Message from the Superintendent

Long-Range Plan

Goal 1: Quality Services
Goal 2: Engaged Workforce
Goal 3: Sustainable System

Explanation of Services

Agency Leaders & Contacts
A MESSAGE FROM OUR
SUPERINTENDENT
Each year, the Summit DD team reflects on progress made and then begins to strategize on how we can improve for the future. We strive to keep moving forward with innovative ideas to better serve those who rely on Summit DD—all while ensuring we are fiscally responsible with your generous tax dollars.

As we embark on the second year of our strategic 2019-2021 Long-Range Plan, we've identified our action items for 2020. After intensive analysis, we've discovered dramatic growth in the amount of people who receive essential Summit DD services. We have surpassed 5,000 individuals in our system. While it is encouraging that children, families and adults in the county are accessing our programs to benefit their lives, we've realized the immense and immediate responsibility to adapt to these rapid changes in order to ensure sustainability well into the future.

As we began to plan for 2020 with sustainability as our focus, we sought input from people we serve, families, staff, providers and the community. The response was overwhelming and the input was invaluable. Using your feedback as our guide, we carefully crafted the following Action Plan. This plan outlines exciting new initiatives for children, youth and adults. It addresses the direct care professional shortage, residential options, future facilities plans, and more.

This plan will act as our roadmap to meet your needs and reach the goals you believe are important for the Agency—all while ensuring our continued support for more than 5,000 people in our great community. We invite you to read through the plan and then check in regularly, as we share the progress on each of these goals.

The future is bright for Summit DD and together we can ensure essential services for the generations to come. On behalf of myself and the staff here at Summit DD, we look forward to delivering on our promises and making meaningful connections for those we serve, one person at a time.

Sincerely,

John Trunk
Summit DD Superintendent
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:
Respect - Collaboration - Innovation
Inclusion - Excellence - Trust
Ensure quality services while we cultivate opportunities for people to feel included.

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.

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.
Ensure Early Intervention services meet growing demand for services.

Ohio’s biennium budget increased its investment in Early Intervention (EI). This investment allows infants with a diagnosis of Neonatal Abstinence Syndrome (fetal exposure to addictive substances) or elevated blood lead levels to become automatically eligible for Ohio EI. Summit County has experienced a dramatic increase in the number of children and families who receive EI services over the past three years, and expect that growth will continue. We will review our processes from intake and eligibility determination, to service coordination, to the provision of services to ensure families have timely access to quality EI services.

Increase access & support for multi-system youth.

Ohio has invested significant funding to support youth and families who are involved in multiple systems, with a goal of preventing custody relinquishment for the sole purpose of receiving needed services. Summit DD will continue to coordinate with agencies that make up Summit County’s Family and Children First Council to locally support Board eligible children with complex needs. Summit DD will collaborate with our community partners to enhance supports to multi-system youth, with the goal of keeping families together.
Enhance supports for transition-age youth.

Graduates from high school have many choices to make about their futures; youth with disabilities face the same choices. Summit DD has a dedicated team of Service and Support Administrators (SSAs) that will explore these choices with individuals and families. Summit DD has partnered with local schools to develop pilot programs with the goal of graduates becoming college or career ready. Summit DD will use the outcomes and learning from those pilots to expand the pilot to additional school districts and grade levels.

Connect individuals to an array of 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, such as Akron Metropolitan Housing Authority, 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.

Partner with providers to enhance services to individuals we support.

In 2019, Summit DD received a grant from the Ohio Association of County Boards to participate in a provider partnership pilot. The collaborative work group developed priorities for 2020 to enhance services to those we serve. Summit DD will take an active role in supporting the retention and recruitment of direct care professionals. The work group will develop quality indicators for the provision of services. Summit DD will provide a greater level of support and coordination for providers who serve people with complex behavioral needs. Finally, Summit DD will use feedback from providers through a survey to review its current provider support practices to ensure they meet the needs of the provider community.
Empower an engaged workforce that achieve the best outcomes for people we support.

Objectives include:

- Foster a culture that reflects our core values
- Build work systems that support organizational performance excellence.
ACTION
ITEMS FOR 2020
Recruit a qualified, diverse pool of candidates.

Through the creation of the 2019-2021 Long-Range Plan, Summit DD updated its Mission, Vision, and Core Values. A team of Summit DD staff translated these core values into core competencies that individuals, families and the community should expect of all employees. In 2020, the Agency will focus its efforts on ensuring position descriptions reflect these core competencies and recruitment efforts produce a qualified, diverse candidate pool for vacant positions. Summit DD will implement a talent management system that effectively sources vacant positions and streamlines the onboarding process.

Implement a performance management system.

Summit DD will enhance job descriptions, onboarding, orientation and training to ensure core competencies are systematically demonstrated across the workforce. To accomplish this, the Agency will implement an employee development program that focuses on regular coaching and continuous development of employees.

Implement work systems that support the needs of those we support.

As supports for those we serve become more community-based, our employees must also be more community-based to meet the needs of those we serve, at times that are more convenient for those we serve. Summit DD will review workplace policies and procedures, technology, and space needs to support a community-based workforce.
LONG-RANGE GOALS

Ensure that our system is sustainable for future generations.

Objectives include:

• Maximize alternative revenue streams.
• Ensuere 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.
Address the needs of those on the wait list.

Beginning September 1, 2018, every county board of developmental disabilities will use a statewide assessment process to evaluate the needs of each person requesting services from the county board, and to assess the needs of individuals who are on the transitional waiting list. The assessment will help determine if there is a need for a service that is not being met. If the individual has an immediate need, it will be met within 30 days. If an individual has an unmet need that is not a threat to their health and safety, the individual may be placed on a current needs waiting list. Summit DD will annually review the needs of the individuals on the current needs waiting list and will allocate resources to meet those needs based on available funding.
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 footage the Agency maintains. The next phase of the facilities use project involve the detailed design of the remodeled facilities. 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. However, it is projected that deficit spending to meet the growing demand for services could impact the future fund balance. 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.

Use data to drive organizational excellence.

Summit DD will examine how it selects, gathers, analyzes, manages, and improves its data, information, and knowledge assets; how it learns; and how it manages information technology to improve performance. The Agency will also align how it uses review findings to improve performance ensuring it is consistent with current trends and best practices.
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 develop and individualized plan.

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 – 5)

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 6 – 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 development 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.

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 a multiple travel groups in our area that can meet the needs of individuals with disabilities, 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 the 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 occur 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.

**SUPPORTING COMMUNITY**

**Business/Employer Support**

Summit DD collaborates with employers in the community to expand employment options for the 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 each year to assist with questions about certification, billing, documentation, and more. The Agency provides trainings and technical support based on current trends. In addition, Summit DD brings together providers to collaborate on issues impacting the industry to better serve people with disabilities.
Summit DD Main Line
330-634-8000

After Hours MUI Reporting
1-877-271-6733

Business Hours MUI Reporting
330-634-8684

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