OPRA Board Retreat

Evaluation Feedback

The following is a summary of feedback received from the board:

1. Plante Moran – Denise Gadomski

Average score: 9

Comments:

* Well-prepared and relevant to what she and PM do for OPRA
* Free donation of time has been a wonderful benefit over many years
* Great resource for data for budget talks, however, still very focused on the ICF vs HCBS
* Great that’s a lot of work free of charge
* The knowledge of Denise and the other supports PM provide gives OPRA the position of being a leader in services to individuals with DD
* Surprised to learn that PM provides as much of their time for free
* Is the monthly rate calculation (MRC) a first step to something more?
* Great value due to so much free service
* Always find Denise very approachable and helpful!! She truly understands the field, not just the numbers
* Denise has great recommendations and a ton of information on cost reporting
* It is hard being first. Denise has so much information and can be trusted to do follow through on issues your agency may need.
* PM is a good agency to continue to work with in the upcoming years
* I didn’t know the history of this organization has with our field.
* Denise seemed very genuine and engaged with problems we all face. Impressive
* Nice job clarifying PM commitment to DD field and OPRA
* Contributes to the field and OPRA – not all paid
* Responds to questions from providers not PM clients
* NO retainer has had paid contracts with engagement letter for projects. Discounts hourly rate
* Very knowledgeable

1. Vorys team

Average score: 9.4

Comments:

* Well prepared and relevant to Vorys work with OPRA.
* A little overkill with all the staff they brought along
* Very knowledgeable concerning the Medicaid and ICF issues.
* Benefit to providers is a great addition
* Good insight into a lot of industry/budget issues
* Retainer has been good cost control, still very expensive rates
* Utilize other firm (RolfGoffmanLang) to reduce expense
* Good info, glad to hear a bit of update on DRO
* Necessary to have skilled/knowledgeable attorneys as part of the team, appreciate knowing about the people managing different aspects of our relationship
* I’m more impressed with Vorys (Suzanne) every time I hear them speak. Complete confidence in Vorys
* Overtime/exempt rule – when do you see this raising to the forefront again?
* Great presentation
* Retainer still high, other firms may be worth considering as well
* Very helpful particularly in what retainer covers
* It was great to hear all of the ways that Vorys supports OPRA
* Hand-outs would have been nice
* Faces with names and their specific roles within Vorys and how they have helped OPRA to take with us.
* Very educational and insightful
* Suzanne is just so classy!!
* The diversity in scope that we receive from this firm is beyond compare.
* Very informative. Enjoyed the full overview of their expertise
* What specifically does Vorys do on a monthly basis to incur $18,333 in legal expenses? How many hours does this break down to?
* Excellent job clarify team focus areas and their backgrounds, knowledge, sophistication in our field. Clarifies value added.
* Retainer well explained and fairly structured

1. USI Chris Witkop and Jamie Zelowitz

Average score: 7.5

Comments:

* Decent explanation of service provided to OPRA, not as relevant to overall membership of OPRA as it is to OPRA employees health plan
* What is percentage of premium covered by OPRA and what is covered by staff?
* The program seems at this time to be beneficial to OPRA staff
* Will check them out although we are pretty set with our health insurance
* Not sure if association health care is viable. ACA is very complicated and not always a friend to smaller employers
* Seemed knowledgeable, but didn’t feel as though they added a lot to the day
* Their services benefit members, we have not seen value
* Member committee look at association plan options after April
* Nice presentation and he provided info on different policies
* Geared primarily toward OPRA benefits. I appreciate the hand out.
* Jamie is always so knowledgeable. RHDD previously worked with him but left because his support staff weren’t as committed to our agency as he was
* Great focus on small employer group for value and cost.
* Good overall info, board needs info on the OPRA Employee plan, plan design, cost, employee contribution, etc. Which committee of the board reviews this annually?

1. Pete Thompson

Average score: 8.5

Comments:

* Good presentation on his role as contract accountant
* Seems to know what he’s doing, doesn’t mind trying new things
* Good reliance on financial statements and association knowledge
* Good info on how accounting runs in OPRA
* New info – some processes, procedures may need to be reviewed and evaluated. Pete makes the financial part of OPRA sound a little less complicated
* Felt Pete did a nice job. Answered questions well
* Pete has brought value in his services to OPRA
* Helpful. Need to follow up with executive committee – check signing – signatures
* Question about check signers and approvals – do we have segregation of duties?
* Very informative. Good insight into how the system works.
* Learned a lot. I would like to see written policies/procedures for many of the functions he is responsible for.
* Is there a cap on how many hours he works before needing consent to incur more time?
* His presentation was more informal than I would have expected given the nature of his oversight. Seems to provide a valuable service
* Exec committee needs more details on how things work – need written policies and procedures. Finance committee should be charged with getting this done.
* What is his hourly rate?

