



Summit DD
Operating Plan
2014

Summit DD *Board Members*



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STORY



RESOURCE



CONTACT



COMMUNITY



SOCIAL

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John Trunk

Dear Partners,

Summit DD believes that every person adds value to our communities. That's why we offer a lifetime of support to more than 4,000 adults and children living with developmental disabilities in Summit County. Together, with our partners, we provide services and supports to ensure those living with disabilities experience the full benefits of community.

Our partners include individuals we support, who amaze us with their talents and accomplishments each day. More than 200 providers, who provide residential, employment, and transportation services to those we support. Parents and families, who work with us to discover each individual's goals and aspirations. Schools, who work to place students on a path to full inclusion. Employers, who benefit from a diverse workforce. Community leaders, who work to make their communities inclusive for all. And you, for your continued support of Summit DD.

2014 marks a year of change for Summit DD. Former Superintendent, Tom Armstrong, retired in late 2013. During his 13-year tenure, Summit DD more than doubled the number of individuals we support, realized tremendous cost efficiencies, and redesigned funding streams to maximize federal Medicaid revenues. After an extensive Superintendent search, the Board selected John Trunk to lead the Agency into a new and exciting era. John Trunk brings more than 30 years of experience in the field, with more than 20 years as Superintendent. Mr. Trunk is committed to building relationships and creating new collaborations with our partners that will help us to achieve our Mission in 2014.

We encourage you to read the ambitious goals and initiatives outlined in the 2014 Operating Plan. This year marks the second year of Summit DD's six-year

Executive *Summary*

levy cycle, and is characterized by collaboration. Summit DD's vision is that our communities are ones that support and embrace every individual, regardless of ability. Summit DD will lead an effort to collaborate with our key community stakeholders as our industry faces transformational change.

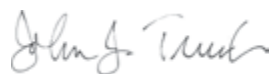
In 2014, Summit DD will increase initiatives to ensure community, integrated employment is the career path for those who are graduating from high school. While we will support those who want to continue to receive their vocational or habilitation day services in a center-based environment, we will continue to teach principles of self-advocacy to support informed choice. Adults who currently work in a center-based environment, who are able to and want to work in the community, will work toward discovering their interests and talents to gain employment. Through our Community Partnership for Inclusion program, Summit DD inclusion experts will support children in their own communities, from day cares to story times. Summit DD will work to become even more person-centered and will need to collaborate with our partners more than ever to achieve our vision of full inclusion.

To change the dialogue about inclusion, we will start by listening to you. We will open more doors to collaboration and provide you the information that you need, when you need it, and how you need it. We will redesign our website this year to engage an online community and provide you information that is easy to understand and easy to find. We will also unveil a new brand identity, reflecting what we are passionate about, those we support.

Big things are ahead for Summit DD, thank you for taking this journey with us.



Randy D. Briggs, President



John J. Trunk, Superintendent



Randy Briggs



Long Range *Plan*

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 disabilities. 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.



Quality Services for *Persons Served*

2013-2015 Objectives

1. Support individuals 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 in the community.
2. Support an aging population 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 child care services 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 individuals.
5. Improve and innovate services and programs with the development of advocacy groups and community resources.
6. Implement an outcomes management system that focuses on quality of life outcomes for individuals supported by Summit DD.

2014 Key Indicators

<u>MEASURE</u>	<u>2014 GOAL</u>
Total annual Persons Served	4,177
Day Program Waiting List	0
Residential Waiting List	0
% of adult employed in Integrated Employment	TBD
# of graduates that transition successfully to Community Employment	10
# of adults who receive successful job placements as a result of partnership with Opportunities for Ohioans with Disabilities (OOD)	5
# of Community Partnership for Inclusion (CPI) sites	30
# of children served in CPI sites	50

2014 Initiatives

CREATE A PATH TO COMMUNITY EMPLOYMENT FOR GRADUATES

Support job exploration and development for youth during transitional high school years. Collaborate with local school districts, families, service providers, and employers, to create a path to community employment prior to a student's high school graduation.



To learn more about the transition programs visit SummitDDBlog.com, keyword: bridges.

