



Cuyahoga County Board of Developmental Disabilities

STRATEGIC PLAN
2023-2025

MISSION

To support and empower people with developmental disabilities to live, learn, work and play in the community

BOARD MEMBERS

Cynthia V. Schulz, President

Stephen M. Scheidt, Vice President

Allison R. Frazier, Secretary

Lisa M. Hunt

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Steven M. Licciardi

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VALUES

The following is a list of values that align with Cuyahoga DD's mission and give direction to our planning efforts and methods of operation:

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 service 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

Serve



Support people with the highest quality services in integrated settings.

Goal #1

Objectives

01 Provide easy access and prompt delivery of needed services to individuals throughout Cuyahoga County.

02 Help individuals actively participate in their communities through employment and other activities of their choosing.

03 Develop, support, and retain quality service providers to meet the needs of individuals.

04 Create opportunities for and encourage people we serve to engage in self-advocacy.

Goal #2

Communicate



Effectively communicate to individuals, families, and county residents so they understand the value of Cuyahoga DD.

Goal #2

Objectives

- 01** Provide staff across departments with tools, training, and standards needed to communicate effectively with individuals and families.

- 02** Communicate directly with individuals and families in common, understandable language and in the best form possible to meet their needs.

- 03** Develop a comprehensive communications program to reach key stakeholders (individuals, families, county residents, elected officials, providers), raising awareness and support of Cuyahoga DD.

- 04** Make individuals, families, and the larger community aware of available services and better understand how to access Cuyahoga DD.

- 05** Engage in advocacy efforts to garner support of public officials to address critical issues facing the DD population.

Goal #3

Lead



Develop innovative ways to fulfill our mission and serve individuals with developmental disabilities.

Goal #3

Objectives

01 Research new initiatives, collaborate with community partners, and further develop existing and early stage initiatives to serve people in creative ways.

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

03 Overcome obstacles to serving individuals and families using creativity and collaboration.

Goal #4

Engage



Build a strong, proactive internal culture of employee engagement.

Goal #4

Objectives

- 01** Expand initiatives for customer service excellence and monitor effectiveness through feedback from individuals, families, and other stakeholders.

- 02** Attract and retain high-quality employees dedicated to supporting individuals with developmental disabilities.

- 03** Provide professional development opportunities to build leadership skills and capabilities of staff.

- 04** Provide staff with the necessary tools to do their best work, including workspaces, equipment, and information.

- 05** Show pride and appreciation for the dedication and contributions of staff, creating opportunities to celebrate individual, team and organizational successes.