



2025 Annual Plan Outcomes

Strategic Plan – 2023-2025



Goal #1 – Serve

Objective #1 – Provide easy access and prompt delivery of needed services to individuals throughout Cuyahoga County.

1. Enroll additional people on Medicaid waivers for a net increase of 100 waivers over 2024 totals.
2. Increase communications to underserved communities in Cuyahoga County to improve knowledge and potential utilization of Board services and resources, by use of targeted mailings to residents and outreach activities with different types of community agencies within the identified zip codes.
3. Implement a process to authorize waiver services based on assessed need, using technology first for supports, and the least restrictive measures possible to increase independence.
4. Ensure new Waiting List assessments are completed thoroughly and timely, in compliance with new DODD rules. Measure timelines, reasons and length of delays, and make improvements based on data.
5. Review 500 Ohio ISPs and conduct follow up so that the ISPs are at least 90% compliant in the standards related to *Assessment and Planning* by December, 2025.

Objective #2 – Help individuals actively participate in their communities through employment and other activities of their choosing.

1. Increase the number of people in competitive employment to 1,250.
2. In collaborating with the Workforce Development team, add 30 new places to the Food, Shopping and Services portion of the Online Resource Guide (ORG).
3. Explore and pilot options to collect data related to accessibility or mobility needs for people served, so that we can develop program/service options that better meet the needs of people with developmental disabilities in Cuyahoga County.

Objective #3 – Develop, support, and retain quality service providers to meet the needs of individuals.

1. Update PBS-CR curriculum with evidence-based, trauma-informed knowledge that supports individuals with intensive needs and distribute to PBS-C trained providers.
2. Improve tracking of providers certified in PBS-CR, so teams can evaluate provider ability to serve individuals with challenging behaviors and identify the demand for ongoing PBS-CR training to plan for long-term solutions.
3. Work with community partners to identify ancillary services that can support the needs of individuals served and create pathways to help people access these supports.

Objective #4 – Create opportunities for and encourage people we serve to engage in self-advocacy.

1. Engage at total of 300 people served through at least 4 community-based events that focus on building meaningful advocacy skills and connecting to advocacy resources in their community.
2. In collaboration with individuals served, launch the Changing Cuyahoga Campaign with the goal of broadening the community's understanding and appreciation of the need for universal changing tables by the end of 2025.
3. Leadership Council will collaborate on 10 new projects with Cuyahoga DD departments, ensuring the perspective of people with developmental disabilities are at the forefront of our processes and work.

Goal #2- Communicate

Objective #1 – Provide staff across departments with tools, training, and standards needed to communicate effectively with individuals and families.

1. Implement Grammarly for PIC/MAC to support the use of Plain Language in Cuyahoga DD Communications.
2. Implement annual communications training for all staff, covering important topics including key agency messages, plain language, and standards for voicemail messaging and email signatures.
3. Enlist the help of the Leadership Council in evaluating customer experience when calling and visiting our buildings, and implement recommendations.

Objective #2 – Communicate directly with individuals and families in common, understandable language and in the best form possible to meet their needs.

1. Send targeted information to individuals/families served (by mail or email) on a quarterly basis.
2. Launch at least 10 videos on our website and social media sites directed towards individuals served, families, and the community describing agency services and how to access them.
3. Develop a process for destruction of records in accordance with agency policy and communicate with at least 100 people/families impacted in a clear, easy-to-understand way so they understand their rights and how this impacts them.

Objective #3 – Develop a comprehensive communications program to reach key stakeholders (individuals, families, county residents, elected officials, providers), raising awareness and support of Cuyahoga DD.

1. Collaborate with Directors to develop a communications plan for each service area that will feed into an agency-wide communications plan and monitor progress quarterly.
2. Complete initial steps related to the development of a comprehensive history of Cuyahoga DD and DD services in northeast Ohio as part of a multi-year archival project.

Objective #4 – Make individuals, families, and the larger community aware of available services and better understand how to access Cuyahoga DD.

1. Reach approximately 300,000 Cuyahoga County residents with information about Cuyahoga DD's value to the community through postcard mailings.
2. Engage in proactive media relations, developing relationships with media outlets and securing at least one media placement per service area.
3. Increase the total number of media mentions/full stories in 2025 by 15 percent (approximately 5 stories) over 2024.

4. To increase community awareness of Cuyahoga DD, strategically engage at least three new community organizations to utilize Cuyahoga DD events as volunteer opportunities for their staff and create follow up impact statements for that organization.
5. Execute 8 parent/caregiver/family events that aim to increase knowledge of Cuyahoga DD and provide networking and social connectedness for this group.

Objective #5 – Engage in advocacy efforts to garner support of public officials to address critical issues facing the DD population.

1. Proactively communicate DD priorities to at least 12 elected officials who represent Cuyahoga County through in-person meetings with provider partners and people supported by Cuyahoga DD.
2. Use Voter Voice system to provide at least one opportunity for people served by Cuyahoga DD to engage in the biennium budget process by helping their representatives understand the needs of the DD system.

Goal #3 – Lead

Objective #1 – Research new initiatives, collaborate with community partners, and further develop existing and early-stage initiatives to serve people in creative ways.