INCREASE INCLUSIVE EMPLOYMENT OUTCOMES THROUGH OHIO'S EMPLOYMENT FIRST INITIATIVE

In 2013, Summit DD concentrated on Employment First training and education. The benefits of community employment include independence, wealth building potential, socialization, improved self-esteem and personal empowerment. Employers and communities can also benefit through more diversified and inclusive workplaces. In 2014, Summit DD will focus on system change, including policy recommendations for standards on funding that promote and incentivize integrated community employment.



Additional information about Ohio's initiative can be found at OhioEmploymentFirst.org

PROVIDE INFORMED CHOICE FOR ADULTS IN CENTER-BASED SERVICES ABOUT COMMUNITY EMPLOYMENT OPTIONS

While center-based employment is a good option for some individuals, those who are willing and able to work in the community are being educated on community employment options. Exploring community-based options through a discovery process allows individuals to discover interests in their surrounding communities, on their own timeframes, with support from job developers. To assist with making informed choices, Summit DD's center-based services have created additional self-advocacy training opportunities. Self-advocacy training, offered through Summit DD's Speak Up Club, focuses on informed, personal choice, including the benefits of community employment, and enables adults attending day programs to practice self-advocacy. Additionally, two adults will participate in Ohio Self-Determination Association Project STIR training to become peer trainers. These skills can be utilized for training within Summit DD, as well as by other providers throughout Summit County.



Visit SummitDD.org/Self-Advocacy for additional ideas to practice or incorporate self-advocacy.

Quality Services For Persons Served

PARTNER WITH AREA HIGH SCHOOLS TO IMPLEMENT TRANSITION SUPPORTS AND SERVICES

Last year, Summit DD assisted more than 60 school age children and families through transitions. The Agency worked with 15 local school districts to provide support or coordinate services for employment and higher education opportunities. Through school age community information sessions, Summit DD was able to provide information and materials to schools and families about available supports. Summit DD will continue to partner with Summit County high schools and the Summit County Educational Service Center to determine transition needs and coordinate employment options for transitioning students and their families.



Information about past or future Community Information Sessions can be found at SummitDD.org/PAC.aspx

COLLABORATE WITH COMMUNITY-BASED SENIOR SERVICES TO SUPPORT SENIORS IN INTEGRATED SETTINGS

During 2013, the Agency explored integrated, community-based day program options for older adults with developmental disabilities. Community day program providers for typical seniors were reviewed for potential collaborative opportunities. In 2014, Summit DD will focus on collaboration and education efforts with typical senior day programs to help integrate seniors with developmental disabilities into community programs with their peers.

