

Ohio Department of Public Safety



2018 ANNUAL REPORT

LETTER FROM THE DIRECTOR

Over the past year, the Ohio Department of Public Safety worked to continue the strong momentum it gained during the Kasich Administration to improve statewide safety through various efforts:

- Keeping Drugs off the Streets: Ohio State Highway Patrol troopers continued to make an impact on Ohio's roadways by interdicting drugs. Troopers seized a record amount of methamphetamines from Hamilton County (107.5 pounds) and also seized the second- and third-largest amounts of heroin in the Patrol's history — 44.3 pounds from Summit County and 35.3 pounds from Preble County.
- Reducing Traffic Fatalities on Ohio's Roadways: Over the last seven years, traffic crashes and fatalities have been among the lowest in Ohio's recorded history. In 2013, Ohio led the country with the largest reduction in fatalities.
- Creating a National Model to Improve Community and Police Relations: Ohio has been determinedly working to improve community-police relations and to find solutions to the tension between community members and the police that serve them. The Ohio Collaborative Community-Police Advisory Board, a 12-person panel of law enforcement experts and community leaders from across the state, established state standards — for the first time in Ohio's history — for the use of force, including use of deadly force, and agency employee recruitment and hiring, which can help guide Ohio's law enforcement agencies.
- Working to End the Exploitation of Children, Women and Men: Ohio was one of the first states to create a full-time anti-human trafficking coordinator position in 2012 to facilitate the efforts of identifying victims, create a law enforcement system to investigate and prosecute human trafficking crimes and provide the services and treatment necessary for victims to regain control of their lives.
- Keeping Ohio Students Safe: As part of Gov. John R. Kasich's *Safer Schools Ohio* initiative, the Ohio Department of Public Safety made protecting Ohio's children and young adults among its highest priority. The Center for P-20 Safety and Security, established through the initiative and now a part of the Ohio Department of Public Safety, provides an increased level of support to schools and universities. Its 844-SaferOH tip line allows students and adults to anonymously share information with school and law enforcement officials about threats to student safety. It accepts calls and text messages 24/7.
- Providing a Helping Hand in Emergencies: With its forward-leaning emergency response continuum, the Ohio Department of Public Safety is able to support all its partners through its newly-developed 24/7 year-round watch office at the Ohio Emergency Management Agency.
- Improving Customer Protection: Ohio is leading the country as the first state to begin piloting portable driver simulator systems, which assess customer readiness for road examination to help ensure the greater safety of driver examiners, other customers and others on the road.

Ohio is safer and better because of our collective efforts. We are making significant progress toward a safer Ohio, and we are confident the progress will continue for many years to come.



Director John Born
Ohio Department of Public Safety

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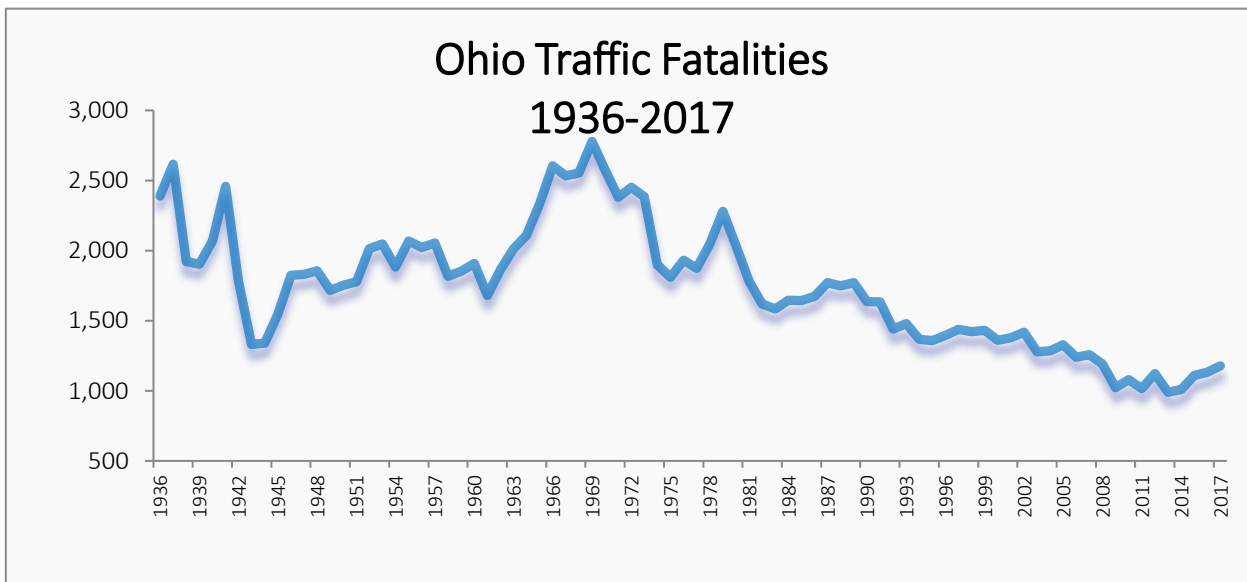
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OHIO STATE HIGHWAY PATROL

