

ANNUAL REPORT

OPPORTUNITY



INCLUSION



ABILITY



EMPLOYMENT



**Federal Fiscal Year 2014
State Fiscal Year 2014-2015**

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Message from the Director

I am grateful for the opportunity to continue serving as executive director of Opportunities for Ohioans with Disabilities (OOD) and I am truly excited about what lies ahead for our agency.

What a difference four years makes!

When I was first appointed five years ago, our agency faced many challenges. We were out of compliance with federal regulations, faced dozens of questioned costs by state auditors, and had a waiting list of individuals with disabilities seeking vocational rehabilitation (VR) services.

Today, thanks to the support of Governor John R. Kasich and the Ohio General Assembly, we have released more than 17,000 individuals from the VR wait list and eliminated all delays in services. As a result, we are in a much stronger position to fulfill our mission to provide individuals with disabilities opportunities to achieve quality employment, independence, and disability determination outcomes.

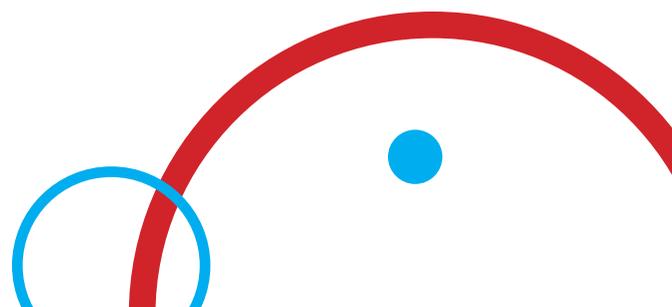
Our strategic vision to accomplish this mission is centered on Jobs, Accountability, Cost-Effectiveness and Efficiency. This vision allows us to make decisions and allocate resources based on our strategic plan and initiatives, while increasing efficiencies and serving more individuals with disabilities. The success outlined in the report that follows, details this focus and strategic vision.

Additionally, I was recently appointed to the Governor's Executive Workforce Board and attended the first meeting. I am eager to participate and further Governor Kasich's goal of a more fully integrated Ohio workforce. Ohio is truly leading the way in this area.

I am proud of the way our staff and partners have risen to the challenge and made a difference in peoples' lives these last four years, but there is more work to be done. Our agency will continue to work smarter and leverage every dollar available, to improve the employment opportunities and outcomes for those we serve.

A handwritten signature in blue ink, appearing to read "Kevin Miller".

Kevin L. Miller
Executive Director



Who We Are

Opportunities for Ohioans with Disabilities (OOD) is the State agency that partners with Ohioans with disabilities to achieve quality employment and independence. We also are charged with making determinations for Ohioans applying for Social Security disability benefits.

OOD accomplishes this through three programs:

Bureau of Vocational Rehabilitation (BVR)

- Provides individuals with disabilities the services and supports necessary to help them attain and maintain employment.
- Helps eligible individuals prepare for a career, or retain their career, consistent with their skills, interests and abilities.
- Counselors work one-on-one with eligible applicants to create an individualized program leading to competitive employment.

Bureau of Services for the Visually Impaired (BSVI)

- Devoted to helping people with low vision and blindness succeed in the workforce.
- Maintains the Business Enterprise Program that establishes blind vending operations throughout Ohio at rest areas, state properties and federal buildings.
- Works with partners in business, education and non-profit organizations to facilitate employment plans for Ohioans with disabilities.

Division of Disability Determination (DDD)

- OOD is the sole agency administering the Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) programs in Ohio.
- It receives 100 percent of its funding from the Social Security Administration (SSA).
- Disability under Social Security is based on an individual's inability to work.
- SSDI pays benefits if you are "insured," meaning that you worked and paid Social Security taxes.
- SSI pays benefits based on financial need.