EXPAND SUPPORT FOR COMMUNITY-BASED CHILD CARE PROVIDERS

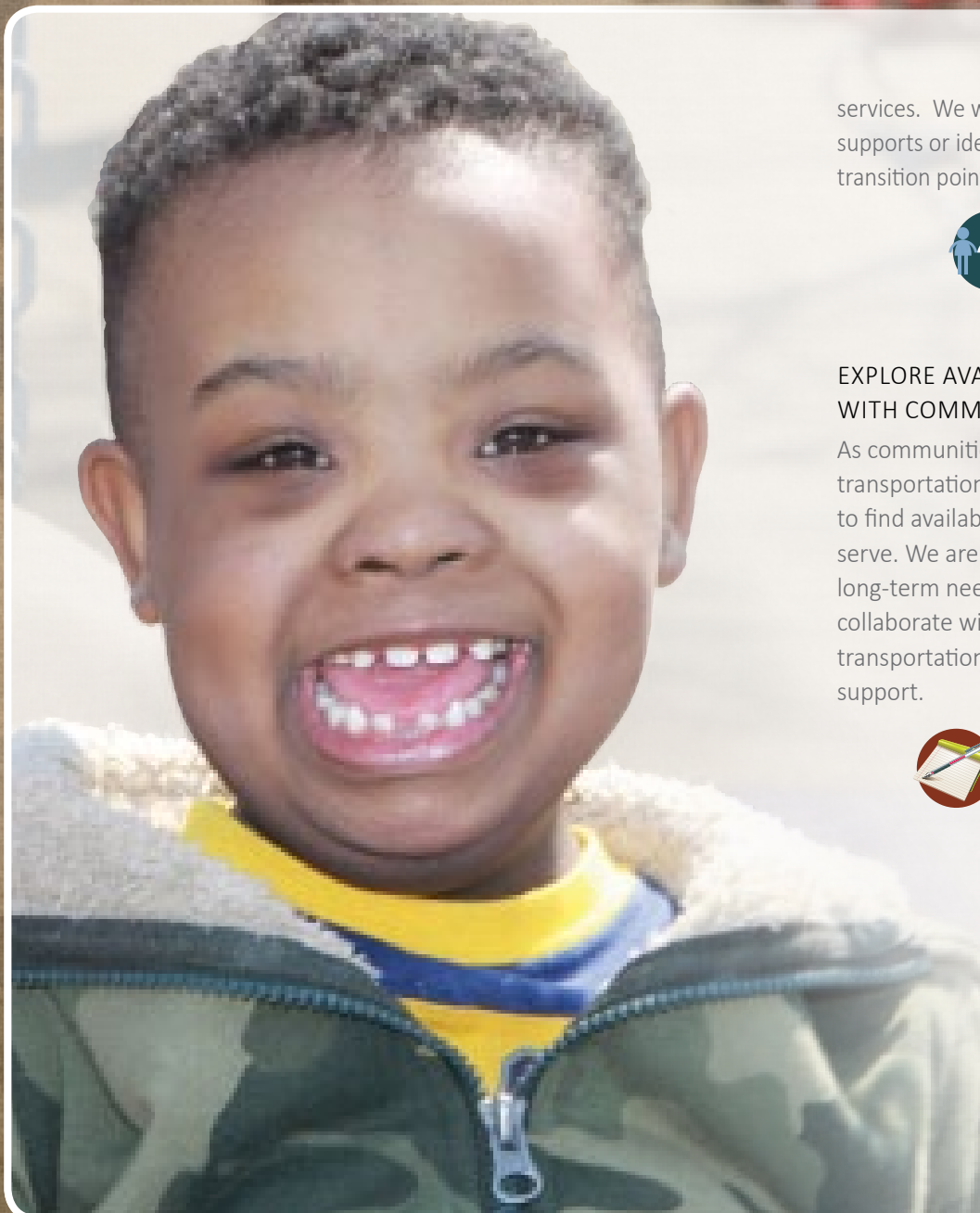
More than 40 children receive child care in a community-based integrated setting as a result of the Community Partnership for Inclusion (CPI) program, which was developed to assist and educate Summit County early childhood professionals to support children with special needs. There are now 26 child care centers throughout Summit County trained and actively accepting children supported by Summit DD. Nearly 500 child care professionals around Summit County have received inclusion training from Summit DD. In 2014, the CPI program will continue to partner with community child care providers, including smaller, in-home providers. Additional plans include extending training and support to all community resources, such as child care centers in grocery stores, to include children with special needs at their facilities.



The CPI program opens doors for families, read how at SummitDD.org/Joeys-Story.aspx

ASSIST FAMILIES DURING KEY TRANSITION POINTS

Adults and children supported by Summit DD, and their families, experience several key transitions during a lifetime of services. An individual's eligibility requirements and the array of services available may change during those transitions. Based on feedback from Summit DD's customers, we improved processes to assist families as they age out of Early Intervention



services. We will collect data in 2014 to help determine necessary supports or identify additional services needed during other key transition points.



Meet the people who are helping to bridge the gap at this key transition point at SummitDDBlog.com, keyword: gap.

EXPLORE AVAILABLE OPTIONS TO COLLABORATE WITH COMMUNITY TRANSPORTATION PROVIDERS

As communities become more inclusive, the need for on-demand transportation also increases. Summit DD and Metro teamed up to find available options that fit the lifestyles of the riders they serve. We are working together to plan for both short-term and long-term needs, forecasting and logistics. We will continue to collaborate with Metro, as well as explore additional community transportation options, to deliver the greatest benefit to those we support.