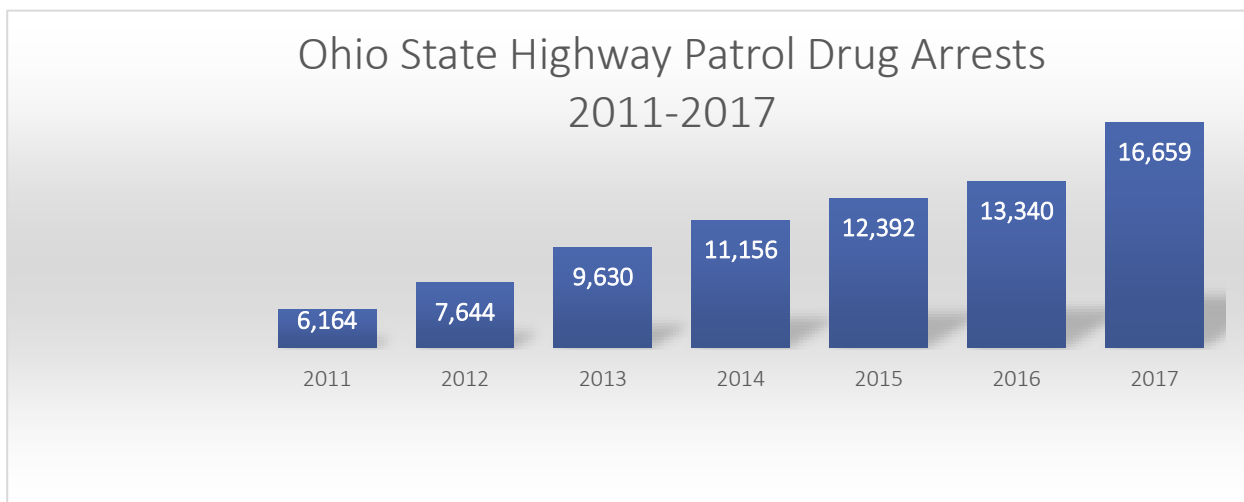
The Ohio State Highway Patrol is specifically tasked with patrolling the state’s highways, providing emergency response and support services to Ohio residents and law enforcement agencies, providing security for the governor and other dignitaries and investigating crimes that occur on state-owned and leased properties. To improve the life quality of those it serves, the Ohio State Highway Patrol collaborates with community and safety partners to provide professional law enforcement services that are focused on deterring crime and promoting traffic safety.

