there is but I have a car.	4/9/2021 11:55 AM
8	I take NMT , I don't trust public transportation	4/1/2021 4:56 PM
9	I am not used to using public transit yet. So far, I've only used paratransit	3/26/2021 10:04 AM
10	The times are not good they end at 3pm so working is hard	3/25/2021 6:18 AM
11	Waiver transportation is unclear how access community for what need seems like pay for food pantry but can't go many other places	3/22/2021 5:57 PM
12	Not ableton use due to medical and mental health issues	3/18/2021 1:13 PM
13	We at Paulding county have horse and buggies	3/7/2021 12:49 PM
14	I have missed activities because COTA Mainstream picked up other people on a route, and i arrived late to my destination	3/3/2021 11:22 AM
15	COAT mainstream is too complex and need to apply every year.	3/3/2021 10:55 AM
16	Waiver makes you have days in advance schedule	2/19/2021 3:30 PM

## Q18 Public transportation in my area is reliable and gets me places on time.

Answered: 92 Skipped: 49



ANSWER CHOICES	RESPONSES	
Yes	39.13%	36
No	60.87%	56
TOTAL		92



## Q19 If you could change one thing about the transportation system in your community, what would it be?

Answered: 68 Skipped: 73

#	RESPONSES	DATE
1	Closer train	5/29/2021 9:24 AM
2	On demand being more available and on time.	5/27/2021 9:23 AM
3	Reliability and affordability	5/26/2021 5:29 PM
4	No	5/26/2021 10:40 AM
5	No public transportation available.	5/26/2021 9:13 AM
6	Reliable safe and dependable drivers	5/24/2021 7:47 PM
7	on call with attendants	5/24/2021 4:28 PM
8	Routes that go directly from one suburb to another and from the suburbs to locations in Toledo other than Downtown Toledo. Also, people with IDD need more supports for figuring out which route is which.	5/23/2021 12:07 PM
9	More mobility options; partnerships with private enterprises and rideshares is to increase accessible transportation options; more accessible transportation longer routes more hours and more drivers	5/17/2021 4:12 PM
10	More reliable; more accessible options for transportation -- accessible Uber or Lyft, for example.	5/17/2021 10:34 AM
11	Have people be and feel safe waiting for and while using it	5/14/2021 11:38 AM
12	I do not need public transportation at this time	5/8/2021 5:57 PM
13	Any agency that is providing healthcare needs to allow their people to drive because that is an essential part of anybody's life. I need to be able to run errands and do things that I need to do when I want to do them and I have my own vehicle I just need a driver	5/8/2021 4:51 PM
14	total flexibility- the option to use uber and be reimbursed4	4/30/2021 1:09 PM
15	Transportation that crosses county line for non medical destinations.	4/26/2021 9:34 AM
16	Make it affordable	4/26/2021 9:22 AM
17	longer hours	4/23/2021 9:33 PM
18	Due to my chronic pain issues riding on a bus would be awful	4/23/2021 9:26 PM
19	nothing	4/23/2021 7:01 PM
20	To have regular bus routes	4/23/2021 6:30 PM
21	provide service	4/23/2021 3:51 PM
22	Affordable car ownership	4/23/2021 1:31 PM
23	n/a	4/23/2021 11:52 AM
24	Time management with drop off and pick up to make the rides efficient so the passenger isn't spending more time waiting to be dropped off or picked up	4/23/2021 7:29 AM
25	Make it accessible to everyone regardless of disability.	4/22/2021 11:52 AM
26	Regular reliable service	4/19/2021 8:48 AM

## Advocacy Priorities Survey

27	N/a	4/9/2021 11:55 AM
28	Diffrent states drs	4/7/2021 1:41 PM
29	Able to transport across County lines. Longer hours of availability.	4/6/2021 10:51 AM
30	adding public transport	4/3/2021 1:32 PM
31	Using public transportation to go anywhere is unreliable--I may be stuck there all day until I can get a ride back to my home.	4/2/2021 9:30 PM
32	Problems: Bus passes fir TARPS/TARTA have to be renewed every year. So do handicapped placards. This is unnecessary. We're not going to become un handicapped!	4/2/2021 12:21 AM
33	To change the rules for Tarps so that more individuals can qualify to ride the bus	4/1/2021 6:49 PM
34	Make it all NMT	4/1/2021 4:56 PM
35	That they show up on time	4/1/2021 4:44 PM
36	transition to car owner ship in my budget	4/1/2021 4:39 PM
37	taxicabs, Uber that doesn't charge higher costs than they charge non wheelchair users and more available accessible vehicles	3/26/2021 5:11 PM
38	Using paratransit means I have to schedule trips in advance and have to deal with getting picked up within a certain window of time. It would be nice to know exactly when I was going to be picked up and be able to go somewhere at the drop of a hat without scheduling in advance. Also, paratransit can only take you certain places. I would like to have total freedom when it comes to transportation.	3/26/2021 10:04 AM
39	To have later pick up and drop off times	3/25/2021 6:18 AM
40	Flexibility	3/22/2021 6:36 PM
41	I would offer a discounted rate for para transit to people low income	3/22/2021 5:57 PM
42	For it to be on time	3/20/2021 11:10 PM
43	Be available for all surrounding communities. Oregon needs it	3/19/2021 3:40 PM
44	I would change from big expensive gas guzzling buses to smaller, wheelchair accessible vehicles and put way more on the road!	3/19/2021 3:05 PM
45	More Taxis and on demand rides to be more wheelchair friendly for those who cannot transfer out of their chair	3/19/2021 12:42 PM
46	Being able to get where I need to go when I need it without having to walk .5-1 mile to get to a stop.	3/18/2021 10:18 PM
47	Paratransit would negotiate 10 Non-Medical roundtrip tickets monthly with HCBS Waiver. Small price for mental health. :) Waiver would agree to pay.	3/18/2021 10:02 PM
48	Cross county lines	3/18/2021 5:16 PM
49	Make it easier on clients and tougher on Provider.	3/18/2021 4:11 PM
50	timeliness - can't use for work because it is not timely	3/18/2021 3:54 PM
51	The frequency of fixed route bus routes.	3/18/2021 3:13 PM
52	Better bus scheduling	3/18/2021 10:42 AM
53	Schedule needs to get back to normal cause of the pandemic	3/18/2021 10:33 AM
54	More routes	3/18/2021 10:19 AM
55	Have reliable transportation that can take to more places other than work	3/11/2021 1:03 PM
56	No?	3/10/2021 10:43 AM
57	on demand access of wheelchair accessible vehicles for point-to-	3/9/2021 1:33 PM

## Advocacy Priorities Survey

	point service that is as easy to use as Uber and Lyft	
58	More opportunities for Paulding county	3/7/2021 12:49 PM
59	Have Public Transportation Specifically Just for the Handicapped that tens on a schedule like regular transportation, Except they come and pick you up.	3/6/2021 4:49 PM
60	Need more information . I would need front door services for ny daughter. They're are no bus stops near us. I dont know where the transportation can go to as well.	3/4/2021 12:55 PM
61	More bus coverage across city	3/4/2021 7:24 AM
62	Bring an actual transportation system to Paulding ohio	3/4/2021 2:31 AM
63	Have free bus rides/passes available for low income people. Maybe even revive & get subway trains in our city!	3/3/2021 9:34 PM
64	more reliable and accessible for wheelchair user	3/3/2021 11:22 AM
65	Make it more flexible. COTA Mainstream requires too much advance scheduling. Need something like Accessible Uber or Lyft that funding pays for or is subsidized.	3/3/2021 10:55 AM
66	More paratransit availability in my neighborhood.	3/3/2021 10:11 AM
67	I would change it to being free as it was for almost a year during the pandemic. There are talks about that possibility in central Ohio.	2/20/2021 2:51 AM
68	Be able to do same day scheduling	2/19/2021 3:30 PM

## Q20 Have you ever been in a situation where you were unable to participate in the community due to accessibility or communication barriers, or lack of accommodations? If so, please explain.

Answered: 60 Skipped: 81

#	RESPONSES	DATE
1	1. I can't access social security due to pandemic 2. Overdue not access 3. No interpreters provided	5/31/2021 11:22 AM
2	Can't talk sometimes	5/29/2021 9:25 AM
3	No	5/26/2021 10:43 AM
4	no	5/26/2021 9:13 AM
5	no	5/26/2021 8:58 AM
6	Golf and hotels	5/25/2021 1:46 AM
7	cannot load my wheelchair in my small van	5/24/2021 4:29 PM
8	Limited transportation also limits equal opportunities for public access. With respect to physical accessibility. I have experienced numerous external barriers navigating Street sidewalks and curb cuts. Most all the buildings are not physically accessible on the inside. Many hallways are not wide enough and elevators are old and uncomfortable. Also, they are too few public restrooms and many of those that exist are small and difficult for wheelchair users.	5/17/2021 4:25 PM
9	There are restaurants and stores, in older downtown areas especially, that I have not been able to access due to using a wheelchair and the store or restaurant had steps to enter and no wheelchair accessible entrance.	5/17/2021 10:38 AM
10	I can't stand for long periods of time and need to be able to sit. Many community events and locations don't have places to just sit or are in a remote area far away from where you want to be/what you want to do	5/14/2021 11:45 AM
11	Yes, often no accessible entrance or seating for people who are not wheelchair users but still need spaces to rest.	5/10/2021 11:51 AM
12	no	5/8/2021 5:58 PM
13	Unfortunately for the first 28 years after my injury I felt as if I did not belong anywhere and I was getting further and further withdrawn and isolated. There needs to be more counselors to help people who are newly injured just to this extremely difficult but ultimately extremely satisfying existence	5/8/2021 4:57 PM
14	yes, I needed transportation to attend an event with my nurse but was denied	4/30/2021 1:10 PM
15	No	4/26/2021 9:23 AM
16	Washington DC, evelator to sub way was down	4/24/2021 10:08 PM
17	no	4/23/2021 9:39 PM
18	no	4/23/2021 7:02 PM
19	Stigma of mental health and affordability	4/23/2021 1:34 PM
20	no	4/23/2021 11:59 AM