Learn more about Summit DD's Community Travel program at SummitDD.org/Community-Travel

IMPLEMENT STRATEGIES THAT INCLUDE CHILDREN IN THEIR COMMUNITY FIRST

Kids are kids, and Summit DD believes that the best support for children and families is in inclusive environments in their own communities. Whether it's child care, story time, classes at the local YMCA, or other family activities, our communities are stronger when they include

Quality Services For Persons Served

everyone. In 2014, Summit DD will provide support to community programs to ensure that children are supported in an inclusive environment that is the best-fit for the child and family. Child care support will be provided to families on an individualized basis with the goal of transitioning all children currently receiving child care at Summit DD into the community. Should community child care options not be available at the level of care needed to support medical needs of children ages one through five, Summit DD will continue to provide support until appropriate care can be obtained. Summit DD will conduct a needs assessment to determine families' challenges to full community involvement and implement inclusion strategies to break down barriers so kids can be kids in their own communities.



Learn about our inclusive community programs at SummitDD.org/ChildrensServices

PARTNER WITH HELP ME GROW TO IMPLEMENT REGIONAL EARLY INTERVENTION TEAMS

Summit DD and Help Me Grow have teamed up to provide seamless Early Intervention services to more than 400 families in Summit County. Working together with Help Me Grow Service Coordinators in regional teams will save families appointments, time and confusion. Teams will consist of families, a Help Me Grow Service Coordinator (SC) and a Primary Service Provider (PSP) from Summit DD. The PSP will be selected based on the individual needs of families and could be a Developmental Specialist, Physical

Therapist, Occupational Therapist, or Speech-Language Pathologist. The PSP will be able to provide input to the Individual Family Service Plan and will be a part of the family's team from day one.



Find out more about teaming at SummitDDBlog.com, keyword: Help Me Grow.

IDENTIFY BEST PRACTICES TO MEASURE QUALITY OF LIFE OUTCOMES

Summit DD will identify best practices and supporting data relative to quality of life outcomes for adults supported by Summit DD. The Agency will use this information to make recommendations to the Board to implement an outcomes management system to assess and evaluate the ongoing achievement of person-centered outcomes.

DEVELOP A MODEL TO ACHIEVE IMPROVED COMMUNITY EMPLOYMENT UPON GRADUATION

In addition to Bridges to Transition and providing transition supports to Summit County Schools, Summit DD will develop a model to increase gainful employment for individuals supported by Summit DD prior to graduation. Summit DD will identify collaborative educational and employment partners and create a model using evidence-based practices that includes both employment outcomes and independent living skills.



Customer *Satisfaction*

2013-2015 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 supports provided by Summit DD.
4. Improve communication processes with stakeholders to promote understanding of services available to support the informed choices of persons and families served.

2014 Key Indicators

<u>MEASURE</u>	<u>2014 GOAL</u>
Person served satisfaction	91%
Parent/guardian satisfaction	91%
Residents' familiarity with Summit DD services	39.4%
Summit County citizen acceptance of inclusion	80%



Customer Satisfaction

2014 Initiatives

REDESIGN SUMMITDD.ORG TO INCREASE COMMUNITY ENGAGEMENT

Summit DD receives about 3,000 visitors to its website monthly, with an additional 1,000 visitors to Summit DD's blog. In 2014, the Agency plans to increase organic website traffic by redesigning the website using best practice content management practices to deliver clear, concise information to stakeholders. The website update will include input from customers and will transform into a one-stop resource for developmental disabilities information in Summit County.



Visit SummitDD.org later this year to see our transformation.

EXPAND THE USE OF SOCIAL MEDIA TO ENGAGE THE COMMUNITY

Summit DD currently has more than 5,000 fans on Facebook and 500 followers on Twitter. In 2014, Summit DD will expand its social media efforts, fully utilizing LinkedIn and video sharing platforms consistent with best practices in content marketing.



Like us on Facebook at [Facebook.com/SummitDD](https://www.facebook.com/SummitDD).

EVALUATE AGENCY BRAND AWARENESS AND IMPLEMENT TACTICS TO INCREASE AWARENESS

Using data collected from Collaborative Polls and focus groups, Summit DD will complete market research to define Summit DD's brand identity. In conjunction with the launch of the newly designed SummitDD.org website, Summit DD will launch a brand identity that depicts who the Agency is and what it believes in. Agency publications will be updated to reflect Summit DD's brand.

