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 will:

• Make ethical decisions.
• Help others meet needs.
• Communicate effectively.
• Be effective team members.
• Proceed with a clear purpose.
• Think and act on the “greater good.”
• Do their best on a daily basis.
• Be ambassadors of the 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 diligently to address the deficiencies that the data identifies.

We are working to serve you!

Dr. Daniel R. Kaffernbarger, Superintendent
MCESC Governing Board

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

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

Member Districts

Madison County
Jefferson Local
Jonathan Alder Local
London City
Madison-Plains Local
Tolles Career & Technical Center

Champaign County
Graham Local
Mechanicsburg EVS
Ohio Hi-Point Career Center
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  
Todd Hoadley, 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 Educational Service Center is a team of servant leaders who gratefully and consistently provide quality services to ensure the success and growth of our students, families, districts and communities.

Our Service-Driven Beliefs

- Staff members make ethical decisions.
- Staff members help others meet their needs.
- Staff members effectively communicate.
- Staff members participate effectively as team members.
- Staff members proceed with a clear purpose.
- Staff members think and act based upon the greater good.
- Staff members do their best work on a daily basis.
- Staff members are ambassadors of the Madison-Champaign ESC.
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 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 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 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>3.46</td>
</tr>
<tr>
<td>Teamwork</td>
<td>3.46</td>
</tr>
<tr>
<td>Attitude</td>
<td>3.46</td>
</tr>
<tr>
<td>Reliability</td>
<td>3.46</td>
</tr>
</tbody>
</table>
Financial Report

FY21 Expenditures

- Employee Salaries: 64.19%
- Employee Benefits: 22.23%
- Purchased Services: 0.49%
- Supplies and Materials: 1.61%
- Capital Outlay: 1.24%
- Debt Service: 2.44%
- Other Expenditures: 2.79%

FY21 Revenues

- Services: 86.01%
- State Foundation: 2.06%
- State Foundation-Local Share: 0.48%
- Miscellaneous: 3.13%
- Return of Advance: 0.04%
- Professional Development: 0.37%
- TC/NE/PPBS: 0.00%
- Food Service: 0.39%
- Student Fees: 0.00%
- Misc Local Grants: 0.05%
- Latchkey: 0.45%
- FCFC: 2.47%
- Preservice: 0.89%
- State Grants: 1.14%
- Federal Grants: 1.78%
Staffing Breakdown 2020-2021
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>3</td>
</tr>
<tr>
<td>Early Childhood (Champaign)</td>
<td>3.3</td>
</tr>
<tr>
<td>Low Incidence (Champaign)</td>
<td>3.25</td>
</tr>
<tr>
<td>LIFE Transition</td>
<td>4</td>
</tr>
<tr>
<td>Mac-A-Cheek (All Campuses)</td>
<td>3.3</td>
</tr>
<tr>
<td>Alternative School</td>
<td>3</td>
</tr>
<tr>
<td>Adaptive Physical Education</td>
<td>3.65</td>
</tr>
<tr>
<td>Gifted and Talented</td>
<td>2.99</td>
</tr>
<tr>
<td>Occupational Therapy</td>
<td>3.25</td>
</tr>
<tr>
<td>School Psychology</td>
<td>3.5</td>
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<tr>
<td>Physical Therapy</td>
<td>3.17</td>
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<tr>
<td>Speech and Language Pathology</td>
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<tr>
<td>Interpreters</td>
<td>3</td>
</tr>
<tr>
<td>Attendance Services</td>
<td>3.67</td>
</tr>
</tbody>
</table>
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<table>
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<tr>
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<th>Satisfaction Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>English Learning Services</td>
<td>3</td>
</tr>
<tr>
<td>Teaching and Learning Dept.</td>
<td>3.13</td>
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<tr>
<td>Professional Development</td>
<td>3.1</td>
</tr>
<tr>
<td>Compliance with district and state requirements for services</td>
<td>3.3</td>
</tr>
<tr>
<td>Communication with ESC Staff</td>
<td>3.38</td>
</tr>
<tr>
<td>Responsiveness of ESC Staff</td>
<td>3.55</td>
</tr>
<tr>
<td>Non-program Paraprofessionals</td>
<td>3</td>
</tr>
<tr>
<td>Nursing</td>
<td>4</td>
</tr>
</tbody>
</table>
Program/Service Highlights from 2020-2021

Preschool:

The Madison-Champaign ESC continues to successfully operate preschool programming within 4 districts in Champaign County, as well as three districts in Madison County. All classrooms continue to be held within the district’s’ elementary buildings, which help to 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, which indicates ODE’s highest level of quality regarding staff training and credentials, as well as the value placed on lesson planning, curricular assessments and family education/involvement.

