

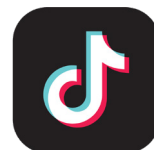
Lucas County
Board of

Developmental
Disabilities



2025 Annual Report

1154 Larc Lane, Toledo, OH
419-380-4000
LucasDD.org



Introduction



Michele Myerholtz
Superintendent / CEO

In Year 2 of our 3-year Strategic Plan, we continued to build on a strong foundation of service, innovation, and community impact. Throughout the year, our team remained focused on creating opportunities, strengthening partnerships, and improving the lives of individuals with developmental disabilities across Lucas County.

This past year was defined by meaningful growth and progress. Lucas DD supported more than 4,800 individuals, helped secure nearly \$250,000 in grants and project funding, advanced employment and community engagement initiatives, and completed a variety of projects designed to improve services and

strengthen organizational effectiveness. Process improvement efforts created greater efficiency, reduced turnaround times, and allowed staff to devote more time to what matters most—supporting individuals and families.

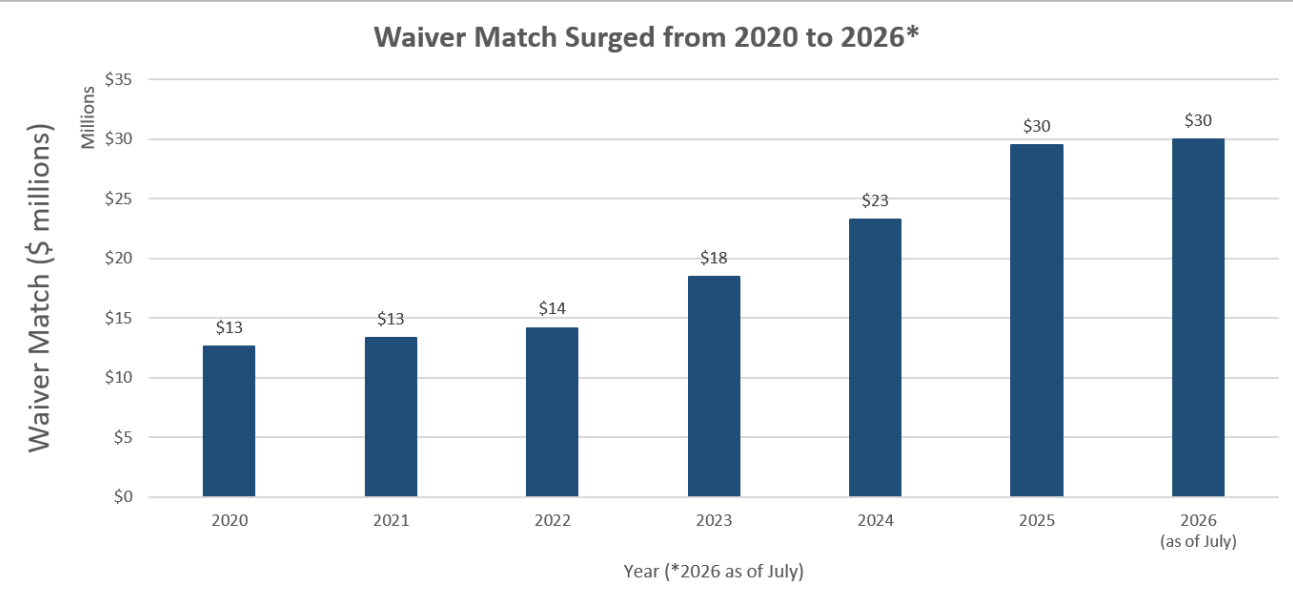
None of these achievements would be possible without the dedication of our employees, community partners, providers, families, and the people we support. Their collaboration, creativity, and commitment continue to drive our progress and inspire our work every day to improve LIFE so that individuals with developmental disabilities reach their full potential.