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 Agency can better position itself in the community as a coordinator of services. In 2014, Summit DD will feature more providers for adult day programs.



Employee *Engagement*

2013-2015 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.

2014 Key Indicators

<u>MEASURE</u>	<u>2014 GOAL</u>
Employee satisfaction	73.9%
Voluntary employee turnover (quits)	0.6%
Productivity rate for person served services staff	75%
Productivity rate for shared services staff	75%
On-time performance evaluations	90%

2014 Initiatives

ENHANCE DISASTER RECOVERY PROCESSES

During an emergency, it is critical that systems remain ready and available and crucial data be protected, which is why Summit DD implemented numerous enhancements to strengthen its infrastructure during 2013. The Agency will continue to implement its information technology plan to the point of full redundancy in accordance with best practices and disaster recovery processes to protect critical data and information.

INCREASE OPPORTUNITIES FOR DEVELOPMENT, LEARNING AND ADVANCEMENT

It's imperative in times of significant change and transition to ensure that both managers and employees have the skills and knowledge to excel in their jobs. Summit DD continues to invest in its most valuable resource: its staff. The Staff Development Steering Committee is collaborating to provide an extensive array of professional development opportunities in 2014 to improve technical skills, enhance knowledge of best practices, and introduce staff to cutting-edge concepts to more effectively work in and for the community.

IMPLEMENT EMPLOYEE SUGGESTION PROGRAM

Employee suggestion programs provide an opportunity for employees to share their thoughts, ideas and perspectives.

These ideas then benefit employers by creating a positive impact on the work environment, cost saving initiatives, or generating efficiencies. During 2013, Summit DD's Quality Improvement Team developed an employee suggestion program, my iDDea, that formalized the process to submit, evaluate and follow up on employee suggestions. Summit DD will implement the initiative in early 2014.

LAUNCH DOCUMENT MANAGEMENT SYSTEM

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 mapped out target processes and chose a reputable vendor to implement the system. We will launch a pilot of the document management system in the early part of 2014.

EXPAND HEALTH AND WELLNESS PLANS TO IMPROVE HEALTH OUTCOMES AND REDUCE HEALTHCARE COSTS

Healthy employees are happier employees, and during 2013, half of Summit DD's staff made healthier choices by participating in the Agency's health incentive plan. The wellness incentive was designed by the Agency's LIFE committee, which was established to engage and educate employees in healthier living. The committee intends to expand offerings and increase employee participation in 2014.

Employee Engagement

ENHANCE NETWORK AND SYSTEM SECURITY

Network and system security protects information stored on Summit DD's systems. In 2014, Summit DD will continue to enhance its current efforts in security, including security awareness training for employees and testing/evaluation of current practices.

DELIVER TIMELY INFORMATION TO STAFF

In 2013, Summit DD revamped its internal newsletter (inspireDD) and converted it to a primarily digital solution, making information timelier and reducing material costs. A cross-functional team also determined digital signage is the most efficient and consistent means of communication across the Agency's numerous locations. Digital signage will allow for text, photos and video clips to be broadcast simultaneously to each location allowing the various staff positions equal access to Agency information. Upon a successful pilot of the program, the solution will be implemented Agency-wide in 2014.

UPDATE AND IMPLEMENT ORIENTATION AND ONBOARDING PROGRAMS

Summit DD's Human Resources department, in collaboration with a multidisciplinary employee committee, evaluated and chose a new software system to streamline the previously labor-intensive hiring and onboarding process. Human

Resources will train users and hiring managers on the new program and workflow during 2014. Additionally, we will update orientation curriculum in compliance with best practices, providing employees with the industry's most current information.

IMPLEMENT EARLY RETIREMENT INCENTIVE PROGRAM TO SUPPORT LONG RANGE PLAN GOALS

In 2014, Summit DD will offer an Early Retirement Incentive Program (ERIP). The ERIP could potentially impact approximately 100 positions. Recruitment efforts will focus on attracting qualified, diverse talent that support Summit DD's critical functions.





Provider *Collaboration*

2013-2015 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.

2014 Key Indicators

MEASURE

Provider feedback data

Percentage of MUI's that are reported to DODD within 24 hours of discovery

Timely closure of MUI cases

2014 GOAL

Baseline

98%

100%

2014 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.