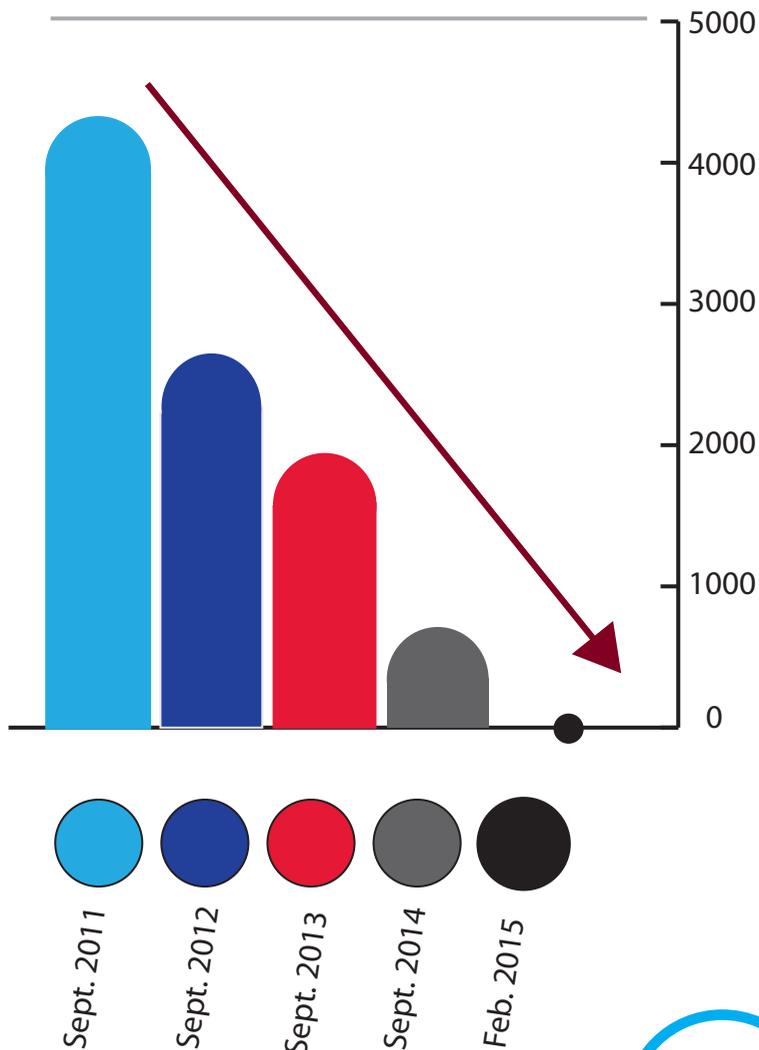
Eliminating the “D” Waiting List

Federal law requires that an Order of Selection be used when all eligible individuals with disabilities cannot be served by the VR program due to limited resources. Ohio has been under an Order of Selection since 1991, which places individuals with disabilities into three priority categories: Most Significant Disability (MSD), Significant Disability (SD), and Disability (D).

One of our major accomplishments noted in last year’s annual report was the elimination of the waiting list in June of 2014 for individuals with a significant disability (SD). We released nearly 17,000 individuals from that wait list, positioning the agency to begin providing services for individuals with a disability (D), a priority category that **has not been served since 1991**.

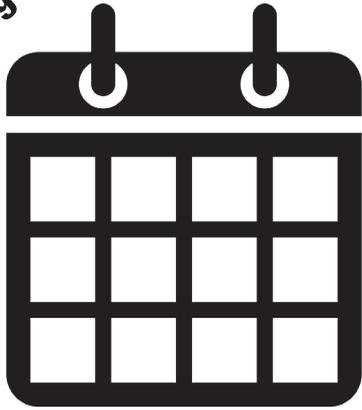
In February of this year, this “D” waiting list was eliminated. As a result, there is no longer a waiting list for any category and all eligible individuals have immediate access to services.

INDIVIDUALS ON WAITING LIST



Vocational Rehabilitation (VR) by the Numbers (FFY 2014)

Average time to eligibility decision



from **92 DAYS** to
48 DAYS

(days from application)

The average time to eligibility has decreased by a month and a half (44 days) since 2011.



Individuals with disabilities who secured employment through our services worked an average of 27 hours per week at an average pay of :

\$10.07/hour



4,580

individuals with disabilities found employment through our services.



Business Enterprise Program

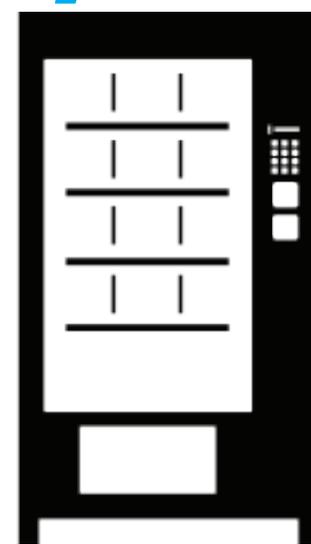
The Business Enterprise Program (BEP) provides individuals who are legally blind with entrepreneurial opportunities as owners and operators of retail service facilities. BEP sites now include a “Micro Market” concept and “proudly serving Starbucks” offerings with a full line of coffee and specialty drinks. Based on a convenience store-like format, the Micro Market carries a variety of hot and cold food items, including breakfast sandwiches and fresh coffee.

BEP by the Numbers

95 Operators
157 Employees
104 Facilities
929 Sites



2,213



**Vending
Machines**

**3,897 Pieces of
Equipment**



\$16,852,946
in gross sales

Division of Disability Determination by the Numbers

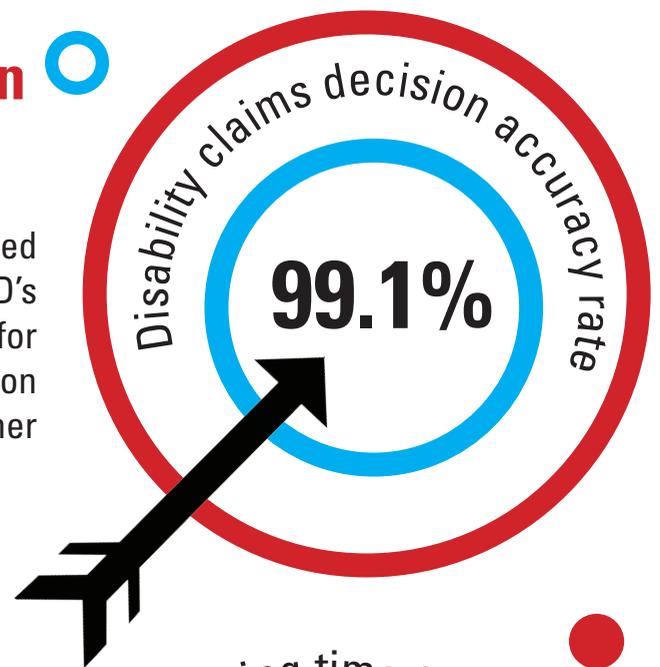
The Social Security Administration (SSA) receives all submitted applications for Social Security disability benefits. OOD's Division of Disability Determination (DDD) is responsible for making disability determinations for all Ohioans based on the rules and regulations set by Congress to assess whether applicants meet the medical requirements for disability.

Ohio continues to be the **top performing state** in its six-state region, and is the **5th largest** Disability Determination Services (DDS) unit in the country.