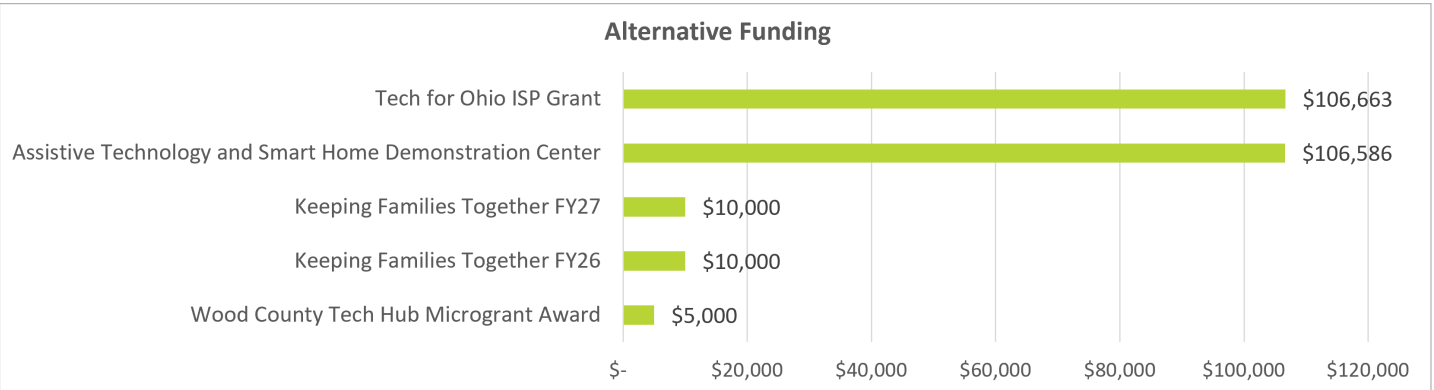
Financial Results

Expand Access & Funding Opportunities

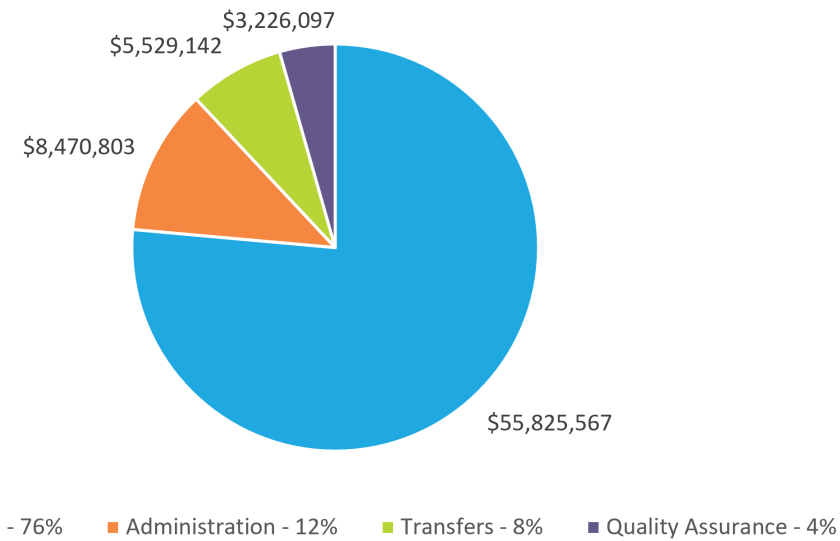
The number of individuals receiving waivers has increased consistently year over year, reflecting growing demand for services. This expansion demonstrates improved access to care but also underscores the need for sustained funding to support long-term service delivery.