PARTNER WITH PRIVATE PROVIDERS TO SUPPORT INCLUSIVE OPPORTUNITIES FOR ADULTS

Develop a partnership with providers of adult day services to provide integrated community employment services and supports. Summit DD will provide technical support and training to providers to develop and implement integrated community employment, including techniques of effective corporate job development.



2013-2015 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.

2014 Key Indicators

<u>MEASURE</u>	<u>2014 GOAL</u>
Administrative costs as a % of total expenses	8%
Total reimbursement to private providers for services provided	\$60 M
Fund balance	\$54.7 M
% of adult persons served receiving funding from sources other than local tax dollars	85%

2014 Initiatives

STREAMLINE COST REPORTING PROCESSES

Standardize the cost reporting process based on data from information systems. Detailed definitions and reports, that can be used year-to-year, were developed in 2013. The automated cost reporting process will continue to be developed during 2014.

DEVELOP A BUDGET WORK GROUP TO DETERMINE 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, Summit DD must create approximately \$11.5 M in efficiencies between 2013 and 2018. Summit DD will convene a budget work group to develop projections and scenario models, which will identify potential efficiencies.

EVALUATE SUMMIT DD FACILITIES

Summit DD will work with Summit County to transition ownership of all Summit DD properties from the County to Summit DD. In addition, the Agency will develop a long-term facilities plan for all properties owned or leased by Summit DD to maximize efficiencies and promote the Agency's Long Range Plan goals.



2013-2015 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 supports.
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.

2014 Key Indicators

MEASURE

% of staff who contribute to charitable organizations through United Way
Organizations supported through sponsorships

2014 GOAL

25%
30

2014 Initiatives

IMPLEMENT TRACKING SYSTEM FOR VOTER REGISTRATION

Summit DD has implemented several outreach efforts from 2011-2013 to ensure that people with developmental disabilities can fully participate in their communities by exercising their right to vote. We will continue to automate that process in 2014 by identifying needs at the annual team meeting and following up to ensure that individuals have the ability to exercise their right to vote, if they desire.

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 communities that may not have heard about us before. We will continue to engage these cultural communities, deliver services according to an individual's cultural needs and preferences, and develop marketing materials and outreach efforts specific to community needs.



SUPPORT KEY COMMUNITIES THROUGH SPONSORSHIP AND VOLUNTEERISM

Summit County voters show their support for the Agency through their passage of the levy every six years. Because Summit County communities offer a tremendous amount of support for Summit DD, the Agency and its employees want to give back to the community through volunteerism and sponsorship. In 2013, Summit DD developed an objective, evaluation criteria method for organizations requesting sponsorship dollars. Through this process, the Agency will continue to find and support its communities through sponsorship opportunities and employee volunteerism.

TRACK VOLUNTEER EFFORTS OF SUMMIT DD EMPLOYEES

Summit DD employees give their time generously to many communities within Summit County through United Way and several other community organizations. In 2014, the Agency will develop a tracking system to capture the hours and types of organizations supported through volunteerism.

DEVELOP EDUCATION PROGRAM FOR ELECTED OFFICIALS

Summit DD developed an overview brochure for the community and families that outlines the timeline of supports. Education materials and a speaker's bureau will be developed to increase awareness and understanding of the services provided by the Agency to elected officials and other community leaders. A more comprehensive understanding of the issues impacting individuals with developmental disabilities will help elected officials better advocate for inclusion.

PROVIDE EDUCATIONAL OPPORTUNITIES THAT SUPPORT INCLUSION

Summit DD believes that our schools, workplaces and communities are better when they include everyone. To support the Agency's Mission and Vision, Summit DD will provide education and outreach in collaboration with other counties, providers, and school districts on areas of employment leadership, quality of life, corporate job development, national trends, best practices on integrated employments, employers perspectives and benefit programs.

CONVENE A STAKEHOLDER GROUP TO PLAN FOR TRANSFORMATIONAL CHANGE

The developmental disabilities field is on the precipice of transformational change that will increase opportunities for full community inclusion for individuals who Summit DD supports. To prepare for that change, Summit DD will convene a work group of key community stakeholders who will provide the Board recommendations that will shape future policy on inclusion for adults and children with developmental disabilities. The committee will also make recommendations on Summit DD's role as a service provider.