## Advocacy Priorities Survey

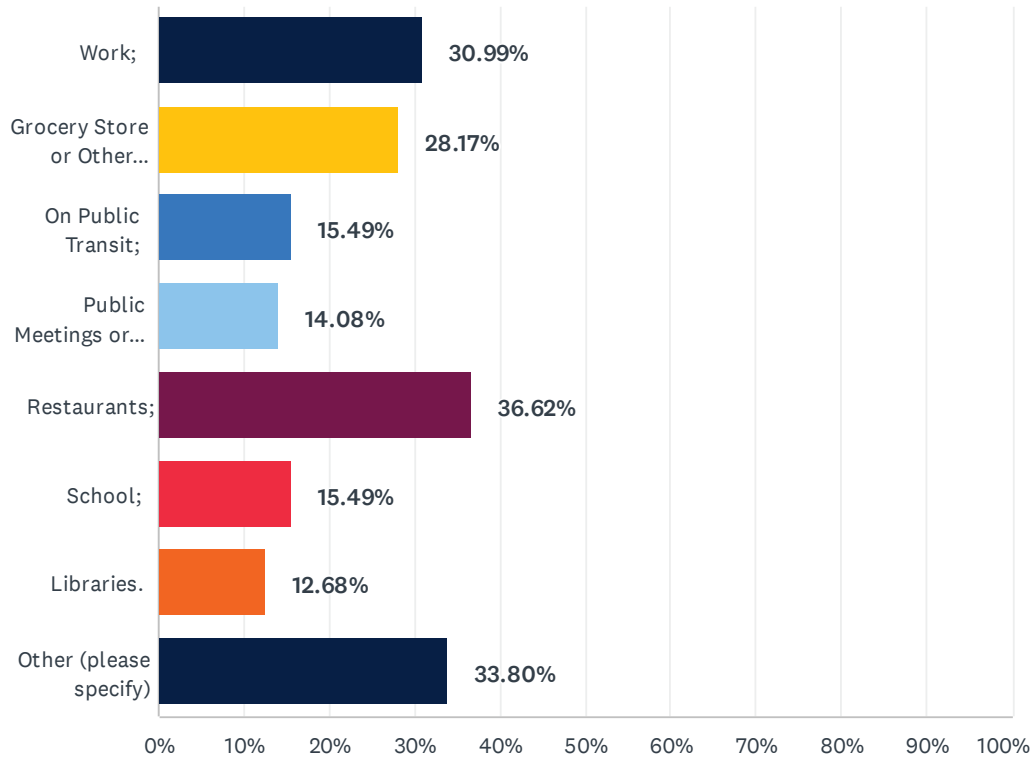
21	Yes. I need 1:1 communication partner assistance/support. My DSPs at ICF and HS lack adequate training to help me access and use my AAC device (Lamp Software) and don't consistently have PECs (low tech) available to communicate wants and needs. Also high support staff turnover rates (DSPs and School providers) is a barrier to getting the support I need. DSP wages are WAY to low given high demands & skill Necessary for adequate support care. Schools support staff in special education lack Administrative support for interdisciplinary team collaboration needed for adequate programming.	4/23/2021 10:29 AM
22	No	4/22/2021 11:52 AM
23	Yes time schedule	4/7/2021 1:42 PM
24	Yes. Unable to make it to the next County which is 5 minutes up the road. Unable to attend any evening activities because the bus stops running at 4 p.m..	4/6/2021 10:53 AM
25	steps and no elevator	4/3/2021 1:35 PM
26	I am not able to visit friends and family because no one lives in a home that I can get my wheelchair into.	4/2/2021 9:32 PM
27	Dog park, gravel path, broken sidewalks.	4/2/2021 12:24 AM
28	My eyesight is getting worse of course I am 73 now. Whenever I have to work on the phone or on the computer my eyes get very stressed. The reason I say this is because sometimes I have trouble accessing what I need online and it's not what you think it's Google or it's a AOL they'll shut my email off and I then I have to try to contact them text him or whatever I can do to tell them I need that to buy my groceries I need that to conduct my daily business And I am ready to call The Ability Center or the senior center or someone to help me with these technical issues it's not me. It's them and I don't know why they do what they do. They want a password if I gave him the one that I remember the last I had no they don't want that I'll even market down in my notes on my iPad or on my phone and I don't know what they're doing. The new cell phone is difficult to use it keeps beeping at me I don't know what is beeping about I keep looking for when it's beeping about. Lotta times I just shut it off. For my age those issues are very stressful. Just trying to get through my daily stuff and there's a lot of it.	4/1/2021 9:03 PM
29	Yes. I cannot drive so it makes it hard for me get around with my h handicap.	4/1/2021 6:54 PM
30	NO	4/1/2021 5:32 PM
31	No	4/1/2021 4:59 PM
32	Too many	4/1/2021 4:46 PM
33	stigmatizing me because of economic and other disabilities	4/1/2021 4:43 PM
34	all the time but mostly due to lack of transportation to get there. Some of the shops and restaurants in more historic districts still have no ramps	3/26/2021 5:15 PM
35	Not Applicable	3/26/2021 10:07 AM
36	Well yes because I am arts advocate the arts community where I use to live was not accessible but I started advocating in Akron for better accessibility since moving I don't even know how access arts community makes me sad. I think biggest challenges is that sometimes cities are in accessible because lack of ADA coordinators I just moved to new city the mayor very open to doing things to include people with disabilities I got him to add captioning to virtual city council meetings My biggest hurdle with accessibility is court system they don't want to give reasonable accommodations for hearings especially in domestic violence	3/22/2021 6:05 PM
37	I use a scooter to travel long distances like malls and such. It can be difficult to maneuver around tight spaces with other people around. There's also not many public bathrooms that are accessible and wide enough for assistive devices.	3/20/2021 11:14 PM
38	Restaurants not being accessible. Having a step at entrance and not being able to navigate with wheelchair. No accessible bathroom's.	3/19/2021 3:45 PM

## Advocacy Priorities Survey

39	Yes, I wanted to go to Cedar Point Arc day and my CM refused to give me non-medical transportation	3/19/2021 3:08 PM
40	yes lack of sidewalk and ramp access to public buildings.	3/19/2021 1:21 PM
41	Yes, very few, if any, vehicles with cab and lift services can transport a power wheelchair. Also, lack of sidewalks and safety issues in a power wheelchair.	3/18/2021 10:13 PM
42	cannot enjoy outdoor spaces in public parks, basic trails through wooded areas are not wheelchair accessible	3/18/2021 5:49 PM
43	Physical access or larger wheelchair accommodations: Concerts, some restaurants, some buildings with small elevators, buildings with narrow ramps, no restrooms accommodate reclining wheelchairs	3/18/2021 5:20 PM
44	1. Too early in the morning. It takes time to prepare to go out. 2. Need a special section for wheelchairs and disabled so crowd doesn't overwhelm them. 3. Too late at night. Medications cause extreme fatigue. Early afternoon to early evening is best. 4. Loud, noisy crowds.	3/18/2021 4:41 PM
45	No	3/18/2021 3:55 PM
46	Yes, there are free activities in the community that I'd love to attend, but there is no transportation that I feel safe to use or that get me there safely.	3/18/2021 1:17 PM
47	Senior bus pass ends at 7pm and Uber/Lyft never has driver in my neighborhood	3/18/2021 10:44 AM
48	Yes buses are limited and stop early it takes awhile getting there	3/18/2021 10:34 AM
49	Transportation to events or the time was so late no one bring me back home	3/11/2021 1:10 PM
50	No	3/10/2021 10:44 AM
51	Yes transportation	3/10/2021 10:13 AM
52	when attending the local high school football game, there is a designated wheelchair space in the bleachers but it is behind the foot traffic of people going in and out, so I can't see anything on the field because of people constantly walking in front of me.	3/9/2021 1:36 PM
53	Lack of accessibility	3/7/2021 12:51 PM
54	Grocery stores, retail stores, etc.....No more benches to sit down on when your legs have gotten tired from walking.	3/6/2021 5:24 PM
55	Yes. Need more quiet spaces for Autistim.	3/4/2021 12:58 PM
56	Lack of accommodations like restrooms w/safe & clean spaces to change older kids & adults. Not just babies.	3/3/2021 9:36 PM
57	not that i can think of right now	3/3/2021 11:25 AM
58	yes	2/22/2021 10:03 AM
59	Yes. A city council member had a public meeting at a library but construction nearby took put the sidewalk so the bus would not stop there. Too risky to walk in the street back to the library. I had to skip the event for safety's sake.	2/20/2021 2:55 AM
60	Yes there are challenges in the arts for people visually impaired also challenges with managed care organizations not making tty services available to members. Also people don't understand people use iPad to communicate people too quick	2/19/2021 3:33 PM

## Q21 Are there any places that you have trouble getting accommodations for your disability? If so, where?

Answered: 71 Skipped: 70



ANSWER CHOICES	RESPONSES	
Work;	30.99%	22
Grocery Store or Other Shopping;	28.17%	20
On Public Transit;	15.49%	11
Public Meetings or Government Sponsored Events;	14.08%	10
Restaurants;	36.62%	26
School;	15.49%	11
Libraries.	12.68%	9
Other (please specify)	33.80%	24
Total Respondents: 71		

#	OTHER (PLEASE SPECIFY)	DATE
1	housing	5/27/2021 9:24 AM
2	I don't "look" disabled to most people and have to explain and justify my need for accommodations and am often told I can overcome them through learning and attitude	5/23/2021 12:14 PM

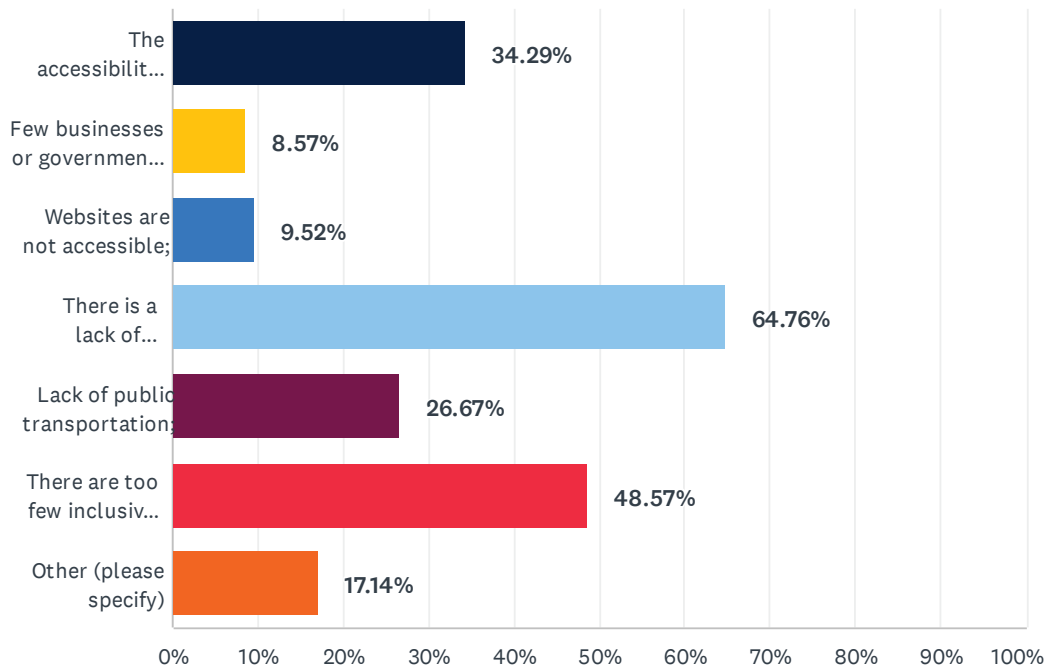
## Advocacy Priorities Survey

3	many banks - service area to high	4/24/2021 10:08 PM
4	no	4/23/2021 9:39 PM
5	no	4/23/2021 7:02 PM
6	n/a	4/23/2021 11:59 AM
7	N/a	4/7/2021 1:42 PM
8	steps	4/3/2021 1:35 PM
9	Restrooms	4/2/2021 12:24 AM
10	Any place because walking it's just not an option for me anymore I can walk around the house a little bit I can walk around the yard a little bit I have plenty of seating areas but I really do love my new mobility scooter because now it I don't have any barriers I can go. Wherever I want to go. I just don't have the energy sometimes and I don't feel well enough to go. But that's not always anyways just sometimes	4/1/2021 9:03 PM
11	No	4/1/2021 6:54 PM
12	THERE HAVE BEEN TIMES THE MEDICAL PERSONS I COME IN CONTACT WITH DONT UNDERSTAND I HAVE A BRAIN PROBLEM SO I MAY BE CONFUSED!	4/1/2021 5:32 PM
13	No	4/1/2021 4:59 PM
14	Laundromat	4/1/2021 4:53 PM
15	social circles	4/1/2021 4:43 PM
16	Not Applicable	3/26/2021 10:07 AM
17	Homes	3/22/2021 6:38 PM
18	Court of law	3/22/2021 6:05 PM
19	Many doctor offices do not have remote push button door openers for people in wheelchairs	3/18/2021 10:13 PM
20	Public school bathrooms are ill equipped. They need potty chairs, bigger rooms	3/18/2021 4:41 PM
21	Any others not mentioned	3/7/2021 12:51 PM
22	I currently live at home, and my family makes sure I can get into all activities.	3/3/2021 11:25 AM
23	gyms and recreational activities	2/22/2021 10:03 AM
24	N/A	2/20/2021 2:55 AM



## Q22 What barriers have you faced to community participation?

Answered: 105 Skipped: 36



ANSWER CHOICES	RESPONSES	
The accessibility of buildings and facilities in my community;	34.29%	36
Few businesses or government entities will provide ASL interpreters or other communication accommodations;	8.57%	9
Websites are not accessible;	9.52%	10
There is a lack of awareness of how to interact with people with disabilities	64.76%	68
Lack of public transportation;	26.67%	28
There are too few inclusive recreation opportunities in my community.	48.57%	51
Other (please specify)	17.14%	18
Total Respondents: 105		

#	OTHER (PLEASE SPECIFY)	DATE
1	No	5/26/2021 10:43 AM
2	roll on van	5/24/2021 4:29 PM
3	Lack of awareness about my kind of disability and that it's a real disability; I don't qualify for the DD system because I am "too high-functioning" but need to participate in the DD system's recreational activities (such as Rec Jams and athletic events) because these are safer and have better supports versus the ones designed for non-disabled people	5/23/2021 12:14 PM
4	AWARENESS! From my experience a major barrier is awareness on the part of able-bodied people and people with spinal cord injuries. People need to know that we are still of the same of equal value and equal worth no matter how much help we need or provide	5/8/2021 4:57 PM

