



2026 SUMMIT DD DRAFT
ACTION PLAN

SUMMITDD.ORG | 330-634-8000

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.

2026 Action Plan – Individual & Family Focus

Ensure Individuals with Developmental Disabilities have equitable access to services and funding that empowers them to achieve their personal goals.

2026 Action Items

- Use data and insights to engage in the appropriate community settings and provide continued, individualized support so people move from initial contact to full completion of the intake and eligibility process and are connected to services that meet their individual needs.
- Align internal teams, providers, and community partners to meet individuals where they are on their employment path and help them pursue meaningful work in the community.

Continuously engage individuals and families to identify service and support needs, using available funding to prioritize the identified needs of eligible children and adults.

2026 Action Items

- Ensure recent cost-saving measures remain sustainable while actively monitoring impacts, filling service gaps, maintaining connections for individuals, and advancing long-term revenue solutions.
- Monitor and analyze upcoming state rule and rate changes, engaging appropriate workgroups to determine service and financial impacts and update long-term financial forecasts to prepare for mandated changes.

Strengthen key transitions for individuals and families, offering tailored resources and support to ensure the continuity of care throughout an individual's lifetime.

2026 Action Items

- Establish transition-focused workgroups and use feedback from individuals and families to assess and refine our processes, information, and support at key life transitions, ensuring they align with organizational resources and priorities.

Facilitate opportunities for individuals and families to connect and share information and experiences with one another, fostering an environment where families can learn from each other as Summit DD learns from them.

2026 Action Items

- Leverage feedback gathered from individuals and families to create meaningful connection opportunities and informational resources that align with their priorities and interests.
- Develop informational resources about certified service providers to support families through the free choice of provider process.

2026 Action Plan – Stakeholder & Community Focus

Continuously evaluate the capacity and needs of community partners to collaboratively support the best outcomes for individuals with disabilities in Summit County.

2026 Action Items

- Define key stakeholders, needs and communication channels.
- Leverage our strong provider partnerships to advance assistive technology, residential options, support those with complex needs, and the successful implementation of coordinated initiatives.

Actively engage the community with targeted outreach efforts and awareness campaigns, fostering a greater understanding of developmental disabilities and increasing visibility and support for Summit DD's Mission.

2026 Action Items

- Ensure SummitDD.org, digital forms, and online materials are fully accessible and meet ADA digital accessibility requirements to provide an inclusive user experience.
- Launch updated advertising campaign focusing on stories of individuals receiving core services.

Reposition Summit DD as a facilitator of inclusion for individuals with disabilities, leveraging community partners and resources to integrate inclusive practices in all aspects of community life.

2026 Action Items

- Implement a coordinated strategy to strengthen self-advocacy by increasing opportunities for individuals to build skills, participate in decision-making, and engage meaningfully in their communities.

2026 Action Plan – Employee Focus

Integrate a diversity and inclusion focus into all workforce practices, ensuring commitment in building and maintaining a workforce that is representative of the community served.

2026 Action Items

- Ensure consistent and transparent communication by disseminating Executive Leadership Team updates via organization-wide informational sessions, InspireDD messaging, and supportive guidance materials.
- Strengthen a trauma-informed workplace by equipping managers with training, tools, and support strategies to help staff navigate traumatic events and promote emotional well-being and psychological safety.

Enhance employee training and development efforts to foster professional growth, develop future leaders, promote a culture of belonging, enhance technology and ensure that staff are well-equipped to meet the needs of the individuals we serve.

2026 Action Items

- Evaluate and enhance new employee orientation.
- Create personalized training and development pathways for employees and managers, integrating feedback to support skill-building, leadership readiness, and long-term career success.

Strengthen employee engagement by fostering a supportive, inclusive, and rewarding work environment that recognizes our commitment to core values.

2026 Action Items

- Begin long-term succession planning by identifying essential leadership roles and evaluating transition needs to support organizational stability in future years.
- Conduct an employee satisfaction survey and identify areas of strengths and opportunities for improvement.