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

Teaching & Learning Team Pivots to Offer More Flexibility in Professional Learning.

Born out of necessity due to the pandemic, the Teaching and Learning Department created Pizza and PD to continue our mission to deliver high-quality professional learning to the districts we serve. Recognizing that substitutes are in high demand and teacher time in the classroom is more important than ever, the Teaching and Learning Department had to develop a new approach to offering professional learning opportunities. The old days of full-day and half-day professional learning were no longer feasible for educators. Pizza and PD consists of 2-hour sessions focused on micro-learning that is both timely and useful in today’s teaching and learning environment. Each session is conducted in a more casual fashion which allows for collaboration and discussion among the presenter and participants. These sessions are held in the late afternoon, early evening to accommodate teachers’ schedules. Participants are able to enjoy their own personal pizza and walk away with new ideas and ready to use resources. This year, the ESC has received grant money to provide support to educators, making each session only $10 each.
Program/Service Highlights from 2020-2021

A New Learning Management System

Another pivot in professional learning opportunities came in the form of a new Learning Management System (LMS). With the adoption of the new LMS, the ESC made the move to also offer asynchronous professional learning. This shift allows the T&L department to develop and offer online courses to anyone who might find the topic of interest. It will also help to support our partner districts should the work supporting teachers need to shift back to virtual.

The ESC Sees an Increase in Professional Learning Opportunity Options

Along with a shift in delivery options, the Teaching & Learning Department was able to create an ever-growing list of professional learning opportunities that can be customized to fit the needs of our partner districts. In 2018-2019, the department conducted a number of full-day, in-person trainings while at the same time participating in their own individual professional development to further meet the requests of districts, as well as to grow in the understanding of current educational hot topics - blended learning, literacy instruction, restorative justice education, and the Ohio Teacher Evaluation System (OTES) 2.0. Because of the expansion of professional learning topics, we were able to provide over 60 individual sessions for six of our nine partner districts - a 300% increase from the year before! That number does not include the Pizza & PD sessions.

Supporting Districts in the Shift to OTES 2.0

Thanks to the shared experiences of one of our partner districts and the ESC evaluation pilot team, many of our districts who had not yet transitioned to the new Ohio Teacher Evaluation System (OTES 2.0) learned the importance of preparing their teachers for the shift in expectations. Our state trainers worked with district administrators to create presentations that addressed high-quality student data (HQSD), assessment literacy, along with general overviews of the system and the major shifts between 1.0 and 2.0. In addition to these teacher trainings, our state trainers held a single training for initial credentialing (new administrators) and two bridge trainings (already credentialed administrators) during the 2020-2021 school year. Because of grant funding provided by the state, most of these trainings were free of charge for our partner districts.

Grant Projects Bring in Money to Support Learning

As much negative as COVID-19 brought us, and the problems it exposed, it also brought a number of new grant opportunities. The ESC was able to apply for two such opportunities which brought in a total of $225,000. The first grant awarded $100,000 in order to purchase the desperately needed technology and internet capabilities to continue learning in a remote environment. With this money, the ESC was able to purchase chromebooks, iPads, and other devices to provide to students educated in its programs. This new technology made it possible for ESC staff to continue to provide the services our districts expect. The second grant awarded $125,000 to the ESC and the Champaign County Family YMCA to support district teams in expanding student access to and acquisition of industry-recognized credentials.
Program/Service Highlights from 2020-2021

School Psychology:

The School Psychology Department during the 2020-2021 school year has two interns complete their School Psychology programs and come on as full-time licensed School Psychologists for the 2021-2022 school year. Over the course of the year, the department grew from 12 School Psychologists and 2 interns to 14 Licensed School Psychologist and 3 graduate assistants.