## Advocacy Priorities Survey

5	handicapped parking	4/23/2021 9:39 PM
6	none	4/23/2021 7:02 PM
7	n/a	4/23/2021 11:59 AM
8	An advocate for adults with autism and ADD who have executive function limitations.	4/9/2021 11:58 AM
9	service dog petting and etiquet	4/3/2021 9:22 AM
10	I just hate to ask for online help with the phone or the iPad or anything because I know that they don't have live support you have to go on the website you have to wait for them to type back to you you have to type back to them and most of the time nothing gets resolved and I've been on the phone for an hour haven't had my pills haven't had something to eat or time to go to the bathroom it is very stressful every time I pick it up because there's an issue I dread it. But it is our way of life now because if you're not in the loop you won't be able to get a lot of things done this way it works good when it works but the fact that there's no technical support for the phone, or people that are willing or really I don't know they're foreigners or something there they are not really willing to resolve the situation they'll always tell you to take that questions at the end. But do they really follow through and do they really care I don't know I've been having more trouble with Home Depot and Best Buy and they put you on hold for hours I will I won't sell any more I've I've even tried texting him I try everything. I'm frustrated you can talk.	4/1/2021 9:03 PM
11	PEOPLE SEE ME AND THINK I'M OK. BUT A BRAIN INJURY IS HARD TO LIVE WITH!	4/1/2021 5:32 PM
12	Lack of scooters in the stores	4/1/2021 5:18 PM
13	Not Applicable	3/26/2021 10:07 AM
14	Lack of affordable wheelchair transportation.	3/18/2021 10:13 PM
15	Closer and safer bus stops, and less waiting time for bus	3/18/2021 1:17 PM
16	language barriers	2/22/2021 10:03 AM
17	The public buses doing really go to the metro parks so i.cant enjoy nature as much.	2/20/2021 2:55 AM
18	People don't understand disability accommodations under safe at home	2/19/2021 3:33 PM

## Q23 What changes would you like to see in Ohio that would make the region more disability friendly?

Answered: 63 Skipped: 78

#	RESPONSES	DATE
1	1. Main Communications need to be provided through interpreters 2. Any accommodations need to be equal services	5/31/2021 11:22 AM
2	Trial basis	5/29/2021 9:25 AM
3	Talking crosswalks	5/26/2021 10:43 AM
4	More transportation, more awareness of disabilities and activities for us, more hours for providers so we have reliable care at home and community. By limiting their hours it makes it hard to get providers because they are all maxed out	5/24/2021 4:41 PM
5	allow for spending waiver money on real needs	5/24/2021 4:29 PM
6	Services and supports for people with high-functioning autism similar to those that people in the DD system can get. Or, events like Rec Jams organized by groups like the Ability Center so all people with disabilities can attend, not just those in the DD system. Education about why people with ASD do need supports, and what supports. Re-design TARTA so all the routes don't lead to a downtown hub, and we can travel directly from one suburb to another. Supports to help people understand the TARTA routes. Expanded access to public programs like Medicaid for people who may be struggling to work but don't fit current criteria of "can't work" (again, high-functioning autism). Also, expanded access to health care for people who need to reduce work hours in order to support family and friends with disabilities, or who work as DSP. It would also help if businesses would show either people with disabilities shopping or working there in their ads, or show people taking the bus to their business.	5/23/2021 12:14 PM
7	awareness of what people with disabilities could and have offered our community. Including them in as people with different needs is not a bad thing but an opportunity for innovation	5/19/2021 8:57 AM
8	More publicly funded supports with compensatory pay and benefits for support staff	5/17/2021 4:25 PM
9	More accessible transportation that is Ohio-wide/connects all major cities in Ohio. Greater access in healthcare situations, as well as universal access in stores and restaurants so that no one feels as though they are excluded from participating.	5/17/2021 10:38 AM
10	More education and communication about all types of disabilities not just physical ones you can see	5/14/2021 11:45 AM
11	do not know	5/8/2021 5:58 PM
12	Absolutely more money directed to the caregivers and the oversight of the caregivers needs to be the responsibility of the people receiving care not someone hired by the state who has incoherent policies	5/8/2021 4:57 PM
13	not even sure where to start	4/30/2021 1:10 PM
14	Park programs that are inclusive.	4/26/2021 9:36 AM
15	Consistency of programming	4/26/2021 9:23 AM
16	Shopping is ok if I can use a scooter to get around in any stores. Not enough handicap parking. No access into buildings if they have no ramps. Maybe public scooters to rent like some companies have bikes.	4/24/2021 10:33 PM

## Advocacy Priorities Survey

17	more awareness of the difficulties the disabled face	4/23/2021 9:39 PM
18	no changes	4/23/2021 7:02 PM
19	More education to public on importance of disability parking, curb cuts, etc	4/23/2021 3:55 PM
20	People with disabilities counted as a minority in jobs and or services	4/23/2021 1:34 PM
21	more businesses trained on how to deal with people who have disabilities	4/23/2021 11:59 AM
22	Increase support for school special education programs (interdisciplinary support, access to special ed curriculum materials so teachers can select materials needed and be ordered .... shouldn't have to find, print or create organize so much of individual curriculum materials (increase administrative support). DSPs need more advocacy for fair wages training and support	4/23/2021 10:29 AM
23	Make more recreational activites disabled friendly.	4/22/2021 11:52 AM
24	Attitude change Reliable services for in home support and care Increased funding for services - Who can live off of \$794/month???	4/19/2021 8:49 AM
25	People educate	4/7/2021 1:42 PM
26	Longer hours of availability for the bus and having the bus crossed the county lines	4/6/2021 10:53 AM
27	More universal design!	4/2/2021 9:32 PM
28	Enforce the ADA!!	4/2/2021 12:24 AM
29	Maybe more support groups because people do learn from each other when they talk to each other. More respect for seniors and people with disabilities I think a lot of young people are just the Johnny-come-lately's that are in a hurry to get wherever they wanna go they don't care how old you are and that you hurt everywhere every day and you deal with it but it's that insensitivity I think. And some communities are worse than others.. The road rage is something else people will pass you on the left and get right off at that exit right in front of you and almost caused an accident. That road rage on the highway is really frightening I usually take the back roads I try to stay off of 75 if I can. I don't drive that fast so I stay in the slow lane and let them go by and then usually I have a big distance between me and all the traffic I like it that way. I don't think my reflexes and my eyesight are as good as they used to be the good enough I pass the test without wearing glasses I've never had a ticket or been in an accident so I guess I'm OK. It's just that that's a fast lane world. And we were raised more to be respect full of seniors regardless of you know that there was just no issue about that you just were respectful of seniors or older people.	4/1/2021 9:03 PM
30	More free classes on how to understand and work with the disabled.	4/1/2021 6:54 PM
31	Every place has to be wheelchair accessible to get into the building	4/1/2021 6:03 PM
32	UNDERSTANDING FOR ALL!	4/1/2021 5:32 PM
33	MAke ppls have an doc card to use store mobility scooters.	4/1/2021 5:18 PM
34	Stop pigeon holing everyone together! Start grouping folks by abilities. It's very frustrating to focus on groups/ recreation With individuals that have behaviors and cause major distractions	4/1/2021 4:59 PM
35	More room in buildings to allow for walkers.	4/1/2021 4:53 PM
36	public videos about disabilities	4/1/2021 4:43 PM
37	more disability awareness training. Even in my are when it snows, businesses never shovel ramps only their steps	3/26/2021 5:15 PM
38	My dream is to live in an Ohio that is so inclusive that whether or not you have a disability does not matter!	3/26/2021 10:07 AM
39	Recreational	3/22/2021 6:38 PM

## Advocacy Priorities Survey

40	I could spend all day on this topic my biggest thing I like to see Ohio Medicaid, Ohio department of Aging and Ohio Department of Developmental Disabilities be forced to put information in plain language at six grade level or below. We have people with learning disabilities working as home care providers you gotta have law degree to interpret code not good same with evv stuff for Medicaid non tech savvy folks can't do evv bad enough not accessible information at college level. We need overhaul to Medicaid system plain language made available to anyone needs Also need art to be more accessible teach people Braille or even how make captioned digital stuff encourage artists to make their work and information more accessible Like to see city government be accountable to captioning for virtual city counsel meetings and asl interpreter I like to see we propose all cities have Ada coordinator any city more than 50 employees is required so few held to law.	3/22/2021 6:05 PM
41	Universal design	3/20/2021 11:14 PM
42	Having a reference tool that shows the accessibility features of locations. Such as an app that can be used to preplan where to go before venturing out into the community	3/19/2021 3:45 PM
43	More financial fitness opportunities that are adaptable with mainstream community	3/19/2021 1:21 PM
44	See previous answer.	3/18/2021 10:13 PM
45	Outdoor spaces with wheelchair/gait trainer/walker friendly paths into the woods, fields of flowers, shaded areas, etc.; community education and awareness of the need for individuals with disabilities to have access to all that the community has available; appropriate adult changing spaces in all public restrooms.	3/18/2021 5:49 PM
46	Have businesses work with Arc of Ohio, and disabled community to find out what truly matters.	3/18/2021 4:41 PM
47	welcoming community	3/18/2021 3:55 PM
48	Treat male and female disabilities the same.	3/18/2021 10:44 AM
49	More understanding	3/18/2021 10:34 AM
50	more transportation options	3/11/2021 1:10 PM
51	No	3/10/2021 10:44 AM
52	transportation is the number one issue	3/9/2021 1:36 PM
53	More accessible area with sloped sidewalks easy for wheelchair users to use and more transportation options	3/7/2021 12:51 PM
54	More jobs that hire us BUT have Supervisors with training AND Certification to KNOW how to converse, interact, and CLEARLY explain things to us, so that our Employment experience will be the BEST it can And OUGHT to be.	3/6/2021 5:24 PM
55	More income based housing in suburbs not just in Columbus. More front door transportation and information on it, more activities in the community.	3/4/2021 12:58 PM
56	More transportation in smaller cities	3/4/2021 2:32 AM
57	Hold activities for certain disabilities at our local WMCA centers	3/3/2021 9:36 PM
58	Central Ohio needs some type of Vision Center like the Cleveland Sight Center, or CABVI in Cincinnati. There is no support for people with vision loss who are beyond school age.	3/3/2021 11:25 AM
59	More paratransit availability in my neighborhood.	3/3/2021 10:13 AM
60	Language inclusion	2/22/2021 10:03 AM
61	Children who grow up interacting with a child with disabilities are far more accepting of people with disabilities than those who do not. I have see it both ways myself with our family and friends. Their children who grew up around my daughter did not treat her any different. Their children who did not grow up around my daughter were standoffish and	2/21/2021 1:46 PM

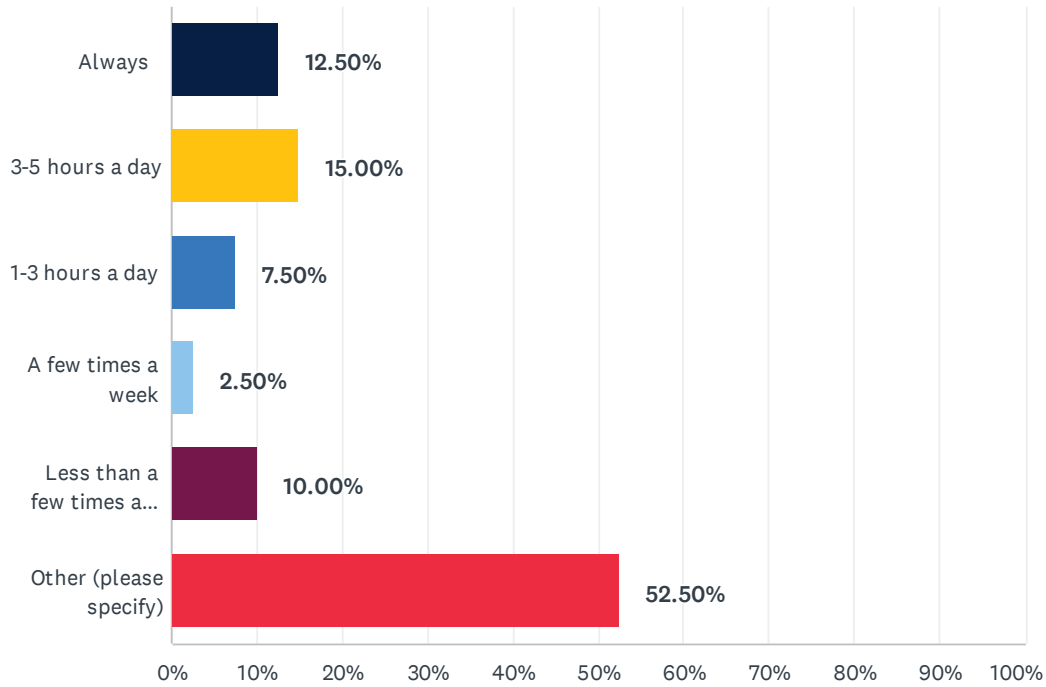
## Advocacy Priorities Survey

did not want to be around my daughter. We were with one friend of ours whose children grew up around my daughter and her child's friends were there too, who had never seen my daughter before. Her friends looked at my daughter like they were scared of her and didn't know what to do. Her child noticed that and said, "what??? It's just Kendra". She saw nothing wrong with my daughter. She saw passed her disabilities because she grew up around her and that was "normal" for my daughter to be that way to her. The more her friends were around my daughter the more accepting they were of her and developed the same attitude as our friends child. Eventually my daughter became to center of attention when they were all together.

