

What is the Service and Support Administration?

Service and Support Administration (SSA) is a process of assisting eligible individuals and their families to identify and acquire services and supports, including natural supports, from available resources.

Who is eligible for Service and Support Administration?

SSA services are available to Ross County residents who have evidence of developmental delays (for infants and toddlers) or documented life-long disabilities and at least three areas of substantial functional limitations on the Ohio Eligibility Determination Instrument (for students and adults). Services are provided only by consent of the individual, legal guardian, or parent of a minor.

How do I request Service and Support?

Call the Pioneer Center Service and Support Administration Intake Department at 740-775-7044 during normal business hours --

M-F 8:30am to 4:30pm. You may also ask a friend, family member, or other service provider to make a referral for you. Once determined eligible, a Service and Support Administrator will be selected to assist you in applying for desired services.

How can I access Emergency Assistance?

Call the Pioneer Center directly. If you do not have an SSA assigned, call the Intake Department and ask for assistance on an emergency basis. If an emergency occurs after normal business hours, weekdays after 4:30pm, weekends, and holidays, call the Crisis Center at 740-775-7044 and ask for the RCBDD On-Call Person.

What are SSA Responsibilities?

Information and Referral

- Provided regardless of eligibility.
- Assist in providing answers to questions.
- Participate in identifying needs of the individual.
- Direct individuals who need service to agencies that provide them.

Service Coordination and Linkage

- Assist individuals in choosing and accessing programs and services (i.e. medical/dental, vocational, respite, residential, education, nursing, etc.) from the Pioneer Center SSA network of providers, other community agencies, and/or natural supports.
- Continue to assist individuals in identifying their needs.
- Assist individuals to receive effective and timely service delivery.
- Assist individuals to be connected to their community.
- Completes budget for services.

Advocacy: Assist individuals to:

- Exercise their rights.
- Express concerns to appropriate authorities.
- Follow agency due process and appeal procedures.
- Assist individuals in court proceedings.
- Choose a personal advocate.

Crisis Intervention

- Respond to situations that threaten health and safety.

Individual Service Monitoring

- Assure individual's satisfaction with services through site visits, team participation, and personal contact with individuals, families and providers, and/or review of programs and plans.

SSA:

Phone:

Important Numbers

SSA Office	740-775-7044
Crisis Center	740-773-4357
SPV Mental Health Center	740-775-1260
Pioneer Admin Office	740-773-8044
Chillicothe City Transit	740-773-1569



*Improving lives by
supporting choices
of people through
community partnerships
and quality services.*

Service and Support Administration

Want to learn more?

Pioneer Center Admin Bldg.

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