For the 2020-2021 school year, the department focused on cultural sensitivity and improving our multi-cultural practices within the districts we serve. We met twice as a department and completed independent training to improve our practices.

Therapy Services:

Kathleen Riley (OT) and Chrissy Alaimo (SLP) teamed up to offer a course involving the study of childhood trauma. Participants were required to read the book entitled "The Boy Who Was Raised As A Dog," by Dr. Bruce Perry. This course was offered via Zoom and drew the attention of a variety of professionals. The 13 class participants included not only ESC employees, but professionals from the Champaign County Board of DD, private practitioners from Clark and Union Counties, and therapists working within the juvenile justice systems. Participants met once monthly during the school year to discuss a variety of topics related to childhood trauma, including how it impacts growth & development, social-emotional learning and skills, and academic learning. The goal of the course was to problem-solve solutions for how educators and other professionals can help develop trauma-sensitive environments within their schools and communities.

One participant said:

“I just wanted to email and express my appreciation for the incredibly talented class facilitators, Kathy Riley and Chrissy Alaimo. I recently finished their interactive, discussion-based course, “Creating a Trauma Sensitive Classroom Environment, A Book Study of The Boy Who Was Raised As A Dog”, by Dr. Bruce Perry. I find myself continually reflecting on the course ~ especially the skilled dialogue that was shared by Kathy and Chrissy throughout the entire class (October - May). The course was a valuable reminder about how fragile and important relationships are with every student and family we serve. The course discussions were always engaging and practical. And several of the classroom sensory activities suggested, I was able to implement immediately. It’s been a very challenging school year and I truly appreciate the extra time and support that they provided during the Zoom sessions. They were a “dynamic duo” as they communicated with each class participant and always continued the Zoom sessions until all questions and concerns were addressed. I’m very thankful for the opportunity to work with such dedicated colleagues. This was a course that has really touched my heart and will help me strive daily to look for new ways to build and improve my relationships with every student, family, and coworker.”
At the end of the class, participants stated that they valued the opportunity for the shared learning experience, as well as the opportunity to participate in the class via a virtual platform. It enabled all participants the opportunity to learn with and from a variety of peers with a variety of backgrounds, knowledge, and experiences. All expressed a desire to continue to have opportunities such as this available to them through the ESC PD program. The course enabled participants to earn graduate credits from Ashland University, and PD hours from our ESC.

As an instructor, Kathleen noted that she enjoyed the opportunity to bring professionals together from a variety of area organizations and schools to collaborate and build inter-agency relationships. Both Kathleen and Chrissy enjoyed the professional challenge and the opportunity to provide an example of servant leadership within the community.

Program/Service Highlights from 2020-2021:

Mac-A-Cheek Central and North:

- Mac-A-Cheek Learning Center and Mac Central provided services to 17 school districts from Champaign, Logan, Hardin, Union, and Shelby Counties.
- Mac-A-Cheek and Mac Central had 5 students graduate in May 2021. These students were from Triad, West Liberty-Salem, Indian Lake, Bellefontaine, and Kenton.
- Both programs continued successful development and implementation of PBIS.
- Alana Richardson, from Urbana HS, was awarded the ESC Star Student for Mac-A-Cheek for the 2020-21 school year.
- Students at Mac-A-Cheek volunteered at Harmon Park in Bellefontaine, completing clearing and landscaping projects to beautify the park for the Bellefontaine Parks and Recreation Department.
- Students at Mac-A-Cheek also completed volunteer projects for Ayden Healthcare of BellSprings Nursing & Rehab.
- High School students participated in a Mindfulness Program to help reduce the impact of stress, anxiety & trauma.
- Training in the use of Mindfulness strategies in the classroom was provided to staff.
- School Social Worker, Angie Hackley, introduced students and staff at Mac-A-Cheek to goat therapy, bringing her miniature goats into school for social skills and therapy sessions.
- Multiple classes participated in $martPath, a financial literacy program from the University of Cincinnati.
- Mac-A-Cheek Learning Center students participated in a Walk-A-Thon organized by students on the Graduate Level and supported by a grant from the Mary Rutan Foundation. Graduate students planned and organized the Walk-A-Thon, including making t-shirts for all participants. 100% of students participated in the Walk-A-Thon.
Program/Service Highlights from 2020-2021