\$51 million
saved with fraud detection

In FFY 2014, DDD made disability determinations for **183,976** Ohioans.



The average processing time has **decreased by 2 weeks** since 2011.

Erik Williamson Named NCDDD President

In December 2014, Erik Williamson, deputy director of the Division of Disability Determination (DDD), was named President of The National Council of Disability Determination Directors (NCDDD). The mission of the NCDDD is "to provide the highest possible level of service to persons with disabilities, to promote the interests of the state operated Disability Determination Services and to represent DDS directors, their management teams and staff."

EMPLOYMENT FIRST



Employment First Partnership

The Employment First Partnership between Opportunities for Ohioans with Disabilities (OOD) and the Ohio Department of Developmental Disabilities (DODD), is designed to expand community employment services for people with developmental disabilities (DD). Twenty-five Employment First counselors and four regional benefits planners work with local county boards of developmental disabilities, to support individuals who are interested in moving from facility-based settings to community employment, where they can earn a competitive wage and work alongside their peers without disabilities.

Dual Certification and Provider Training:

OOD and DODD established a dual certification process for DODD-certified and existing OOD providers. This dual certification includes a continuity of service provision from career planning through job retention services, while increasing the qualified provider pool and ensuring more consumer choice. As of the end of FFY 2014, there are more than 125 agencies with dual certification providing services within the partnership.

A free online course was made available to all partnership provider staff. Additionally, in-person training on employer engagement and on-the-job supports were offered at no cost. In total, **more than 1,200 individuals successfully completed the online course and post-test.**

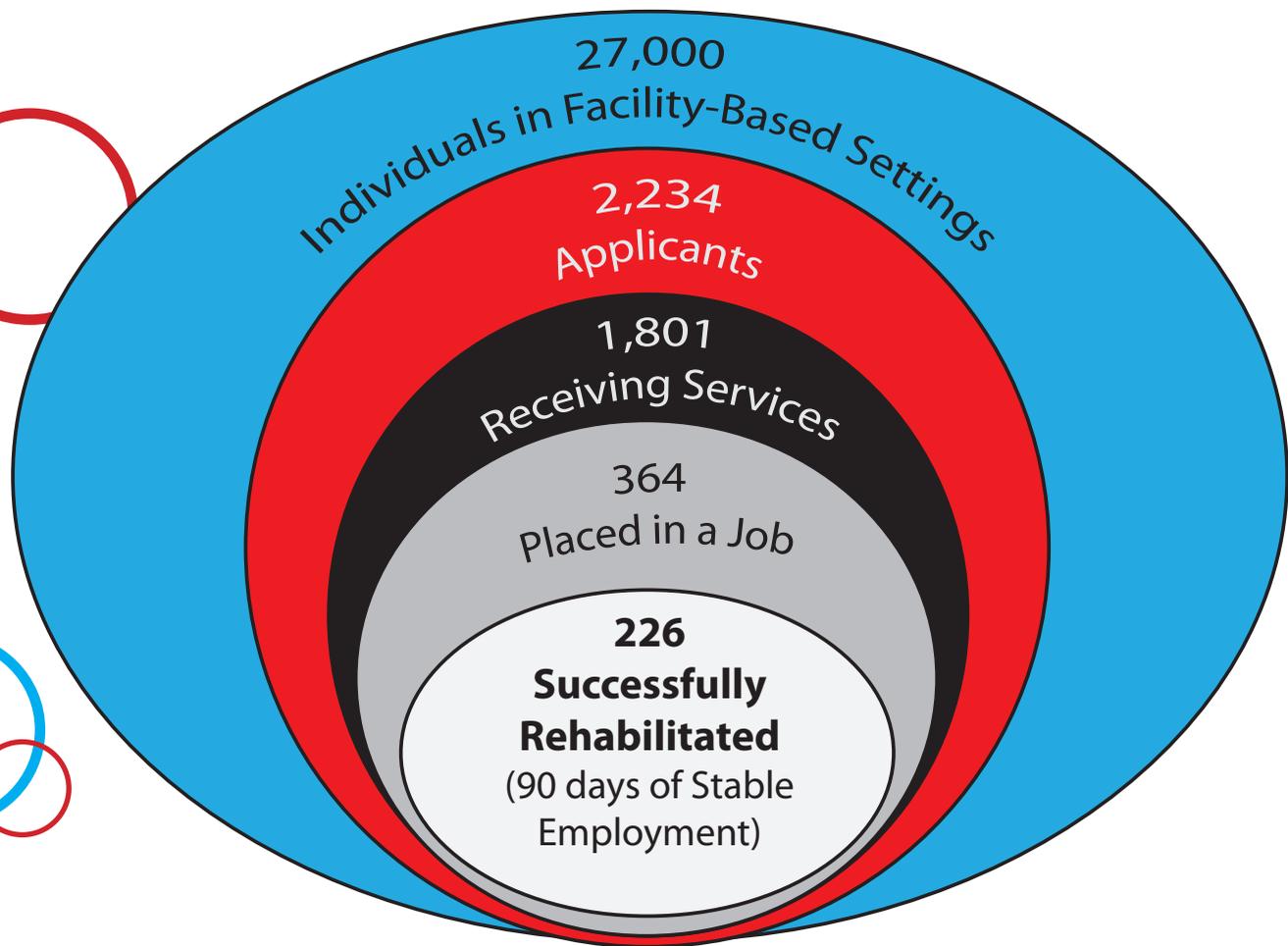
Jeffrey Gossett Journey to Employment

Jeffrey Gossett secured community employment through the Employment First Partnership. Currently, he is a Sales Associate at JCPenney at Polaris Fashion Place. Jeff has thrived in his new job and has received a certificate for “Excellent Customer Service” and was recognized as “Employee of the Month” in March 2015. Employment First is making an impact in peoples’ lives and Jeff is a great testimony to its success.