62	More transportation on public transit that crosses county lines.	2/20/2021 2:55 AM
63	Make sure that art is accessible Make sure that my care Ohio waiver more accessible for visually impaired folks Make sure that information can be given in large print about programs and services for disabled and plain language Make sure that options schedule same day transportation Make sure that more programs for disabled domestic violence victims	2/19/2021 3:33 PM

## Q24 If you have a child with a disability, or are a child with a disability, in school, how many hours a day is the student in an inclusive classroom:

Answered: 40 Skipped: 101



ANSWER CHOICES	RESPONSES
Always	12.50% 5
3-5 hours a day	15.00% 6
1-3 hours a day	7.50% 3
A few times a week	2.50% 1
Less than a few times a week	10.00% 4
Other (please specify)	52.50% 21
TOTAL	40

#	OTHER (PLEASE SPECIFY)	DATE
1	No	5/26/2021 10:50 AM
2	normal 6 hr, none now with this covid	5/24/2021 4:37 PM
3	does not apply to me	5/19/2021 8:59 AM
4	i dont have any children	4/23/2021 9:41 PM
5	n/a	4/23/2021 7:03 PM
6	never	4/23/2021 11:01 AM
7	Not in school	4/19/2021 8:50 AM

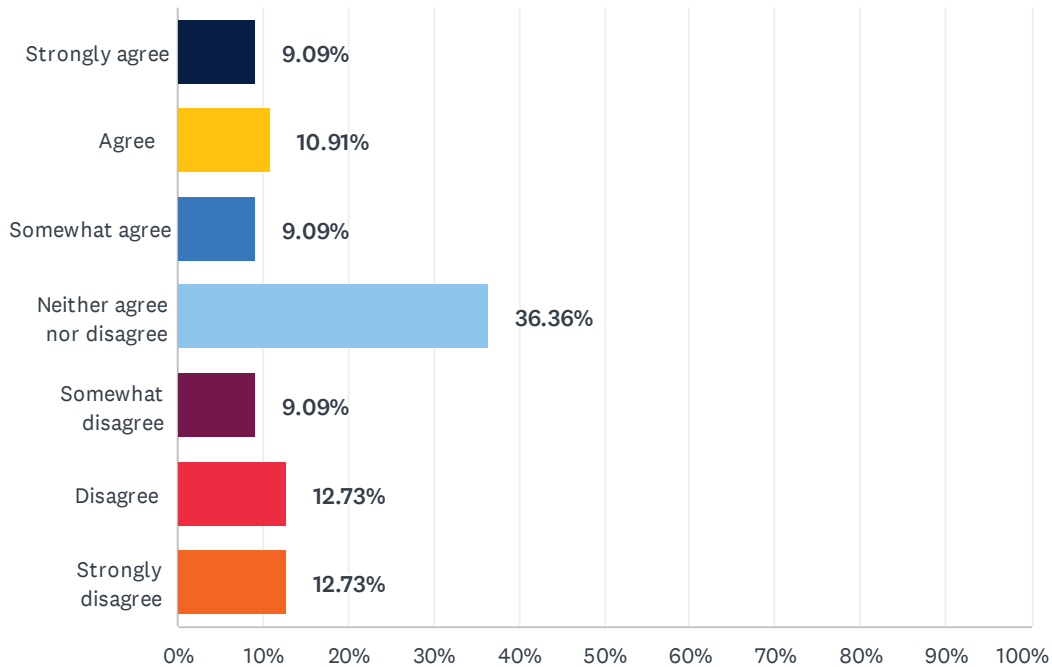
## Advocacy Priorities Survey

8	DNA	4/1/2021 10:31 PM
9	No	4/1/2021 6:55 PM
10	No	4/1/2021 5:18 PM
11	Graduated 2020	4/1/2021 4:59 PM
12	Not Applicable. I do not have a child.	3/26/2021 10:09 AM
13	N/a	3/22/2021 6:06 PM
14	does not apply	3/18/2021 10:15 PM
15	does not apply	3/11/2021 1:11 PM
16	N/A	3/7/2021 12:52 PM
17	n/a	3/3/2021 11:26 AM
18	Our son goes to the county BDD school	3/3/2021 10:57 AM
19	She is on itinerary services so the teacher comes to the house.	2/21/2021 1:48 PM
20	N/A	2/20/2021 2:56 AM
21	Not applicable	2/19/2021 3:34 PM



## Q25 How much do you agree with this statement: I or my child has all the accommodations he or she needs to be educated in an inclusive classroom:

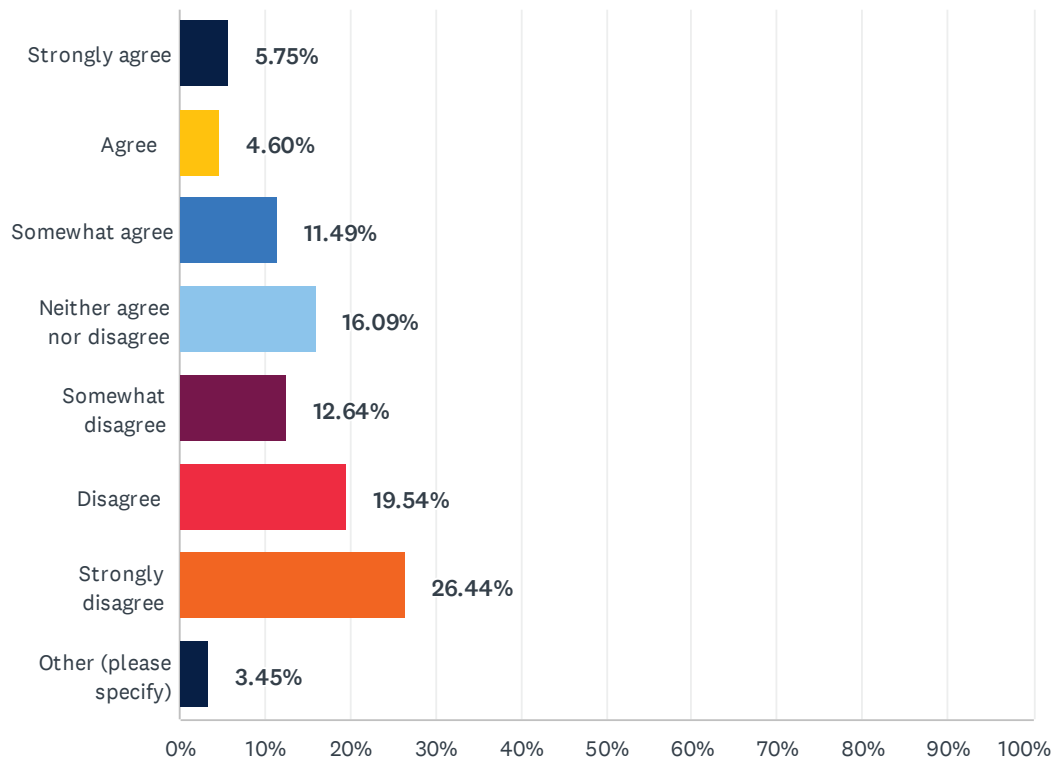
Answered: 55 Skipped: 86



ANSWER CHOICES	RESPONSES	
Strongly agree	9.09%	5
Agree	10.91%	6
Somewhat agree	9.09%	5
Neither agree nor disagree	36.36%	20
Somewhat disagree	9.09%	5
Disagree	12.73%	7
Strongly disagree	12.73%	7
TOTAL		55

## Q26 How much do you agree with the following statement: There are enough inclusive sports and other inclusive recreation opportunities available in my community.

Answered: 87 Skipped: 54



ANSWER CHOICES	RESPONSES	
Strongly agree	5.75%	5
Agree	4.60%	4
Somewhat agree	11.49%	10
Neither agree nor disagree	16.09%	14
Somewhat disagree	12.64%	11
Disagree	19.54%	17
Strongly disagree	26.44%	23
Other (please specify)	3.45%	3
<b>TOTAL</b>		<b>87</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	I like that one I saw on the Ability Center webpage where they play tennis in wheelchairs that is really cool I've always played tennis except for I haven't been playing for probably an hour the last 40 years but or I don't know but Mike my kids my daughter is 55 my son-in-law 63 and	4/1/2021 9:13 PM

## Advocacy Priorities Survey

my grandkids are 20 and 19 they play tennis they all play tennis I would love to play tennis again but I know that those days are done and I had fun when I was doing them I miss it though. Sometimes I can play Wii tennis, Cornhole is fine because you can pick up those little pillows with your reacher I think anybody could play corn hole I don't know most anybody there are things you just have to look at for what The Ability's or what to do I garden but I don't garden like I'd like to or like I used to I do it all standing up there's no bending stooping my knees back and hips are all bad. And when I do too much the doctor tells me you better rest it. But you just can't sit around and watch TV all day every day I have to find some things I can do sometimes I can get in and out of the van easily and some days not so much one day at a time.

2	I feel like inclusive sports are limited to only people with developmental disabilities that get services through county board of dd but folks have developmental disabilities or disabilities in general not serviced by county board of dd want to play sports	3/22/2021 6:06 PM
3	Adaptive and inclusive sports are only limited to persons get services by developmental disabilities board need be open to all Ohioans with disabilities	2/19/2021 3:34 PM

## Q27 Please use the comment box below to provide any additional feedback that you were unable to provide throughout the survey.