Gifted and Talented

The Madison-Champaign ESC continues to provide supervisory service to London City Schools, Southeastern Local Schools, Urbana City Schools, and West Liberty-Salem School District. Supervisory services include but are not limited to the following:

- Assist in student identification;
- Help place students in gifted services and/or programs;
- Help school personnel design gifted education services;
- Consult with school personnel in ongoing evaluation of the effectiveness of gifted education services;
- Assist school personnel in ongoing evaluation of the effectiveness of gifted education services;
- Consult with school personnel about how to develop and adapt curriculum, material, and teaching strategies; and
- Help school personnel ensure that required documents including, but not limited to, the district gifted identification plan and district gifted education policy are accurate and accessible to parents/guardians.

London City Schools provide services to all students through subject or grade acceleration. Students in K-5 have the opportunity to work with a STEM educator and general education teachers to engage in real world problem solving activities that involve science, technology, engineering, and mathematics. Students at the middle school can participate in various school clubs, and starting in 7th grade, students can begin taking accelerated courses for high school credit and College Credit Plus (CCP) classes. High school students have the opportunity to participate in various clubs as well, along with taking Advanced Placement (AP) courses and College Credit Plus Courses.

Southeastern Local School District, Urbana City School District and West Liberty-Salem School District provide services through subject and grade acceleration, Advanced Placement classes, College Credit Plus classes, and offer many opportunities through clubs and extracurricular activities to meet the needs of the gifted students in their districts.

All districts continue to work with general education teachers on professional development so the needs of identified gifted students can be met in the general education classroom on a daily basis.
Program/Service Highlights from 2020-2021

Low Incidence MD Program

• The Low Incidence MD Program in Champaign County served 71 students with moderate to significant disabilities in the 2020-2021 school year. This included students, grades K-12+, in classrooms from Urbana, West Liberty-Salem, Triad and Mechanicsburg school districts.

• Seven students graduated from our program in 2021 and were recognized for their achievements in our May Convocation ceremony.

• As a result of COVID, the LIFE Transition Classroom was unable to continue volunteering at their nursing home work site in Urbana. In order to fill the students’ community job training needs, Mrs. Cheri Leffel discovered an alternative work site at Pegasus Freedom Reins Farm, an outdoor agricultural job skill training facility. This partnership has proven to be a tremendous success with students and staff alike.

• Due to changes in ODE requirements for assessments in October, many of our students no longer qualified for Alternate Assessment. In cooperation with each district, a plan to transition students to general assessments was developed and implemented.

• Achievement goals for 2020-2021 were set by our collaborative teacher groups. The focus was on gaining access to remote learning through increasing the number of students with devices. Thanks to a grant received by the ESC, this goal was realized and every classroom had 1:1 access to technology devices through the addition of iPads and Chromebooks.

• Classroom highlights include:
  • Miss Nieman’s classroom creating and putting a production of Reader’s Theater
  • Mrs. Heminger’s classroom creating and selling tie-dye masks
  • Mrs. Smith’s classroom participating in Spirit Week at West Liberty-Salem
  • Miss Davis’s students excelling with learning Order of Operations
  • Miss Nieman’s and Miss. Schmidt’s classrooms hosting Cardinal Café at Triad Elementary
  • Mrs. Smith’s class creating and selling Christmas ornaments
  • Miss Davis’s classroom participating in Popcorn Olympics to test their executive functioning skills
  • Mrs. Leffel’s classroom making bird feeders to take care of their feathered friends
  • Mrs. Ferryman’s classroom learning about plant and animal cells and creating DNA and cell replicas
  • Mrs. Heminger’s classroom participating in a building-wide popsicle stick challenge.
  • Mrs. Knight’s classroom learning about light and building a solar oven to make s’mores
WE WORK TO SERVE
Our 4 Dimensions of Customer Service

- Serving Others
- Teamwork
- Reliability
- Attitude