● Employment First by the Numbers

Program Results to Date



Our Employment First Partnership has seen tremendous success. Since its inception the partnerships has had: 2,234 applicants, 1,801 plans written, 226 successful rehabs and 138 individuals in employed status to equal 364 placed in a job.



A Focus on **Business** Engagement

Building on the success of the past few years, OOD has continued to emphasize engagement with the business community in order to foster relationships, highlight successful strategies and models, and ultimately increase employment and independence for individuals with disabilities in Ohio.



Central Ohio Workplace Initiative (COWI)

In November 2013, OOD began working with the Ohio Business Leadership Network (OHBLN) on a unique project. The Poses Foundation, concerned about the high unemployment rate of individuals with disabilities, supported a new Central Ohio Workplace Initiative (COWI). The purpose is to work with businesses to create demand for qualified job seekers with disabilities in distribution, retail, health care and other industries. Employers benefit from streamlined candidate sourcing, pre-screening, training assistance and more.

In 2014, COWI **exceeded its goals** and was responsible for 85 placements of individuals with disabilities into jobs. As a result of this early success, the project was renewed for an additional year and has become a model to expand beyond Ohio. In fact, COWI has been renamed the Workplace Initiative of Ohio (WIO) to reflect the expansion of the project from central Ohio to statewide.

"The Poses Family Foundation is honored to partner with OOD as part of the Workplace Initiative, one of our most important programs. The Workplace Initiative Team and I commend OOD for engaging Ohio companies by creating a new model to meet their needs. Equally important, the agency's innovative approach is yielding better employment outcomes for job-seekers with disabilities. Thanks to OOD's efforts, Ohio has become an example for other projects and other states."

– Shelly London, President, Poses Family Foundation



Your Business is Our Priority



DSW Distribution Center Tour



2014 Opportunity Award Winners



As we began to re-energize and refocus our business engagement activities, it became clear that we needed a way to recognize and highlight Ohio companies committed to providing employment opportunities for individuals with disabilities. OOD launched an annual business recognition program, The Opportunity Awards, to accomplish this goal.

The Champion of Opportunity Award

Acknowledges companies that have made hiring individuals with disabilities a part of their company's culture. These companies have gone "above and beyond" and serve as statewide examples of an integrated workforce;

The Creating Opportunity Award

Recognizes companies who have recently begun hiring individuals with disabilities;

The Committed to Opportunity Award

Honors companies with a proven commitment to integrating individuals with disabilities into their workforce.

We proudly support hiring people with disabilities



Giant Eagle

Champion of Opportunity Award

Fifth Third Bank, Cincinnati
Giant Eagle, Central Ohio
InfoCision, Akron
OhioHealth MedCentral
Hospitals, Mansfield



Fifth Third Bank



OhioHealth MedCentral Hospitals



InfoCision

Piada Italian Restaurant



Advantage Sales & Marketing

Creating Opportunity Award

- Advantage Sales and Marketing, Cincinnati
- Best Western Plus, Steubenville
- BurgerFi, Mentor
- ClearPath, Akron
- Honda East Power Equipment, Cincinnati
- Parkview Care Center, Fremont
- Piada Italian Restaurant, North Canton
- Rachel Wixey & Associates, Maumee
- Sandridge Foods, Medina
- Scioto Corp., Cincinnati
- Scioto Downs, Columbus
- Shoppers World, Columbus
- Steve's Market and Deli, Urbana
- Travel Centers of America, Hebron
- Walmart, Westerville

Rachel Wixey & Associates



Scioto Downs Racino



Committed to Opportunity Award

ABM Industries
Acrux Investigation Agency Ltd.
Adecco
Aetna Building Maintenance
The Andersons
Applebee's
Aramark
Arbors at Dayton
Arby's
Atrium Medical Center
Aultman Hospital
Big Lots
Bob Evans Restaurant
Buffalo Wild Wings
Burger King
Carrabba's Italian Grill
Cincinnati Children's-
Hospital Medical Center
Circle K
Classic Optical Labs Inc.
Cleaners Extraordinaire
Cleveland Clinic
Coleman Data Solutions
Comfort Inn
Comfort Keepers
Cornerstone Brands Inc.
Cracker Barrel
Custom Staffing
CVS Pharmacy
Denny's Restaurants
Dillard's
Discount Drug Mart
Dollar General
Dollar Tree, Inc.
Domino's Pizza
Eaton Corporation
Executive Management Services
Family Dollar
FedEx
Fifth Third Bank
Frisch's Big Boy Restaurant
Giant Eagle
Golden Corral
Great Wolf Lodge
Grinders Above & Beyond
Harbor Freight Tools
Holiday Inn Express
Home Depot
Home Helpers
Home Instead Senior Care
IKRON Corporation
InfoCision
Interim HealthCare
J. Lodge Corporation
JCPenney
Jo-Ann Fabrics and Craft Store
Kalahari Waterparks, Resorts & Conventions
KFC
Kmart
Kohl's
Kroger
Little Caesar's Pizza
Lowe's
Macy's
Marc's
Maritz Research
Max & Erma's Restaurants
McDonald's
OhioHealth MedCentral Hospitals
Meijer
Menards
Mercy Medical Center
Motel 6
Olive Garden Italian Restaurant
Otterbein Lebanon
Retirement Community
Papa John's Pizza
Pax Machine Works, Inc.
Pizza Hut
Ponderosa Steakhouse
Professional Maintenance of
Cincinnati, Inc.
Red Lobster Seafood
Restaurants
Reynolds & Reynolds Co.
Riverside Methodist Hospital
RoMaster Inc.
Ruby Tuesday
Sam's Club
Save-A-Lot Grocery Store
Sears
Securitas Security Services
USA
Service Master of Defiance
Sodexo Laundry Service
Speedway
Spherion Staffing Services
St. Rita's Medical Center
Staffmark
Steak 'n Shake
Stow Glen Retirement Village
Subway
Summa Health System
Taco Bell
Target
Teleperformance
TeleTech
Texas Roadhouse
Tim Hortons
TJX Companies
Toledo Zoo
Toys "R" Us
Twin Valley Behavioral Health
United Dairy Farmers
University Hospitals
University of Dayton
Walgreens
Walmart
Wendy's
YMCA