1. Develop an effective and sustainable multi-agency agreement among 6 or more child-serving agencies (Schools, Parent Mentors, Educational Services Center, State Support Team, County Board, Mental Health, Juvenile Court, Department of Children Services, Service Coordination Team) that establishes collaborative practices to support all students with developmental disabilities to achieve their desired post-secondary outcomes in employment, education, independent living, and community membership.
2. Implement the Beyond the Essentials Life Skills program for at least 40 people and demonstrate increased independent living skills for all participants by 12/31/25.
3. Explore methods to develop a trauma sensitive framework that incorporates trauma informed practices into Early Intervention.
4. In partnership with North Coast Community Homes and Tiny Home Living, develop, build, and open two tiny homes to serve two individuals by 12/31/25.
5. Execute 6 community-based, small-scale social events for people served to explore what is inclusive and accessible in their own community.

Objective #2 – Improve supports for individuals with intense needs by adding services and developing new partnerships and expanding the use of assistive technology.

1. 100% of children receiving intensive supports (like IST) will remain in their homes following completion of intensive services.
2. 100% of parents of individuals completing intensive supports (IST) will demonstrate a decrease in parental stress as measured by the Parent Stress Scale.
3. Develop a resident peer support position at TryTech by December 2025.
4. Increase support to individuals with intense behavioral needs by providing increased on-site training, coaching/modeling, and consultation to providers and/or families for at least 30 individuals with high-risk behaviors.

Objective #3 – Overcome obstacles to serving individuals and families using creativity and collaboration.

1. Provider Support will collaborate with at least 5 independent providers and 1-2 agencies to create, coordinate and implement daytime community-based activities for at least 20 individuals. Evaluate results and share with additional providers to increase opportunities for collaboration resulting in capacity to serve more individuals.
2. 75% of participants using Floreo will demonstrate an increased understanding of unsafe behaviors by completing the modules successfully.

3. Identify and implement at least 2 new ways to use Artificial Intelligence to improve the lives of people we serve.
4. Identify and engage 10 key community stakeholders and support them in reaching their inclusion and accessibility goals.
5. Work with community organizations to increase dental service access to people with developmental disabilities in Cuyahoga County, including for individuals who need support to tolerate dental procedures.

Goal #4 – Engage

Objective #1 – Expand initiatives for customer service excellence and monitor effectiveness through feedback from individuals, families, and other stakeholders.

1. Update customer service feedback questions with input from the Leadership Council to implement by 10/1/2025.
2. Improve customer service by better defining the SSA role to help families understand Board responsibilities and community resources available to them.
3. Obtain at least 750 survey responses from FSP participants and stakeholders to measure customer satisfaction; specifically, to ensure FSP participants/families understand how to access FSP services. Conduct needed action related to survey responses to ensure all participants understand how to access services.
4. Provide high quality maintenance services at 4 respite homes so that individuals can have a safe, clean, and well-maintained place to live to inform future decisions regarding property management. Obtain feedback from residents/provider to assure quality service delivery.

Objective #2 – Attract and retain high-quality employees dedicated to supporting individuals with developmental disabilities.

1. Launch a wellness program to provide quarterly activities to promote physical and mental well-being of staff.
2. Implement structural changes to the Support Administration department to better serve individuals and to improve efficiency, customer service and employee retention. Measure for improved ability to provide excellent customer service, attitude, and skill capability as reported by staff.

Objective #3 – Provide professional development opportunities to build leadership skills and capabilities of staff.

1. Launch a user-friendly Learning Management System (LMS) for staff to engage in professional development opportunities by 10/1/25.
2. Create a series of professional development opportunities for staff related to public speaking to increase staff skills and comfort levels.

Objective #4 – Provide staff with the necessary tools to do their best work, including workspaces, equipment, and information.

1. Enhance employee's IT-customer experience throughout the organization by creating a training library (with how-to-guides and videos) and routine building visits by IT staff, as measured by satisfaction surveys.
2. Improve Cuyahoga DD's cybersecurity posture by continued security awareness training, use of tabletop drills, and development of continuity of operations and incident response plans.

3. Conduct an analysis of MUI administrative processes and identify ways to apply technology to provide efficiency for staff and better service to individuals and providers.
4. Provide each department with accurate, understandable monthly budget-to-actual reports that reflect all spending and journal adjustments, meet routinely with directors to ensure accuracy and appropriate spending throughout the year, in line with the 2025 budget.
5. Finalize and share a comprehensive Purchasing Guide for use by all departments by July 1, 2025.
6. Develop a process to review, monitor, and update Medicaid eligibility status for individuals served to best support them to maintain benefits and allow for accurate billing of TCM services.
7. Review and update agency security procedures and provide training to all employees in 2025.

Objective #5 – Show pride and appreciation for the dedication and contributions of staff, creating opportunities to celebrate individual, team and organizational successes.

1. Better engage individuals served, families, and providers to nominate employees for recognition and all-agency awards.
2. Develop and implement a process to spotlight exceptional staff performance related to feedback received from people served, providers, and fellow employees.