Answered: 14 Skipped: 127

#	RESPONSES	DATE
1	Again, the keys of communications and accommodations are the most important equality and be fair. Interpreters is the main key.	5/31/2021 11:26 AM
2	It would be nice if cable services offered talking remote or talking voice commands with people with vision disabilities. It would be nice to have more low income housing choices for this area. People with disabilities have very little income and need more housing choices	5/26/2021 10:50 AM
3	more flexibility in waiver programs is needed	5/24/2021 4:37 PM
4	I have not been in school for more than 20 years and do not have children. From 2001 for about 16 years, a family member worked in a job where she helped with IEPs and there was a lot of resistance by the schools to providing supports, especially for children with autism who were perceived as bright and capable of learning to be normal.	5/23/2021 12:16 PM
5	n/a	4/23/2021 7:03 PM
6	Disabled lives matter	4/23/2021 1:35 PM
7	overall I believe the system of services and supports for Ohioans with developmental disabilities needs to be simplified in order to promote ease of access and guidance fir individuals, their family, their caregivers, educators and communities. For example: I recently became aware of the charting the life course in network in Ohio. It seems highly problematic to me that my sons County Board of DD SSA, his educators, nor his ICF residential providers have ever heard of it. Navigation and charting the life course are the most essential needs for people with developmental disabilities. It's very discouraging to see so many interdisciplinary work groups at the state level being formed yet I see a little outcome of their efforts on the ground floors.	4/23/2021 11:01 AM
8	There is not enough information given to parents early on about transitioning child to adult life	4/8/2021 10:55 AM
9	N/a	4/7/2021 1:43 PM
10	Sidewalks and curbs are not user friendly here. Too many restrooms, and business entrances should be handicapped accessible. It is hard to enter almost all businesses.	4/2/2021 12:28 AM
11	Can't wait till the freezer is done and maybe taking a little ride with my friends they like to walk the trails in the park but I can't walk anymore I can take my scooter wherever there's a pathway available, and I love to go to the zoo and the art museum and stuff like that don't like to go to any of that by myself I don't feel safe. I don't I guess I'm I'm in doctorate in doctrine aided by watching too much television but there's an off a lot of high crime going on. I try not to let any of that stuff at me and I do meet with my girlfriends once a month and during good weather we go to side cut Park. We usually go to a restaurant on the 15th of the month but with the Covid I don't know about indoor dining anymore. I want to go to the YMCA therapy pool Echo Junction and get in that nice warm pool and it just relaxes all those muscles that are all tied up and I love to swim a few laps and then go home with Covid I have had both of my shirts I'm past that two week. But I'm still afraid to go. She says you have to wear the mask into the building and out of the building but not in the pool and I imagine you probably still have to keep the 6 foot distance so there Hass to be something to do but right now I got plenty I got more than I can handle here at home pier. But for fun and entertainment or you just can't sit around and do nothing. Thanks for the nice survey I got a chance to get a lot of stuff off my chest and believe me I'm ready to call The Ability Center or the senior centers somebody to help me with these computer problems because Google keeps wanting to reset my password and then when I put the one down that I remembered oh no they aren't gonna except that either but if I make an online purchase you better believe my email comes right back up it's all about the money LOL happy April Fools' Day I might still like to come over and get involved in that assistance dog program. Don't know how often or how much I can do but I guess it would just	4/1/2021 9:13 PM

## Advocacy Priorities Survey

be to see what I can do I guess I don't know. I had a lab for many years my best dog and they trained him from pops and peoples on fourth Street when it was in business across from the Andersons he was the best dog ever I believe I could train another dog to do those things especially a lab because they are really intelligent. But I understand she wants me to start out feeding them and letting them out and stuff like that that's OK. Patricia

12	connect with these people with disabilities and set up social circles for fun and interesting stuff to do	4/1/2021 4:46 PM
13	feel free to contact me if I could be of further service. I'm on United Healthcare's National Board of Persons with Disabilities and seniors, I have SMA, and a local advocate. Jennifer Kucera, Cleveland Ohio are, jenniferkucera134@gmail.com	3/26/2021 5:17 PM
14	nothing at the moment	3/26/2021 10:09 AM

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# Appendix B

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# Listening Session Notes

Date: May 7, 2021

Time: 10:00am-11:00am EST

Participants: The Ability Center of Greater Toledo

- Participant 1
- Participant 2
- Participant 3
- Participant 4
- Participant 5
- Participant 6
- Participant 7
- Participant 8
- Participant 9
- Participant 10
- Participant 11
- Participant 12
- Participant 13
- Participant 14
- Participant 15
- Participant 16
- Participant 17
- Participant 18
- Participant 19
- Participant 20
- Participant 21
- Participant 22
- Participant 23
- Participant 24
- Participant 25

## What are the problems related to full community participation in your community?

- Participant 21
  - Living in the rural area, transportation. If there is anyone who has significant mobility issues there is no public transportation and it's hard for people to find transportation that is sometimes accessible, it's expensive and they can't afford it.
- Participant 25
  - I was going to say transportation also. Especially consumers searching for employment, their options are limited because their transportation is limited. Even if they have access to TARPS if they are outside the service limit it limits their access to employment and to maintain it.
- Participant 14
  - Home health aids, I have a consumer working with board of DD, said it would take 2 weeks to get setup but took 4/5 months, in the first week of that providers starting there was illegal stuff happening. He stated that she was supposed to bring him to the grocery store or something but ended up at a drug dealers house.
- Participant 20

- A new bar opened in Toledo but it is in a basement. How can that happen 30 years after the ADA? It meets the letter of the law but not the spirit of the law
- Participant 1
  - My thing was with healthcare that they don't have accessible exam tables. And if I want to get a simple procedure done I have to go to the hospital and not the doctor's office. That's a big thing. I previously had a doctor I went to for years, but their access table broke and they didn't fix it so I had to find a new one.
- Participant 18
  - Two things I've come across, access to the vaccine for home-bound individuals and are concerned about going out into the world without a vaccine. Also can't get out of the house, maybe they tried to get a ramp or lack of transportation.
- Participant 12
  - As someone who doesn't use equipment often for my disability, in my neighborhood (Old Orchard) there are a few spots for disability parking, but often the spots are taken by people without placards or disability notes. I have to park further away, but for me if I'm having a day where the inflammation is bad, there's not a lot of respect for that. There's no department to enforce ADA codes, I've been told to call non-emergency police. I have to park far from my apartment and no one seems to care.
  - I want to bring up even though equal marriage is technically legal, I'm concerned there are people who get married that lose certain benefits. For people who need services to live their life, marriage is not something that is actually legal. Sometimes benefits could be given to people who may face a social impact with getting married, for example losing family support and they may lose caretakers in that way (coming out LGBTQIA+). Domestic partners are not covered under insurance companies.
- Participant 5
  - Lack of housing
- Participant 10
  - The city of Toledo enforces health codes, sign codes, building codes with inspectors—why is there no department to enforce ADA codes??
- Participant 14
  - Social Security and Benefits being lowered because you're married when that doesn't change the need for the individual!

## What key individuals or groups might oppose your efforts?

- Participant 7
  - Teaching at Owens, the health professional students don't have disability training. All the health professions students get together to do a project



together. That would be a good platform to get disability awareness because they are all together and they need it for their degree. Education of healthcare students.

- I do not think the college student will be opposed, but they haven't had the opportunity to be involved. Privately owned, family-owned business places that try to skirt around the ADA who may not have to follow the ADA but who should. Large property management companies that are privately owned should be targeted but may oppose our efforts because of finance.
- Participant 18
  - I was going to say all of them, in a way hitting all these different groups. I think if I had to pick two, I would pick transportation and housing because those are the biggest barriers currently.
- Participant 16
  - Healthcare providers—a lot of offices do not have accessibility for chair users to be weighed, labs, doctor offices. So my husband would go months to get weighed. Dentistry also
- Participant 4
  - Accessible dentist's office are a problem too, those who have reclining chairs they'll use their personal chairs. I'll use my walker because it makes it easier to access the dentist office, but someone who doesn't have that ambulatory access I know a lot of dentist offices that aren't accessible.

## What resources and capacities are needed to address the mission?

- Participant 12
  - I'm wondering if looking into a 501c3/4 might be taking a leap into, so that's considered social welfare. It can be more specific and politically inclined. People can be employed by c3 and c4. People have a lot of political rage after 2020
- Participant 21
  - I just wanted to share that in rural counties, education/knowledge is the first step
- Participant 16
  - I think when the buildings are being built, are there building regulations that could be put in place or tracked when these offices are being built? Their front doors aren't even power doors. Is there any advocacy to put out a little bit of change to make them more accessible?
- Participant 7
  - At first, I'll say that this is really amazing! One thing I would like to see is utilizing the consumer's more, getting them engaged in advocacy work

that we're doing. Not just Ability Center employees speaking to the issues but real consumers speaking on the issues.

- Participant 24
  - Recently, a doctor's office was talking about the width of doors, but they were grandfathered in and that it's too expensive to do and there's no benefit. Having funding and business owner's thinking they need a return before they can invest.
- Participant 15
  - The DAC could form the C4...decentralize responsibility/power

## What are some alternatives for addressing the problem or goal in light of the anticipated barriers and resources?

- Participant 21
  - This goes back to the third question, but ties into the fourth. Funding I think is important in the rural area. Finding funding sources—there's currently a project/task underway for a different organization but they're trying to find funding to expand transportation for four counties. Developing a big project for 4 counties is hard, finding ways to pay for it will be difficult.
- Participant 7
  - I would circle back to utilizing consumers, not do unpaid work, but if they feel passionate about volunteering, we can use them. Looking for ways to utilize our board in more active roles, there seems to be a disconnect from the board and employees. Using the board's resources and manpower could be more effective.
  - We're not looking to charge consumers, but partners to pay us for that.
- Participant 10
  - I think we need an awareness campaign, short videos that can be incorporated into the media used by existing partners. I'm thinking hospital, doctors office, city of Toledo, University of Toledo. They all utilize "hold music or messages", video in waiting areas, etc. If we had a video or canned message they could incorporate, it would reach quite a few people. I think the outdoor billboards were not as effective from a selective perception angle.....
- Participant 18
  - The voice of the people experiencing the issues is going to be the strongest voice and stronger than those who some cases for them.
  - Googling resources when talking to consumers and we are always the first resource that pops up (ACT).
- Participant 14

- Participant 10 ideally, would that be like the video we did leading up to our 100 year with our most disability friendly community media blasts?
- Participant 15
  - Two things that strike me surprise from a partner standpoint—story telling and campaigns. Thinking about how do we share partners who get it in different ways and share their stories? Obviously sharing the stories of our consumers is always the name of the game, but I think about someone like a business because of covid installs automatic doors, they acknowledge and get it that it is just not a way to mitigate a spread of a virus, it's also an accessibility enhancement. Highlighting and sharing that story to get it out. Something Participant 7 and I've been talking about, we should apply like some like entrepreneurial revenue generating strategy to make our organization more effective. There are partners we could work with to help us make things more efficient and affect more individuals. It's obvious because it's DME product, but are there others way to take that business in another way? Revenue generating—people want to push off their disability issues on us, but is there a way to say sure but you'll have to pay us to do so. Is there a way to capitalize on people wanting us to do their work?
- Participant 12
  - Consulting invoice
  - Pay us for the labor
- Participant 20
  - Office on disability, what is the status? What will their responsibility be?
  - Inspector meetings—got to be a way to get in front of these guys to get them on board
  - Heavy (basement of Toledo spirits)
- Participant 15
  - Is there a way for us to work with inspectors to give them advice. There's a 12 month on-ramp for the person taking the role, so working with inspectors might be a better option. Not every city has a Mayor's Office on Disability, but there are inspectors.
- Participant 4
  - Education with private business owners
- Participant 21
  - Participant 15, I don't that the requirement for disability inspection is true for the rural counties.....learned that with one particular experience last year.

# Listening Session Notes

Date: May 4, 2021

Time: 3:00pm-4:00pm EST

Participants: Breaking Silences

- Participant 1-ACT
- Participant 2-self advocate
- Participant 3-independent living specialist with Access Center for Independent Living
- Participant 4-advocate
- Participant 5-Disability Rights and Advocacy specialist for the CIL Options in Cincinnati
- Participant 6-executive director for the Mobile Center for Independent Living in Columbus
- Participant 7-parent and caregiver to two sons with disabilities
- Participant 8- peer support specialist at CIL in Cleveland called LEAP
- Participant 9
- Participant 10
- Participant 11

## What are the problems related to full community participation in your community?

- Participant 3
  - The condition of the city streets is an issue. In my neighborhood there are parts I can't access because of the shape of the curb cut or streets. The sidewalks are in bad shape or there isn't a sidewalk in certain points. I cannot go to a recreation center and do any kind of physical activity because either there isn't support staff to help or suitable equipment.
  - Inaccessible signage, I can't access festivals because I don't know where to go.
- Participant 9
  - The aid and nursing shortage has greatly impacted people with disabilities. We've been working for years trying to get Medicaid more workable and in particular easier to hire providers. So preoccupied with about getting up to use the restroom I can't think about anything else.
- Participant 11
  - Public access: Ability for people to participate virtually in meetings should continue after the pandemic and see various accommodations

for people to participate should be a priority for entities to make that a priority.

- Participant 5
  - One thing I wanted to mention, down here CILLO in Cincinnati, one of the interesting things I wasn't anticipating when asking our consumers and other people what are the issues of daily life in the community? Outdoor festival and events a lot of people aren't able to access. The crowds, the hype of different booths and tents, parking issues make it difficult.
- Participant 2
  - A lot of festivals are in grassy areas, there's a lot of chairs, wheelchairs cannot easily access because of the grass and being crowded. Strawberry festival is one example.
- Participant 10
  - Parent of a man who is 32 and a non-electric wheelchair. He has a peg on the bottom that allows access to different vehicles, any festival that you have to walk up and down aisles, cannot get over the wires. One person has to walk in front, someone on the side, and then pushing in the back. Very difficult to get to the handicap accessible areas that they mark off for people in chairs, and parking is a huge issue especially for wheelchair vans. The parking is usually a half mile from the event, so the City Center is nice because you can park a block away and access the back, but not all planning commissions recognize that people with disabilities will attend their event. Major sporting events, that access is much better handled than if you were to go to a festival or an outside event where there's little or no control. Going over grass is near impossible.
- Participant 8
  - Transportation is a real issue because there is virtually no option if you can't access your designated routes for your buses or if you're eligible for paratransit. But the cost with paratransit, I have consumers that can't access it because each ride racks up costs. There's very little option left beyond what you can afford personally.