Ohioans with disabilities have a combined income of **\$39 billion** with **\$8.6 billion** in discretionary income.*

2014 Dis^Ability Job Fairs



In the fall of 2014, OOD held four job fair events in Columbus, Independence, Toledo and Portsmouth. The fairs featured training sessions for employers seeking to integrate individuals with disabilities into their workforce and assist individuals with disabilities seeking employment. The events connected more than 500 individuals with disabilities, with as many as 50 companies.

“The training went really well. The first section [Windmills] was very insightful. It was interesting to think about and discuss how we interact with individuals with disabilities both in a retail setting and as a business.” – [Adam Soboleski, Home Depot Human Resources Manager](#)



“It [Business Engagement and Training] was great because we had a lot of discussion about how to make accommodations and how we make reasonable accommodations for people with disabilities. It was really interesting to hear people’s opinions ... It really shaped my framework and what it means to recruit people with disabilities.”

– [Ben Young, Operations Trainer, Walgreens](#)



It's all about employment...

What are job seekers saying?

"I think the turnout [at the Toledo job fair] was excellent. I think a lot of people were pleased with the setup, with the flow, the interpreters, the help that was available, etc. This was my first job fair, and I would definitely come back to another event." – [Andre L. Mason](#)

"It was my first time coming to a job fair and I thought it was great. I was nervous at first of being overwhelmed with people and not knowing what to say, but then I started going around the room and introducing myself, asking some general questions, and if they had any openings. After a while I got comfortable with it and it wasn't so bad. This job fair is a great opportunity for people with disabilities and I enjoyed it, 100 percent." – [Tara Packard](#)

"The job fair was really well put together. The companies were good to have because they were major companies; they weren't minor ones that no one knows about, which was a very positive aspect of it." – [Tamas Geczy](#)

"There were a lot of jobs that opened my eyes. I am hoping I will get a couple of calls for jobs that I would really enjoy. There were a number of magnificent jobs and a great group of employers." – [Dontez Patterson](#)

Governor's Workforce Integration Task Force



Front Row Left to Right: Ohio Department of Job and Family Services Director Cynthia Dungey, Deborah Kendrick, Director Miller, and Sherill K. Williams. Back Row Left To Right: John Moore, Arlon Nash, and Steve Brubaker. [Not Pictured: Jamie McCartney and J.W. Smith]

As part of his continued focus on economic growth and increased employment for all Ohioans, in 2014 Governor John Kasich initiated the creation of a task force, to gather data and make recommendations about better integrating individuals who are deaf or blind into the workforce. The Workforce Integration Task Force (WIT), created as part of the Mid-Biennium Review (MBR) process at the request of the Governor, was tasked with gathering and analyzing data regarding income levels and employment barriers for individuals who are deaf or blind and making recommendations to the Governor by January 1, 2015. Upon the issuance of its report, the Task Force was sunset.

The nine member task force was co-chaired by Director Miller and Cynthia C. Dungey, Director of the Ohio Department of Job and Family Services (ODJFS). Along with the agency directors, the Task Force was made up of seven members with diverse backgrounds and experiences including representatives from the deaf and blind communities. Task Force membership also included representatives from the business community, non-profits, community leaders, and those with an academic background in disability issues.

Through a process of data and information gathering, a series of in-person meetings, conference calls, and regular interaction and dialogue, the WIT members worked together to produce their report. A fundamental theme emerged: the need for significantly greater and broader awareness and understanding of the issues facing Ohioans with disabilities; specifically those who are blind, deaf, and deafblind. Individuals who recruit, hire, train and retain employees too often lack an appropriate level of awareness and knowledge regarding the disability community. As a result, they may not provide the necessary services and communication, and instead inadvertently create barriers to employment and full community integration.

This led the task force to identify the following barriers:

Employers often fail to understand or appropriately plan for the reasonable accommodations Ohioans with disabilities need upon entering the workforce.

Employers act, or fail to act, based on misunderstandings and/or fears about performance, safety and liability issues related to hiring individuals with disabilities.

A disconnect exists between Ohio employers' need for qualified and dedicated workers and the available talents, skills and abilities of blind, deaf, and deafblind Ohioans.

Ohio's transportation system often lacks effective options and services for Ohioans with disabilities.

Ohioans with disabilities often lack critical vocational and career planning skills and the appropriate training opportunities to acquire them are not always widely available.

The specific, tangible benefits of integrating individuals with disabilities into the workforce are not widely known or effectively and consistently communicated to employers.

Workforce integration services and programs available for Ohio employees and employers are not widely known or effectively and consistently communicated.

Employers fail to adopt and implement uniform and quality standards for services offered to blind, deaf, and deafblind individuals.

State and federal programs inadvertently create disincentives to work through asset and income limits.