1. Bradyware – Gary Brown

Average score: 7.5

Comments:

* Shoot from the hip; unprepared and not focused, but came around by the end
* Has strong background in the DD field of changes over the years
* Felt he came completely unprepared
* Good history of the field
* Glad to have Gary onboard, however info was not new. Maybe others don’t have a pulse of what is happening in the industry.
* He seemed a little lost
* A little disappointed. Appreciate Gary but didn’t feel as though he was prepared to speak to the board
* Great wealth of info and great analytical mind. We benefit from his expertise
* Always wonderful and knowledgeable
* Seemed unclear of what to address at first
* Gave a lot of background about the industry
* So much history and experience. Definite asset to OPRA
* Much love and respect for this man. I dread the day he decides to retire
* Brings history and multiple perspectives. Brings a lot of value to OPRA
* Do we have a contract with him? What does he bill for? What is his rate? What’s the annual spend over the past five years?

1. OACB & Supt. Assoc

Average score: 9.2

Comments:

* A demonstration of mutual admiration society…
* Better understanding of the two organizations. What they do and how they are different
* Good to know the difference between supt. Assoc and OACB
* These collaborations are long over due and will make our voice even louder!!
* Both very informative. Truly believe we are working well with them
* Great value in their visit and connecting with us. They will be a major key to our success
* Good clarification of the two associations
* They are willing to work with providers and hear what we had to say
* Very good and informative. Lots of energy and positivity
* Lori is a class act. She is unbiased and in this for the right reasons. Jenny seemed sincere.
* Very helpful to get clarification of roles and their commitment to partner with OPRA

1. Philadelphia – Steven Silvers

Average score: 8

Comments:

* Boo Hiss. It is what it is basically. I wish Philadelphia was more motivated to work with OPRA and our member agencies. I understand they are in business to make money but their policies (not insuring drivers under 21) does not align with our field. Considering C3P0 alone, our market is high school students, but we can’t actually employ them because of Philly’s unreasonable restrictions.
* Good overview. (Need to have insurance decisions and coverage, cost go to exec committee.)
* Very good presentation. Needs to listen to us and really try to help us with driving issues.
* He is willing to look at the age of drivers and what kind of training or risk mitigation.
* Good info to understand our D&O coverage and industry risks.
* We have been able to get better pricing through a competitor insurance company. Driver restrictions based upon our employees’ age.
* Very knowledgeable. Enjoyed his presentation more than I thought I would.
* Information was helpful
* We use Philadelphia—not a great deal of new info.
* Follow up on change possible for lower aged drivers with insurance.
* Solid representation of Philly coverage for OPRA and providers. Insurance is a necessary evil in our field.

1. Mike, Dave and Nick (The Lobbyist Gang)

Average Score: 9.07

Comments:

* They get it. We are fortunate to have such a dedicated group advocating for our needs.
* Excellent people and quality lobbyists. Committed to OPRA mission. Need to ID the PR firm to work with these guys and get a strategy going.
* Excellent, concise and to the point. Glad there was 45 minutes allotted for these gentlemen. They are knowledgeable and work well with and for our organization.
* They love what we do and want to assist us.
* Good input on budget process and importance of relationships with legislators.
* Complete confidence in both Mike and Nick. Their history and experience exude a quick confidence.
* Long-standing relationship is vital to getting things accomplished, i.e. budget.
* Good. Hope they can help with the budget. For DSP sake and for the sake of the people we serve.
* They know a lot about our needs. They know lot of legislature and what will help make their Big Ask work.
* Very valuable with upcoming budget. Looking at operating budget could we shift dollars to lobby from Vorys.
* I appreciate the recap of the work they do.

1. The ARC – Gary Tonks

Average Score: 7

Comments:

* I was offended that Gary said he had evidence that there were providers who did not pass on the 6% increase previously. When pressed he admitted he was referring to social media.
* Not sure how to take him. Sounds good, has been a supporter, but also speaks against providers. Said had knowledge of not all providers passing along $ to DSPs, later said based on Facebook posts. Seriously?!
* Very nice man; needed to tell us more of what he wants/needs from us as an organization. Too much time on personal history.
* Gave a lot of background about the ARC and how it works.
* I get frustrated at times that Gary repeats things like “providers don’t pass money onto DSPs”—generalizes.
* Important discussion and solidification of a need for partnership.
* Didn’t feel Gary connected OPRA and the ARC.
* Disappointed that his quick answer about trust was “yes” wondering how long we need to suffer for the “sins of others”. Need to collaborate, we ALL have better lives as a goal!!
* So-so presentation
* Will need families for our fight for the next level funding increase for direct care staff wages.
* Interesting to hear the mistrust between ARC and providers not passing $ increase to DSP. Something we should focus on.
* Not too impressed with the know-it-all perspective.