Impact

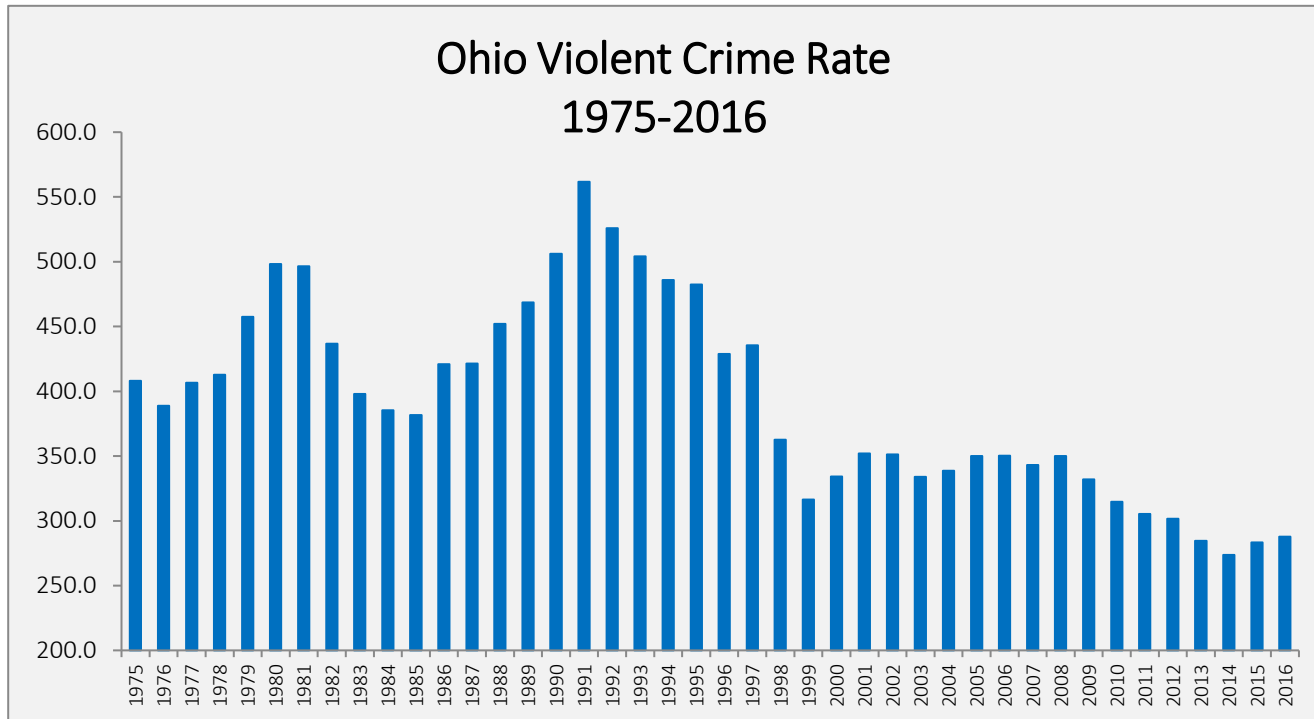
Over the last seven years, traffic crashes and fatalities have been among the lowest in Ohio’s recorded history. In 2013, Ohio led the country with the largest reduction in traffic fatalities with 132 fewer fatalities.



Since 2011, the Ohio State Highway Patrol has made over 76,000 drug arrests and seized an estimated \$421 million in illegal drugs and contraband.



During the Kasich administration, Ohio's annual violent crime rate decreased nine percent and Ohio's annual violent crime rates have been at their lowest since (at least) 1975.



Efforts

- Since January 2011, the Ohio State Highway Patrol has trained and deployed 55 percent more canines statewide.
- The Ohio State Highway Patrol increased the number of officers serving on federal and local drug task forces from zero in January 2011 to 15 in 2017.
- Beginning in January 2011, troopers trained as drug recognition experts increased from zero to 86. Similarly, Ohio-trained experts from other agencies increased from zero to 137.
- Since 2011, the Ohio State Highway Patrol Training Academy has graduated 742 troopers. That is the highest number of graduating troopers since the hiring spike during the mid-1970s.
- During the last seven years, sworn personnel levels have been the highest in the Ohio State Highway Patrol's history.
- Over half (54 percent) of sworn officers at the rank of trooper have been hired since the beginning of 2011.
- Since #677 was implemented in March 2012, the Ohio State Highway Patrol has received over 200,000 reports of dangerous drivers, roadway hazards or illegal activity on Ohio's highways.
- More than 200,000 students registered as ambassadors for the *5 Minutes for Life* drug prevention education program.
- The largest graduating cadet class in Ohio State Highway Patrol's history graduated in 2017 (Class 162). The three largest cadet classes have all graduated since 2011.

