



2013 OPERATING PLAN

SummitDD.org





EXECUTIVE SUMMARY

Each year, the County of Summit Developmental Disabilities Board (Summit DD or Agency) develops an operating plan that represents the operational framework for the goals that are outlined in the long range plan. The 2013 Operating Plan marks the first year of the 2013 – 2015 Long Range Plan and the first year of the 2013 – 2018 operating levy. The 2013 Operating Plan outlines the ambitious initiatives that will help position the Summit DD to meet the needs of individuals with developmental disabilities in Summit County despite a slow economic recovery for the region.

The 2007 – 2012 levy period was a turning point for Summit DD, as the Agency redesigned its service delivery system around Medicaid to support a 40 percent increase in the number of individuals served by the Summit DD. While serving more people, the Summit DD eliminated both the core day and the congregate residential services waiting lists and reduced operating costs by 2.9 percent.

Thomas L. Armstrong
Superintendent

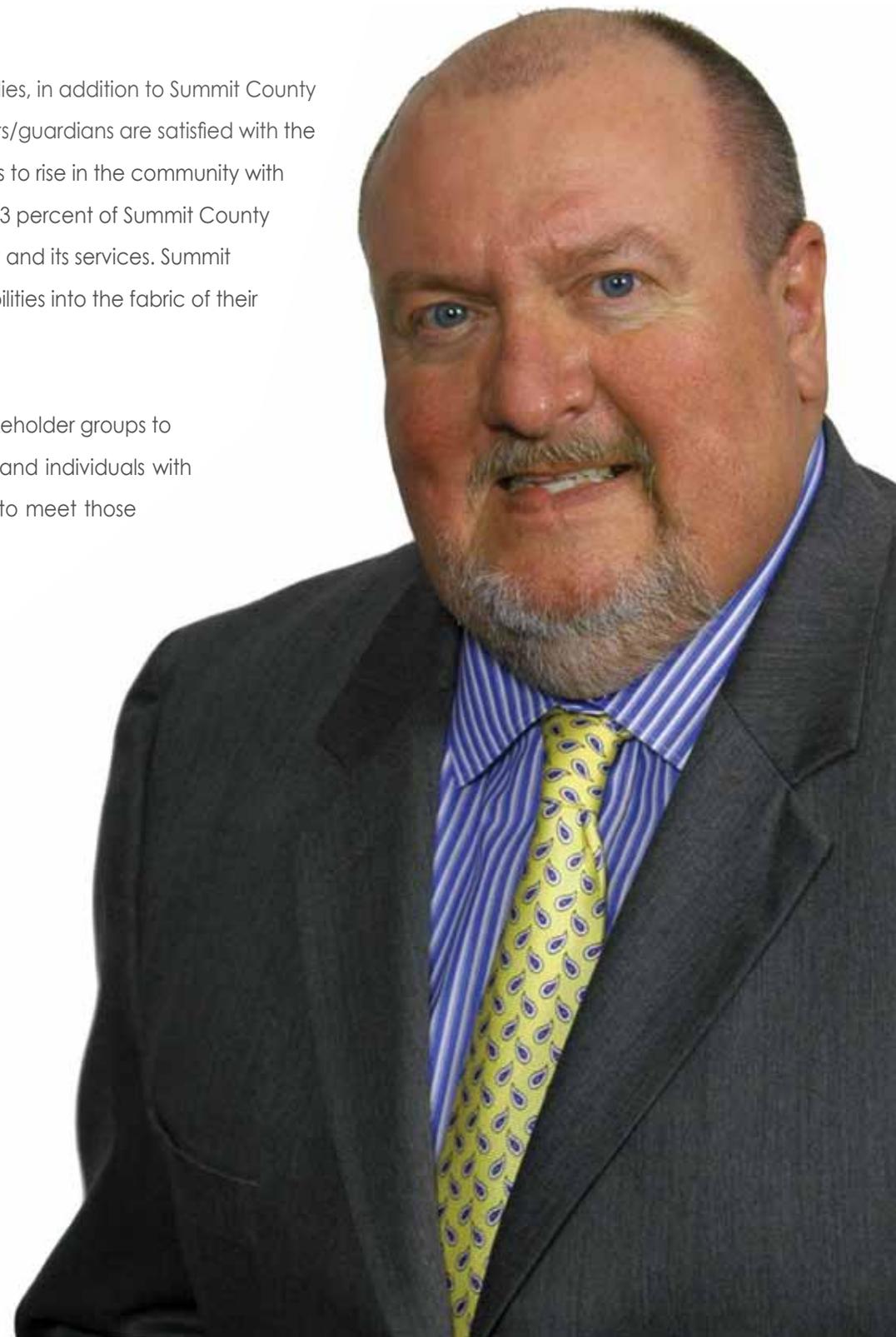
Summit DD ranks high in satisfaction from both persons served and their families, in addition to Summit County residents. Overall, 90.4 percent of persons served and 89.9 percent of parents/guardians are satisfied with the services they receive from the Summit DD. Familiarity of Summit DD continues to rise in the community with 39.4 percent of residents who are familiar with the Agency's services and 97.3 percent of Summit County residents who have an opinion report a favorable perception of the Agency and its services. Summit County residents' willingness to include individuals with developmental disabilities into the fabric of their communities is also increasing.

In 2012, the Summit DD conducted a series of focus groups with multiple stakeholder groups to obtain feedback about how the Agency could best serve the community and individuals with developmental disabilities. The 2013 – 2015 Long Range Plan is a blueprint to meet those needs and is built upon six pillars of excellence:

- Quality Services for Persons Served
- Customer Satisfaction
- Employee Engagement
- Provider Collaboration
- Sustainability
- Citizenship

In 2013, the Summit DD expects to experience overall revenue decreases due to a continued trend in decreasing property taxes, the accelerated phase out of tangible personal property taxes, and decreases in state revenues. Summit DD expects modest growth in the number of individuals it serves for a total of 4,135 individuals served in 2013 while continuing to operate with no waiting lists for services.

