

*Helping people with developmental disabilities
work, live, and learn through Pillars of Excellence*

2013 – 2015 LONG RANGE PLAN







OUR 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.

OUR VISION

Summit DD is the primary community force to ensure people with disabilities receive the highest quality 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.

OUR CORE VALUES

Person Served First. We are aware of, respect, and protect the rights of persons served. We believe all eligible persons and family should be treated with dignity and respect. We promote person first language, choice, and self-determination. We work to ensure that communities embrace the talents of persons served.

Customer Service. We strive for positive interactions with persons served, families and the community, and will deliver services to meet their needs. We aspire to top performance in customer satisfaction and engagement. Our community will join us in the advocacy for people with disabilities.

Diversity. Our services are enriched by the diversity of people and opinions who both receive and deliver them. We strive for cultural competence by building knowledge, awareness, skill and capacity to identify, understand and respect the unique values, customs, languages, abilities and traditions of a diverse clientele and workforce.

Accountability. Personal accountability is often accompanied by personal opportunity to innovate and find solutions. We will accept accountability for mistakes, learn from them to apply lessons learned to improve our services. We will be stewards of the public's trust and tax dollars.

Objectivity. We will foster an environment of objectivity, fairness, and consistency in planning, pursuit, and measurement of achievement. Decisions will be based on fact and we will utilize a measurement system that promotes transparency in operations.

Innovation. We will honor the successes already achieved by sustaining them as we move beyond them. We will promote a culture of creativity and innovation in the service delivery system by rewarding risk without fear of failure.

OUR 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 Board’s involvement. The work we do positively impacts more than half a million citizens of Summit County.

We envision a community in which persons, 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.

A photograph of a smiling Black man with a short beard, wearing a blue and white checkered button-down shirt. He is standing in front of large, classical stone columns with Corinthian capitals. The image is split horizontally by a dark blue banner containing white text.

SUMMIT DD PILLARS OF EXCELLENCE

QUALITY SERVICES FOR PERSONS SERVED
CUSTOMER SATISFACTION
EMPLOYEE ENGAGEMENT
PROVIDER COLLABORATION
SUSTAINABILITY
CITIZENSHIP

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 and supports that are the best fit for the individual and his/her family and are fully integrated into the community.

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.



...individualized services that are driven by choice and supports...

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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.



...meet the needs of all stakeholders and achieve high levels of satisfaction...

CUSTOMER SATISFACTION

This pillar demonstrates Summit DD's commitment to provide services that meet the needs of all stakeholders and 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 persons served, families, and the community are willing to advocate for the Board.

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 Board by raising familiarity of services provided by the Board.
4. Enhance communication processes with stakeholders to promote understanding of services available and support the informed choices of persons served and families served.



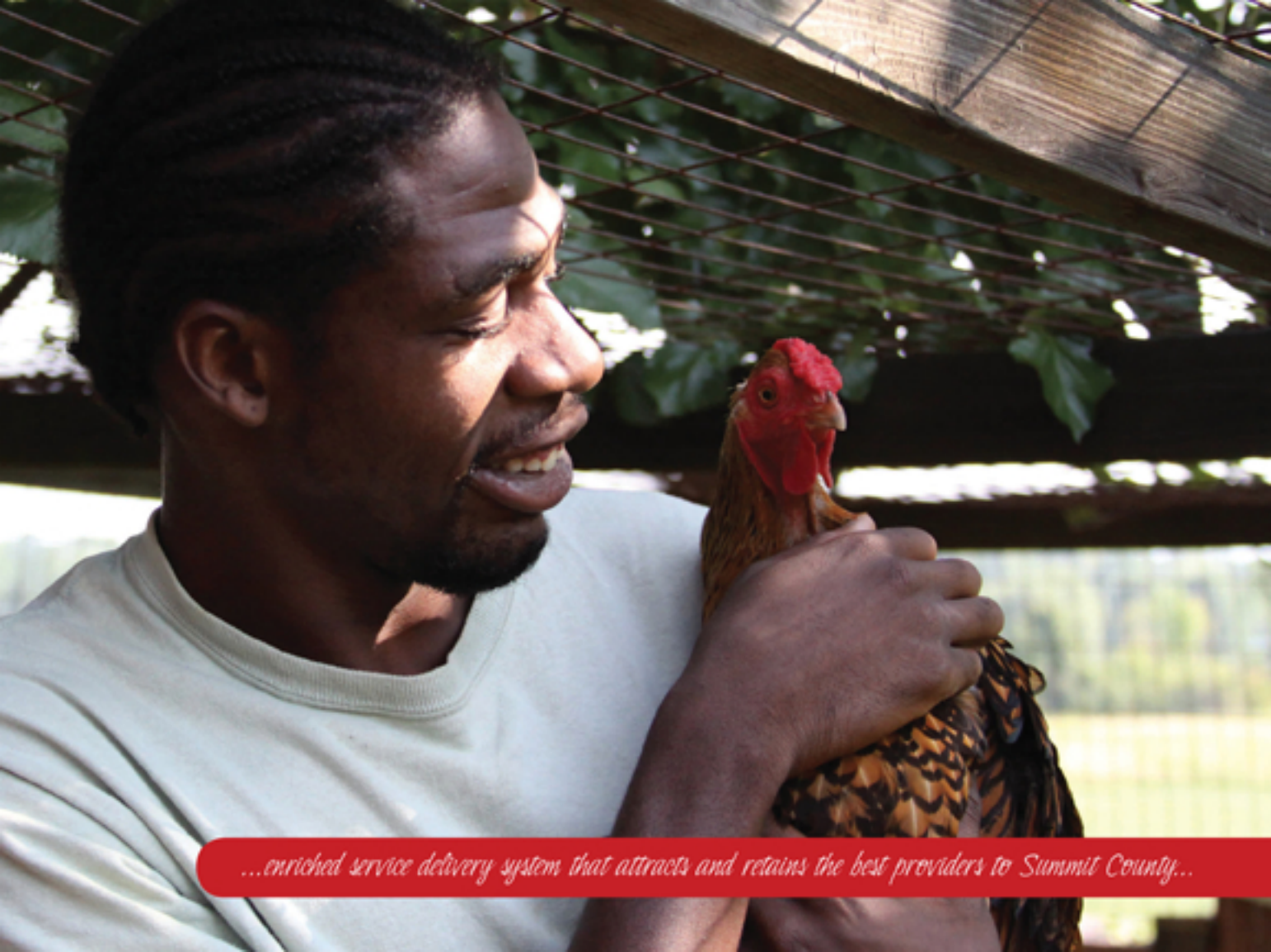
...high levels of productivity and engagement while accomplishing the mission and vision...

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 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 to foster a transparent, open work environment.



...enriched service delivery system that attracts and retains the best providers to Summit County...

PROVIDER COLLABORATION

Providers are a vital component to the service delivery system and this pillar demonstrates Summit DD's commitment to establish collaborative relationships with providers. Successful achievement of this pillar means a fully enriched service delivery system that attracts and retains the best providers to Summit County and that quality standards are consistent among all service providers. Creativity and innovation are way of doing business.

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.



...efficiencies are reinvested into services for persons served...

SUSTAINABILITY

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 services for persons served.

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.



...Summit DD's commitment to being a good corporate citizen and to meet the needs of Summit County...

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. Successful achievement of this pillar means the Board and its staff are visible members of Summit County and the Board supports organizations that are aligned to the 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.



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