Results

- Drug arrests increased every year since 2007.
- Beginning in January 2011, drug arrests have increased 194 percent.
- Beginning in January 2011, felony arrests have increased 123 percent.
- Beginning in January 2011, arrests for weapons violations have increased 192 percent.
- Since 2011, troopers have made more than 174,000 impaired driving arrests.
- Since 2011, troopers have made nearly 30,000 felony arrests.
- Since 2011, troopers have made more than 4,000 arrests for weapons violations.
- Since 2011, troopers have seized more than 625 pounds (over 2.8 million individual units) of heroin worth approximately \$42 million.
- Since 2011, troopers have seized more than 2,100 pounds of cocaine, worth approximately \$80 million.
- Since 2011, troopers have seized 290 pounds of methamphetamine, worth approximately \$13 million.
- The top 10 largest heroin seizures in Ohio State Highway Patrol history have all occurred since 2011.
- Since 2013, troopers have seized nearly 80 pounds of fentanyl.
- Arrests for weapons violations have increased every year since 2014.
- Drug arrests in 2017 were the highest on record.
- Arrests for weapons violations in 2017 were the highest on record.

OHIO OFFICE OF CRIMINAL JUSTICE SERVICES

Through research, technology, grants administration and programmatic initiatives, the Ohio Office of Criminal Justice Services serves a wide variety of agencies committed to reducing and preventing crime across Ohio. The office also serves as the state criminal justice planning agency and performs criminal justice planning for Ohio. Additionally, it administers over \$21 million in state and federal criminal justice funding annually, develops justice system public policy, collects and analyzes crime data, evaluates programs and develops technology, training and products for criminal justice professionals and their communities. Furthermore, the Ohio Office of Criminal Justice Services helps save lives and reduce injuries on Ohio's roads through training initiatives offered by the Motorcycle Ohio Program and the Driver Training Office.

Ohio Collaborative Community-Police Advisory Board

The Ohio Collaborative Community-Police Advisory Board was created through an executive order by Gov. Kasich on April 29, 2015. The 12-person board continues the work of the Ohio Task Force on Community-Police Relations and established the first set of statewide standards for law enforcement agencies for the first time in Ohio's history.

The Ohio Collaborative Community-Police Advisory Board continues to meet and has finalized standards for implementing body cameras on sworn law enforcement officers, improving law enforcement dispatching techniques, establishing how to best collect data from agencies on the use of force and deadly force and establishing a comprehensive employee misconduct investigation process for both administrative and citizen complaints.

On March 31, 2018, the second annual [Ohio Collaborative Law Enforcement Certification Public Report](#) was released. More than 500 agencies employing nearly 28,000 officers in all 88 counties (representing 82 percent of all law enforcement officers in Ohio and most of Ohio's metropolitan departments) are participating in the certification

process. To demonstrate adherence to the Ohio Collaborative Community-Police Advisory Board's standards, law enforcement agencies provided documentation of compliance for both *Group 1* standards (use of force/use of deadly force and agency employee recruitment and hiring) and *Group 2* standards (community engagement, body cameras and improving law enforcement dispatching techniques).

In 2018, utilizing the FBI's Use-of-Force Data Collection program guidelines, the Ohio Office of Criminal Justice Services began to receive use-of-force reports electronically through the Ohio Incident-Based Reporting System program. For more information, visit the [OCJS Ohio Collaborative webpage](#).

Change Starts Here

The Ohio Collaborative and the division launched the *Change Starts Here* campaign — a multi-media marketing and education campaign used to raise awareness about community-police relations in Ohio. The campaign has been promoted through social media, community meetings, festivals and sporting events with the Cincinnati Bengals and Cleveland Cavaliers. For information, please visit the [Change Starts Here website](#).

Human Trafficking

Through the leadership of Gov. Kasich's [Human Trafficking Task Force](#) — a multi-cabinet agency response created by Executive Order in March of 2012 — the Ohio Department of Public Safety is changing the landscape of Ohio's response to trafficking.

Over the last six years, the Task Force and the Ohio Department of Public Safety have partnered closely with many organizations to fight trafficking. Thanks to continued partnerships with the Ohio Network of Anti-Human Trafficking Coalitions, the Ohio Network of Children's Advocacy Centers, the Ohio Attorney General's Human Trafficking Commission, law enforcement, local service providers, survivor advocates and the general public, more victims and survivors are being identified and getting help. Working together is how Ohio will continue to make progress in ending the exploitation of children, women and men.

