2027

ACTION PLAN

Draft

summit DD

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.

2027 Action Plan – Individual & Family Focus

2025 – 2030 Long-Range Plan Objectives

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

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

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

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.

2027 Action Items

1. Improve equitable access and reduce barriers to services
Partner with organizations in priority communities to provide accessible, on-site assistance with intake, forms, scheduling and connections to Summit DD.

2. Strengthen employment pathways and elevate employment success
Expand employment learning opportunities, self-advocate experiences and partnerships, and use employment data and stories to demonstrate impact.

3. Increase engagement and connections among school-aged individuals and families
Create targeted opportunities for school-aged families to connect with each other, community resources and Summit DD.

4. Establish a coordinated approach to identifying and responding to emerging needs
Create a consistent process to collect, analyze and share information about emerging needs, family/community feedback, provider capacity, regulatory/funding changes and external trends to inform decisions.

5. Expand technology as a tool for independence
Expand technology expertise and adoption across the service spectrum and lifespan.

2027 Action Plan – Stakeholder & Community Focus

2025 – 2030 Long-Range Plan Objectives

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

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.

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.

2027 Action Items

6. Develop a coordinated stakeholder engagement strategy
Define key stakeholder audiences and create a coordinated communication and engagement continuum. Streamline communication from leadership, to staff, families, providers and the community.

7. Demonstrate Summit DD's community impact through strategic partnerships
Use existing relationships, engagement data and the developing dashboard to demonstrate community impact through volunteerism, sponsorships, education, training, accessibility and other community engagement.

8. Expand self-advocacy and civic engagement
Build on current self-advocacy activities to increase opportunities for individuals to engage with community leaders, organizations and civic life.

9. Strengthen legislative and elected-official relationships
Develop a proactive approach to educating newly elected officials and policymakers about Summit DD, the people we serve and emerging needs.

2027 Action Plan – Employee Focus

2025 – 2030 Long-Range Plan Objectives

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.

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.

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

2027 Action Items

10. Strengthen employee voice and organizational culture
Expand employee feedback and involvement in decision-making, problem-solving and organizational improvement, including quarterly pulse surveys, professional conduct data and attention to belonging and inclusion.

11. Assess and align organizational training and development needs
Conduct a needs assessment to identify needs, current resources, gaps and realistic priorities.

12. Enhance new employee orientation
Evaluate and improve orientation so new employees have the knowledge, tools and connections needed to begin successfully.

13. Establish a responsible AI strategy
Develop an organizational approach to responsible AI use, including policy, guidance, training and appropriate opportunities to improve efficiency, communication and service delivery.