Randy D. Briggs
Summit DD Board President



2013 - 2015 LONG RANGE PLAN

The 2013 - 2015 Long Range Plan establishes the vision, goals, and objectives for the Summit DD in meeting the needs of individuals served and their families residing in Summit County. The plan is developed by the Summit DD based on input from individuals served, parents/guardians, caregivers, service providers, staff, and representatives of community affiliated groups/agencies.

Each year the plan is in effect, an annual operating plan is developed that establishes specific outcomes to be achieved during that year within Board budget priorities and available resources. The Summit DD monitors the implementation of the long range plan through detailed quarterly reports.

MISSION: To offer a lifetime of services and supports to eligible individuals and families that enable people with developmental disabilities to work, live, and learn as equal citizens in their communities.

VISION: Summit DD is the primary community force to ensure people with developmental disabilities receive the highest quality of services and supports; that our communities are ones which support and embrace every individual, regardless of disability; and that each eligible person is provided the opportunity to achieve his/her full potential.

CORE VALUES: Person Served First, Customer Service, Diversity, Accountability, Objectivity, and Innovation.

PILLARS OF EXCELLENCE: Quality Services for Persons Served, Customer Satisfaction, Employee Engagement, Provider Collaboration, Sustainability, and Citizenship.



Philosophy:

We envision an Agency where the notion of “persons served” moves **BEYOND** the direct recipients of services to include all community stakeholders who benefit from the Summit DD’s involvement. The work we do positively impacts more than a half million citizens of Summit County.

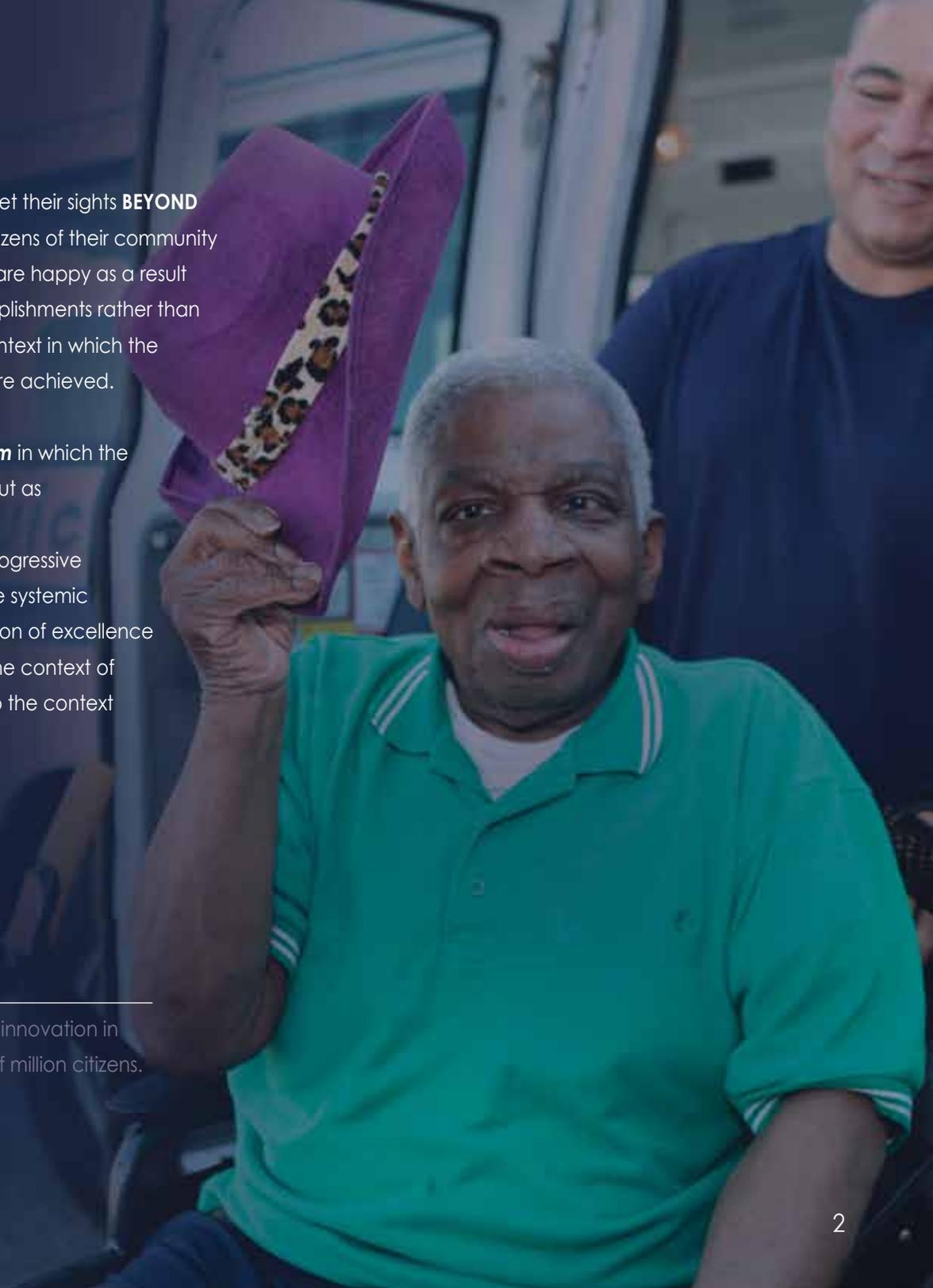
We envision a community in which people, regardless of disability status, are supported and embraced by their entire community of family, friends, neighbors, and employers, to the degree that they are truly identified first as members of a community rather than as members of a population of people living with disabili-

ties. The Board has set their sights **BEYOND** “people first” to “citizens of their community first” where people are happy as a result of their own accomplishments rather than as a result of the context in which the accomplishments are achieved.