In recent years, local, state and federal partners have worked together to investigate successful, multi-jurisdictional trafficking cases resulting in the recovery of victims and the prosecution of traffickers. In 2012 and 2014, the governor and the state legislature significantly strengthened laws to protect victims and punish offenders.

In 2016 and 2017, Ohio had the fourth highest number of reported cases to the National Human Trafficking Hotline. The state is truly gaining traction in its efforts to raise awareness and help victims and survivors.

Also in 2017, local court systems implemented a Safe Harbor law so that trafficking victims who were previously treated as criminals can receive the opportunity to have their records expunged and get a second chance.

More people are trained in identifying the signs of trafficking, and more people are calling to help someone or to receive help themselves. Grant funding from the U.S. Department of Health and Human Services and the U.S. Department of Justice is equipping Ohio's anti-trafficking stakeholders and leaders to better identify and serve victims of human trafficking.

This year, the Task Force continued focusing on supporting effective prevention programs, expanding the state's capacity to protect and empower victims and survivors, and strengthening the resources available to prosecute traffickers. It also announced that the Ohio Investigative Unit formed regional human trafficking interdiction working groups to help youth and adults who may be potential trafficking victims and connect them to service providers.

Comprehensive information on specific policy priorities and agency progress can be found in the [2017 Governor's Ohio Human Trafficking Task Force Report](#).

OHIO HOMELAND SECURITY

The mission of Ohio Homeland Security is to analyze and share information, increase awareness, reduce vulnerabilities and develop strategies to prevent, prepare for and protect against acts of terrorism and other threats to public safety. To accomplish this mission, Ohio Homeland Security works with federal, state and local partners across disciplines to increase homeland security capabilities in Ohio.

Safer Schools Ohio Initiative

Gov. Kasich established the *Safer Schools Ohio* initiative in 2012, which is a collaborative effort between the Ohio Departments of Public Safety, Higher Education and Education to create safe and supportive learning environments and respond to violence and its causes in educational settings throughout Ohio. It focuses on school climate, safety, security and emergency management concerns in the K-12 and higher education environments, providing guidance and direction to promote physically-safe and emotionally-secure environments for students, educators and staff.

Prevention

The Threat Assessment and Prevention Unit within Ohio Homeland Security provides analytical support to the *Safer Schools Ohio* initiative with analysts trained by the U.S. Secret Service on threat assessment. The unit began to review all schools within the purview of the Ohio Department of Education to determine if their safety plans covered four critical areas: active shooter, bomb threats, fires or explosions and natural disasters.

The Safer Ohio anonymous tip line (844-SAFEROH) is used to provide schools, students and parents a means of reporting tips (call or text) regarding threats to students or schools. In the first two years, more than 2,500 schools registered to use the tip line, and tens of thousands of posters and handouts were provided to schools to promote it. Tip line information was added to the Safer Ohio App to allow a streamlined use of submitting tips.

In February 2018, the Center for P-20 Safety and Security within Ohio Homeland Security released a new video for schools: "Shooter Shooter - Lessons Learned from Ohio School Shootings." The video presented perspectives from school administrations on shootings that occurred in their schools. It was created so other school administrators could learn directly from survivors and apply survivors' tips before a similar emergency happens in their school.

Mitigation

Through a partnership with the Ohio Department of Education and P-20, improved emergency management plans and safety information are now available to first responders through Ohio Homeland Security and the Attorney General's Office. Planners with Ohio Homeland Security and P-20 now assist schools in the process of improving plans while working with communities and law enforcement officials to develop exercises that practice those plans. More than 5,000 school safety plans were improved in the areas of prevention and preparation. P-20 worked with the Ohio Department of Education to improve emergency plan testing by requiring Ohio schools to conduct a tabletop exercise, a functional exercise and a full-scale exercise within a three-year period. Template scenarios are available for schools to use. P-20 reviews and evaluates every school's plan for compliance regulated by the Ohio Department of Education.

