



Ohio DODD Service & Support Administrator (SSA) Directory

Direct contact information for the Service & Support Administration teams at Ohio County Boards of Developmental Disabilities — the office that assigns your SSA and guides your waiver services journey.

Featuring County Boards of Developmental Disabilities for
Cleveland (Cuyahoga) · Canton (Stark) · Akron (Summit) · Columbus (Franklin)
and 17 surrounding counties across Northeast & Central Ohio

Prepared by United Living Services
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About Your Service & Support Administrator (SSA)

A Service and Support Administrator (SSA) is the County Board of Developmental Disabilities (CBDD) staff member who works directly with a person and their family throughout Ohio's DODD waiver process — coordinating the Waiting List Assessment, the functional needs evaluation, waiver selection, the person-centered Individual Service Plan (ISP), and ongoing annual reviews.¹

How to reach an SSA: Ohio's 88 county boards do not publish a single statewide SSA phone directory — each board routes new SSA requests through its own Intake, Eligibility, or SSA-specific line. The contacts in this directory are the correct starting point in every listed county: some boards (Stark, Lake, Lorain, Portage, Wayne) list a dedicated SSA line directly; others route new requests through a general Intake/Eligibility line, which then assigns an SSA once a case is opened. Each entry below notes which applies.

If you already have an assigned SSA and need to reach them directly, call your county board's main line (below) and ask the receptionist to connect you to your SSA by name — direct SSA extensions are generally not published for privacy reasons.

1. Ohio Dept. of Developmental Disabilities, "Working with Providers and County Boards" — <https://dodd.ohio.gov/your-family/all-family-resources/working-with-providers-county-boards>

Featured Metro Counties

Cleveland	Cuyahoga County
Cuyahoga County Board of DD SSA / Intake phone: 216-736-2673 — Getting Started / Eligibility Email: Intake@cuyahogadd.org Website: https://www.cuyahogadd.org/ SSAs are assigned after this intake line opens a case. Address: 1275 Lakeside Ave E, Cleveland, OH 44114	
Canton	Stark County
Stark County Board of DD (Stark DD) SSA / Intake phone: (330) 479-3582 — SSA Intake & Eligibility Email: ssaintake@starkdd.org Website: https://www.starkdd.org/ Dedicated SSA-intake line and email. Address: 2950 Whipple Ave NW, Canton, OH 44708	

Akron

Summit County

Summit DD (Summit Co. DD Board)

SSA / Intake phone: 330-634-8676 — Intake / Eligibility

Email: intake@summitdd.orgWebsite: <https://www.summitdd.org/>

Connects to Service & Support Administration after eligibility.

Address: 2355 Second St, Cuyahoga Falls, OH 44221

Columbus

Franklin County

Franklin County Board of DD (FCBDD)

SSA / Intake phone: (614) 342-5490 — Intake Dept.

Email: Not publicly listed — call the line above

Website: <https://fcbdd.org/>

SSA assigned by Intake Dept. after eligibility is confirmed.

Address: 1650 Watermark Dr, Columbus, OH 43215

Full SSA Directory — Northeast Ohio

Cuyahoga (Cleveland), Stark (Canton), Summit (Akron) and their surrounding counties. ★ marks the featured metro-area boards.

County	County Board of DD	SSA / Intake Phone	Email	Address
Cuyahoga (Cleveland)	Cuyahoga County Board of DD ★ https://www.cuyahogadd.org/ SSAs are assigned after this intake line opens a case.	216-736-2673 — Getting Started / Eligibility	Intake@cuyahogadd.org	1275 Lakeside Ave E, Cleveland, OH 44114
Stark (Canton)	Stark County Board of DD (Stark DD) ★ https://www.starkdd.org/ Dedicated SSA-intake line and email.	(330) 479-3582 — SSA Intake & Eligibility	ssaintake@starkdd.org	2950 Whipple Ave NW, Canton, OH 44708
Summit (Akron)	Summit DD (Summit Co. DD Board) ★ https://www.summitdd.org/ Connects to Service & Support Administration after eligibility.	330-634-8676 — Intake / Eligibility	intake@summitdd.org	2355 Second St, Cuyahoga Falls, OH 44221
Lake	Lake County Board of DD (Deepwood) https://lakebdd.org/ Direct SSA department line.	(440) 350-5145 — Service & Support Administration	info@lakebdd.org	8121 Deepwood Blvd, Mentor, OH 44060
Geauga	Geauga County Board of DD https://www.geaugadd.org/ Single general line; ask for SSA / service coordination.	440-729-9406 — Main line	metz@geaugadd.org	8200 Cedar Rd, Chesterland, OH 44026
Medina	Medina County Board of DD https://www.mcbdd.org/ Option 2 routes directly to Eligibility/SSA staff.	330-725-7751, opt. 2 — Eligibility / SSA	eligibility@mcbdd.org	4691 Windfall Rd, Medina, OH 44256
Lorain	Lorain Co. Board of DD (Murray Ridge Center) https://www.murrayridgecenter.org/ Board publishes a dedicated SSA department page.	(440) 324-2366 — SSA Intake	intake@murrayridgecenter.org	9740 Murray Ridge Rd, Elyria, OH 44035
Portage	Portage County Board of DD https://www.portagedd.org/ Direct SSA/eligibility line.	330-297-4100 — Service & Support Administration	intake@portagedd.org	2606 Brady Lake Rd, Ravenna, OH 44266