To **START** a path towards the Task Force made the following recommendations:

1

OOD and ODJFS should work collaboratively to create, collect and communicate clear, uniform and comprehensive information to employers about integrating blind, deaf and deafblind Ohioans into the workforce.

OOD and ODJFS should develop strategies to more effectively engage business leadership organizations and networks to facilitate business-to-business and peer-to-peer conversations on how best to address and reduce barriers to employment and income parity for blind, deaf and deafblind Ohioans.

2

3

The State of Ohio should seek out ways to more effectively build a culture of inclusion and accessibility by including disability awareness in any required diversity and inclusion training programs; and through the development of mentoring and relationship-building opportunities.

Ohio should encourage and facilitate opportunities to connect blind, deaf and deafblind Ohioans with employers and to connect employers interested in integrating individuals with disabilities into their workforce with those who have successfully implemented such integration.

4

removing these barriers,

All Ohio employers should commit themselves to developing standards and benchmarks for effectively serving individuals with disabilities in key areas including: communications and education; access and accommodation; hiring and employment.

5

6

OOD should work with the Governor's Office of Workforce Transformation (OWT) to coordinate a working group of related agencies and programs to develop a unified plan to more effectively align state of Ohio employment and workforce programs and services for Ohioans with disabilities.

State and federal governments should explore ways to remove disincentives to work that result from income and asset limits for blind, deaf, and deafblind Ohioans.

7

8

The State of Ohio should ensure that pre-vocational and vocational training is available and accessible for blind, deaf, and deafblind Ohioans throughout the state.

Ohio should explore ways to better leverage the facilities, programs, and services available in order to create immersive and hands on training opportunities for blind, deaf and deafblind communities across the state.

9

10

Ohio should continue to pursue a more integrated and wider-ranging system of transportation in both urban and rural areas and to explore options to reduce transportation as a barrier to employment for blind, deaf, and deafblind Ohioans.

An interagency working group has been formed to continue the work of the Task Force and pursue ways to begin implementing the recommendations.



LEAN SIX-SIGMA

Efforts to expand Lean Six-Sigma into the OOD culture continues as senior leadership received White Belt training through LeanOhio. OOD also implemented Lean Six-Sigma Champion (Yellow Belt) Training for all executive leadership, managers and supervisors that will continue through next year. In addition, 18 OOD employees who earned their Green Belt certification through LeanOhio training focused on the following projects:

- 1) The **VR Case Balancing and Assignment Project** standardized the process by which cases are assigned to the vocational rehabilitation counseling staff in each OOD office throughout the state. Standardization helps ensure equitable distribution of cases to counselors and results in more consistent timelines and experiences for those seeking services regardless of location. Improvements identified include: reduction of steps from 20 to 8 (**60 percent**); decision points reduced from 16 to 6 (**63 percent**); seven waste points identified and eliminated (**100 percent**); and reductions of handoffs from an average of 5 to 1 (**80 percent**).
- 2) The **OOD Invoice Handling Project** focused on the timely payments of non-case service invoices through the standardization of state wide handling and a reduction of the overall processing time. One of the primary goals of this project was to increase the percentage of invoices paid within 30 days (**96 percent from a baseline of 84 percent**). This project will be finalized in the fall of 2015.
- 3) The **Disability Hearings Unit Process Project** focused on improving customer service by decreasing the time for a hearing decision to be made, establishing consistency within the hearing process, increasing claimant involvement and increasing the number of hearings



Lean, developed by Toyota, improves service speed or lead time by eliminating the waste in any process. Six Sigma, developed by Motorola, improves the quality of products and services by eliminating variability. The mission of LeanOhio is to make government services in Ohio simpler, faster, better, and less costly.

kept and completed by the Division of Disability Determination. Improvements identified include: reduction of steps from 71 to 13 (**82 percent**); decision points reduced from 8 to 5 (**38 percent**); and reductions of handoffs from 11 to 3 (**73 percent**).

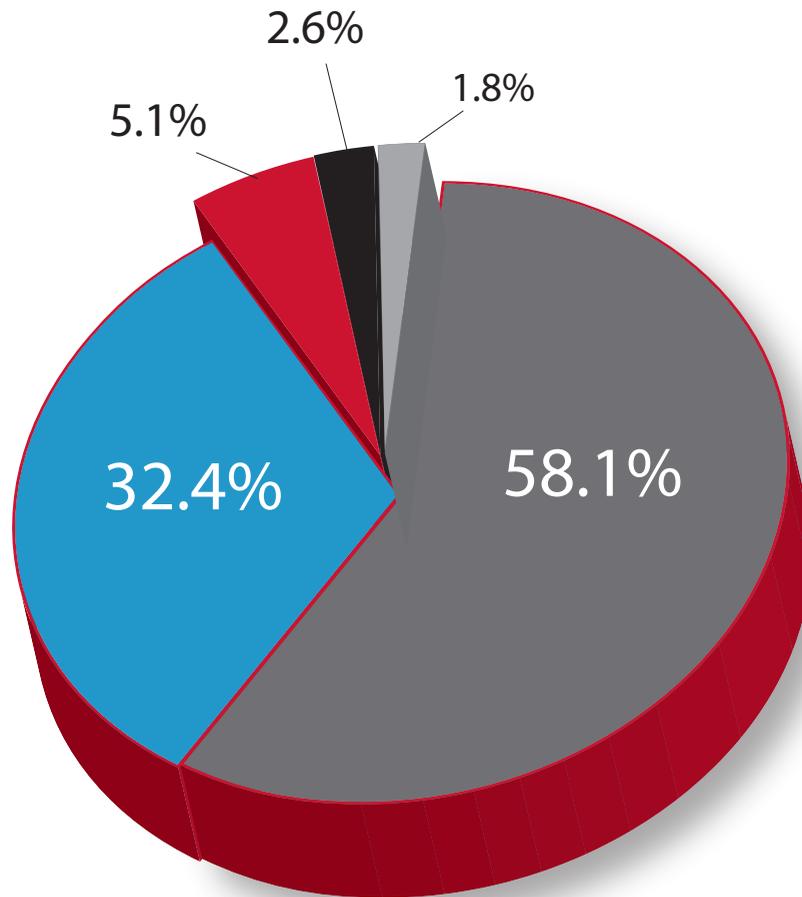
4) The **Case Services Invoice Payments Project** standardized and improved the timeliness and accuracy of invoice processing and approval for vocational rehabilitation (VR) case service payments. As of the end of SFY 2015, this project was being piloted in the northwest area. A plan is being developed for statewide implementation by fall 2015. Improvements identified include: reductions in process steps from 40 to 19 (**48 percent**); decreased handoffs and loopbacks, and number of approvals needed, with the creation of centralized fax queues.