## What key individuals or groups might oppose your efforts?

- Participant 2
  - Legislators: I think they need some time in our shoes so they can experience what we experience on a daily basis.
- Participant 9
  - We need to educate our own legislators, but I also believe in the care issue that homecare is like the forgotten entity. Everyone is worried about longterm care facilities and nursing homes, but the general public and the legislators but home care hasn't been made a priority because it's not always guaranteed. It's only provided through waivers and small

amount of programs, don't exist in large numbers. It needs to be a bigger priority. The nursing home owners and lobbyist have something to do with that because they use scare tactics that nursing homes are the safest place to be and everyone knows that's not true.

- Participant 3
  - I'm thinking of, we need to get together with Dayton Downtown Partnership. There's no communication about incorporating people with disabilities and even though I agree with Lauren about the lack of knowledge with in-home care, there's another side that is dangerous, they all believe that everyone has a care provider. They assume you're bringing support with so they don't have to provide it. We need to work with businesses for reasonable accommodations. They sent out the material, but it is not in a fillable format that I could type into, it left me at a disadvantage during the training.
- Participant 8
  - I would say to kind of capture some of Lauren's point also, but the state and federal agencies all make assumptions about what disability is and who they are providing it for. I don't think there are enough people in positions of power that are in touch with the actual constituents and their families and know how to create law and policy.
- Participant 5
  - This is personal anecdote, but just thinking about barriers, I personally notice corporations talking about DEI, but disability is lost from diversity and inclusiveness that organizations have promoted.

## What resources and capacities are needed to address the mission?

- Participant 5
  - Ensuring that disability is part of the diversity and inclusion conversation, disability representation are at the table
- Participant 2
  - Taking more financial considerations into decisions. I don't think we should have to choose between going to work and groceries or medicine
  - RTA is a prime example
- Participant 9
  - I'm on Medicaid and Medicare and so much of what they'll pay for in terms of durable medical equipment, over the last few years I've had to buy things out of pocket, but I've had to buy my stand assist and my shower chair. Medicaid expects us to fit into one little box in terms of what we need. If we don't need what they'll provide, then we have to find

other means to do that. A lot of people aren't as lucky as me to have alternative resources. More options for people who need them instead of saying we can't do that. You have to wait months and months to get equipment and jump through so many hoops to get evaluated. They don't evaluate you for you what you need in the first place.

- Participant 10
  - Need to be flexibility in the funding rules, make it broad enough in given situations it can be utilized in the manner that the individual needs it for. If they are going to allocate it you should get to use it.
- Participant 3
  - There is no billing codes in Medicare for the type of chair I need. I'm facing the same issue now, there's a function on the chair I need but it will not be covered under Medicare. Those who don't have waivers we need to consider them because we have the same needs.

## What are some alternatives for addressing the problem or goal in light of the anticipated barriers and resources?

- Participant 3
  - We need to advocate for billing codes to keep Medicaid consistent with the current technology
- Participant 10
  - Suggest there be a point, but we need several other advocates that monitor what is going on at the state level help us with connecting with those in charge of the groups as they're holding those meetings. The virtual process is very doable for people with disabilities and we need to ensure we have advocacy groups that are tasked with specific areas of change and they be responsible reaching out to members like us so we can join and put in our two cents worth.
- Participant 2
  - Lower cost for certain things, not having to use a prior authorization to pay for certain things. An example would be a wheelchair. Remove the SSI income cap of how much money we can make while working so that we are able to work to our full potential, despite our disability.
- Participant 5
  - We really also to increase this access through technology. Silver lining of covid is how much easier it can be for people with disabilities access
- Participant 8
  - Education in this case I mean educating all people with disabilities. As I talk with people so many peer support, they don't know groups exist. They don't know what the consumer is entitled to, there needs to be a

way to connect with the larger group so they understand what they can advocate for. Then you have a larger pool.



# Listening Session Notes

Date: April 6, 2021

Time: 5:30pm-7:15pm EST

Participants: CATR

- Participant 1
- Participant 2-TARTA
- Participant 3
- Participant 4
- Participant 5
- Participant 6-LCBDD
- Participant 7-TARTA
- Participant 8
- Participant 9
- Participant 10
- Participant 11
- Participant 12
- Participant 13
- Participant 14-Lucas County board of DD
- Participant 15
- Participant 16-TARTA
- Participant 17 and Participant 18
- Participant 19
- Participant 20

## What are the problems related to full community participation in your community?

- Participant 7
  - Public access to transportation, mobility management day to day, how do I get access? How do I get transportation?
  - People don't know the options available, need more education of what other transportation options are available
- Participant 5
  - Cost of transportation, fixed budget individuals have difficulty paying for public transit
  - Home care: If my aid is not available, I do not get services at all. Huge problem.
- Participant 20
  - Agency will assign a primary, but won't find you a backup if the primary is unavailable.
  - A lot of people who work as caregivers or support staff depend on transportation to get to address the needs of their individuals
  - TARPS can't just pick me up, bring me to the grocery store and take me home
  - Employment seems to me that people with disabilities can't find decent employment opportunities either full time or part time.
    - If people could find decent, stable employment it would solve a lot of housing and transportation expenses

- Participant 1
  - No transportation for long distances, expensive, insurance won't pay for it. Example Cleveland Clinic
  - Access to resources
  - Housing need is larger than what is available, that is affordable
- Participant 15
  - Availability and access to transportation
  - Mobility options players in the public and private space who can work with TARTA to meet the needs of the entire community if TARTA
- Participant 16
  - Private transportation is expensive
  - Housing-accessible housing that is affordable is a unicorn
- Participant 17
  - Finding their own housing or apartment

## What key individuals or groups might oppose your efforts?

- Participant 7
  - Technology in the sense of is the technology caught up or is it in a place that can assist in the efforts that are needed for individuals with disabilities. I think about if IG or when we look at rural areas people don't have the bandwidth to make a phone call in some places, so a person with a disability would be at a disadvantage. Some of the technology with our phones is it taking into consideration or is it enough?
- Participant 17
  - Staff take us (Buckeye Residential Solutions) for the special Olympics. If not a ride with the provider than family, but if not that then we wouldn't be able to go.
  - Participant 7—family help you find a job so that they can get a bank account, pay for food
- Participant 1
  - Home care agencies might not be able to provide transit
- Participant 15
  - Wondering if the professionals that are supporting us have all the skills and training to know what services they can provide, I'm wondering to what extent that might create a barrier. Some of the providers don't know what services they offer and the qualifications and implementation. Education of providers themselves.
- Participant 20
  - People who need the service, part of the problem, we are not aware of the services that we can take advantage of, and how to use them to put ourselves in a better position to better ourselves. They limit themselves because they say all I can do is this, they put themselves in a little box

because everyone else has. So let's try to get people to think outside of the box for themselves and other people.

## What resources and capacities are needed to address the mission?

- Participant 18
  - We have someone who helps us out with sports, he makes sure we sleep, he volunteers, makes sure we get home safely. Make sure we have food and snacks or drinks and make sure we save—make sure are taken care of. We have volunteers that help out!
  - Volunteers and coaches would help with these needs, need help—grocery store, bills (funding and monetary resources)
  - We had to find another provider to help with resources and transportation.
- Participant 5
  - Seniors get the services that younger people can't access. Would be nice if people with disabilities would benefit with that. Like chore services
  - More parody
- Participant 1
  - Not going to find someone to come and clean their house, to hire Molly Maids is a really big expense.
  - What about the people who don't qualify for waivers?
- Participant 20
  - Different waivers have different things they can do. Depends on what your budget is and how your money is allocated and what is used for certain things.
  - DD is the biggest silo that I know right now, that's going to be hard to break through. Would be nice to put all the services into one waiver and whoever qualifies for the services coming through whatever door can access.
- Participant 15
  - If I could change one thing would be that there would be one waiver that covered multiple areas. Waivers needs to offer more
  - Unified policy that would go across all the federal programs so that people with disabilities could earn more money to offset the expenses that people have with a disability.
- Participant 7
  - Having one waiver makes things less complicated and makes things more unavailable
- Participant 10

- Eligibility should be broadened, without the process of proving that people have disabilities. People with disabilities do less than they could but they're afraid of losing their benefits. I was told not to work if I couldn't find an employer with a benefit package. With a disability, I have had a backup. Want to give others the benefit.

## What are some alternatives for addressing the problem or goal in light of the anticipated barriers and resources?

- Participant 4
  - Better transportation
- Participant 17 and Participant 18
  - Better housing, help with fundraising
- Participant 5
  - I have a friend, she's worked since she was 17 (53 now) but she had to retire because of health problems. Now that she's retired, she's having a hard time getting services. She has savings so it disqualifies her. She doesn't qualify for Medicaid because of her savings amount.
- Participant 1
  - People work their whole life, have a little savings maybe, and they need services but because they have this or that they can't get any services or they're not elderly
- Participant 10
  - Ohio exempts will take 4,600 dollars for some public benefits, don't know if it applies to other disabilities. If they have a car they're treating it as an asset when it doesn't produce income
  - Medicaid buy-in who make more than the requirement, but SSA didn't do a disability determination and Medicaid needed the disability determination from SSA. Could raise your income if you went onto SSA first. SSA filed the financial piece first instead of the disability determination. I felt like I was teaching them about their own program.
- Participant 7
  - Better or smarter legislation
- Participant 5
  - Smarter legislation in regard to benefits
  - Education on ABLE accounts, they're still fairly new
- Participant 1
  - Don't hear anything about STABLE accounts
- Participant 15
  - ABLE accounts—extending the age limit for them.
  - SSA termination they would then become eligible

- Doctor could certify that someone has a disability instead of SSA rigid's disability process
- Participant 20
  - OOD needs to have someone who educates the local county offices about the work program and the Medicaid buy-in program. Lucas county Medicaid office they don't know how the program works.
  - OOTF replace the person who educates the local offices?
  - We were working on that program (Medicaid buy-in) since inception.
- Participant 3
  - OOTF has not replaced that person, but that would be an important for people who work for the Ohio Medicaid program understands the services and can educate the community members.
- Participant 18
  - What is the ability center doing on the 27<sup>th</sup>? 7pm there is an interview of him. Ohioans Healthcare has great nurses
  - Finance training at UT

# Listening Session Notes

Date: May 14, 2021

Time: 10:00am-11:00am EST

Participants: People First of Ohio

- Participant 1-Advocacy Coordinator. Warren County board of DD
- Participant 2-Paulding County rep
- Participant 3-Highland County Board of DD, People First Coordinator
- Participant 4-Lawrence County
- Participant 5
- Participant 6-Cuyahoga county
- Participant 7-People First Coordinator
- Participant 8-People First Chapter Coordinator
- Participant 9-Transition Coordinator/Advocacy
- Participant 10

## What are the problems related to full community participation in your community?

- Participant 4
  - Two major barriers are communication and transportation. Mostly transportation and the lack of it. We are a small area, huge deficit in transportation to employment.
  - The STABLE accounts are a huge help, they're good for anyone who has excess funds each month. It won't count against you.
- Participant 7
  - Transportation is one of the biggest barriers in the meetings I go to. When two people with dd get married, SSI combines all the income as one. I've been married for 17 years and when they got married everything was cut in half. Then you have to decide, do you want to eat or pay a bill.?
  - When you get a job, I am employed through People First Ohio, when you get a job it affects your benefits as well. For every \$2 you make, they take \$1—social security I believe. They'll raise the rent on your house too. You try to better yourself and if you live off social security you're just existing, so when you get a job you think you'll be able to do more stuff, but you don't actually get it. I see how people get frustrated and don't want to get a job.
- Participant 9

- Transportation to social things, we have a provider that does 24-hour transportation to employment. Letting people know what is out there and what they could be a part of
- Participant 6
  - I would say transportation and healthcare because I'm not covered by the board of DD, there is that discrepancy. So if you're not covered by the board of dd, then there are problems with the healthcare.
  - Finances is a barrier to full participation, small amount of housing they can afford, transportation if they're not covered how would they pay for it? Not much we can do about that, finances is a major point to all of these. I just had a couple get married, now their finances are going to be cut by \$400 and they won't be able to afford their housing, trying to find new housing, and then they can't afford food.
  - Sometimes people won't get married because of SSI caps.
  - I have a STABLE account.
- Participant 5
  - Ottawa County, I work in a gas station and a lot of drivers are not doing anything, if there is time to sit around and wasting time, then there should be time to take someone. I have to have co-workers take me home or I'll have to get to work too early, 830am instead of 9am.
- Participant 3
  - I don't think there are a lot of people that understand what people with disabilities go through physically, mentally, or financially. I think we need to continue to provide more trainings maybe, seminars, to create a better understanding toward people with disabilities.