1. Jeff Davis – Goals for the OPRA/DODD relationship moving forward

Average Score: 9.5

Comments:

* A+ leader. Love this guy!!
* Got put on the spot, felt bad for Jeff. Wanted to hear more of Jeff’s plans or vision for the future.
* Nice to hear what we are thinking about the future.
* Agree we need to work together to reach out to former members to bring back.
* Vision casting was inspiring. Great job!
* Jeff seems more upbeat and confident. Didn’t like him being put on the spot.
* Helpful to have a direction as a new director is appointed.
* Great job, Jeff!
* Diversity is good. More players, better outcomes. Need all we can get to move toward the Big Ask.
* Make sure you utilize the Toledo Mafia in assistance with the Values and Faith coming back since so many are in NOW
* Jeff has a clear understanding and drive to carry out the OPRA initiative and mission.

1. DODD – John Martin

Average Score: 8.25

Comments:

* He seemed really sad or maybe just tired when he began. He gave his all to this role and he will always be held in the highest regard as far as I’m concerned. He’s honest and sincere.
* Honest, he’s right, we’ve heard most before, but he’s consistent.
* Open and honest input. Gave us some realistic ideas for moving forward.
* Told us where we stand and what to expect when moving into a new administration.
* Great discussion on budget development process
* Love his candid approach
* John had the feeling of a lame duck director. Would have liked if he spent time reflecting on his tenure.
* Good to hear John.
* Thanks for his many years of service
* Seemed defeated. But did like the insight of how he would propose budgets to admin.
* Not enthusiastic but who can blame him. I appreciate his candid perspective.

1. Dinner w/OPRA STAFF

Average Score: 9.4

Comments:

* OPRA has an amazing team and I’m excited to see where the future takes us!
* Trish did a nice job with the game. Learned a lot from each of the OPRA staff. Felt that they were almost vying for their job and keeping everything the same at the office personnel-wise.
* It was great to hear what all of the staff do.
* Nice to have all staff at dinner.
* Enjoyed this quite a bit. Only thing of concern was it felt as though the staff was fighting to keep their jobs.
* Food was excellent. Enjoyed learning what each staff member is responsible for.
* Hearing staff talk about their work was enlightening.
* Good for some new members to hear.
* Great dinner and conversation, I appreciated hearing from each staff member
* Dinner w/OPRA STAFF

1. Debrief Day 1 – Budget Discussion & Call for Short-Term Committee Members

Average Score: 7.2

Comments:

* Got a lot of information covered
* Committee assignments
* Procedural
* We really didn’t talk about budget strategies

1. CERIDD – Pat Lyons

Average Score: 7.3

Comments:

* Quite informative—very knowledgeable lady.
* Pat is exceptional in her skill set. Need to figure out how to keep her engaged and possibly use her in other capacities within OPRA. Need to develop a plan to pivot CERIDD to full independence.
* Not sure how this will truly benefit folks with DD. Seems like a lot of money and as doctors have said the ultimate decision is theirs regardless of data and to treat or not to treat.
* Appreciated the update of where they are but did not fully understand what they are working on.
* Appreciate update. Need thoughtful consideration of moving forward. Do we fund a grant writer instead of sharing OPRA staff?
* Info needed, style—too hurried, didn’t get to the point quickly enough.
* Pat needs to stop talking and draw in the audience with talking and interaction. She spoke a lot bud I didn’t leave with clarity.
* Completely underwhelmed with what the last year and over $200,000 produced.
* Paints a clearer picture of structure and connection to OPRA as an entity. Very complex
* I hope they are able to find alternate funding. As it appears it will need quite a bit of financial help to achieve their goals.
* Needs to become independent. Do they have the right person?
* Well done explaining the history and organization of CERIDD. Not sure of its long-term financial stability/viability.