We envision a system in which the Summit DD stands out as transformative in its demonstration of progressive approaches to solve systemic challenges. The notion of excellence is moved **BEYOND** the context of quality of services to the context of system evolution.

500,000 +

The Summit DD is moving BEYOND convention, envisioning innovation in developmental disability services, impacting more than a half million citizens.



QUALITY SERVICES FOR PERSONS SERVED

This pillar demonstrates how Summit DD improves the quality of life for persons served as an administrator of services, a provider of services, and through a partnership with private providers in Summit County. Successful achievement of this pillar means that each individual served receives individualized services that are driven by choice, are the best fit for the individual, and are fully integrated into the community.

2013 – 2015 OBJECTIVES

1. Support persons served in the "best fit" employment environment. Implement a customized employment process for high school graduates and adults to support all individuals who want to work in integrated employment settings.
2. Support an aging population of persons served with inclusive adult day programs and volunteer opportunities in the communities where individuals live.
3. Collaborate with and support community-based environments for children, providing opportunities for families to receive early intervention, and childcare services in integrated settings in the communities they live. Identify additional supports that families need during transition points.
4. Collaborate with community-based transportation providers to offer on demand transport for persons served.
5. Improve and innovate services and programs with the development of advocacy groups and community resources.
6. Implement an outcomes management system to optimize the service delivery chain and a positive intervention culture.

4,135

estimated total
number of
persons served
in 2013

ZERO

estimated number of
people on
waiting lists for day
program and
residential services

2013 KEY INDICATORS

MEASURE	2013 GOAL
Total annual persons served.....	4,135
Day Program Waiting List.....	0
Residential Waiting List.....	0
% of adults employed in Integrated Employment.....	27%
% of graduates in Integrated Employment.....	55%
# of Community Partnership for Inclusion (CPI) sites.....	20
# of children served in CPI sites.....	25

2013 INITIATIVES

Expand Bridges to Transition Program

Bridges to Transition is a Vocational Rehabilitation Public Private Partnership (VRP3) between the Summit DD and the Rehabilitation Services Commission (RSC). The bridges program allows the Summit DD to contribute local match dollars to pull down federal vocational rehabilitation dollars, ensuring that dollars are allocated to transitional youth.

Summit DD will increase services in the Bridges to Transition Program to transitional youth, age 14 to 22, who qualify for both Board services and RSC services. The goal of the program is to increase employment outcomes through enhanced career exploration in collaboration with local school districts, students, families, providers, and employers. Bridges to Transition is a summer work training program that offers both classroom and company visits. Students also have the opportunity to participate in paid work and job development opportunities as they age through the program. In 2013, this opportunity will be available for up to 60 students in Summit County.

Plan for the Implementation of Employment First

On March 19, 2012, Governor John Kasich signed an executive order creating an "employment first policy" which calls for the Department of Developmental Disabilities, Mental Health, Education, Jobs and Family Services, and the Rehabilitation Services Commission to increase integrated employment options for individuals with developmental disabilities. Summit DD will implement



recommendations of the Employment First Task Force and submit required data needed for the task force to revise the supported employment rule.

Educate Adults in Sheltered Workshops about the Benefits of Integrated Employment

Nearly 85% of adults served in day programs in Summit County receive services in a sheltered workshop. While sheltered workshops are a good option for some individuals, employment first will provide more opportunities for integrated employment settings for youth who are transitioning from high school. As Summit DD increases integrated employment options, individuals who are currently served in sheltered settings will receive education and job exploration opportunities to be able to make informed decisions about their employment options.

Collaborate with Area High Schools to Implement Transition Supports and Services

The Summit DD will continue to develop collaborative agreements with high schools in Summit County to implement transition supports and services. The transition from youth to adult services is more effective when transition supports and services begin during key transition years, ages 14 through 22.

Explore Community-Based Senior Services in Integrated Settings

Opportunities exist to provide retirement services for seniors with developmental disabilities in community-based, integrated retirement settings.

Summit DD will develop collaborative relationships with these settings to raise awareness about the benefits of integrated settings, provide education on supports and services for seniors with developmental disabilities, and will develop collaborative partnerships to create programs for an aging population of persons served.

Increased Support for Community-Based Childcare Providers

In 2011 and 2012, Summit DD's Children's Services trained hundreds of childcare professionals about the benefits of integrating children with special needs in community-based childcare settings. The Summit DD developed partnerships with nine childcare providers to offer ongoing training and support allowing children with special needs to receive daycare services in their communities alongside their typically developing peers. In 2013, Summit DD will increase its support to community-based childcare providers to ensure that children served by the Summit DD are receiving services in an integrated setting that is the best fit for their individual needs.

Identify Services and Support Needs for Key Transition Points

Persons served by the Summit DD and their families experience several key transitions during their life cycle of services. An individual's eligibility requirements and the array of services available also change during those transitions. The

Summit DD will identify those key transition points and obtain feedback from stakeholders on the information, supports, and services needed during those transitions. The Summit DD will develop processes to assist families as they navigate the life cycle of services and supports they receive from the Summit DD.

Identify Available Options to Collaborate with Community Transportation Providers

As individuals with developmental disabilities become more integrated in their communities the need for on-demand transportation will also increase. The Summit DD will explore community-based transportation options and develop collaborative agreements that will allow persons served by the Agency to select transportation options that are the best fit for their lifestyle.

Implement Positive Intervention Culture and Improve Behavior Support Outcomes

Summit DD's Multi-Purpose Committee developed processes in 2011 and 2012 to approve behavior support plans that contain aversive strategies and to collect data on the implementation of those plans. The Summit DD will utilize data to analyze trends and patterns to improve system-wide processes to promote a positive intervention culture. The Summit DD will collaborate with providers to implement strategies that will improve behavior support outcomes.