OOD also implemented several other Lean Six-Sigma projects to create/improve processes. Most notably:

- VR Front Door: reduced the number of days VR applicants have to wait for an eligibility decision from 92 to 38 days.
- Business Engagement: resulted in a structured approach for working with employers and sourcing OOD job-ready candidates to a network of employers.
- DDD Physician Pay Process Project: improved the process for collecting and processing pay information for medical contractors who primarily provide medical opinions used in the adjudication of disability determinations.

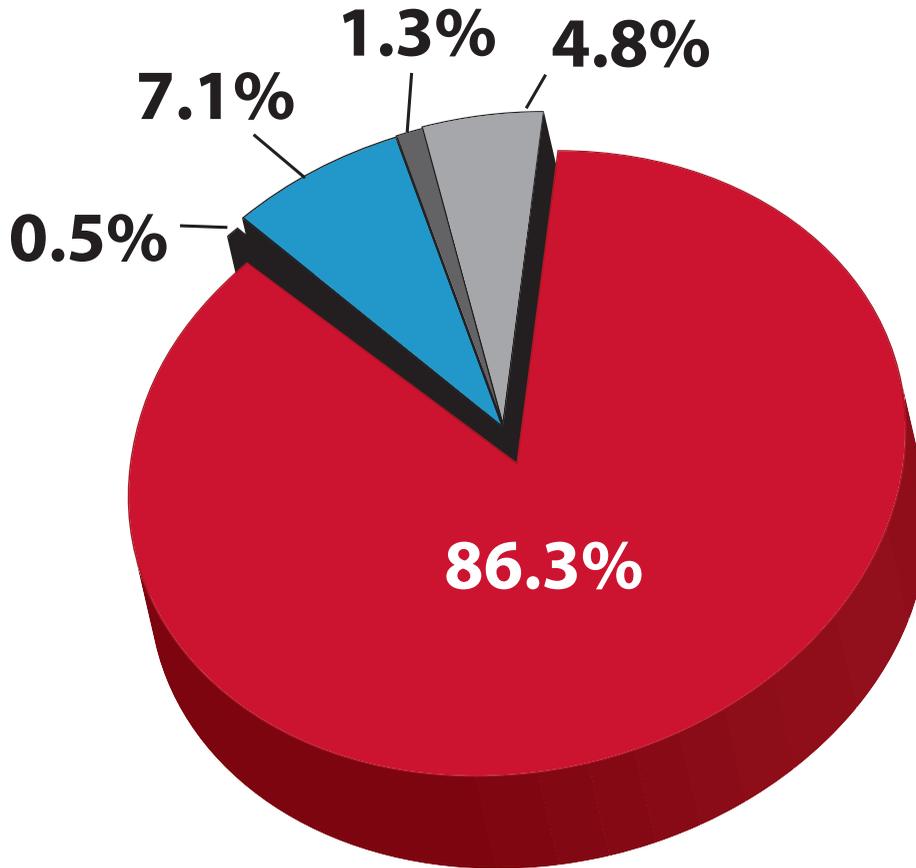
Federal Fiscal Year 2014

Expenditures



Use of Funds	\$	Percent
Vocational Rehabilitation	\$128,718,551	58.1%
Disability Determination	\$ 71,687,147	32.4%
Central Support Services	\$ 11,260,716	5.1%
Other Disability Programs	\$ 5,788,917	2.6%
Business Enterprise	\$ 4,044,642	1.8%
TOTAL	\$ 221,499,973	100.0%

Sources of Funds



Sources of Funds	\$	Percent
Federal Resources	\$ 191,100,174	86.3%
General Revenue Fund	\$ 15,815,312	7.1%
State and Local Partnerships	\$ 10,632,523	4.8%
DUI License Reinstatement	\$ 2,779,388	1.3%
Business Enterprise	\$ 1,172,576	0.5%
TOTAL	\$221,499,973	100.0%

The OOD Commission



A seven-member commission advises OOD and approves the Vocational Rehabilitation State Plan. Members are appointed by the Governor with the advice and consent of the Ohio Senate. No more than four commissioners may be of the same political party. Three must be representatives of the rehabilitation profession, including at least one member from the field of services to Ohioans who are blind. At least four commissioners must have a disability, and two or three must have received vocational rehabilitation services from a state agency or the Veteran's Administration. Members serve staggered seven-year terms.