Additionally, P-20 and the Infrastructure Protection Unit began a multi-year project to conduct security assessments for all Ohio universities. Three pilot assessments are complete and provided the universities with information about their existing vulnerabilities and also offered recommendations and resource information for improving campus security. The project is scheduled to continue until all Ohio universities are assessed.

Following the tragic high school shooting in Parkland, Florida, in February 2018, some Ohio K-12 schools approached P-20 to conduct security assessments for their schools. Ohio Homeland Security, P-20 and Infrastructure Protection staff are working to identify all schools that desire a security assessment.

P-20 administered more than \$967,000 in federal funds to provide direct assistance to schools in developing initial emergency management plans. The grant period of performance was 2015 through 2018. A one-time security grant for non-public schools of \$250,000, with a per school cap of \$100,000, was also created. The competitive grant was awarded to six schools for each to make security upgrades.

Counter-terrorism and Criminal Intelligence Support

As Ohio's primary fusion center, the Statewide Terrorism Analysis & Crime Center facilitates the gathering, analysis and sharing of critical counter-terrorism and crime information in a timely and effective manner. It operates 24/7, providing first responders, private sector managers and other partners with quick, accurate and actionable intelligence and information, assistance with long-term or large-scale cases and real-time traffic stop or crash support. It also aids with requests regarding school and workplace violence, threats to state-owned property and employees, and terrorist activity or threats to Ohio. It is comprised of members from many organizations: the Buckeye State Sheriffs' Association, the Columbus Division of Fire, the Columbus Division of Police, the Ohio Association of Chiefs of Police, the Ohio National Guard, the Ohio State Highway Patrol and the U.S. Department of Homeland Security.

Explosive-Detection K9s

As part of the Explosive-Detection Canine initiative, Ohio Homeland Security provided explosive-detection canines to seven state universities. The canines were placed throughout the state to respond to bomb threats at the University of Toledo, Bowling Green State University, Cleveland State University, Kent State University, Youngstown State University, The Ohio State University, Ohio University and their surrounding communities. The canine units continue to support large events statewide and are available at no cost to local law enforcement. Canine deployments support university and agency functions including Ohio University's commencement.

Ohio Public Private Partnership

The purpose of the Ohio Public Private Partnership has evolved into expanding an effective partnership between the public and private sectors and to help Ohioans return to their normal lives following a disaster, whether man-made or natural. The Ohio Public Private Partnership is comprised of 620 member organizations including 436 businesses and associations, 124 public sector entities and 60 Ohio colleges and universities. The partnership now spans all 16 of the Department of Homeland Security-identified Infrastructure Sectors. In the past year, new member organizations increased by 155 partners, representing an increase of 25 percent. The Ohio Public Private Partnership organizes and coordinates regional conferences and one statewide forum annually. Specific topics addressed included active shooter awareness, business continuity, crisis communications, cybersecurity preparedness, emergency preparedness, homeland security, human trafficking, the opioid crisis and a 2018 weather outlook. The presentations provided critical

information, which was intended to aid members and their organizations in their preparation for responding to, and recovering from, a given event.

OHIO EMERGENCY MANAGEMENT AGENCY

The Ohio Emergency Management Agency coordinates activities to mitigate, prepare for, respond to and recover from disasters — both natural and man-made. The Ohio Emergency Management Agency works closely with local, state, federal and non-governmental partners to bring resources for recovery and support to Ohioans impacted by disaster. The four phases of emergency management — response, mitigation, recovery and preparedness — create the foundation for a successful system. The system fosters resiliency, preparedness and capability at all levels.

Forward-Leaning Response Continuum

Regionalization

The Ohio Emergency Management Agency created and staffed five new regional offices (with no additional staffing or funding) so that emergency response personnel would be spread throughout the state. This accelerates response times to support county emergency management agencies and local officials when critical events occur. It also enhances the state's working relationship with city and county agencies.

24/7 Watch Office

The Ohio Emergency Management Agency's new Watch Office provides timely, actionable assessments and situational awareness to emergency management agencies, partners and stakeholders throughout the state and increases the State Emergency Operation Center's speed and efficiency.