CUSTOMER SATISFACTION

This pillar demonstrates Summit DD's commitment to provide services that meet the needs of all stakeholders to achieve high levels of satisfaction among all customer segments. Successful achievement of this pillar means that satisfaction levels are at benchmark performance for all customer segments and that persons served, families, and the community are willing to advocate for the Summit DD.

90%

approval from persons served and parents/guardians

200

Summit DD partners with over 200 private providers in the community to deliver services to over 4,000 people

Summit DD will focus on working with these partners to increase awareness in 2013

OBJECTIVES

1. Achieve top quartile performance for National Core Indicators.
2. Increase Agency brand awareness and develop recognition for coordinating services as a top three identified service.
3. Improve public's acceptance of services and expand advocacy for the Agency by raising familiarity of services provided by the Summit DD.
4. Improve communication processes with stakeholders to promote understanding of services available to support the informed choices of persons and families served.

2013 KEY INDICATORS

Measure	2013 Goal
Person served satisfaction	90.5%
Parent/guardian satisfaction.....	90%
Residents familiarity with Summit DD services.....	39.4%
Residents' acceptance of integration.....	80%



2013 INITIATIVES

Develop and Implement a Social Media Strategy

Social media allows the Summit DD to increase awareness of its services through social networks. In addition, individuals with developmental disabilities can utilize social media to increase their own networks and tell their stories. The Summit DD will evaluate the goals, audience, and utilization of current and potential social assets and develop a comprehensive plan to increase engagement.

Increase Positive News Stories

Research indicated that most Summit County residents who are familiar with Summit DD heard about the Agency from friends and family or by newspaper. The Summit DD will work with local newspapers and hyperlocal news outlets to increase articles about innovative programs, service offerings, and success stories of persons served.

Partner with Private Providers to Increase Awareness

Summit DD works with more than 200 private providers in Summit County to deliver services to more than 4,000 individuals with developmental disabilities. Most residents identify Summit DD as a provider of service rather than a coordinator of service. By collaborating with private providers in awareness efforts, the Summit DD can better position itself in the community as a coordinator of services.

Evaluate Agency Communications to Customers

Persons served by the Summit DD and their families require clear, concise information that is easy to find in order to make informed choices. The Summit DD will work with stakeholders to update its publications and website, and identify additional opportunities to provide regular communications to its customers.



EMPLOYEE ENGAGEMENT

This pillar demonstrates Summit DD's commitment to attract new employees and foster a highly skilled, innovative, diverse, and committed workforce while providing a positive environment in which to work. Successful achievement of this pillar means high levels of productivity and engagement while accomplishing the mission and vision of the Agency.

OBJECTIVES

1. Optimize organizational innovation by leveraging current technology and ensuring high system availability and responsiveness.
2. Evaluate training needs and collaborate with established resources to ensure employees have the knowledge and skills to achieve breakthrough results.
3. Achieve employee satisfaction score in top quartile to maintain a positive work environment.
4. Cultivate a diverse staff with best practice inclusion principles.
5. Implement productivity measures for shared services departments.
6. Enhance internal communication that capitalizes on a transparent, open work environment.

Commitment

Summit DD is committed to attracting new employees to foster a highly skilled, innovative diverse and committed workforce

0.6%

voluntary employee turnover rate goal

2013 KEY INDICATORS

Measure	Goal
Employee satisfaction	73.9%
Voluntary employee turnover	0.6%
Productivity rate for person served services staff.....	Baseline
Productivity rate for shared services staff	Baseline

2013 INITIATIVES

Enhance Disaster Recovery Processes

Summit DD will continue to implement its information technology plan to ensure that its disaster recovery processes are aligned to best practice principles. The Agency will implement technology to ensure that critical systems remain available during an emergency.

Explore Options for Document Management

Document management systems offer the ability to reduce paper records, increase collaboration, improve security, and increase efficiencies, among other intangible benefits. In 2013, Summit DD will explore vendor capability to pilot a document management system on a small scale and use the knowledge gained from that pilot to develop a comprehensive document management plan.

Evaluate Internal Communications

The Summit DD will evaluate the effectiveness and utilization of current internal tools such as newsletters, emails, meetings, and the employee intranet to communicate Summit DD goals, strategies, and performance. The Agency currently utilizes SharePoint as an online collaboration and file sharing program. Departmental use of SharePoint will be evaluated and best practice guidelines will be developed and shared with employees.

Provide Training to Banner Users

In 2012, the Summit DD transitioned its financial software from Fundware to Banner and offered initial training. In 2013, the Fiscal Department will expand training and support to allow Banner users to fully utilize the system's tools to increase efficiency and allow for better departmental fiscal information and reporting.

