A word from our Superintendent

Over the past decade the Madison-Champaign Educational Service Center has been in the process of reinventing itself due to the changing dynamics in an ever-shifting economic market, driven largely by legislative forces that have reduced direct financial support from the state. While these economic realities have been challenging, our ESC has remained committed to our vision of providing quality services that meet the needs of students, client districts and other agencies. Our efforts focus on a single mission: “working to serve.”

We will continue to evaluate our approach to customer service. As the needs of our customers change the ESC must frequently revisit how we meet what our clients require. Our commitment to service captures the unique role played by our educational service center. Our mission manifests itself in four areas throughout the agency: service to others, teamwork, attitude and reliability. This annual report is a reflection of how we are serving our clients in these four dimensions.

For our work in the agency to accurately reflect our philosophy of service, our beliefs about “how” we serve must be internalized by every member of our team. Our beliefs are couched in the business philosophy referred to as “Servant Leadership.” As servant leaders, the employees of the Madison-Champaign ESC hold to the following service values:

• I make insightful, ethical and principle-centered decisions.
• I help others meet their highest priority developmental needs.
• I communicate earnestly and effectively.
• I willingly assist in the creation of effective teams.
• I imagine possibilities, anticipate the future and proceed with a clear purpose.
• I lead change effectively always considering the “greater good.”
• I inspire trust and confidence through quality performance.
• I AM THE MADISON-CHAMPAIGN ESC.

We challenge all of our employees to internalize the four dimensions of customer service and to “live out” the value statements above, in order to meet the needs of the children and adults we serve.

What follows in this annual report is a snapshot of how we are striving to meet the expectations of all of our customers throughout every service area. We are pleased with the impact we are making as we “work to serve” the students in all of our Madison and Champaign County schools. We also realize that there are areas where improvement is still needed and we will continue to work hard to address the deficiencies that the data identifies.

We are working to serve you!

Dr. Daniel R. Kaffenbarger, Superintendent
MCESC Governing Board

Mary Lee Gecowets, President
Jeff Burroughs, Vice President
Kim Crumley
Karen Fowler
Sharie Shoaf

Dr. Daniel Kaffebarger, Superintendent
Sheila Roberts, Director
Matthew Ketcham, Treasurer

Member Districts

**Madison County**
Jefferson Local
Jonathan Alder Local
London City
Madison-Plains Local

**Champaign County**
Graham Local
Mechanicsburg EVS
Triad Local
Urbana City
West Liberty-Salem Local
Client Districts

Madison County

Jefferson Local
614-879-7654
William Mullet, Superintendent
Mark Ingles, Treasurer

Jonathan Alder
614-873-5621
Gary Chapman, Superintendent
Aaron Johnson, Treasurer

London City
740-852-5700
Dr. Lou Kramer, Superintendent
Kristine Blind, Treasurer

Madison-Plains Local
740-852-0290
Chad Eisler, Superintendent
Todd Mustain, Treasurer

Tolles Career and Technical Center
614-873-4666
Emmy Beeson, Superintendent
Tammy Woods, Treasurer

Champaign County

Graham Local
937-663-4123
Brad Silvus, Superintendent
Kristie Purtee, Treasurer

Mechanicsburg EVS
937-834-2453
Dr. Danielle Prohaska, Superintendent
Scott Maruniak, Treasurer

Ohio Hi Point Career Center
937-599-3010
Dr. Rick Smith, Superintendent
Eric Adelsberger, Treasurer

Triad Local
937-826-4961
Vickie Hoffman, Superintendent
Connie Cohn, Treasurer

Urbana City
937-653-1402
Charles Thiel, Superintendent
Mandy Hildebrand, Treasurer

West Liberty-Salem Local
937-465-1060
Kraig Hissong, Superintendent
Chelsea Baldwin, Treasurer
Our Service-Driven Mission

We work to Serve.

Our Service-Driven Vision

The Madison-Champaign ESC will be an organization of servant leaders who provide quality services meeting the needs of children, districts, governmental and non-profit entities.