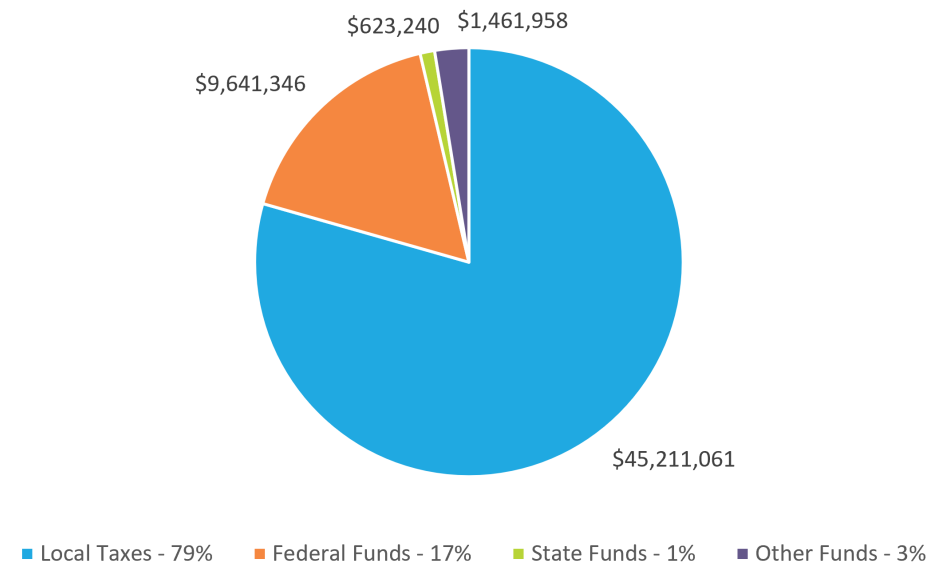
Lucas DD secured five new funding streams between 2025–2026, exceeding our annual goal and diversifying revenue sources. These additional funds strengthen program sustainability.



2025 Expenditures



2025 Revenue



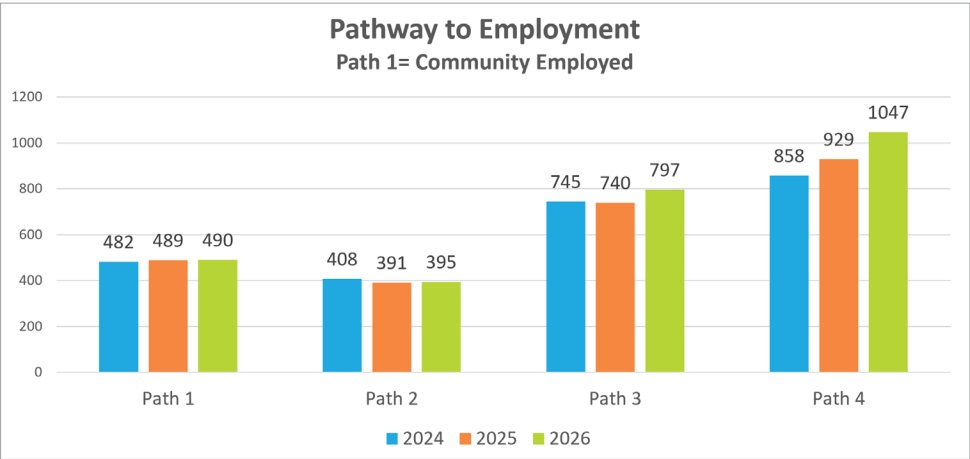
Customer Results

Strengthen Customer & Community Engagement

Lucas DD established baseline customer satisfaction scores in 2026, creating a benchmark for measuring service quality improvements and guiding future customer experience initiatives.



Community employment has increased for three consecutive years, indicating strong progress toward independence and inclusion goals. This trend reflects successful workforce partnerships and targeted employment support programs.

