

Pioneer Center

Mission Statement

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

IMPORTANT NUMBERS

SSA Office	740-775-7044
Crisis Center	740-773-4357
SPV Mental Health Center	740-775-1260
Pioneer Administration Office	740-773-8044
First Capital Enterprises	740-773-2166
First Capital Annex	740-779-2592
Easter Seals	740-773-1273
Frontier Community Service	740-772-1396
Goodwill Industries	740-702-4000

YOUR SSA'S NAME:

PHONE NUMBER:

A Lifetime of Services



Pioneer Center
Service and Support Administration
20 S. Paint Street
Chillicothe, Ohio 45601

Phone: 740.775.7044

FAX: 740.775.7236

www.rossdd.org

Service and Support Administration

A Lifetime of Services



“I have yet to find a man, however exalted his situation, who did not complete better work and put forth more effort under a spirit of approval than under a spirit of criticism.”

Charles Schwab

Service and Support Administration

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, 8:30 am to 4:30 pm, Monday through Friday. You may also ask a friend, family member, or other service providers to make a referral for you. Once determined eligible, a Service and Support Administrator will be selected.

HOW CAN I ACCESS EMERGENCY ASSISTANCE?

Call your Service and Support Administrator (formerly called your case manager). If you do not have an SSA coordinator, call the Intake Department and ask for assistance on an emergency basis. After normal business hours, weekdays after 4:30 pm, weekends, and holidays, call the crisis center at 740-773-4357 and ask for the Ross County Board of DD On-Call Person.

VISIT THE PIONEER CENTER WEBSITE AT:

“The future belongs to those who see possibilities before they become obvious.”

John Maxwell

WHAT ARE SERVICE AND SUPPORT ADMINISTRATOR'S 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 Service and Support Administration 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

Assists 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.