Our Service-Driven Beliefs

- Staff members aspire to make insightful, ethical and principle-centered decisions.
- Staff members help others meet their highest priority developmental needs. This includes both our external and internal stakeholders.
- Staff members listen earnestly, speak effectively and write thoughtfully.
- Staff members demonstrate that relationships and a sense of community are developed and strengthened through the creation of effective teams.
- Staff members imagine possibilities, anticipate the future and proceed with clarity of purpose.
- Staff members think and act strategically, lead change effectively while considering the “greater good.”
- Staff members are worthy of trust, inspire trust, and confidence and establish quality standards for performance.
- All staff members of the Madison-Champaign ESC are ambassadors of the agency.
Our Four Dimensions of Customer Service

Serving Others

All of the services offered by the Madison-Champaign Educational Service Center focus on meeting the needs of our customers. The customers we serve include children, their families, teachers, administrators, paraprofessionals and a variety of staff members in support positions. These programs and services are constantly changing as the needs of our customers fluctuate from year to year. When the ESC claims service as its mission we must be able to adapt current programs and services or add new programs and services when the need arises. When we serve others their needs become our focus, even when that requires a change in practice and procedure.

Teamwork

The Madison-Champaign Educational Service Center is a multi-dimensional team working toward the singular goal of providing quality customer-based programs and services. We employ over 300 employees, dedicated to directly meeting the needs of the students in our client districts. Whether the staff member is a teacher, a paraprofessional, a therapist or a member of the staff supporting those direct services, they are all part of the ESC Team. There is an interdependence within the ESC and even though the staff members have diverse roles in the education of children, productive working relationships must be developed to meet a variety of needs. By effectively meeting the needs of the students we serve, the staff members of the ESC make everyone in the agency look good.

Attitude

The attitude of each individual employed by the Madison-Champaign Educational Service Center is a reflection of the entire organization. We make it a point of emphasis to each of our employees that they are “ambassadors” of the ESC. It is an individual staff member’s choice as to what type of “ambassador” they will be. It is our commitment to find employees who desire to have a positive impact on the students we serve, regardless of the need. Additionally, we hope that our employees discharge their duties with the utmost integrity and with a high degree of professionalism. Putting the needs of others first exemplifies of our team of “servant leaders.”

Reliability

As our employees serve in a variety of capacities in our partner districts, we ask them to carry out all tasks with this idea in mind: EVERYTHING we do ends up in front of the customer. With that end in mind we want everyone’s best effort every day. We employ highly qualified people that deeply care about meeting the needs of their students. A reflection of that quality should be reflected in high quality service delivered in a consistent manner.
Customer Service Ratings at A Glance

Our partner districts provided a rating for all ESC staff as it related to the “Four Dimensions of Customer Service.”

(4 strongly agree, 3 agree, 2 disagree, 1 strongly disagree)

<table>
<thead>
<tr>
<th>Customer Service Dimensions</th>
<th>Satisfaction Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serving Others</td>
<td>3.53</td>
</tr>
<tr>
<td>Teamwork</td>
<td>3.53</td>
</tr>
<tr>
<td>Attitude</td>
<td>3.47</td>
</tr>
<tr>
<td>Reliability</td>
<td>3.47</td>
</tr>
</tbody>
</table>
Financial Report
Staffing Breakdown
2019-2020
Service Evaluations

Each program and service agency in the ESC was evaluated by the client districts we serve. The evaluation was based on the level of satisfaction with that service area. The table below details the survey results.