COLLABORATE WITH LOCAL LAW ENFORCEMENT OFFICIALS

Summit DD's core competency is the protection of each individual's health, safety and welfare. The Agency entered into a collaborative agreement with the Summit County Sheriff's Office to conduct investigations against those who perpetrate crimes against individuals supported by Summit DD. In 2014, the Agency's Major Unusual Incident (MUI) department will collaborate with the Summit County Sheriff's Office to train law enforcement detectives and patrol officers on applicable laws, working with individuals with developmental disabilities, and the MUI process.

SERVICE AND SUPPORT ADMINISTRATION

Service and Support Administration is available to individuals eligible for service ages three and older at no cost. Summit DD SSAs assist persons served and families through the eligibility process, evaluate individual needs for services, and implement an ongoing system of individual service plan development.



Discover SSA services at SummitDD.org/SSA

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. Early Intervention services are delivered using a teaming model which includes a Help Me Grow Service Coordinator and one of the following professionals who will serve as the Primary Service Provider, based on individual needs of the family; Developmental Specialist, Speech and Language Pathologist, and OT/PT.



Discover Early Intervention at SummitDD.org/EI

Summit DD offers support to ensure that families receive child care that is the best fit for their child and family. The Community Partnership for Inclusion program supports privately operated child care centers in Summit County,

providing greater access to quality child care for children with disabilities in the communities where they live. Summit DD's certified Inclusion Managers and Assistants provide training and support to child care 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 in any community-based setting when working with a child with special needs.



Discover child care supports at SummitDD.org/ChildrensServices

ADULT SERVICES – CENTER-BASED

Summit DD provides Vocational Habilitation and/or Adult Day Supports through private providers and its own center-based programs. Summit DD currently operates several small, community-based centers throughout Summit County and focuses on teaching self-advocacy.



Discover self-advocacy at SummitDD.org/Self-Advocacy

ADULT SERVICES – COMMUNITY-BASED

Summit DD supports a variety of vocational training and strategies that support individuals in inclusive employment environments. Supports are offered through Summit DD or through several private providers.



Discover community employment at SummitDD.org/Employment.aspx

Explanation of *Services*

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 Agency partners with more than 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 in Ellet, which provides artists with developmental disabilities a space and materials to create individual and group works of art. Artwork is sold at the Gift Gallery in Ellet and at several public offices throughout the county, such as Stow City Hall.

RESIDENTIAL SERVICES

Residential Services include Homemaker/Personal Care (HPC) services provided to increase independence of the individual 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, foster care, or in a congregate setting where they receive staff assistance. Residential

supports also include respite services and Intermediate Care Facilities for Individuals with Developmental Disabilities.

TRANSPORTATION

Summit DD provides transportation services to day programs through private providers and Summit DD-operated transportation. Transportation to community-based recreation and leisure is 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.

INVESTIGATIVE SERVICES

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 (MUI) reported to the Agency. The MUI staff works closely with law enforcement agencies when crimes are committed against individuals with disabilities.