County	County Board of DD	SSA / Intake Phone	Email	Address
Mahoning	Mahoning County Board of DD https://www.mahoningdd.org/ Named Intake & Eligibility contact; SSA assigned after intake.	330-799-2824 — Intake & Eligibility	karen.fitzgerald@mahoningcountyoh.gov	4791 Woodridge Dr, Austintown, OH 44515
Columbiana	Columbiana County Board of DD https://www.ccbdd.net/ Extension from board's own intake packet; reconfirm by phone.	330-424-0404, ext. 164 — SSA / Intake	n.a.	35947 SR 172, Lisbon, OH 44432
Carroll	Carroll County Board of DD http://carrollcbdd.org/ Same contact handles intake and SSA referral.	330-627-6555 — Eligibility Intake Specialist	jhilliard@carrollcbdd.org	540 High St NW, Carrollton, OH 44615
Tuscarawas	Tuscarawas County Board of DD https://www.tuscbdd.org/ Titled "SSA" role on board's own contact page.	(330) 308-7172 — Introduction & Eligibility SSA	bstarkey@tuscbdd.org	610 Commercial Ave SW, New Philadelphia, OH 44663
Holmes	Holmes County Board of DD https://www.holmesdd.org/ No separate SSA extension published; request SSA Department.	(330) 674-8045 — Main line, ask for SSA Dept.	n.a.	8001 T.R. 574, Holmesville, OH
Wayne	Wayne County Board of DD https://www.waynedd.org/ Direct SSA department line and email.	330-264-4086 — SSA Department	scarter@waynedd.org	266 Oldman Rd, Wooster, OH 44691

Full SSA Directory — Central Ohio

Franklin (Columbus) and its surrounding counties. ★ marks the featured metro-area board.

County	County Board of DD	SSA / Intake Phone	Email	Address
Franklin (Columbus)	Franklin County Board of DD (FCBDD) ★ https://fcbdd.org/ SSA assigned by Intake Dept. after eligibility is confirmed.	(614) 342-5490 — Intake Dept.	n.a.	1650 Watermark Dr, Columbus, OH 43215

County	County Board of DD	SSA / Intake Phone	Email	Address
Delaware	Delaware County Board of DD https://www.dcbdd.org/ SSA assigned after this intake line opens a case.	740-201-3601 — Intake & Eligibility	Intake.Eligibility@dcbdd.org	7991 Columbus Pike, Lewis Center, OH
Fairfield	Fairfield County Board of DD https://www.fairfielddd.com/ SSA assigned after this intake line opens a case.	(740) 652-7230 — Introduction & Eligibility	eligibility@fairfielddd.com	795 College Ave, Lancaster, OH
Licking	Licking County Board of DD http://lcountydd.org/ Admissions Coordinator routes to assigned SSA.	740-349-6588 — Admissions Coordinator	n.a.	116 N. 22nd St, Newark, OH
Madison	Madison County Board of DD https://www.themcbdd.com/ Intake & Information Coordinator routes to SSA.	740-852-7050, ext. 1848 — Intake & Info Coord.	n.a.	500 Elm St, London, OH 43140
Pickaway	Pickaway County Board of DD https://pickawaydd.org/ Board also lists a dedicated Director of SSA/Medicaid.	740-248-8237 — Eligibility questions	n.a.	200 East High St, Circleville, OH 43113
Union	Union County Board of DD https://www.ucbdd.org/ Intake & Referral Specialist routes to assigned SSA.	(937) 537-7766 — Intake & Referral, ages 6+	lledley@ucbdd.org	1280 Charles Lane, Marysville, OH 43040

Sources: each board's official website, linked above; verified August 2026. Early Intervention for children under age 3 statewide: Help Me Grow, 1-800-755-GROW (4769).

A Note From United Living Services

This directory is intended to help families and care partners reach the right Service and Support Administration contact on the first call. Every county board, phone number, and web link in this directory was verified against the county board's own official website. Because staff, extensions, and web pages change over time, please confirm details when you call, and don't hesitate to ask for the "Service and Support Administration" or "SSA" department by name.

Statewide DODD line: 1-800-617-6733 · dodd.ohio.gov

Early Intervention (ages 0–3), Help Me Grow: 1-800-755-GROW (4769) · helpmegrow.ohio.gov

United Living Services | qualitycare@unitedlivingservices.org | (330) 445-4135