Implement Compensation Philosophy for Management Staff

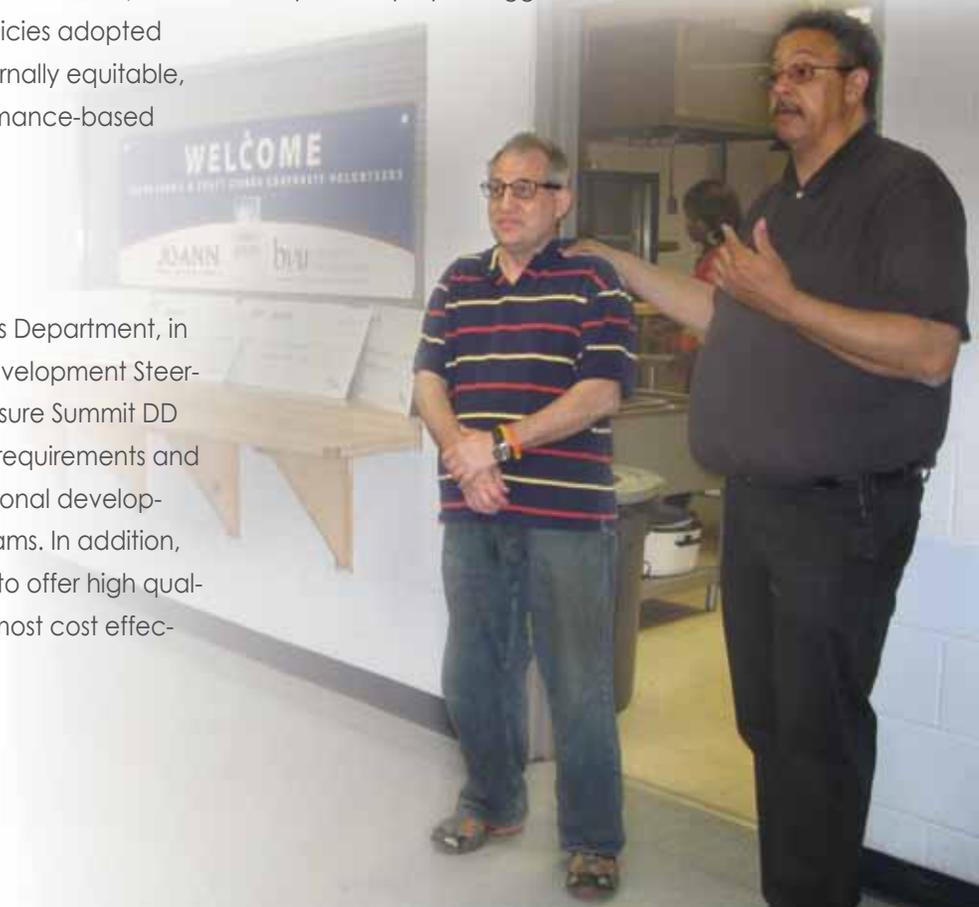
In 2012, Summit DD evaluated all non-bargaining unit positions and developed a total compensation policy and procedures. In 2013, the Agency will implement the policies adopted by the Board to ensure an internally equitable, externally competitive, performance-based compensation system.

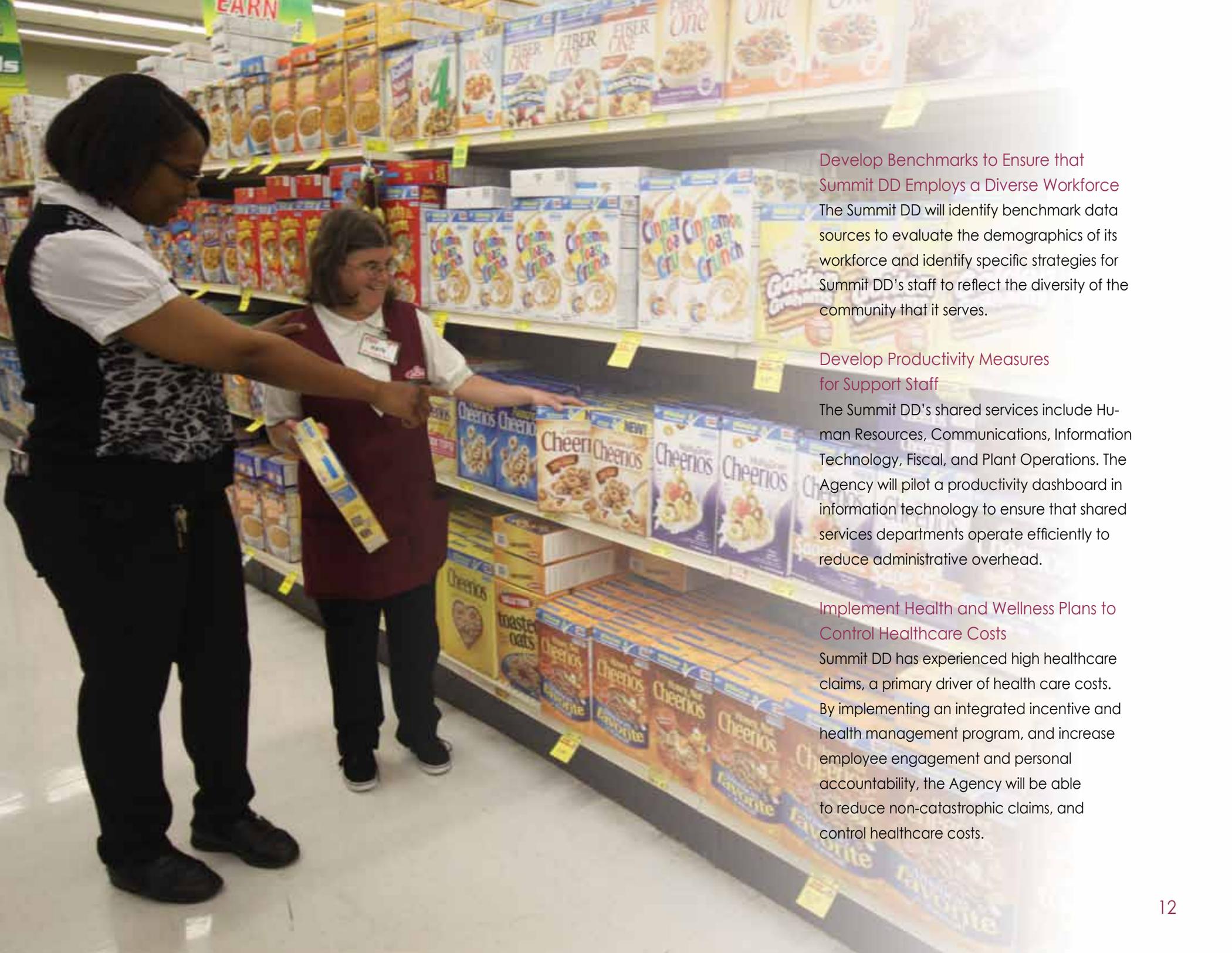
Enhance Orientation and On-Boarding Programs

Summit DD's Human Resources Department, in collaboration with the Staff Development Steering Committee, will work to ensure Summit DD complies with revised training requirements and provides value-added professional development opportunities and programs. In addition, Summit DD will review options to offer high quality, relevant curriculum in the most cost effective manner.

