



SUMMIT DD 2021 ACTION PLAN





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A letter from the **SUPERINTENDENT**

For more than 50 years the Summit County Developmental Disabilities Board has been supporting the citizens of Summit County. From the day an infant is identified as has having a delay or disability, through the critical early childhood developmental years, into the youth and transition years, and then through the decades that span adulthood, Summit DD is a there for individuals and their families. Certainly economic, political and social changes and challenges have impacted individuals, programs and our community during the past 50 years. This past year was no exception. Yet, throughout it all, Summit DD has remained the central source of information, support and help for individuals

with developmental disabilities in this community.

Recognizing that it takes a team to make it through tough times was never more apparent than in 2020.

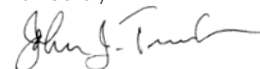
While Summit DD helped maintain critical systems and infrastructure, a vast provider network delivered the vital services and supports daily under unbelievable conditions. Hundreds of staff literally put their own health and safety on the line everyday to assure that persons served were healthy, safe and never alone. To do so,

these staff relied on information, supplies, protective equipment and additional financial support made available, in part, by Summit DD. The top priority established by the Summit DD Board members in March of 2020 was that a plan be developed which guaranteed that individuals and families remain supported throughout the pandemic. During the past year all Summit DD resources, attention and energy has been dedicated to accomplishing this goal.

Thankfully, a vaccine means that the end of the pandemic is near and 2021 will truly be a welcomed New Year. With this new year Summit DD renews its annual commitment to supporting those with developmental disabilities in the community. Our Action Plan for 2021 remains grounded in the principles of listening to individuals, designing plans that are important to them, cultivating a culture of inclusion and diversity, educating the public, and nurturing relationships with community partners. It takes a team with each of us playing an important role in contributing to the mission of helping people of all abilities reach their full potential, one person at a time.

On behalf of myself and all the amazing staff here at Summit DD, we commit to delivering on the goals we have established in our plan driven by a vision of helping make Summit County a place where all people feel included.

Sincerely



John Trunk, Summit DD Superintendent

Hundreds of staff literally put their own health and safety on the line everyday to assure that persons served were healthy, safe and never alone.

Summit DD, Making MEANINGFUL CONNECTIONS



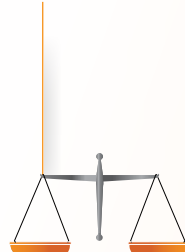
MISSION

Helping people of all abilities reach their full potential, one person at a time.



VISION

Summit County is a community where people feel included.



VALUES

Trust
Respect
Collaboration
Innovation
Inclusion
Excellence

TRUST We want to earn the trust of people we support with every interaction. We realize that this can only be accomplished by delivering on our promises and remaining transparent. It is an honor that people accept us into their lives and we will not take that for granted.


RESPECT We will actively listen to people we support to understand where they are on their journey and what they want to achieve next. We respect people's choices about their lives.

COLLABORATION We will partner with those we support every step of the way. We will work with community organizations to build relationships that open doors for those we support.

INNOVATION We consistently look for ways to challenge the status quo. We create new opportunities that provide more choices for people of all abilities. We encourage our staff to pursue opportunities to better their skills and knowledge.

INCLUSION We believe that everyone has a right to live a life where they feel included in their community. We also understand that community means something different to each person. We are committed making connections that are meaningful to those we support, building a community that only sees opportunity in each other.

EXCELLENCE We believe those we support, parents and the community deserve our very best and we are committed to giving it. We will work to understand the needs and expectations of those we support and continually find ways to meet and exceed those expectations



Long-range

GOAL 1

To ensure quality services while we cultivate opportunities for people to feel included.

Our role is to listen to people we serve, identify outcomes, and connect people to paid or natural support that will help achieve their goals. We will remain person-centered to ensure each person receives the highest quality of services possible as we create opportunities that provide meaningful community connections.

OBJECTIVES INCLUDE

- Build meaningful relationships with people we support to shape person-centered outcomes.
- Ignite the community as a natural support.
- In partnership with our provider community, build a culture in the direct service professional community that is committed to achieving people's outcomes

LONG-RANGE GOAL #1 2021 ACTION ITEMS

Increase multi-system collaboration and supports for children and adults with intensive needs.

Children and adults with intensive needs include those with significant behavioral issues, more than one diagnosis, or a complex trauma history, among others. Often individuals with intensive needs require the support and collaboration among multiple systems, including Children's Services, ADM Board, courts, and others. There are many challenges when serving individuals with intensive needs, including a lack of providers, barriers when working with multiple systems and funding sources. Summit DD will identify best practices, grant funding, and provider support options for individuals with intensive needs.