(4 strongly agree, 3 agree, 2 disagree, 1 strongly disagree)

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Satisfaction Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Madison County (MD/ED Cooperative)</td>
<td>2.75</td>
</tr>
<tr>
<td>Early Childhood (Champaign)</td>
<td>3.11</td>
</tr>
<tr>
<td>Low Incidence (Champaign)</td>
<td>3.22</td>
</tr>
<tr>
<td>LIFE Transition</td>
<td>3.60</td>
</tr>
<tr>
<td>Mac-A-Cheek (All Campuses)</td>
<td>3.22</td>
</tr>
<tr>
<td>Alternative School</td>
<td>3.13</td>
</tr>
<tr>
<td>Adaptive Physical Education</td>
<td>3.22</td>
</tr>
<tr>
<td>Gifted and Talented</td>
<td>3.13</td>
</tr>
<tr>
<td>Occupational Therapy</td>
<td>3.09</td>
</tr>
<tr>
<td>School Psychology</td>
<td>3.58</td>
</tr>
<tr>
<td>Physical Therapy</td>
<td>3.30</td>
</tr>
<tr>
<td>Speech and Language Pathology</td>
<td>3.55</td>
</tr>
<tr>
<td>Interpreters</td>
<td>3.25</td>
</tr>
<tr>
<td>Attendance Services</td>
<td>3.8</td>
</tr>
</tbody>
</table>
Service Evaluations

Each program and service agency in the ESC was evaluated by the client districts we serve. The evaluation was based on the level of satisfaction with that service area. The table below details the survey results.

(4 strongly agree, 3 agree, 2 disagree, 1 strongly disagree)

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Satisfaction Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>English Learning Services</td>
<td>3.0</td>
</tr>
<tr>
<td>Teaching and Learning Dept.</td>
<td>3.50</td>
</tr>
<tr>
<td>Professional Development</td>
<td>3.50</td>
</tr>
<tr>
<td>Compliance with district and state requirements for services</td>
<td>3.47</td>
</tr>
<tr>
<td>Communication with ESC Staff</td>
<td>3.40</td>
</tr>
<tr>
<td>Responsiveness of ESC Staff</td>
<td>3.40</td>
</tr>
<tr>
<td>Non-program Paraprofessionals</td>
<td>3.0</td>
</tr>
<tr>
<td>Transition to Work</td>
<td>Not available</td>
</tr>
</tbody>
</table>
Program/Service Highlights from 2019-2020

Gifted and Talented:

Last year was a year of unprecedented times in the world of education due to COVID-19. Prior to COVID closing schools, our client districts, Clark-Shawnee, London, Yellow Springs, Southeastern Local, Urbana, and West Liberty-Salem, provided services to 276 identified gifted students in grades 4-12. As remote learning became the norm, gifted intervention specialists and general education teachers continued to provide services to those 276 students through Zoom and Google Meet. While these teachers learned to navigate co-teaching in a remote format, identified gifted students continued to experience growth and have a successful year.

Preschool:

The Madison-Champaign ESC continues to successfully operate preschool programming within 4 districts within Champaign County as well as three districts in Madison County. All classrooms continue to be held within the district’s' Elementary Buildings, which helps facilitate strong and successful transitions to school-age programming. The lone exception is the operation of the Fairhaven Learning Academy, which is operated in a partnership between the ESC, London City Schools and the Madison Board of DD. Each building is on a different cycle in its Step Up To Quality renewal process but each building currently maintains its 5-star rating. The preschool staff members are committed to maintaining this highest level within ODE’s SUTQ efforts. Champaign County programs continued the second year of ODE’s Striving Reader’s Grant during the 2019-20 school year. This endeavor has offered advancements in our language and literacy practices as well as offered valuable professional development as well as provided beneficial instructional materials.

The Madison-Champaign ESC continues to orchestrate ODE’s Early Childhood Education grants, which help support the various Preschool Special Education and General Education classrooms in place-supporting both those preschoolers who receive special education services as well as those preschoolers who are typically developing.