Develop Employee Suggestion Program

Employee suggestion programs can benefit both employees and employers. Employees benefit from the ability to share their thoughts, ideas, and perspectives with employers, as well as a sense of involvement and contribution. Employers benefit through the suggestions received, which can have a positive impact on the work environment and can result in cost-saving or money-generating ideas. Summit DD's Quality Improvement Team will develop an employee suggestion program that clarifies a formal process to submit, evaluate, and follow up on employee suggestions.





Develop Benchmarks to Ensure that Summit DD Employs a Diverse Workforce

The Summit DD will identify benchmark data sources to evaluate the demographics of its workforce and identify specific strategies for Summit DD's staff to reflect the diversity of the community that it serves.

Develop Productivity Measures for Support Staff

The Summit DD's shared services include Human Resources, Communications, Information Technology, Fiscal, and Plant Operations. The Agency will pilot a productivity dashboard in information technology to ensure that shared services departments operate efficiently to reduce administrative overhead.

Implement Health and Wellness Plans to Control Healthcare Costs

Summit DD has experienced high healthcare claims, a primary driver of health care costs. By implementing an integrated incentive and health management program, and increase employee engagement and personal accountability, the Agency will be able to reduce non-catastrophic claims, and control healthcare costs.

PROVIDER COLLABORATION

This pillar demonstrates Summit DD's commitment to establish collaborative relationships with providers who are a vital component to the service delivery system. Successful achievement of this pillar means a fully enriched service delivery system that attracts and retains the best providers to Summit County, ensures that quality standards are consistent among all service providers, and that creativity and innovation are encouraged and supported.

OBJECTIVES

1. Analyze data from outcomes assessments, share data with providers and other stakeholders, and monitor corrective actions to promote the consistency of quality across all providers.
2. Obtain feedback from providers to improve collaboration.
3. Increase innovation and continuity of services across the service delivery system by promoting collaboration and best practice sharing across the provider community.

98%

percent of MUI's
reported within
24 hours

2013 KEY INDICATORS

Measure	Goal
Provider feedback data	Baseline
Percentage of MUI's that are reported to DODD within 24 hours of discovery	98%
Timely closure of MUI cases	100%

2013 INITIATIVES

Engage Private Providers in System-Wide Performance Improvement

Summit DD works with more than 200 providers in Summit County to provide services to more than 4,000 people with developmental disabilities. Summit DD will collaborate with providers to improve system-wide performance by sharing trends and pattern analysis of major unusual incident data, provider compliance data, and Individual Service Plan monitoring results. The Agency will engage providers in problem solving to improve performance.

Collect Feedback from Providers

Summit DD collects feedback from persons served, parent/guardians, and Summit County residents as an input to the strategic planning process but does not formally collect feedback from providers. In 2013, Summit DD will develop a process to formally collect provider feedback and incorporate the results into its planning process.

Increase Innovation Throughout the Service Delivery System

Develop guidelines and procedures for a systematic process that incentivizes providers to develop new, innovative service offerings that increase the number of individuals served in integrated settings.





S U S T A I N A B I L I T Y

This pillar demonstrates Summit DD's ability to remain sustainable throughout changes to our current economic environment through fiscal stewardship, governance, and growth. Successful achievement of this pillar means that Summit DD is sustainable throughout its levy cycle and achieves high levels of stakeholder trust. Efficiencies created by innovation and continuous quality improvement practices are reinvested into Person Served services.

OBJECTIVES

1. Maximize revenue received through non-local funding sources
2. Increase operational efficiencies to achieve an ending fund balance of \$32.7 million by the end of 2018.

2013 KEY INDICATORS

Measure	Goal
Administrative costs as a % of total expenses	8%
Total reimbursement to private providers for services provided.....	\$ 60 M
Total Medicaid reimbursement to Summit DD for services provided	\$15.4 M
Variance of fund balance compared to levy plan	Baseline
% of adult persons served receiving funding from sources other than local tax dollars.....	85%

8%

administrative costs
as a percent of total
expenses goal

85%

percent of adult persons
served receiving
funding from sources
other than local tax
dollars goal

2013 INITIATIVES

Streamline Cost Reporting Processes

Create standardized reports from information systems to develop accurate cost reports. The cost reporting process will be standardized based on data from information system.

Improve Financial Reporting Tools

Utilizes real-time financial reporting tool in Banner to improve monthly budget monitoring and develop better financial controls. Departments will be trained in the utilization of financial reporting capabilities within Banner.

Develop a Budget Work Group to Develop a Long-Term Financial Plan

In order to achieve the Social Services Advisory Board recommended fund balance of \$32.7 M by the end of 2018, the Summit DD must create approximately \$11.5 M in efficiencies between 2013 – 2018. Summit DD will convene a budget workgroup, develop projections and scenario models to make recommend how to best create efficiencies.

CITIZENSHIP



This pillar demonstrates Summit DD's commitment to being a good corporate citizen and to meet the needs of the Summit County community by partnering with local, regional, and national organizations that further the Mission of Summit DD. Successful achievement of this pillar means the Agency and its staff are visible members of Summit County and the Summit DD supports organizations that are aligned to its mission.

OBJECTIVES

1. Ensure all persons served can exercise their right to vote and fully participate in their communities.
2. Maintain connectivity with the diverse population of Summit County to ensure that all eligible individuals have access to Summit DD services.
3. Link individuals not eligible for Summit DD services to the appropriate community supports.
4. Support key communities in Summit County with sponsorships, volunteerism, and participation.