Collaborate with providers to supplement training and support to direct care staff working with individuals with intensive needs.

Finding willing providers to support individuals with intensive needs is a challenge. Summit DD will collaborate with providers to determine specific challenges, provide training and support, and identify best practices.

Connect people to individualized residential options in the community.

Summit DD will use information about the desired residential outcomes (identified in the individual service plans) to develop residential options in the community. We will collaborate with residential agencies and landlords to support people in a variety of residential settings that meet their needs. From independent living, to drop-in support, to 24/7 supports, adults should enjoy the right to choose where they live within what they can afford.



LONG-RANGE GOAL #1 2021 ACTION ITEMS

Partner with providers to enhance services to individuals we support.

Direct Service Professionals (DSP) have been on the front line of supporting individuals throughout the COVID-19 pandemic. Summit DD will continue to support providers throughout the pandemic to protect those we serve and DSPs. DSPs are a critical piece, without them, services could not be delivered. To ensure the delivery of quality services to individuals, DSPs must feel valued and supported. Summit DD will continue its efforts to partner with providers to enhance on the job supports offered to DSPs. Whether that be through the Success Coach initiative, training for front line supervisors or offering other training focused on best practices in recruitment and retention.

Expand the use of technology to create additional independence opportunities for individuals, and support for the provider community.

Virtual support opened opportunities for individuals, care givers, and Summit DD to connect with each other in different ways. Many individuals and families are very satisfied with virtual support. Summit DD will increase technology support to meet the unique needs of individuals, families and providers as we navigate through the challenges of the pandemic and beyond.







Long-range

GOAL 2

To empower an engaged workforce that achieve the best outcomes for people we support.

Our employees are our greatest asset as we work to achieve our mission and vision. We will continue to cultivate an energized and diverse team and ensure they have the knowledge, skills, and tools to meet and exceed the expectations of those we support.

OBJECTIVES INCLUDE

- Foster a culture that reflects our core values
- Build work systems that support organizational performance excellence.

LONG-RANGE GOAL #2 **2021 ACTION ITEMS**

Design and implement a leadership development program.

Summit DD continues to grow and evolve to meet the growing demand for services, the changing needs of those we serve and the provider community. To ensure that we have employees ready to step into leadership roles, Summit DD will identify staff and increase their knowledge, skills and abilities.

Develop a diversity and inclusion program.

Summit DD's team is from a variety of backgrounds and experiences. Summit DD will develop a diversity and inclusion program that capitalizes on the diversity of our staff.

Implement performance management.

In 2020 the Agency updated its Human Resource systems to increase collaboration. With the updated performance management system and all staff trained in the development of SMART goals, Summit DD will implement performance management and track attainment of SMART goals that are aligned to the long-range goals of the Agency.



LONG-RANGE GOAL #2 2021 ACTION ITEMS

Implement and evaluate telework.

As a result of the COVID-19 pandemic, many employers in the County implemented telework policies. Summit DD invested in technology that keep our team connected, even though we are not physically in one space. Our staff stepped up to the challenge that COVID-19 presented with high levels of productivity, collaboration and satisfaction. As a result, the Agency will continue to formalize and evaluate a long-term telework policy.

Keep Employees Informed and Engaged

While remote work has presented many successes, keeping employees connected and engaged remains a challenge for many organizations who work remotely. In 2020, the Agency implemented a new employee intranet. Summit DD will continue to gain staff feedback and develop new and innovative methods to communicate with and engage the Summit DD team.







Long-range

GOAL 3

To ensure that our system is sustainable for future generations.

Summit DD has experienced an increased number of people eligible for services, along with declining revenues. We will build a financially sustainable service delivery model to ensure funding is available to support the health, safety and quality of life of people we serve well into the future.

OBJECTIVES INCLUDE

- Maximize alternative revenue streams.
- Ensure that the allocation of local resources are aligned to outcomes that move us closer to our mission and vision.
- Right-size our facilities to meet future needs.

LONG-RANGE GOAL #3 2021 ACTION ITEMS

Implement facilities use plan.

In 2019, Summit DD announced plans to renovate its Barberton and Cuyahoga Falls workshops into office space for the Agency's 280 employees, drastically reducing the total amount of square feet and acreage the Agency maintains. In 2020, the Agency contracted with a design firm and construction manager at risk to implement the plan. In 2021, the Agency will complete the construction documents and begin the renovation projects at both locations. Summit DD will continue to work with stakeholders on the future use or sale of current buildings.

Continue to refine long-term financial forecasts.