Teaching and Learning:

MCESC Takes On OTES 2.0

In March 2017, recommendations were made to update the Ohio Teacher Evaluation System (OTES), so OTES 2.0 was created. Our agency was one of 63 districts who piloted OTES 2.0. The pilot program not only allowed our administrators and teachers to experience the changes, but we were provided the opportunity to share feedback for final revisions. To prepare for the statewide implementation, four of our central office staff members were selected as trainers - for both Bridge training (for those individuals already certified in the previous system) and initial credentialing (for those with no prior credential). While the COVID-19 school closures delayed trainings, our trainers held two online Bridge Training sessions in May and June, training 29 administrators, as well as one in-person Initial Training session for six in August. Additional trainings for this school year are scheduled, as well as the creation of a training specific to teachers regarding OTES 2.0.
Program/Service Highlights from 2019-2020

MCESC Ventures Into Curriculum, Teaching, and Learning

At the end of the 2018-2019 school year, Superintendent Dr. Kaffenbarger and ELA Curriculum Specialist / PD Supervisor James Cutlip met with each of our partnering districts and career tech superintendents to discern the need and viability of a potential teaching and learning department. This became effective with the start of the 2019-2020 school year, and despite the insanity of COVID-19 and school closures, the Teaching & Learning Department saw not only a lot of professional development to prepare to continue supporting our partners, but were able to successfully support many of our districts’ needs.

Melissa Scoville, Math Curriculum Specialist, joined the ESC after 15 years in the classroom, the most recent 14 in our very own partner district, Triad Local Schools. Her 4-9 license in math and science and experience in those subjects has proven helpful in fulfilling our vision. With experiences leading professional learning communities, as well as recently acquiring her principal licensure, we are excited to welcome Melissa as another avenue of support for teachers and administrators. Tracy Merica, Science Curriculum specialist, came to the ESC after 25 years in the classroom at Graham Local Schools. Her license is 1-8 and she has a Master’s Degree in Science Teaching as well as a Secondary STEM Certificate. Tracy’s strong background in Science and STEM have made her the perfect addition to our Teaching & Learning team.

Science Standards Roll Out a Success for MCESC

Ohio adopted new Science standards in May of 2019. That summer, the Ohio Department of Education’s Science Specialists hosted a three day workshop called Vision into Practice to introduce the new standards and model curriculum to educators across Ohio. These standards and model curriculum, which are to be fully implemented beginning with the 2020-2021 school year, serve as a roadmap for Ohio Science Teachers to use to customize their instruction in order to better meet the needs of their students. MCCESC’s Science Curriculum Specialist, Tracy Merica, attended this training and was then able to present the Vision into Practice training to teachers in both Madison and Champaign Counties. Through these trainings, teachers were able to become familiar with the new Nature of Science section which includes guidelines that contribute to the development of Scientific literacy for all students.
Program/Service Highlights from 2019-2020

LIFE Program:

The LIFE program, headed up by OT Patricia Kauffman, finished ODE’s Innovative Strategies for Developing College and Career Readiness for Students with Disabilities grant in September 2019. Grant outcomes and LIFE Transition Program accomplishments include:

• Development of new structured learning tasks that focus post-secondary transition skills.

• Development of standardized instruction sheets that include directions, related OH Learning Standards, relationship to various career clusters, needed visual supports and resources for duplication. Over 150 of these sheets are now available on ODE’s website.

• Expansion of LIFE Lending Library from 60 items to 400+ items.

• Implementation of online library software program.

• Presentations at the following conferences/professional development opportunities
  o SST6 Best Practice Showcase
  o ACTE conference
  o SST1 Network meeting
  o Ohio Occupational Therapy Association OOTA Annual Conference
  o Ocalicon 2019 conference in Columbus
  o AOTA Webinar
  o Structured Tasks for Transition PD for MCESC Teaching and Learning Department

• Development and publication of Get Ready to Drive! Curriculum, a prep course for the OH written driving test.

• Creation of a monthly newsletter – “Training for LIFE: Tips, Tricks and Links for Post-Secondary Transition.” This newsletter has been viewed across the US, Canada, Australia, China, United Kingdom and Italy.