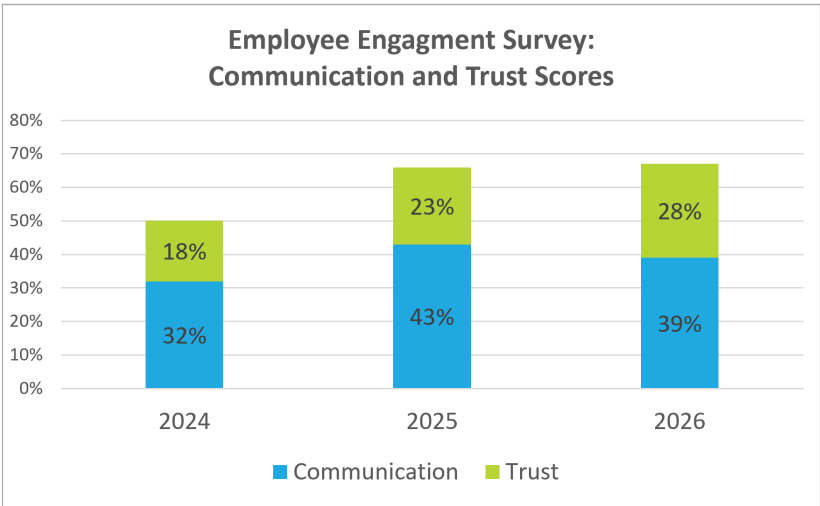


Internal Process Results

Drive Innovation & Strategic Growth

Targeted initiatives to improve communication between senior leaders and frontline staff have resulted in increased transparency and stronger alignment across teams, as reflected in internal feedback and engagement metrics.

Four new process improvement projects were launched, with two completed and already delivering efficiency gains, while two remain in progress and are expected to further streamline operations in the coming year.



Legal Contracts Kaizen



Payroll Kaizen



FSS Kaizen



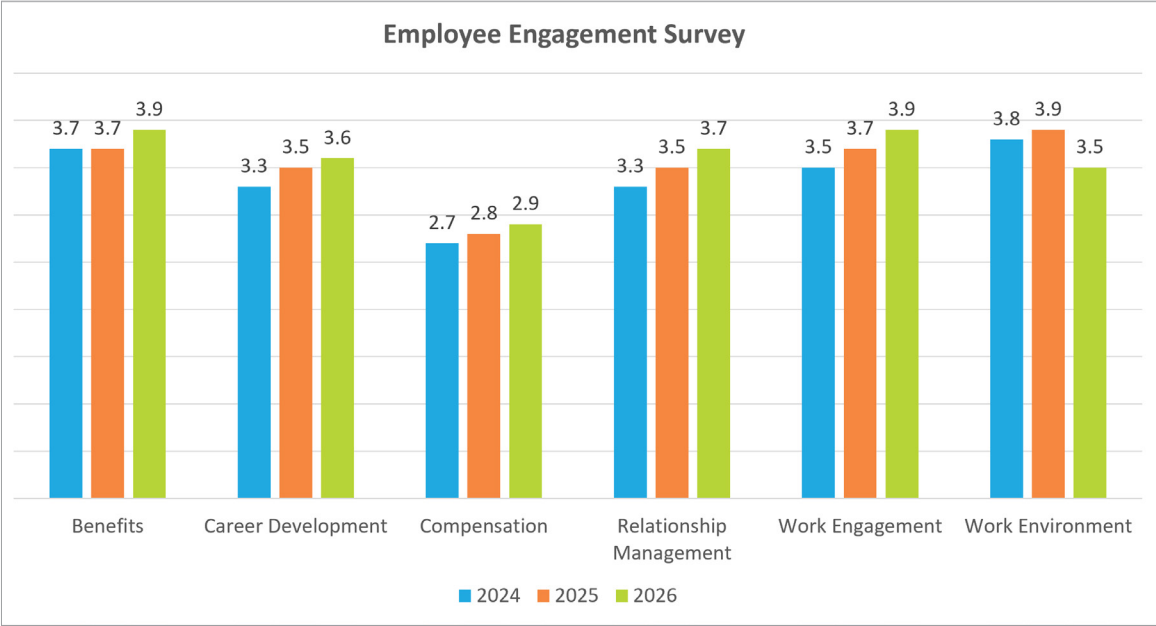
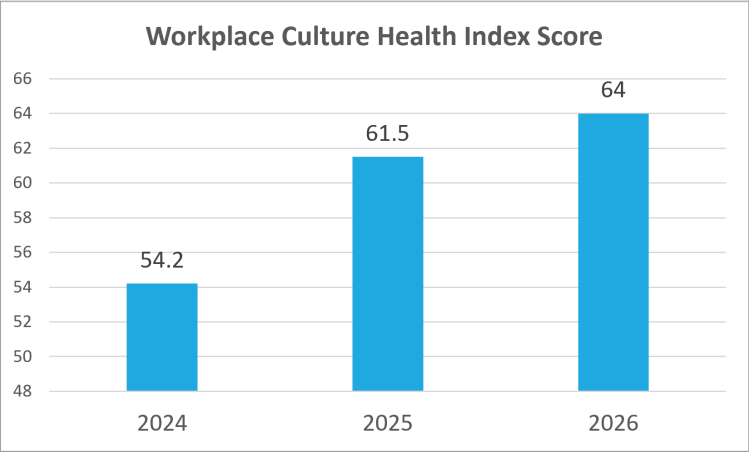
Sick Leave Donation