4/72 Project4/72

Ohio's 4/72 Project creates a nimble emergency response continuum focused on the state's ability to begin providing for the basic life needs of people impacted by an emergency or disaster within four hours of the incident and then sustains the effort for 72 hours. One area of specific emphasis is to fill gaps for resources that take longer to mobilize

Ohio River Disaster Declaration

Intense rainfall along the Ohio River Valley in February 2018 resulted in significant flood damage to public infrastructure such as the washing out of roadways, drainage system collapse and fallen boulders. Damage resulted in a Presidential Major Disaster Declaration for 22 Ohio counties; the declaration allows for more than \$46 million in federal assistance from the Federal Emergency Management Agency to help communities recover.

Ohio First Responders Help during Busy Hurricane Season

Ohio supported Texas, Florida, Puerto Rico and the U.S. Virgin Islands as they recovered from Hurricanes Harvey, Irma and Maria. During the busy hurricane season of fall 2017, more than 300 individuals, including 25 local responders, helped with 19 mission requests. More than 200 of those deployed were from the Ohio National Guard, which was sent to Puerto Rico to help the island recover from Hurricane Maria. The Ohio Emergency Management Agency sent

personnel to Texas, Florida and the USVI, and helped manage all the deployments through the Emergency Management Assistance Compact.

Toolkits Developed to Help Organizations Deal with Disasters

The Ohio Emergency Management Agency is developing exercises and toolkits to help entities —shopping malls, universities or businesses — deal with active aggressors and plan for business continuity. Partnering with both public and private entities, the Ohio Emergency Management Agency held exercises at Cardinal Health and Ohio University to help prepare for complex coordinated attacks. Toolkits are being developed to assist entities with concerns about attacks. Additionally, [the Mall Active Shooter Exercise Toolkit](#), introduced in January 2017, has been downloaded by more than 300 entities in seven countries.

OHIO BUREAU OF MOTOR VEHICLES

The Ohio Bureau of Motor Vehicles oversees driver and motor vehicle licensing and registration, among other services. Committed to moving Ohio forward, the Ohio Bureau of Motor Vehicles strives to make services more convenient, efficient and cost-effective in order to “meet our customers’ needs where they are, not where we are.”

Improved Customer Access to Services

Driver Exam Knowledge Testing has been made available at deputy registrar agencies in Ohio counties that lack or have limited access to Driver Examination Services locations, giving local access to customers in 35 counties who had to previously travel elsewhere for service.

The Ohio Bureau of Motor Vehicles introduced full reinstatement services in all 88 counties at more than 180 deputy registrar agencies. The seven Ohio Bureau of Motor Vehicles regional reinstatement offices were closed and absorbed into two Reinstatement Processing Centers that receive and process electronic transmissions from the deputy registrar agencies.

Driver Examination Services began the Walk-In Road Test pilot program at the Hilliard branch. The program aids in gathering data on efficiency, service level and the volume of road tests performed as a combined walk-in and appointment model versus an appointment-only model. The pilot program was expanded to include eight other driver examination locations in Ohio, giving customers the ability to go when it is convenient for them. Those locations are: Alum Creek in Columbus; Hilliard; Huber Heights; Mayfield; Morse Rd. in Columbus; Parma; Seven Hills; and Sharonville.

Technological Innovation and Improved Customer Ease

Ohio registrants now have the option to receive a paperless (electronic) registration renewal notice by email. Renewal notice preferences may be updated through the Ohio Bureau of Motor Vehicles [OPLATES webpage](#). Approximately 80,000 users have opted to receive electronic renewal notices via text message or email, with savings totaling over \$100,000. To improve customer service, the Ohio Bureau of Motor Vehicles also implemented an online Live Chat system for customer questions and answers. The Live Chat system can be accessed through [BMV Online Services](#).

The Ohio Bureau of Motor Vehicles and Information Technology worked together to create Online Services, which allows customers to access or update various Ohio Bureau of Motor Vehicles records online. The largest project relating to Online Services was moving OPLATES in-house from a vendor. Customers can now renew, replace or exchange plates or registration online. The move will result in an annual savings of \$500,000. OPLATES, along with other related services, can be accessed by the customers through [BMV Online Services](#).

Customer Protection

Ohio is leading the country as the first state to begin piloting portable driver simulator systems, which assess customer readiness for road examination to help ensure the greater safety of driver examiners, other customers and others on the road.