2013 KEY INDICATORS

Measure	Goal
% of staff who contribute to charitable organizations through United Way.....	Baseline
Sponsorship dollars donated to support Summit County organizations.....	Baseline



2013 INITIATIVES

Implement Tracking System for Voter Registration

Summit DD has implemented several outreach efforts in 2011 and 2012 to ensure that people with developmental disabilities can fully participate in their communities by exercising their right to vote. The Summit DD will continue outreach efforts in 2013 and develop a tracking system to measure the outcomes of its outreach efforts.

Engage Cultural Communities in Summit County

Summit DD has successfully implemented several efforts to increase awareness and our presence in various cultural communities of Summit County. The Agency has successfully completed the eligibility process for individuals with developmental disabilities in these communities that may not have been reached before. The Summit DD will continue to engage these cultural communities, deliver services according to an individual's cultural needs and preferences, and develop marketing materials specific to community needs.

Connect with Community Resources

Individuals must meet certain eligibility requirements to receive Summit DD services and those

eligibility requirements can change during key transition points in a person's life. The Agency will work with families to provide information about eligibility requirements. In addition, the Summit DD will identify and connect families who are not eligible for Board services to appropriate community resources.

Develop Education Program for Elected Officials

Summit DD will develop a targeted education program for elected officials and other community leaders to increase awareness and understanding of the services provided by the Agency. In addition, a better understanding of the issues impacting individuals with developmental disabilities will help elected officials better advocate for inclusion.

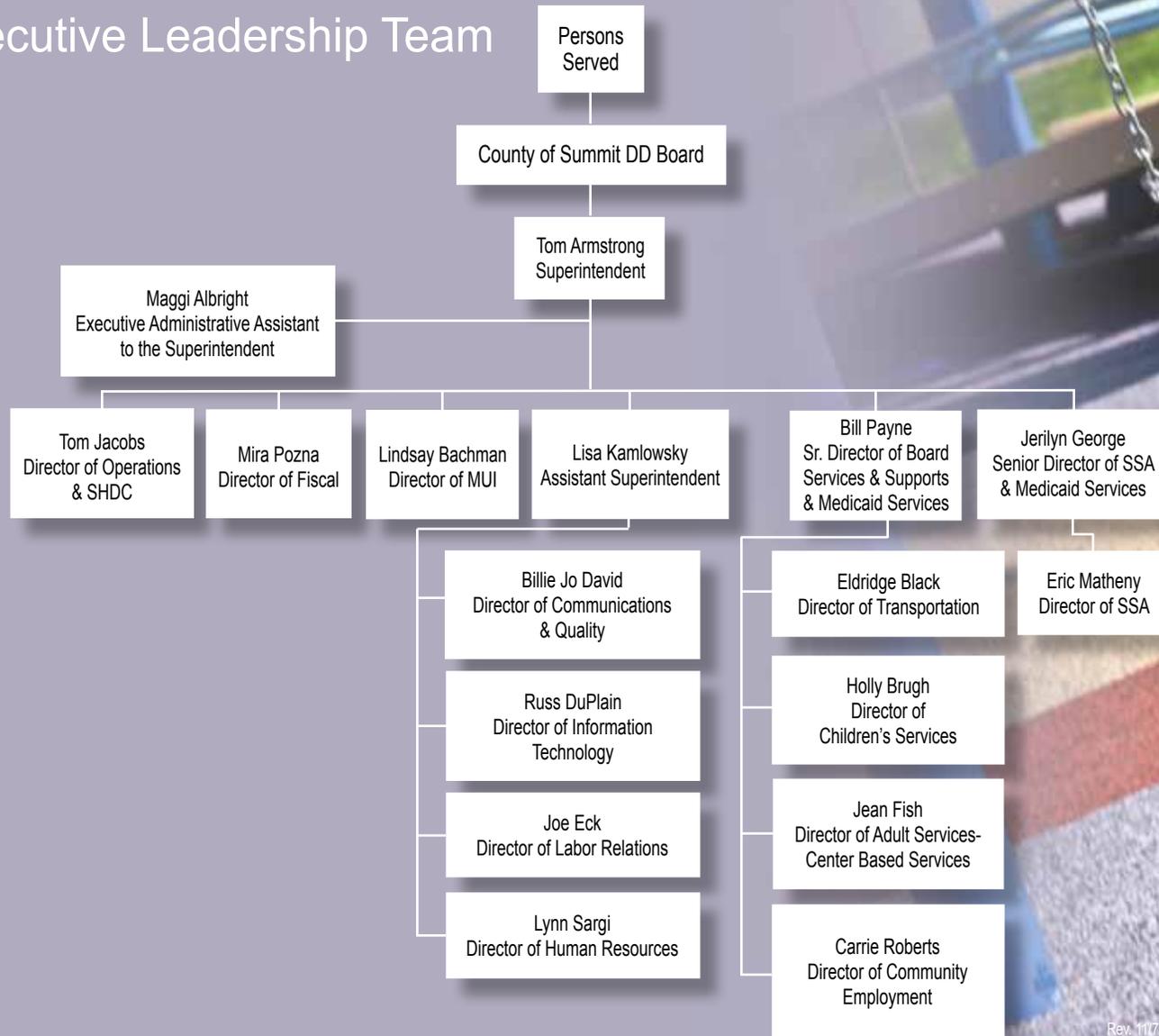
Support Key Communities

Summit DD relies on local property taxes for approximately 70% of its funding. Summit County voters make a choice every six years to renew their support for the Board. Because Summit County communities offer a tremendous amount of support for the Summit DD, the Agency will develop systematic processes that will allow Summit DD employees to give back to the community through volunteerism and support. The Board will develop tracking tools to measure its support of Summit County communities.



COUNTY OF SUMMIT DEVELOPMENTAL DISABILITIES BOARD

Executive Leadership Team



EXPLANATION OF SERVICES

SERVICE AND SUPPORT

Service and Support Administration is available to individuals eligible for service age three and older at no cost. Summit DD SSA's assist persons served and families through the eligibility process, evaluate individual needs for services, develop and monitor individual service plans with the active participation of the person served, establish budgets based upon assessed needs, assist in the selection of providers to deliver services & supports, ensure that services are effectively delivered and coordinated, provide for monitoring of services and supports, and ensuring each person served has a designated advocate for daily representation.