Summit DD has realized drastic growth in the number of adults and kids eligible for services over the past five years. This drastic growth has resulted in an increase in spending on services for eligible individuals, with revenue remaining fairly flat. Despite this growth, the Agency has remained fiscally responsible and has maintained a fund balance that protects services for individuals. Throughout 2020 and 2021, several factors related to the COVID-19 pandemic resulted in fluctuation of revenue and expenses. The Agency will identify future growth, revenue and expenditure scenarios to create a longer-term financial forecast that protects the health and welfare of those eligible for services.

Implement business intelligence.

Summit DD will implement Microsoft Business Intelligence to create data visualization for key metrics that contribute to organizational success. Measures such as enrollment, service outcomes, staff outcomes, and satisfaction will be available internally and externally through online dashboards.





LONG-RANGE GOAL #3 **2021 ACTION ITEMS**

Continue to implement and monitor COVID-19 response plan.

Summit DD, like many organizations, drastically changed its operations in response to the COVID-19 global pandemic. Summit DD created a multi-faceted approach to serving families, protecting staff, supporting providers, and making environmental modifications. Summit DD will continue to participate in County-wide response planning and adjust our guidelines as needed.

Maintain staffing levels for core functions.

Summit DD continues to experience an increase in the number of people it serves and the needs of those we serve continue to change. It is imperative that we maintain adequate staffing for functions that directly support individuals to maintain case load sizes that ensure the health and safety of those we serve. Summit DD will continually monitor enrollment and right-size the staffing levels accordingly.



Explanation of SERVICES

SUPPORTING PEOPLE

Eligibility & Service Coordination

Summit DD's staff work with individuals and their families to complete the Children's Ohio Eligibility Determination Instrument (COEDI) and the Ohio Eligibility Determination Instrument (OEDI) to determine "substantial functional limitations" and eligibility for services. They work with families through the process and if they are found eligible for services, connect them to a service coordinator to review their service and support needs and to develop an individualized ISP.

Summit DD service coordinators work to understand each person's unique hopes, dreams, and support needs, and to address those wants and needs through the development of an Individualized Service Plan (ISP). Each ISP contains outcomes and action steps to assist each person in meeting their personal goals. In addition, the ISP outlines any support needs an individual may have. Support needs can be addressed through natural supports or through a wide variety of paid providers.

Services for Kids (Age 0 – 2)

Early Intervention services are provided to eligible children aged birth through 5 years through an evidence-based coaching approach. Research shows that teaching developmental strategies to parents

which they can embed in their family's daily routines provides the child with many more hours of intervention per day than the traditional approach to therapy. At Summit DD, each family is assigned a designated Primary Service Provider (PSP) from a team of professionals which include: developmental specialists, occupational therapists, speech therapists and physical therapists. If necessary, the team can also pull in experts from various other community agencies to assist. The PSP is responsible for working with a Service Coordinator through Akron Children's Hospital to develop and implement an Individualized Family Service Plan. This plan identifies outcomes and goals specific to each child and his/her family's unique needs. All Early Intervention services are funded with local levy dollars and are provided at no cost to the family.

Services for Youth (Age 3 – Graduation)

Summit DD supports school-age youth with service coordination that identifies a person's needs and connects them to natural or paid supports. For teens who are transition age (beginning at age 14) Summit DD works with families and schools to offer transition-age services to help teens become college or career ready upon graduation. These services include career development, job coaching or job develop-

ment within the school environment. Summit DD also utilizes local tax dollars to develop summer youth work programs that offer more than 100 teens with disabilities summer jobs making minimum wage in the community.

Families in this area may also access Summit DD's Families Engagement Program, which reimburses families for certain qualifying expenses that provide opportunities for youth to access the community. Programs include summer camps, clubs or classes, or adaptive equipment.

Services for Adults (Age 22+)

Day Supports:

Summit DD collaborates with a wide variety of quality providers that deliver a range of day supports. Based on the needs and desires of an individual, they can select a provider that will help them gain the skills needed to obtain employment, support with searching for employment, maintain current employment or assist with career advancement. In some cases, a person might not have a desire to work. In those situations, an individual can receive services that are focused on habilitation, such as support to volunteer or attend local community events.

Explanation of Services

SUPPORTING PEOPLE CONTINUED

Residential Services: There are a wide range of residential services available and quality providers who offer them. Services are available to support someone who lives independently to access their community; such as grocery shopping or going to the bank. Or, services that assist someone to learn daily living skills so they can eventually live independently or with a friend. Also, based on the needs of an individual, private provider staff can deliver up to 24/7 support in that individual's home. This can include assistance with hygiene, medication administration and other needed supports to ensure an individual's health and welfare is maintained and they are able to connect to their local community.