Commissioners

Jacqueline Romer-Sensky, Chair, Westerville

Jack Licate, Ph.D., Vice-Chair, Shaker Heights

David V. Daugherty, Mansfield

Michelle Dillingham, Cincinnati

S. Blake Haxton, Upper Arlington

Cynthia Rees, Delaware

Service Areas & Regional Offices

NORTHWEST

Defiance

101 Clinton St., Suite 1100
 Defiance, OH 43512
 419.866.5811
 Toll free 800.589.5811

Lima

924 N. Cable Rd.
 Lima, OH 45805
 419.228.1421
 Toll-free 800.207.6047

Mansfield

2281 Village Mall Dr., Suite A
 Mansfield, OH 44906
 419.747.3000
 Toll-free 800.354.6271

Toledo

5241 Southwyck Blvd.
 Suite 200
 Toledo, OH 43614
 419.866.5811
 Toll-free 800.589.5811

NORTHEAST

Akron

161 S. High St., Suite 103
 Akron, OH 44308
 330.643.3080
 Toll-free: 800.251.2368

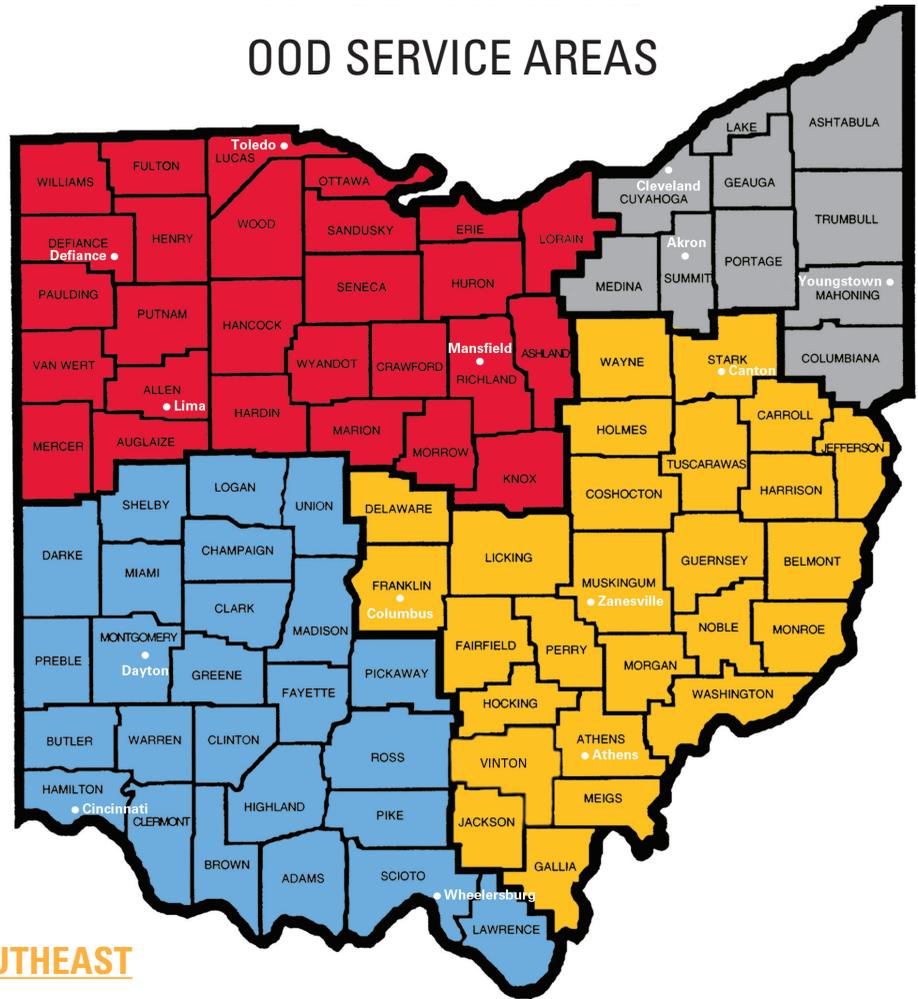
Cleveland

14650 Detroit Avenue
 Suite 300
 Lakewood, OH 44107
 216.227.3250
 Toll-free: 866.325.0026

Youngstown

242 Federal Plaza, Suite 403
 Youngstown, OH 44503
 330.797.9980
 Toll-free 800.686.5145

OOD SERVICE AREAS



SOUTHEAST

Athens

86 Columbus Road, Suite 102
 Athens, OH 45701
 740.592.4411
 Toll-free: 800.248.4378

Columbus

4300 E. Broad St., Suite 200
 Whitehall, OH 43213-1243
 614.466.4575
 Toll-free 800.430.6940

Canton

816 30th St NW
 Canton, OH 44709
 330.438.0500
 Toll-free: 800.248.4391

Zanesville

601 Underwood St., Suite C
 Zanesville, OH 43701
 740.453.0673
 Toll-free 800.645.1094

SOUTHWEST

Cincinnati

895 Central Ave., 7th Floor
 Cincinnati, OH 45202
 513.852.3260
 Toll-free: 800.686.3323

Dayton

1435 Cincinnati Street,
 Suite 200
 Dayton, OH 45417
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 Toll-free 800.582.1589

Wheelersburg

8940 Ohio River Road
 Wheelersburg, OH 45694
 740.354.7951
 Toll-free 800.637.9341

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Opportunities for Ohioans with Disabilities

John R. Kasich, Governor

Kevin L. Miller, Executive Director

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Mailing Address:

400 East Campus View Boulevard
Columbus, OH 43235

1-800-282-4536

For more information about Opportunities for Ohioans with Disabilities,
visit our website at: <http://ood.ohio.gov/>



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