



2026 Annual Plan Outcomes

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

**Cuyahoga County Board of
Developmental Disabilities**

2026-2028 STRATEGIC PLAN



»»»» VALUES

Cuyahoga DD values align with our mission and give direction to our planning and daily operations:

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



Help people access the highest quality services in integrated settings quickly and easily.

Objective 1. Improve Service and Support Administration (SSA) supports so that individuals consistently have high-quality interactions and receive services and resources that meet their assessed needs.

1. Streamline the SSA's role by reducing routine administrative tasks so efforts can focus on coordinating services and spending more time with people.
2. Authorize waiver services for individuals that align with their assessed needs and service utilization.
3. Achieve 90% of individuals and families reporting that their Support Administrator is a valuable resource who provides information, connects them to resources, and coordinates person-centered services effectively.

Objective 2. Help individuals with complex needs stay in their community and family homes when appropriate. This includes those with dual diagnoses and multisystem involvement.

1. Promptly identify people with complex needs who are at risk of disrupting from their community or family living situation and provide them with targeted services and community resources to stabilize their living arrangements.
2. Expand planned respite opportunities in Cuyahoga County by at least 2 options.

Objective 3. Identify and access additional revenue sources to support the agency's work and protect funding for waiver services.

1. Coordinate with Cuyahoga County on agency fiscal projections and future levy revenue planning.
2. Identify and leverage additional revenue sources to fund programs vital to the agency's mission.



Objective 4. Promote accessible and inclusive communications that position the agency as a trusted, transparent, person-centered leader in disability service delivery.

1. Develop visual/graphic communications in key service areas – Eligibility, Privacy, Family Supports, Service & Support Administration, Early Intervention, and Behavioral Health.
2. Ensure all digital communications (website, social media, electronic documents, videos, images, etc.) meet accessibility standards by the April 2026 deadline for government agencies and develop a process for ongoing compliance.
3. Increase awareness of Cuyahoga DD in the community through proactive media relations – at least 1 media story per service area.
4. Increase the total number of media stories/mentions by 10 percent (6 stories) over 2025.

Objective 5. Explore, support, and expand diverse housing options to address the changing needs of people with developmental disabilities.

1. Gather input from people about their needs and desired qualities of housing options by July 1, 2026.
2. Identify at least one potential additional housing model to support in Cuyahoga County based on nationwide research on innovative housing ideas.
3. Connect with at least 2 other community agencies addressing housing to raise awareness of the needs of the people we serve, and increase access for individuals with developmental disabilities.
4. Fill at least 75 vacancies in a variety of homes where people share services by strengthening access to affordable community housing and connecting individuals to potential roommates.

Objective 6. Strengthen service provider quality and accountability.

1. Enhance the provider compliance process by conducting regular prearranged mock compliance review workshops with at least 150 certified providers.
2. Improve provider compliance results, with a goal 90% of certified providers completed mock reviews receiving 1 citation or fewer in formal compliance reviews.
3. Spotlight at least 20 providers that consistently offer services that exceed minimum compliance standards and programs that demonstrate creativity and dedication to person-centered options for individuals with developmental disabilities.

GOAL 2 ENHANCE



Promote a culture within Cuyahoga DD where employees provide exceptional service, take pride in the organization and are motivated to stay.

Objective 1. Offer meaningful professional growth and wellness opportunities for all staff.

1. Evaluate and strengthen learning among new staff through follow-up orientation sessions.
2. Simplify systems for storing and sharing information to make retrieval and access easier, helping staff work more efficiently.
3. Offer quarterly wellness opportunities for staff.
4. Develop and implement training and professional development plans using the HR Learning Management System (LMS) for at least 25% of staff by the end of 2026 and assess staff progress on their professional development goals.

Objective 2. Simplify processes and increase efficiency through technology, enabling staff to focus more on people.

1. Train staff to use Artificial Intelligence (AI) tools, including Microsoft Copilot, by the second quarter of 2026, and follow up throughout the year to assess usage and efficiencies gained.
2. Develop technology that will increase the amount of quality time Support Administrators spend with individuals and families through collaboration with OACB and other county boards.

Objective 3. Help managers and supervisors better support their teams and evaluate staff performance through enhanced leadership development training.

1. Increase consistency and quality in supervision methods and measurement of staff performance by streamlining the tools and training for supervisory staff.
2. Create opportunities for managers and directors to share knowledge and ensure consistency in processes across the organization.

GOAL 2 Cont.

ENHANCE

Promote a culture within Cuyahoga DD where employees provide exceptional service, take pride in the organization and are motivated to stay.

Objective 4. Connect every employee to the mission of the organization and the people we serve.

- 1. Encourage every staff member to participate in at least 1 agency event that allows them to engage with people eligible for services.

Objective 5. Communicate with staff about events, decisions, and priorities in a transparent and timely manner.

- 1. Create opportunities for leadership staff to receive feedback from employees on a quarterly basis.
- 2. Provide direct communication from the Superintendent to employees 6 times per year.



GOAL 3 PARTNER



Promote the well-being of people with developmental disabilities in the community through creativity, strong partnerships and advocating for their needs.

Objective 1. Collaborate with community healthcare and dental providers to expand service options and fill gaps in service options.

1. Connect at least 100 individuals who need sedation for dental procedures with community dental surgery providers capable of meeting their needs.
2. Expand access to specialized psychiatric services by linking at least 75 individuals to qualified psychiatric care providers who can support those with disabilities and collaborating with at least 4 providers for consultation or training as needed.
3. Expand access to community therapy and counseling services by connecting at least 100 individuals with local providers who can meet their needs.

Objective 2. Expand employment and community engagement opportunities for adults with developmental disabilities.

1. Increase the number of people in competitive employment to 1,400.
2. Build new and strengthen existing relationships in the community to connect individuals with DD to more opportunities for community involvement, reflected by a 10% increase in offerings added to the Online Resource Guide.

Objective 3. Advocate for policies that support people with developmental disabilities at every level of government.

1. Attend at least 60 community meetings to share info about Cuyahoga DD (city council, chambers of commerce, rotary clubs) and provide feedback about pending legislation/issues that impact people with disabilities.
2. Connect with each state legislator at least once a year about the needs of the DD system to further develop strong working relationships.
3. Create opportunities for advocacy at the local, state, and federal level for staff and individuals with DD.

GOAL 3 Cont.

PARTNER

Promote the well-being of people with DD in the community through creativity, strong partnerships and advocating for their needs.

Objective 4. Empower individuals with developmental disabilities and families to become advocates and voters by sharing updates on local, state, and federal developments and providing opportunities to participate in advocacy events.

1. Execute 2 voter education/registration events for individuals and families of Cuyahoga DD services.
2. Host 4 advocacy events to inform adults about various forms of advocacy.

Objective 5. Increase community understanding of the value, impact, and outcomes of services provided and funded by Cuyahoga DD.

1. Demonstrate the value of services by sharing measurable outcomes, responsible use of public funds, and community benefits.
2. Equip Board members and staff to serve as informed ambassadors by providing clear, consistent messaging and tools for community engagement.
3. Ensure public-facing materials clearly communicate financial responsibility, accountability, and service impact.

Objective 6. Connect families to each other for support and peer mentorship.

1. Implement regional events for at least 100 unique children and families/caregivers enrolled in EI, school-age, and transition services to foster relationships.
2. Collaborate with at least 3 existing caregiver groups and provide them with training so they can share accurate information about Cuyahoga DD and its services.
3. Determine the need for and create a peer mentoring program among people who receive Cuyahoga DD services.