CHILDREN'S SERVICES

The Early Intervention Community-Based Program provides services and supports designed for the needs of families of infants and toddlers birth through age two who have developmental disabilities/delays.

Calico is the center-based early learning program for children with and without special needs, ages one and two. Calico also offers expanded childcare services for children ages 3-5.

The Community Partnership for Inclusion program supports privately operated childcare centers in Summit County, providing greater access to quality childcare for children with disabilities in the communities where they live. Summit DD's certified developmental specialists and assistants provide training and support to childcare centers, including enhancing learning environments, inclusion strategies, developing play skills, and working with specific behaviors. They also assist on how to collaborate with families and professionals when working with a child with special needs.

ADULT SERVICES - CENTER-BASED

Summit DD provides Vocational Habilitation and/or Adult Day Supports through private providers and its own facility-based programs. Summit DD operates nine facility-based programs. The various sites provide habilitation and sheltered employment opportunities for eligible individuals.

ADULT SERVICES - COMMUNITY-BASED

The Community Employment (CE) Department provides a variety of vocational and training supports designed to allow individuals opportunities to participate as equal citizens in their communities.

The Job Exploration Training (JET) program is designed to train individuals with the skills they need to move into supported employment. Skills and interests are assessed in a real work environment with a local employer.

Enclave supports are available to individuals working in group settings in the community. Summit DD staff members remain on site and offer training and supports needed to maintain employment.

If an individual is interested in working in the competitive job market, staff members are available to assist with locating employment opportunities in the community, learning the jobs, and maintaining long-term employment. The Summit DD partners with over 100 employers.

Through the Microenterprise Program, Summit DD offers supports to individuals who are interested in becoming entrepreneurs by assisting with developing a business plan and providing start-up funds.

Summit DD also operates Dream Out Loud Studio, an art studio located at Ellet, which provides artists with developmental disabilities a space and the materials to create individual and group works of art. Artwork is sold at the Gift Gallery retail stores.

RESIDENTIAL SERVICES

Residential Services include Homemaker/ Personal Care (HPC) services provides to increase the independence of the person served within his/her home or community. These tasks include assisting the individual with activities of daily living, personal hygiene, dressing, feeding, transfer and ambulatory needs, skill development, and homemaking tasks such as cooking, cleaning, laundry, and shopping. Individuals may receive residential services while living independently, living at home with a family caregiver, with foster care, or in a congregate setting where they receive 24/7 care. Residential supports also include respite services and intermediate care facilities for individuals with developmental disabilities.

TRANSPORTATION

Summit DD provides transportation services to center-based and community employment sites through private providers and Agency operated transportation. Transportation to community-based recreation and leisure are typically provided through the individual's residential supports.

Community Travel services are offered as a way to prepare individuals with developmental disabilities to access the community through public transportation.

MAJOR UNUSUAL INCIDENTS (MUI)

Responsibilities include the investigation, reporting, follow-up, and facilitation of remediation and prevention strategies per Ohio Department of Developmental Disabilities standards for all major unusual incidents reported to the Agency. The MUI staff works closely with Law Enforcement agencies when crimes are committed against individuals with disabilities.

For information about how to receive services or eligibility requirements, visit

www.summitdd.org/GettingStarted



Randy D. Briggs, President
County Executive Appointment through 12/31/2012



Thomas C. Quade, Vice President
County Executive Appointment through 12/31/2013



Jacqueline S. Cooper, Secretary
County Executive Appointment through 12/31/2013



Karen L. Arshinkoff
Probate Judge term through 12/31/2014



David E. Dohnal
Probate Judge Term through 12/31/2015

Meghan Wilkinson
County Executive Appointment through 12/31/2012

2013 SUMMIT DD BOARD MEMBERS



Thomas L. Armstrong
Superintendent

Superintendent Committees:

Services and Supports Committee
Human Resources/Labor Relations Committee
Finance and Facilities Committee

Diversity Committee
Accessibility Committee

Person Served/Guardian/Family Sponsored
Advocacy and Advisory (PAC) Committee

WHO TO CONTACT

If you have any questions or concerns regarding this Plan or any of the identified service areas, please feel free to contact the appropriate individual as identified below:

Service Area	Who To Contact	Phone
Administration.....	Thomas L. Armstrong, Superintendent.....	330-634-8080
	Lisa Kamlowky, Assistant Superintendent.....	330-634-8090
	Maggi Albright, Executive Admin. Assistant to the Superintendent.....	330-634-8082
Adult Services.....	Jean Fish, Director of Adult Services - Center-Based.....	330-634-8111
	Carrie Roberts, Director of Community Employment.....	330-634-8193
Board Services & Supports.....	Bill Payne, Sr. Director of Board Services & Supports.....	330-634-8060
Children's Services.....	Holly Brugh, Director of Children Services.....	330-634-8514
Facilities.....	Tom Jacobs, Director of Operations.....	330-634-8722
Fiscal.....	Mira Pozna, Director of Fiscal.....	330-634-8833
Information Technology.....	Russell DuPlain, Director of Information Technology.....	330-634-8830
Human Resources and Labor Relations.....	Lynn Sargi, Director of Human Resources.....	330-634-8049
	Joseph Eck, Director of Labor Relations.....	330-634-8023
Major Unusual Incidents.....	Lindsay Bachman, Director of MUI.....	330-634-8822
Public Relations.....	Billie Jo David, Director of Communications & Quality.....	330-634-8073
Services & Support.....	Jerilyn George, Senior Director of Service and Support Administration and Medicaid Services	330-634-8959
	Eric Matheny, Director of Service and Support Administration.....	330-634-8932
Transportation.....	Eldridge Black, Director of Transportation.....	330-634-8858