1. OHCA – Pete van Runkle & Debbie Jenkins

Average Score: 8.5

Comments:

* Reaffirms interest in collaboration with OPRA. Connection to new administration (Gov.)
* Good presenter
* Will begin to represent homecare and hospice—excited to work together.
* Great to reinforce the planned cooperation—will be important partners.
* Very nice. Just a basic “we’re in it together” feel.
* Looking forward to working together. Only makes us stronger as organizations. Wonderful enthusiasm!
* I like that OHCA is here—I think they offer a great deal and collaborating with them is important and a good thing. I think this is great.
* Very happy about working together with OHCA. I am a member of OHCA as well. They have lots of resources.
* Nice demonstration of collaboration between “competing” trade associations.

1. The Waiver Network – Kathy Philips & Janet Stephen

Average Score: 6.4

Comments:

* Kathy Philips seems like a very angry lady. Good grief. She seemed hell-bent on making sure she got across to us that she is a bad ass. Wasn’t necessary. Not sure we have much to be concerned by with this group.
* I like their direct, honest, reality-connected approach. How do we bring them into the fold with OPRA?
* Kathy – very honest and realistic, excellent commentary. Tom – also honest with great thoughts, looking out for the individualized. Janet – speaks directly and honestly as well. Great group to work together with us.
* Willing to partner and want to be a collaborative voice with the new administration.
* Kathy seemed very set in her ways. I do feel as though we share common issues and they see that.
* Didn’t get the feeling they were very excited about collaborating? I would have been interested in how they started, what is their mission and goals.
* It is good to have all of these associations on the same page for the Big Ask.
* Other than all coming in with the same message don’t seem to have much influence.

1. Rep Lipps

Average Score:

Comments: 9.9

* Glad he’s on our side!
* Scott Lipps – So nice of him to come to see us. Obviously well-versed with what we do. Passionate with a great sense of humor. Will be willing to do what it takes to help us meet our goals.
* Really supports our system.
* What wonderful support and passion!
* Great job!
* Seemed to want their own voice.
* Loved how he kept saying “we”. I really have the feeling he is truly in it with us.
* Outstanding! Seems completely committed to our cause!

1. IT & Website – Scott Sanders Our Net Technologies

Average Score: 7.7

Comments:

* Virtualized system at data system (offsite location) created \_\_\_\_ redundancy. Also does phone system -VOIP system.
* Very quick presentation, knows his materials well. Glad he’s working for OPRA
* Fixed the office IT.
* Great job communicating his company’s benefits to OPRA
* Surprisingly interesting. I felt he was extremely knowledgeable and very engaging.
* IT is IT.
* Video conferencing—instead of driving to Columbus always-- would be good.

1. OOD

Average Score: 8.0

Comments:

* Dir. Miller
* I would have like to hear from the people that came with Director Miller. Learned a lot about his life which made sense as to why he is doing what he is doing. Would have liked to hear about job opportunities for those who are not as able as his son.
* Working on long-term goals to partner with other business to get individuals jobs.
* Would’ve liked to see a shorter overview and the dialogue and opportunity to hear from other staff.
* Good value with their partnership.
* Kevin was very passionate. You can tell he enjoys his job.
* Great hope for the future with a good team.
* Good presentation
* Good discussion but would like more info on how OOD can work with other ADS/employment providers.
* Good presentation and discussion of overload of OOD & DODD, but still not sure why they are not more aligned as one.

1. Strategic Goals Discussion

Average Score: 9.25

Comments:

* Got it done efficiently!
* 7 - focus areas carried on; 2 – focus areas put on hold
* Went smooth
* Great! Went way faster than I can ever
* Focused and to the point. Didn’t have to spend a whole day on this.

1. Committee Work

Average Score: 9.2

Comments:

* Employee handbook
* Went well
* We got the job done.

1. Retreat Location and Hotel

Average Score: 9.7

Comments:

* Great site. Food is awesome and easy to get to.
* Like it. Improve breakfast options (Oatmeal and fruit is better, e.g.)
* Fine as usual
* Nice hotel
* Like this location (could be warmer)
* Fantastic food, location and accommodation.
* Food was incredible! Location was easily accessible. Rooms were comfortable.
* Couldn’t be better

1. Dates of Retreat

Average Score:

Comments:

* Doing this following Thanksgiving so closely is not ideal but virtually all of December is also not ideal. Possibly move the date up by a week to the first week of December would allow a transition back to work following Thanksgiving with that week being a buffer before being out again for two days.
* Date is OK—avoid December.
* Fine with me.
* Week of November 11-15, 14-15? Nice set up for retreats!
* As good as any
* ☹
* Weds/Thurs after Thanksgiving.
* Not sure when is the best time.
* Tough time of year to be away for two days, but that’s almost always the case.