



# 2020 - 2022 STRATEGIC PLAN

C U Y A H O G A C O U N T Y  
Board of Developmental Disabilities

Supports  
VALUED  
QUALITY Innovative  
person-centered options  
Solutions  
ACCESS Quality  
VALUED OPTIONS valued  
QUALITY optio  
SUPPORTS person-  
QUALITY INNOVATIVE  
access  
options valued Supports QUALIT  
Innovative SOLUTIONS ACCESS  
QUALITY  
OPTIONS person-centered

**Our mission is to support and empower people with developmental disabilities to live, learn, work and play in the community.**

## **About the Strategic Plan**

The Cuyahoga County Board of DD's strategic plan covers a three-year period, 2020-2022, and is inclusive of goals and strategies specifically focused on improving service and support to people with developmental disabilities. Our values align with these goals and provide a strong foundation for continuous improvement of the quality of life for people with developmental disabilities.

## **2020-2022 Strategic Goals**

- People have access to needed supports.
- People receive person-centered, quality supports.
- People are supported with innovative solutions and options.
- People recognize and value the Cuyahoga County Board of DD.

## **Cuyahoga County Board of DD Leadership**

Kelly A. Petty, Superintendent & CEO

Board Members:

Tania J. Younkin, *President*

Lisa M. Hunt, *Vice President*

Steven M. Licciardi, *Secretary*

Ara A. Bagdasarian

Mozelle T. Jackson

Richard V. Mazzola

Cynthia V. Schulz

## Values

Our values guide CCBDD's mission, planning efforts and the ways we operate:

### Self Determination

People with developmental disabilities and their families are the primary decision makers in the management of their lives and are supported to pursue what is important to them.

### Inclusion

People with developmental disabilities are able to access and participate fully in the community where they are welcomed, included, supported and celebrated.

### Innovation

People with developmental disabilities have access to new and innovative options to meet their needs and help them achieve their goals.

### Positive Experience

People with developmental disabilities are supported with services that meet their needs. All interactions exceed expectations and satisfaction.

### Health & Well-being

People with developmental disabilities have access to needed health care and the best quality of life possible, with zero tolerance of abuse and neglect.

### Professionalism

People with developmental disabilities will be served by staff who show respect for others and work with integrity, striving to do their very best for all those served.

## GOAL 1: People have access to needed supports.

We make sure people with developmental disabilities and their families are aware of the support CCBDD can provide them and how to access it. We make accessing support fast, friendly, and easy to understand. We make people feel cared about and connected.

Strategies	Objectives
Improve access to supports through user-friendly and effective methods	<ul style="list-style-type: none"><li>▪ Provide exceptional, person-centered service.</li><li>▪ Direct financial resources to individuals with disabilities through:<ul style="list-style-type: none"><li>- Reducing or eliminating the waiver wait list; and</li><li>- Expanding the Family Supports Program.</li></ul></li><li>▪ Provider selection is effective and efficient.</li></ul>
Streamline Cuyahoga County Board of DD operations	<ul style="list-style-type: none"><li>▪ Simplify all processes.</li><li>▪ Develop a culture promoting cross-department communication and collaboration to better serve people with developmental disabilities.</li></ul>

## GOAL 2: People receive person-centered, quality supports.

Using person-centered planning, we ensure people with developmental disabilities are living the lives they want. We encourage people with developmental disabilities to actively participate in planning. We work to prevent abuse and neglect and make people feel safe. We assist and support providers help people live their best lives and to be a part of their communities.

Strategies	Objectives
Ensure people are leading the lives they want	<ul style="list-style-type: none"><li>▪ Individuals are active participants in the team planning process.</li><li>▪ Be proactive in preventing abuse, neglect and other health and safety concerns.</li><li>▪ Provide opportunities for self-advocacy.</li><li>▪ Increase the number of people who are active members of the community.</li><li>▪ Increase the number of people who are competitively employed.</li></ul>
Support providers to deliver high-quality, community- integrated services	<ul style="list-style-type: none"><li>▪ Assist providers to be ready, willing and able to meet the needs of all people.</li><li>▪ Assess provider capacity to identify and address gaps.</li></ul>

## GOAL 3: People are supported with innovative solutions and service options.

We are open to new ideas and approaches; we challenge conventional views, and develop new models and collaborations. As technology advances, we promote its use to build skills and independence.

Strategies	Objectives
Collaborate with families and the community to identify and increase options available	<ul style="list-style-type: none"><li>▪ Develop and try new housing models, transportation options, and recreation/leisure opportunities to meet emerging needs and preferences.</li><li>▪ Develop and support community collaborations to meet needs and expand options for eligible people.</li><li>▪ Promote use of post-secondary education options.</li></ul>
Promote the use of technology	<ul style="list-style-type: none"><li>▪ Educate and support providers in delivering innovative solutions.</li><li>▪ Promote the use of technology to achieve independence, and explore new technologies that help people live better lives.</li></ul>

## GOAL 4: People recognize and value the Cuyahoga County Board of DD.

We intensify efforts to reach all people and provide greater awareness of CCBDD services. We will increase and enhance relationships in the community, especially with entities that also support people with developmental disabilities. We will grow our positive reputation by improving our performance across the agency.

Strategies	Objectives
<p>Increase community outreach, build relationships, and become the go-to resource</p>	<ul style="list-style-type: none"> <li>▪ Expand community outreach efforts to individuals with developmental disabilities and their families.</li> <li>▪ Further develop the community’s ability to include people with developmental disabilities.</li> <li>▪ Maintain a state of the art website and other tools/methods that promote timely, accurate and easy to access information.</li> <li>▪ Be a driver of change at the local and state levels.</li> </ul>
<p>Strengthen organizational effectiveness</p>	<ul style="list-style-type: none"> <li>▪ Develop and maintain a person-focused and innovative thinking culture.</li> <li>▪ Develop an organizational structure with effective and outstanding leaders.</li> <li>▪ Recruit, develop, support, value and retain the best employees.</li> <li>▪ Maintain financial stability.</li> <li>▪ Use technology to streamline work and track metrics.</li> <li>▪ Evaluate building usage and staff office space.</li> </ul>