Learning and Growth Results

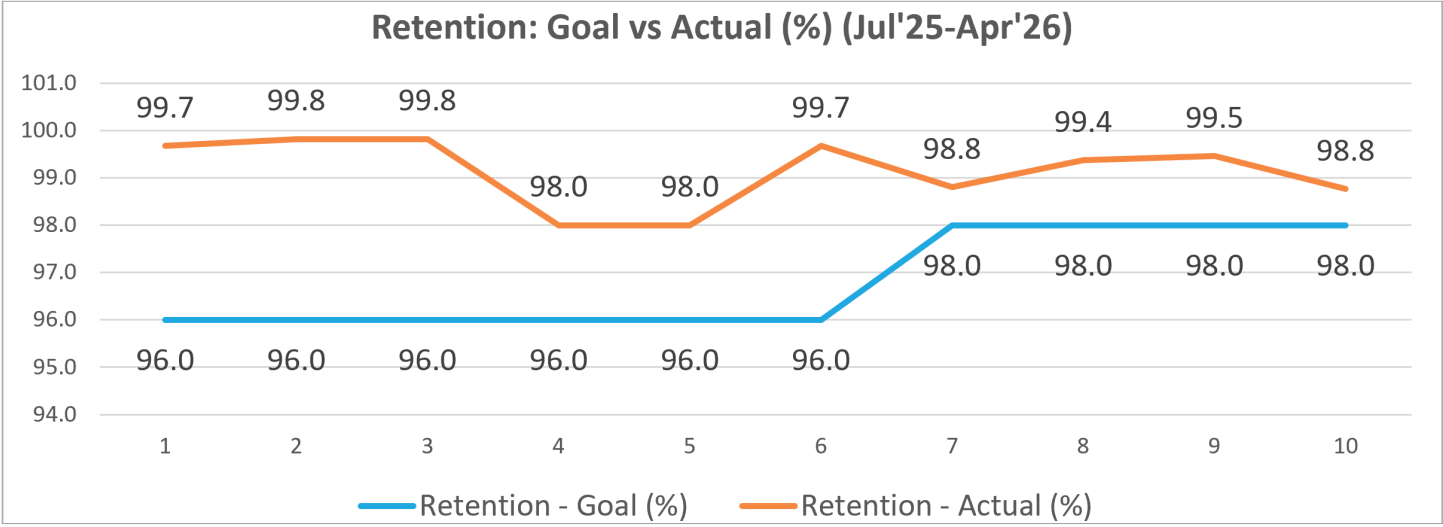
Improve Workforce Experience & HR Systems

The Workplace Culture Health Index has shown steady improvement over the past three years, indicating stronger organizational culture, increased employee satisfaction, and progress toward a more supportive work environment.

Employee Engagement Survey results improved in five of six categories over the past three years, highlighting meaningful gains in key areas.



Employee retention rates remained consistently above target from July 2025 through April 2026, demonstrating workforce stability and the effectiveness of retention strategies.



Modernize Operations & Infrastructure

Employee safety perception scores have steadily increased and are approaching the organizational goal of 83%, reflecting improved workplace conditions and increased staff confidence in safety practices.