Transportation:

Having access to transportation is crucial for individuals to be able to effectively access their community. Summit DD connects individuals to a variety of transportation options that help them get where they need to go. Based on the needs of an individual, there are number of private providers who directly offer transportation services. This can include transportation back and forth to day supports, community events or to see friends and family. Individuals also desire to utilize Summit County's public transportation system which includes SCAT, ADA and regular line bus service. In these situations, private providers assist individuals to obtain the appropriate bus fare.

Quality of Life:

Summit DD connects individuals to a variety of programs that foster community involvement. Depending on a person's individual interest, there are many inclusive community activities and recreation opportunities available to adults with developmental disabilities in Summit County including, but not limited to:

- **BLAST:** BLAST is a program that provides social and recreational opportunities to adults who work in the community. It allows people to kick back and socialize with their peers and foster friendships outside of work. Contact us to learn more about BLAST.
- **College for Living:** College for Living provides adults with disabilities with opportunities to learn and have fun in their community. Programs are offered four times per year in 4-week sessions. Previous sessions have included: art museums, Karaoke, the theater, guys or girls nights out, bowling, and nature photography to name a few. For more information or to register, visit The Blick Center's College for Living.
- **Special Olympics:** Special Olympics provides athletic opportunities to adults with disabilities who are interested in sports. There are a variety of Special Olympics sports available throughout Summit County. Contact the Special Olympics of Ohio to learn more.
- **Travel Clubs:** There are multiple travel groups in our area that can meet the needs of individuals with dis-

abilities, such as Beyond Our Boundaries and Guided Tour, to name a few.

- **Senior Centers:** Summit DD partners with several senior centers to offer integrated retirement activities for seniors with disabilities.

Health & Safety

All individuals receiving services from a private provider should expect that those services will be of a high quality. To help ensure private providers are meeting this expectation, Summit DD annually conducts over 200 reviews of private provider services. These reviews include making sure staff have been properly trained, services are being delivered in accordance with each person's Individual Service Plan, and that all applicable rules are being followed. In addition to monitoring the services delivered by private providers, Summit DD also investigates all allegations of abuse and neglect. If potential criminal misconduct is identified during the course of an investigation, Summit DD collaborates with local law enforcement to prosecute any criminal wrongdoing against individuals. While Summit DD takes its oversight role very seriously, it is also crucial that collaboration occurs with the provider community. To that end, Summit DD offers numerous trainings and opportunities for technical assistance which ensure that the services delivered will continue to be of the highest quality.

Explanation of **SERVICES**

SUPPORTING COMMUNITY

Business/Employer Support

Summit DD collaborates with employers in the community to expand employment options for individuals. With a growing network of employment partners, we, along with our private partners in the community, are able to customize plans and find meaningful jobs that meet the needs and interests of each individual.

Support for Schools:

Summit DD develops relationships with local school districts to support transition services for eligible Summit DD youth. This includes summer work experience opportunities and supporting educational sessions for families to learn how critical transition supports are for students. Summit DD staff works with elementary age school professionals on how to build inclusive experiences in classrooms. In addition, the Agency works with middle school students on changing perceptions about peers with disabilities.

Youth Programs

Summit DD supports a variety of day care centers, summer camps, and youth organizations to become

more inclusive for youth of all abilities. From environmental modifications, to attitudinal training, to on-site support and coaching, Summit DD tailors a solution to the unique needs of community organizations.

Disability and Inclusion Training

Summit DD is the front door to many organizations who have a desire to become a place that is welcoming for people of all abilities. Some organizations include churches, law enforcement agencies, and court systems. Summit DD provides tailored training and support to meet the needs of our community.

Providers

Summit DD supports private disability service providers through a variety of methods. Summit DD's provider support team fields thousands of phone calls, emails and virtual calls each year to assist with questions about certification, billing, documentation, and more. The Agency provides trainings and technical support based on best practices. Additionally, Summit DD brings together providers to collaborate on issues impacting the industry to better serve people with disabilities.



Helpful CONTACTS

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Community Supports
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InformDD November
November 25



Join Us In Celebrating Summit DD Staff
November 22

Summit DD Main Line

330-634-8000

After Hours MUI Reporting

1-877-271-6733

Business Hours MUI Reporting

330-634-8684

COVID Response Team

330-634-8800

Provider Support

330-634-8110

Intake/Eligibility

330-634-8676

Service Coordination/ Case Management

330-634-8958

**For additional contact assistance,
visit us at SummitDD.org/Contact-Us**