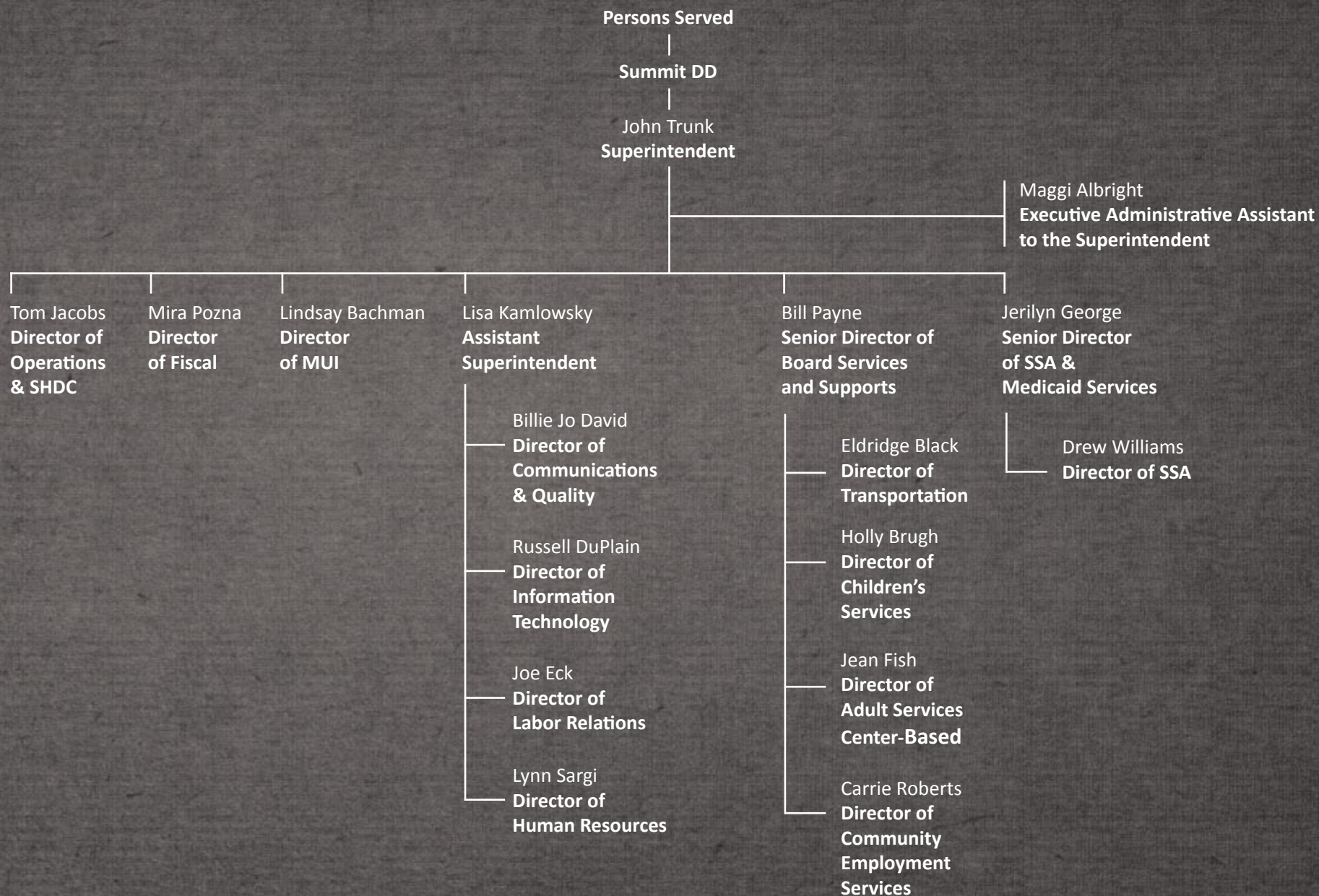
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Who to Contact

If you have any questions or concerns regarding this plan or any Summit DD supports, please feel free to contact us.

DEPARTMENT	WHO TO CONTACT	PHONE
Administration	John Trunk, Superintendent.....	330-634-8080
	Lisa Kamlowsky, 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 Services.....	330-634-8193
Board Operated Services	Bill Payne, Sr. Director of Board Services & Supports.....	330-634-8060
Children's Services	Holly Brugh, Director of Children Services	330-634-8514
Communications	Billie Jo David, Director of Communications & Quality	330-634-8073
Facilities.....	Tom Jacobs, Director of Operations & SHDC.....	330-634-8722
Fiscal.....	Mira Pozna, Director of Fiscal	330-634-8833
Human Resources and Labor Relations.....	Lynn Sargi, Director of Human Resources	330-634-8049
	Joseph Eck, Director of Labor Relations	330-634-8023
Information Technology.....	Russell DuPlain, Director of Information Technology.....	330-634-8830
Major Unusual Incidents.....	Lindsay Bachman, Director of MUI	330-634-8822
Services & Support	Jerilyn George, Senior Director of Service and.....	330-634-8354
	Support Administration and Medicaid Services	
	Drew Williams, Director of Service and Support Administration.....	330-634-8959
Transportation.....	Eldridge Black, Director of Transportation	330-634-8858

Table of *Organization*





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