## What key individuals or groups might oppose your efforts?

- Participant 8
  - I think starting with legislators would be a good place to start.
- Participant 6
  - There's any number of committees on transportation. I contact legislator's that goes on that I don't like. I contact them immediately. Trying to get the state and/or federal to support public transportation more.
- Participant 5
  - The state and federal agencies
- Participant 4
  - I try to go directly to the source. PALS is providing transportation here, but not employment yet. Large businesses is a good idea if you can get them to care about the issue and how is it going to benefit them to help.
- Participant 9

- I think also large businesses because they need to remember that people with disabilities are consumers too. Recognizing them as a target audience also.

## What resources and capacities are needed to address the mission?

- Participant 4
  - Education and knowledge, if you don't know there's an issue why would help? That's the big issue in the DD community, there isn't a knowledge of their needs and stressors.
  - That's part of the whole awareness issue, the communities aren't aware. They start off in school and immediately segregated either in another classroom or separate building. They should be the nucleus in the classroom. The child not in the classroom isn't seen or protected as the other child in the classroom.
  - Financing in the provider section, paying the provider in the school and home. Financial deficit in the provider sector. They don't get paid enough or you don't have good quality care.
- Participant 7
  - I think Participant 6's point earlier hits on this, if you're not connected to the county board of DD, if you aren't connected or have a waiver, you're out on your own/no support. That funding isn't available, transportation providers don't have a clue about that. They don't know where to get the funding they need, they need a connection there. In their minds, they passed that levy it's done in their minds.
  - In schools—we are an employment first state, when we discussed the initiative we discussed the funding. If you fund segregated services highly then you'll get segregated services. Services are always tied to dollars. They're paying a consultant now what we said at that meeting 7,8 years ago. Money drives the services; it has to start in the schools because it's too late if we graduate someone and then start talking about services and/or employment. In OOD, in counties where pre-employment transitions are there, for example 81% of seniors getting placed after high school into employment (Highland County). When we invest in our youth, we see people leading more independent lives, employed and participate/connected to the community. I'm not sure where volunteers would come in, did you have something in mind?
    - Facilitator—some of the work we do is organizing folks to campaign or sit on boards, so we are always looking for volunteers to assist.



## What are some alternatives for addressing the problem or goal in light of the anticipated barriers and resources?

- Participant 3
  - I think the providers need to be more proactive for people with disabilities, more connections with the community, making it known to the community. It's all about get up and go, just do it, talk to people. Teach people about disabilities, get them involved.
  - Mandatory training every year for staff, providers, or other people. They tend to drift away from it, keep a refresher going each year to provide hopefully better services each year.
    - Participant 8: that develops those natural supports
- Participant 6
  - Get the media involved, Down Syndrome did a mural, and each flower is a different disability, the media did a showing of this. You need to get it out there.
- Participant 9
  - In our town, our media needs to be educated so they're doing this a favor. Or they call adults kids with disabilities, drives me nuts. To me, it's also educating the media.
- Participant 8
  - Social media need campaigns. Inspirational porn, it's not doing anything, just downplaying people's abilities.
  - Several years ago, we were getting ready to run a levy and an administrator asked if I could find someone with a visible disability to be on the campaign. Invisible disabilities that people don't see right off the bat, it's still out there. The ideas that are antiquated.
  - Not everybody has that connection until they know someone in their family that is affected.
- Participant 4
  - They're only seeing disability when it's something big, but where is disability knowledge in their everyday lives—food, getting dressed, transportation. Having their everyday lives not in the public, not just playing basketball or football. They're not seeing the everyday struggles that they go through. Don't see the rejection or name calling, being treated as a child at 57 years old.
  - Then you find the family protected by the community, you see how bad that integration deficit is.
- Participant 7
  - In my perfect world, I would like to see people be treated just as human beings. I see the professional people; you guys actually advocate for us and treat us as individuals.

- Participant 10
  - On the education part, I think people should be treated with respect and not be picked on or made fun of.

# Listening Session Notes

Date: May 12, 2021

Time: 5:30-6:30 pm EDT

Participants: SALUTE

- Participant 1
- Participant 2
- Participant 3
- Participant 4
- Participant 5
- Participant 6
- Participant 7
- Participant 8
- Participant 9
- Participant 10 and Participant 11
- Participant 12
- Participant 13

## What are the problems related to full community participation in your community?

- Participant 3
  - Transportation
- Participant 1
  - Need to be more waivers available and more support to the staff who provide services, more compensation, a path to promotion, and the ability to make a meaningful wage while serving people with disabilities
- Participant 4
  - One of the biggest obstacles that I feel is transportation; the only transportation in my county right now is horse and buggy, Paulding County. Everybody thinks we have transportation but we don't.
  - Housing – everybody looks for a place but can't find one and its more difficult if someone is in a wheelchair, limited in options of housing access.
- Participant 6
  - Section 8 is not safe for people with disabilities
- Participant 2
  - As far as healthcare goes, there are providers who are in dire need for direct care staff -- provider companies are having a hard time getting help for their companies so they can help more consumers
- Participant 13

- That is an ongoing issue because of keeping people with the pay and it is a statewide issue
- Participant 5
  - The housing we have for people with disabilities isn't always kept up to standard and doesn't always give people a good quality of life, even if you find an apartment, you might wind up being miserable in it – would be happy to share a personal story one to one
- Participant 1
  - Echo both the sentiments from Participant 2 and Participant 5 and add some additional perspective – the shortage of direct care providers that we as a community need to resolve – recruiting providers from universities and health care settings and partner with DODD to have a recruitment program, these are great jobs for students, if they decide that they really like this hands on care than the department has to pay them a good wage
  - I also think individuals served need to be supported in terms of being educated on self-direction or to better manage their relationships with their provider staff – there needs to be better education on how to better search for providers how do all of the advocacy skills I've studied help me manage conflicts with my providers; educate each other to have better relationships
  - An area that the department can investigate is making it easier for a family member to be a paid provider and not requiring an agency to moderate that; that would keep the money in the pocket of the families; having a disability is expensive and that would make sure that the money is being invested wisely
- Participant 11
  - Family and providers work together to help a person find a better apartment
- Participant 5
  - TARPS does not come out here now; they are planning to put the sales tax on the November ballot but they help provide medical transportation for us but I just recently heard that if you wanted to go somewhere else and call black and white to let them know that they are coming from a master house, you could get a 5-dollar rate, I am sure that if it were something with us, I could get the transportation, but what if I wanted to go to a friend's house, one of my girlfriends was having another girlfriend from East Toledo, she would have to drive from east Toledo to Holland, back to Toledo, and back to Holland. there is going to be a problem with recreational transportation

## What key individuals or groups might oppose your efforts?

- Participant 1
  - healthcare providers if they mean well they might have implicit bias
  - Housing providers use cost as a reason to deny almost anything
  - Businesses refuse to provide accommodation based on stigma or fear
- Participant 10
  - Participant 11 and Participant 10 use a second provider to help them out
  - They are ineligible for TARPS because they can walk
- Participant 2
  - My comment is that I agree with what Participant 1 said there is a lack of understanding of how important it is to have special transportation for people with disabilities

## What resources and capacities are needed to address the mission?

- Participant 5
  - Need to reach those voters who have the mindset of I don't need it so why do I have to vote for it and letting them know that they are just one incident away from needing it for life
- Participant 1
  - I definitely agree that we need to educate society and we need to better educate state, local and federal agencies on these issues; I don't know if different agencies have a good idea of how these fit together
  - There are issues with state and local agencies in getting services and supports that are available
- Participant 11
  - TARTA should never be late and make sure they pick up their person
- Participant 19
  - I was out there two times on the number two and someone else had to take me to work
- Participant 3
  - The first mix up was because of the vaccines to Flower hospital, Participant 10 reported that and is looking into what they need to do

## What are some alternatives for addressing the problem or goal in light of the anticipated barriers and resources?

- Participant 5

- Educate TARTA itself because historically if they were late and I made a comment, they would say what did you expect its Saturday
- Participant 1
  - One of the things we're doing more recently with SALUTE is being involved with coalitions
  - Coalitions on a local, state, and federal level
  - With transportation we're starting to coalesce with other coalitions, but we don't have those with other issues
- Participant 11
  - SALUTE and Special Olympics do a good job with Special Olympics and keeping everyone safe
- Participant 1
  - I know there's also been a lot of discussion about making waivers more flexible, waivers need to help a person succeed in a secondary education setting
- Participant 6
  - When I was on SSA and worked with OOD, there was a lot of controversy about providers being available on camps, they are doing the same job in a different capacity
- Participant 1
  - There need to be more education on self-sufficiency, few people with disabilities know how to use STABLE accounts and special needs trusts
  - Eliminate the marriage penalty
- Participant 11
  - Before they get married, a person can keep their last name so they don't lose their assets
  - We are going to have a commitment ceremony 2025
- Participant 2
  - Same people with special needs may need funding for computers so they can be more independent because a lot of people like myself can't read mail on their own; it would be nice to have special funding available so they can read e-mails on their own
  - A lot of people can't afford the technology so I would like to see funding set aside to pay for it
- Participant 5
  - Marriage penalty – each case is different so I don't know the justification for this; there was a disabled couple who lived at Northgate but had to live in separate apartments
- Participant 1

- Allowing local, state & federal agencies the authority to hire approaches to navigating the world require us to be dynamic having more opportunities in the professional sector
- Participant 10
  - It is hard for people who are deaf or blind to find a job because they can't see the person; there are fewer accommodations for those who are deaf or blind
- Participant 2
  - Educating businesses and the general public about people with disabilities; more forums to educate those businesses so they understand that we're part of the population
- Participant 5
  - I would like to see more emphasis put on abilities rather than disabilities; if there was more emphasis put on what we can do and what we have achieved rather than what we can't do, the public would see us in a different light
- Participant 2
  - I agree with what Participant 5 said
- Participant 6
  - I totally agree with Participant 5 that's a good thing that she said
- Participant 1
  - We as a disability community, the sooner we can begin teaching advocacy skills, the better we are going to be more powerful on these issues
- Participant 11
  - I'd say world peace and not hatred
- Participant 10
  - I don't like the racism with the aging people or the black

# Listening Session Notes

Date: April 29, 2021

Time: 3:00 pm-4:30 pm EST

Participants: State Listening Session

- Participant 1
- Participant 2
- Participant 3
- Participant 4-Breaking Silences
- Participant 5-education/advocacy access center in Dayton, Breaking Silences
- Participant 6-LCBDD
- Participant 7-OSILC
- Participant 8
- Participant 9
- Participant 10
- Participant 11
- Participant 12

## What are the problems related to full community participation in your community?

- Participant 4-preventative care machines (mammogram). We have to stand, there's not a machine for a person with a wheelchair. Accessibility is a major issue in doctor's offices
  - Also when it comes to healthcare they need to majorly improve on the accessibility when it comes to PAP smears because that I know of, there's only one place that I can go to that can see me to get my every 3 year PAP smears done and I have to go on a specific day. They don't have accessible equipment.
  - No accessible weight scale
  - There was a member of the Breaking Silences accommodation for their son, jumped through hoops to be able to accommodate her child. They need to allow as needed accommodations for a person with a disability.
  - Is there any way to that Medicaid could take the cap off of paying for certain things. I called the doctor office and I asked if I could have a prescription for Culturelle (probiotic), when covid first started we were doing everything we possibly could to keep me healthy. When I called the doctor to ask for this, they wrote a generic prescription saying Medicaid won't pay for anything OTC.
  - Participant 3-most of that kind of testing isn't readily accessible