• Consistent use of the LIFE Skills Lab located at the ESC.
During the 2019-2020 school year, the SLP Coordinator, Angie Brouhard, was trained to be a trainer for the Heggerty Phonemic Awareness Program. This program for young students teaches phonological awareness skills that are foundational and necessary for eventual fluent reading. She can provide training for any district affiliated with the ESC, and has already trained SLPs, preschool teachers, paraprofessionals, and a building principal.

**School Psychology:**

At the start of the 2019-2020 school year, the school psychology department began its first year being supervised by a school psychologist. The department began the year with 14 active school psychologists supporting 12 districts including the ESC Preschool Program. The National Association of School Psychologists (NASP) recommends a ratio of 1 school psychologist to every 500-700 students. Our department held a ratio averaging 1 full-time school psychologist to 1,065 students. Upon schools going remote, school psychologists supported districts with maintaining ETR compliance and supported student and staff mental health needs. Even though many districts were looking at cuts related to COVID-19, the department had 4 districts increase their school psychology services at the end of the year.

**Therapy Services:**

During the 2019-2020 school year, the SLP Coordinator, Angie Brouhard, was trained to be a trainer for the Heggerty Phonemic Awareness Program. This program for young students teaches phonological awareness skills that are foundational and necessary for eventual fluent reading. She can provide training for any district affiliated with the ESC, and has already trained SLPs, preschool teachers, paraprofessionals, and a building principal.

**Multiple Disabilities/Autism**

- Staff from separate facilities were trained in PBIS in August and implemented into their own classrooms.
- Four students graduated from the Multiple Disabilities program at the end of the 2019-2020 school year after participating in a virtual convocation.
- Students from our MD classes at West Liberty, Triad High School, and Mechanicsburg Junior High attended the LIFE skills lab at the ESC 1-2 times per month to gain authentic vocational and life skills.
- The number of students achieving proficiency or above on AA increased from 67% to 80% overall on the AA results received from 18-2019.
- Collaborative teacher groups met and set achievement goals for 2019-2020:
  - continued student achievement at 80% or higher on Alternate Assessment results
  - continue to build the shared drive linking both math and reading assessments per grade level
  - a shared drive was established to allow teachers to share resources for each content area
- The Autism program opened an additional classroom and moved to a new space, allowing for increased work space for students and the addition of a sensory room.
- 11 new iPads were added to the classrooms to help support virtual learning.
Program/Service Highlights from 2019-2020

Mac-A-Cheek North:

- Mac-A-Cheek implemented PBIS building wide, providing systematic instruction in expected behaviors and rewards for students meeting expectations
- Three students were accepted to Ohio Hi Point to attend OHP in 2020-21
- Four students graduated at the end of the 2019-2020 school year.
- Mac-A-Cheek’s Kindness Club adopted Harmon Park in Bellefontaine and completed volunteer work cleaning and beautifying the park, as well as completing a recycling program
- Melissa Hannah’s High School class volunteered at Belle Springs Nursing and Rehab Center.
- Mac-A-Cheek Learning Center was awarded a $4,200 Community Health & Wellness Grant to address mental and physical health and habits.
- Five students earned Graduate Level on Mac-A-Cheek’s Point and Level System. Students at this Level are provided with additional rewards and participate in leadership activities in the building
- Mac-A-Cheek-at-Work’s career education program was awarded a grant from the Logan County Rotary Club to purchase equipment for a hydroponic growing system that is being used to grow vegetables at the school.

Mac-A-Cheek South:

- Mac-A-Cheek South (London) completed its third year in operation in the spring of 2020. Moving into a more suitable learning space (the old London Academy) was just one of the highlights of the school year.
- Mac-A-Cheek South also saw its first two graduates: Logan Bills (MP) and Austin Westfall (WJ).

The chart below also highlights data from the 19-20 school year, and the rate of success the program has in transitioning students back to a less restrictive environment.
WE WORK TO SERVE
Our 4 Dimensions of Customer Service

Serving Others
Attitude
Teamwork
Reliability