OHIO EMERGENCY MEDICAL SERVICES

The Ohio Division of Emergency Medical Services, in conjunction with the State Board of Emergency Medical, Fire and Transportation Services and the Firefighter and Fire Safety Inspector Training Committee, is responsible for many duties: certifying fire and emergency medical personnel, which includes establishing training and certification standards; accrediting Emergency Medical Services training programs; chartering fire training programs; overseeing Ohio's trauma system; administering the Emergency Medical Services grant program, which provides funding for training, equipment and trauma research; coordinating the Emergency Medical Services for Children program; licensing Ohio's medical transportation services; coordinating the Regional Physician Advisory Boards; collecting and analyzing data submitted to the Emergency Medical Services Incident Reporting System and the Ohio Trauma Registry and conducting administrative investigations involving possible violations of Ohio Revised Code Chapters 4765 and 4766.

Streamlined Certification and Renewal Process

The Ohio Division of Emergency Medical Services has streamlined the certification and renewal process for emergency medical and fire personnel making it user-friendly and providing a more secure environment. Ohio is just one of the few states that offers the service at no charge. The new certification renewal system allows for quicker processing of applications and offers prompts to ensure that correct information is entered. Not only can emergency medical technicians and firefighters easily renew their licensure online, they can also update their contact and affiliation information and view their Pro-Board application.

Rescue Task Force Awareness Course

The standard fire/emergency medical response to active shooter incidents has been to remain in a secure location until law enforcement mitigates the threat and secures the area to create a safe scene for fire and emergency medical operations. Unfortunately, while waiting for a secure scene, those injured during the incident are not receiving care and are dying from their injuries, which is why the Rescue Task Force was established.

Known as "warm zone integration," the Rescue Task Force consists of emergency medical and law enforcement personnel who work together to provide immediate basic medical care to victims in areas cleared by law enforcement personnel to deliver immediate medical intervention for readily treatable injuries, such as severe bleeding and airway

compromise. The team then stabilizes victims for evacuation to definitive care. The Rescue Task Force differs from Tactical Emergency Medical Services, which usually focuses on medical care for the responders.

The goal of the Rescue Task Force training module is to provide emergency medical, fire and law enforcement personnel with awareness of the Rescue Task Force concept, and to help them better understand the need for, and the role of, a Rescue Task Force. It is foundational training that will aid personnel to prepare for additional operational-level training, which is required for Rescue Task Force participation should local emergency medical, fire and law enforcement leaders decide to implement the concept in their community. Ongoing and continued collaborations amongst safety partners, combined with the identification of best practices, will support the ability of every community to improve response capabilities and save lives.

Needs-Based Grants Program

Funding has been shifted to support Emergency Medical Services agencies that are facing financial hardship or to improve agencies by providing access to life-saving equipment such as heart monitors. \$2.9 million annually for training, equipment and research has been allocated to Ohio Emergency Medical Services. In addition, the Traffic Records Coordinating Committee approved \$700,000 worth of funding for Ohio Emergency Medical Services to purchase electronic tablet devices for local emergency medical service agencies to assist with electronic reporting to the Ohio Emergency Medical Services Incident Reporting System as well as track mass casualty patients through the Ohio Electronic Patient Tracking System. Nearly 1,200 electronic tablets were issued to hundreds of agencies throughout Ohio.

PRIVATE INVESTIGATOR AND SECURITY GUARD SERVICES

Ohio Private Investigator and Security Guard Services licenses and regulates companies that provide investigative or security services and maintains a standard of excellence for the private investigator and security guard industry. The section promotes public safety by verifying that companies are insured and operated by people who have the appropriate experience and training. It also facilitates the Ohio Private Investigation and Security Services Commission, which consists of 12 appointed officials who represent the industry, law enforcement and the general public.

The Commission launched the first-ever Voluntary Accreditation Program for licensees. The program ensures licensees are meeting minimum standards in a number of areas: Role and Authority; Use of Force; and Recruitment and Critical Polices. By engaging in the accreditation process, companies demonstrate a commitment to providing outstanding services in their communities by meeting the standards outlined in the program. For more information, visit the [Ohio OPISSC Voluntary Accreditation webpage](#).