- For two of my prescriptions that are OTC I have to pay almost \$14 for two medications, make it less stressful and easier for us to have more access. There's already enough to deal with it
  - Transportation and education is a huge one as well
- Participant 7-St. Anne's and St. Vincent's able to have a mammogram
- Participant 5-I am in a laying down position, we used to do ultrasounds, but unable to have the ultrasound or any type of full physical because there's no way to go to a hospital or clinic to get the accommodation
  - Healthcare for people with disabilities is pretty bad for accessibility
  - MyCare Ohio came into play, won't contract with most visiting physicians in her area, the one that they contract Melina, tried to contract out of contract, but nothing happens, they say they're looking into it, but it's been a long time. Haven't had a good examination before MyCare
- Participant 6-I have had to be on an industrial shopping cart to be weighed in and out of chair. I want to separate accessibility of medical care from Medicaid. Little training for medical professionals on people who had significant disabilities. And due to the cultural barriers in medicine, we have specialized needs, there's more of an education piece that people with disabilities need access to healthcare staff member or relative during appointments.
  - I wonder if there is a way on the pharmacy benefit side management, to have Medicaid cover things that might not ordinarily be needed for wellness, even where not medically necessary. Have to remind your pharmacist when it's denied to tell them why
  - We as a society need to reframe the financial aspect of Medicaid/Medicare and really focus on paying the direct service staff that are able to support it a living wage but also think about it in the way to make everyone more productive. Too much rhetoric around the cost of the services, it's clear that everyone has medical needs and needs healthcare
- Participant 2-A lot of times, the invisible disabilities (autism) lack of realization that there is a disability, there can be a lot of additional anxiety, like someone with autism, they struggle through procedures with discomfort. It's like being treated like you're a younger kid. In some cases, you can see the wheelchair, but not other disabilities and there's a problem with people being educated and knowledge. They don't see a speech impediment. I went to a college where the professors gave individualized attention, but I wasn't thinking and developing like the other students. It's something everyone has faced, but when a disability is invisible it makes it difficult.
  - Before COVID it wasn't a problem for someone to go with me, but during covid it was something I had to advocate more. Like getting blood drawn, I had to push for a little bit. They were making policies that no one couldn't come in with the patient.

- I think that disability advocates need to try and help to expand Medicaid. Work fewer hours and have health insurance. I had to jump through a lot of hoops to get Medicaid. I had to prove I had a disability and tell them how much I can or can't work. You're not so different, you can work through that, you can learn through that. If we had expended access to Medicare/Medicaid. We would save a lot of time and money trying to prove that you meet those criteria, reporting your income, reporting changes to income was a nightmare, Medicaid buy-in for workers with disabilities was supposed to let people work beyond SSI payments, but they determined I made too much money. Then Medicaid said you needed to get a disability verification for SSI, then later you can raise your income. I talked to people at the Ability Center they told me it wasn't true. How many people are working below their potential to stay below those limits. I think a lot of people who don't have disabilities are working 70+ hours a week and are worried that their healthcare would be taken away. If more people were eligible for public benefits, it would help take some of the additional work off people who could maybe help us.
- Compassion Health Toledo is a clinic that has options for payment for uninsured people, but I'm not sure about physical accessibility issues.
- Participant 11-My neighbor is a NP OB and would go out to Anne Grady where they were comfortable in their own environment to provide those services. There are some things that they try and look at to try and take it out of the doctor setting. Women's Healthcare on Airport Highway.

## What resources and capacities are needed to address the mission?

- Participant 2-People who don't have a lot of time to be advocates, if we could find a way to advocate for changes that would waive healthcare and work requirements.
  - Liability is an issue when it comes to care. There's things you can't do in this field unless you're licensed, but there are liability issues. I wasn't getting the right driving instruction, it wasn't something my parents were comfortable with. But they knew other parents who's kids had autism. Network learning to drive, but then that would lead to liability issues—it might apply in the same way in this case. Some licensed caregivers won't be comfortable like moving people or something.
- Participant 7-I'm confused by what you mean by this. Attitude, we need to change people's attitudes toward people with disabilities. I notice that I don't have any issues with my friends. I don't know what resources that would take to do that, maybe education and knowledge. Education by people with disabilities.

- Need a resource guide like where can you go to get accessible things. Even my doctors would get accessible tables so that I can get medical tests. You need to know where to go and who to call.
- Participant 12-I don't know where this fits, but an advocate to help chronic elevator issues in apartments. Which impacts people with disabilities in an apartment that is for independent living, but we need some allies and guidance on that. It's a consumers building, but they're putting notices on their door saying the elevator is down. I have a person that is a quad, can't go downstairs, can't get to appointments, so I am fearful that their health will deteriorate and they'll use their apartment.
- Participant 4-Miami Valley Fair Housing Center can help you get someone to help with this. You can ask for Randii. Now you're talking about a safety issue and that is something that I am not going to play with.
  - Education: training, I am going to emphasize that because there are a lot of people that come into the field and don't know what they're coming into. I am going to name a specific type of training that I'm talking about. Talking about training on care, being caring, and being compassionate. If you don't have those you don't belong in this field. We get attached to the people who are our staff/aides. Took 3 months to get new staff once her aid (Ms. Deb) was fired. I want to talk to Ms. Deb and they're not letting me. I feel that if they are trained, person-centered trained, I think that the staff will last longer and the doctors will be able to speak to us as the patient, not the staff. I am in a situation right now, I live in a 55+ older building, but if the fire dept./police come here they don't that I have a disability and what they need to do for me when they come here. They don't know if I have behaviors they don't know what can trigger my behavior. Some people don't like loud noise or strange people. Overall training to these people that are going to work for us and serve us and everyone gets to know each other.
  - Allow for independent providers to be used as a backup or coverage when other staff need off.
  - Power table that goes up and down

## What are some alternatives for addressing the problem or goal in light of the anticipated barriers and resources?

- Participant 6-I think as a disability community we need to advocate for waiver and funding simplification. One waiver that covers all supports, that's person-centered and flexible. LCBDD we are working on training with law enforcement agencies to get training and for people to disclose their disability in high pressure situations, working with officers that are supposed to be trained for working with disabilities and getting more training to all.

- Public and private partnerships to increase mobility options
- I think about the role vocational rehabilitation/ood would be able to play in educating providers and direct employers
- Participant 4-cheaper rates and more wheelchair accessible vehicles for transportation. In Montgomery County, we are very limited to wheelchair accessible transportation. Need to consider that we all are on a fixed income, when they are talking about raising or lowering rates, more with raising. Right now it's \$7 round trip for us to take the transit for each leg of the trip. For example, if I needed to go the doctor, then lunch, and then to the grocery store. Affordable public transportation is needed.
  - More funding to schools so we can have the funding we need and we also need community resources that are available to us. For example, I'm a state Ombudsman Associate, I can't really operate the computer due to CP and I type one-handed, and I've never taken a keyboarding class. So right now, I need someone to train me on how to Word 365, keyboard, and speaking for my job. More employment training or skills training that we may need. When I call Microsoft, the disability help people can't even help.
  - Suggesting to our federal people to take the cap off the amount of money we can make while working and receiving benefits. Right now the cap is \$85 for people who receive Social Security Supplemental Income.
  - More opportunities for technology for telehealth appointments for those who cannot travel to an appointment due to covid or lack of staff. We have a lot of people in Montgomery County who can't do a lot of recreation because of lack of technology or internet.
- Participant 2-Vocational Rehab did not understand disabilities like autism and ADHD, nor did the vendors they paired with me. People with autism have trouble communicating in ways that people understand. They didn't see it as a disability, they didn't get it. There are also people with disabilities that don't qualify for waivers, because they look at what you can/can't do. You don't have enough of the impairments to qualify but still have disability.
  - Being able to join virtually

# Listening Session Notes

Date: April 8, 2021

Time: 4:30pm-6:15pm EST

Participants: Toledo Lucas County Commissions

- Participant 1
- Participant 2-Vice Chair of the Commission, Lucas County Board of DD
- Participant 3-Sight Center
- Participant 4-City of Toledo, Office of Diversity of Inclusion
- Participant 5-Advocacy and Policy Committee on the board, advocate for deaf and hard of hearing community
- Participant 6-DST Professor at University of Toledo
- Participant 7-Mental Health and Recovery Services-Manager
- Participant 8-Staff Attorney at the Fair Housing Center
- Participant 9-Building manager for Lucas County, Advocate
- Participant 10-legal counsel Lucas County Board of DD
- Participant 11-Treasurer for the commission, business and finance director
- Participant 12-Republic
- Participant 13
- Participant 14

## What are the problems related to full community participation in your community?

- Participant 11
  - Transportation
  - Having access to technology, big barrier for people especially those dealing with housing, social security, JFS
  - Education on how to use the technology, get on it, and interpreter
  - Services or the programs available to the community took a giant hit
  - During the pandemic people lost Medicaid when they shouldn't have and just educating people on what to do
- Participant 9
  - Access to transportation
- Participant 5
  - Interpreter services for deaf/hard of hearing, lack of interpreter services
- Participant 7
  - Accessible housing
  - Community resources across disciplines, from mental health to disability. But the services available to the mental health population, but

you may not know what the board is paying for. People don't know the information of what is available support and respite wise.

- Participant 3
  - Accessible technology, accessible public information, handouts
  - Lack of awareness where community programs are happening, especially when not on social media. Like for food pantries
  - Lack of accessible private housing
- Participant 2
  - Their doorway into community participation is a job. Those jobs are have gone away or not come back, or never did exist prior to COVID.
- Participant 8
  - Affordable housing

## What key individuals or groups might oppose your efforts?

- Can they be involved effectively?
- What other barriers might limit the effectiveness of the initiative?
- How can the barriers and resistance be overcome?
- Participant 11
  - Maumee City Council
  - Social Security, JFS, when the people we're serving or working with, they're torn into different directions. Difficult when dealing with multiple people and receiving multiple answers. I get calls almost daily on what to do in different situations with social security, it's unfortunate
  - Understanding who the legislator or politicians are, you need to know who you are trying to swing or sway because if someone is a hard opposition getting in front of them
  - Healthcare providers a fight to accept health insurance
  - Determining who the providers are, who is accepting Medicaid
- Participant 13
  - Problem is getting to the person who can do something about it
  - People or businesses who need to spend money for access
- Participant 9
  - Lack of knowledge on how to navigate the system
  - Not knowing what your provider will accept
- Participant 2
  - When you call back you have to start from scratch, don't get the same person
- Participant 5
  - From the interpreting aspect, I see the large business box and I would say business groups with legislative efforts (Chamber of Commerce) I know it's kind of broad, but large business groups have lobbied against

access for people that are hard of hearing, basically making it harder for them to get an interpreter at their job.

- Participant 3
  - Gaps in eligibility state programs, people who are not as significantly disabled to go through a long waiting process to ultimately not be helped, those folks need support information, and resources

## What resources and capacities are needed to address the mission?

- Participant 9
  - Funding
  - Volunteers and volunteer programs as a resource
- Participant 5
  - Education and knowledge. In my experience, there's been a lot of places that my wife has applied that didn't know what the ADA was and didn't know they had to comply with interpreters and the like
- Participant 7
  - Collaboration with other organizations in the community
- Participant 3
  - Information, someone might bring me a problem that is not my skill set and that collab and information allows us to be more timely with our support;
  -
- Participant 11
  - Knowing that several of these agencies exist, I hear more often than not more people don't know what OOD exists. Just knowledge of what businesses and organizations are out there to help people with disabilities
  - Have it available at their fingertips because it can be frustrating to have to search for information

## What are some alternatives for addressing the problem or goal in light of the anticipated barriers and resources?

- Participant 9
  - Understanding what the need really is, in terms of, what is classified as a culture or is it a problem within the community
- Participant 11
  - Solutions as we go back to legislators and politicians, getting people in the know. I think it's key to having people in the
  - I will remind people, the Facebook page is doing really well, share it to everyone and like the page.

- Participant 7
  - I've been working in the mental health field for a long time, but I didn't know much information about the Toledo Commission, so putting more information out into the community about this commission. Other people with disabilities that are in the community but don't have access or on Facebook, so any type of paper or magnet, media that people can see or pass around.





**The Ability Center**

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