



Strategic Plan | 2024-2027

Mission Improving LIFE so that individuals with developmental disabilities reach their full potential.	Vision One Board. One Community. All In.	Values Excellence. Respect. Innovation. Always Improving.
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The full 3-year Strategic Plan is online at [Lucas County Board of Developmental Disabilities | Financials](#).

Year 2, Quarter 3 Status Report on Initiatives in Progress (May 2026)

Goal 1: Responsible Financial Stewardship	Goal 2: Exceeding Customer Expectation	Goal 3: Increase Efficiency and Effectiveness	Goal 4: Improve Employee Engagement
<ul style="list-style-type: none"> Provider referrals now managed by third party vendor allowing for more efficient responses and choices for individuals served and for providers looking to serve those individuals. Progress continues on Tech House, a partnership between Lucas DD and Sunshine Communities made possible by a grant from Ohio DODD. Soft opening planned in June, grand opening event planned in July. 	<ul style="list-style-type: none"> Customer Satisfaction Survey links have been added to signatures of everyone in the SSA Department. CI Advocacy Team piloted a program supporting teacher in advancing IEP advocacy goals at Woodward HS. Success of program has led to TPS committing to having it duplicated at all 6 high schools in 26-27 school year. 	<ul style="list-style-type: none"> EI staff made switch to using Jotform workflow for all forms and processing, including electronic signatures. Checker Room now a full SSA unit with a new SSA Coordinator office across the hall. 14 media mentions this quarter, including 2 live TV morning show segments. Provider Support side-by-side training a success with initial provider. More providers now seeking the training. 	<ul style="list-style-type: none"> Monthly employee benefits highlight being sent to all staff in the form of email and on the TV monitors in the lobby as reminders of the many work perks here at Lucas DD. Organizational Culture & Inclusion Manager launched training series for managers focused on Belonging. Roof repair completed at Larc Lane Center. Lactation Room renovation completed in Admin building to accommodate nursing mothers on staff.

1. Responsible Financial Stewardship

Expand Access & Funding Opportunities

Lucas DD will broaden access to services by improving waiver processes, pursuing new funding sources, and strengthening provider capacity.

Strategies

- Maintain compliance with waiver and waitlist rules.
- Pursue grants and alternative funding streams.
- Support technology access for individuals and families.
- Strengthen provider capacity, especially for youth services.
- Conduct fiscal efficiency reviews.

Actions

- Expand waiver access and maintain compliance with updated waitlist rules.
- Increase grant research and pursue new funding streams (e.g., ODDC technology grants).
- Implement the Internet Assistance Program to support technology access for individuals.
- Review programs for fiscal efficiency and maximize ROI.
- Support provider capacity building, especially for youth services.

2. Exceeding Customer Expectations

Strengthen Customer & Community Engagement

Lucas DD will deepen relationships with individuals, families, providers, and community partners through improved communication, expanded feedback systems, and stronger community inclusion opportunities.

Strategies

- Build a comprehensive customer feedback system.
- Strengthen partnerships with schools, mental health agencies, LCCS, law enforcement, and hospitals.
- Expand community inclusion programs (Special Olympics, SALUTE, travel training, safety education).
- Improve provider engagement and communication.
- Increase youth and family engagement.

Actions

- Expand customer feedback systems (surveys, listening sessions, suggestion boxes, parent cafés, program-specific surveys).
- Improve communication with individuals, families, guardians, and community partners through clearer materials, presentations, and multi-format information (videos, brochures, cheat sheets).
- Strengthen community partnerships (schools, mental health agencies, LCCS, Ohio Rise, law enforcement, hospitals).
- Grow community inclusion programs (Special Olympics, Unified Sports, SALUTE engagement, travel training, safety programs, FIT games).
- Increase participation in community events and resource fairs; expand leadership and advocacy opportunities for individuals served.
- Improve provider engagement through joint trainings, Q&A sessions, and clearer role understanding.

3. Increase Efficiency and Effectiveness

Enhance Organizational Communication & Brand Presence

Lucas DD will unify internal and external communication, strengthen brand identity, and increase public awareness.

Strategies

- Improve internal communication systems and expectations.
- Redesign newsletters, brochures, and digital materials.
- Implement a unified branding and culture guide.
- Increase public awareness through presentations, media, and community education.
- Modernize SharePoint for clearer navigation and communication.

Actions

- Strengthen internal communication through consistent messaging, improved SharePoint, and cross-department updates.
- Expand external communication through redesigned newsletters, brochures, social media, and community education.
- Implement a unified branding and culture guide.
- Increase public awareness through presentations, media relations, podcasts, and digital tools (chatbot, accessibility features).
- Develop a comprehensive communication plan for internal and external audiences.

Drive Innovation & Strategic Growth

Lucas DD will lead with innovation by expanding technology initiatives, automating processes, strengthening data analytics, and developing new programs.

Strategies

- Implement AI-supported tools and Technology First initiatives.
- Build a unified data team and analytics capacity.
- Automate key processes (digital forms, Special Olympics registration, workflows).
- Expand cross-training and multi-system collaboration.
- Develop new programs (youth respite, leadership academies, community events).
- Maintain alignment with Ohio Rule 5123-4-01.

Actions

- Implement innovative technology solutions (AI policy, chatbot, dictation tools, Technology First expansion).
- Build a unified data team and improve data analytics capacity.
- Develop and maintain a structured strategic plan process aligned with Ohio Rule 5123-4-01.
- Automate key processes (Special Olympics registration, internal workflows, digital forms).
- Expand cross-training and multi-system collaboration (youth, adults, providers, community agencies).
- Support new program development (youth respite home, leadership academy, new community events).

4. Improve Employee Engagement

Improve Workforce Experience & HR Systems

Lucas DD will invest in culture, training, leadership development, and HR systems to support a high-performing workforce.

Strategies

- Strengthen organizational culture and trauma-informed practices.
- Improve onboarding, orientation, and training.
- Implement SMART goals and 360-degree feedback.
- Expand professional development and leadership pathways.
- Improve interdepartmental relationships and internal customer service.

Actions

- Strengthen organizational culture through defined values, feedback systems, and trauma-informed practices.
- Improve onboarding, orientation, and training (revamped orientation, shadowing, training facilitator role, professional etiquette training).
- Implement performance management improvements (SMART goals, 360 feedback).
- Expand professional development (LMS, CEUs, leadership development, DEI initiatives).
- Improve interdepartmental relationships and internal customer service.
- Enhance emergency planning and staff support resources.

Modernize Operations & Infrastructure

Lucas DD will modernize facilities, technology, and operational systems to support efficient, safe, and future-ready service delivery.

Strategies

- Upgrade facilities for safety, accessibility, and functionality.
- Modernize IT infrastructure (Microsoft 365, cybersecurity, device upgrades).
- Digitize records and improve data accuracy.
- Strengthen safety processes and staff training.
- Improve finance, payroll, contracts, and document management workflows.

Actions

- Improve facility effectiveness (office space optimization, entry upgrades, HVAC, flooring, accessibility improvements, parking lots, equipment updates).
- Modernize IT infrastructure (Microsoft 365, device upgrades, workflow automation, cybersecurity, asset tracking).
- Digitize records and improve data accuracy across systems.
- Improve safety processes (community safety guidelines, staff safety training).
- Enhance operational processes in finance, payroll, contracts, and SharePoint organization.