



BELMONT-HARRISON-NOBLE
COUNTY BOARDS OF DEVELOPMENTAL DISABILITIES

2021-2026

STRATEGIC PLAN



*Encouraging, Supporting and Respecting People on their
Journey through Life*

Mission, Vision, Values

The BHN Alliance is a partnership between the Belmont, Harrison and Noble County Boards of Developmental Disabilities in which several administrative functions are shared, including Superintendent, Finance, SSA, Human Resources and Early Intervention.

Efficiencies created through the Alliance have resulted in improvements in supports funded or provided by the County Boards for the 900 children and adults living in the three southeastern Ohio counties.



OUR MISSION

Encouraging, Supporting and Respecting People
on their Journey through Life

OUR VISION

People are valued for who they are and
what they bring to the community

OUR VALUES

- ◆ We value people and the choices they make for their lives.
- ◆ We value the human spirit and the potential that lies within each person.
- ◆ We value supports that help people live, learn, love and have a life of their choosing.
- ◆ We value relationships that develop from common bonds and interests.
- ◆ We value Self-Determination and its dream about life that goes beyond basic needs.

The BHN Alliance 2021-2026 Strategic Plan was approved by the Belmont, Harrison and Noble County Boards on the following dates:

Belmont - February 11, 2021 Harrison - February 17, 2021 Noble - February 10, 2021

Executive Summary

We are pleased to introduce the BHN Alliance's 2021-2026 Strategic Plan, a guide to how we will be supportive of the people we serve for the next five years.

As we worked on this new plan, we reflected on the promises we made in our last one. We promised to invest in people, not programs. We promised to strengthen our relationships and work together with our partners to improve supports for the people we all serve. We promised to respect the choices people made for their own lives. We kept those promises, but know there is more work to be done.

The pandemic and other changes have altered what people want out of life and expect of their providers. We believe this is an opportunity to create a simplified approach and we expect a redesign of our service system in the coming years. We are part of those discussions and will continue to be out in front, advocating for equal access and opportunity for people with disabilities.

As our team went through the months-long strategic planning process, we asked: *"How do we improve upon what we're doing today?"* How will we make it easier for families to receive early intervention supports? How will we reduce the strain of decreased revenue and increased responsibilities on our provider partners as the pandemic continues? How will we help people create the "perfect" day for themselves without encumbering them with rules attached to certain funding streams or services? How will we become more supportive so people control their own lives and are respected for the choices they make?

We face plenty of challenges in answering those questions. There is the continuing challenge of surviving and thriving in a world changed by the COVID-19 pandemic. There will continue to be the challenge of finding creative ways to serve people because of changes in our environment and the desire for more individualized services. We are challenged to be better at what we do with less resources. The list goes on. Fortunately, we face those challenges with confidence because we have a compassionate staff, creative provider partners and leading-edge technology.

This strategic plan contains strategies that will guide us to accomplishing our goals in four primary areas:

- ◆ Supports
- ◆ Relationships
- ◆ Culture
- ◆ Operations

Woven throughout this plan, and the key to our success, is our positive culture and unwavering commitment to working alongside our partners to help the people we serve get what they want out of life. We begin by expecting excellence out of everyone on our team. Regardless of who you are, we are determined to make you feel comfortable, appreciated and heard in every interaction with us.

This strategic plan was created to be a living document, relevant and ever changing, just like life.



ROBERT QUIRK
Belmont President



DAVID KOCH
Harrison President



DREW WEST
Noble President



STEPHEN L. WILLIAMS
Superintendent

2021-2026

STRATEGIC PLAN GOALS

SUPPORTS

Embrace a respectful and supportive approach with people where we build confidence, encourage choices, and educate about opportunities.

Early Intervention & Preschool
Multi-System Youth
Transition
Adults
Community Supports
Technology

RELATIONSHIPS

Strengthen and nurture relationships with families, allies and partners.

People served and their Families
Providers
Children Services, Mental Health, et al
Educational Partners

CULTURE

Strengthen the Alliance culture in ways that clearly demonstrate our commitment to Customer Experience and Trauma-Informed Care.

TIC and Good Life
Staff Growth & Development
Reflective Supervision
Customer Experience
Active Communication Strategies

OPERATIONS

Establish and enhance practices to maintain financial stability and preserve assets

Financial Sustainability
Building & Grounds
Use of Information Technology for remote work, simplified processes, etc.

STRATEGY

PERSON-DRIVEN SUPPORTS

This strategic plan area explains how we will support self-advocacy, improve processes and offer opportunities for personal growth and development.

- ◆ Provide the environment and guidance that ensures families and people served drive their own planning processes.
- ◆ Continue to use technology to explore how virtual visits may remain as an option to families as a convenient and safe way to receive Early Intervention supports.
- ◆ Enhance the transition process to ensure involvement by the family and every member of a child's team, starting with Early Intervention and continuing through enrollment in preschool and kindergarten.
- ◆ Increase parental competencies through education and connection with resources in the community.
- ◆ Provide the structure, support and coordination of multi-system youth services that will strengthen family dynamics and decrease the need for out-of-home residential treatment.
- ◆ Offer transition-specific trainings to public school personnel to improve school-to-work outcomes for transition-age youths.
- ◆ Continue to improve processes for access to employment, building upon their individual strengths.
- ◆ Expand and adjust Partnership Grants to create greater access to community activities and offerings.
- ◆ Identify long-term, local respite options that keep families connected to their loved ones.

RESPECT-BASED RELATIONSHIPS

STRATEGY

This area explains how we will strengthen and nurture relationships with the people and families we serve and our partners.

- ◆ Offer educational sessions for families, people served, partners, et al on Trauma-Informed Care, The Good Life, Person-Centered Planning, coaching, self-advocacy, etc.
- ◆ Invite community partners to participate in County Board and Ohio Department of DD trainings.
- ◆ Strengthen our supports by encouraging staff to be active participants in local and state initiatives.
- ◆ Expand Provider Resource Network to include additional supports, recognition and celebration of successes, etc.

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Encouraging, Supporting and Respecting People on their Journey through Life

RESPECT-BASED RELATIONSHIPS

STRATEGY

- ◆ Review Provider Support activities and adjust as needed to help our provider partners achieve long-term success.
- ◆ Simplify planning processes by holding fewer meetings and speaking in plain language with families.
- ◆ Promote respect-based language and interactions with all partners in all settings.
- ◆ Continue to assist in Self-Determination activities that promote self-advocacy.
- ◆ Strengthen Multi-System Youth families through peer parent mentoring, team building, and other activities in the community.

STRATEGY

POSITIVE CULTURE

This area explains our commitment to a positive culture and how we will deliver excellent customer experience to everyone we encounter.

- ◆ Reinforce our Trauma-Informed Care culture through regular activities and refresher courses offered to staff and partners.
- ◆ Evaluate and adjust the physical environment to create a welcoming and friendly atmosphere for all who enter our buildings and grounds.
- ◆ Continue to review processes in Service and Support Administration, Community Supports and Early Intervention to improve efficiency, from intake to service delivery.
- ◆ Provide a supportive environment for employee skill development and professional growth.
- ◆ Nurture a stable and productive work environment by continuing to seek regular feedback from staff.
- ◆ Build a framework around staff roles and an ongoing education process.
- ◆ Identify future leaders and develop their skills.
- ◆ Train leaders in Reflective Supervision so they can effectively support and guide staff in the decision-making processes of their work.
- ◆ Continue practices that ensure the hiring of people who share our commitment to respect-based interactions.
- ◆ Launch a social media presence to share information and promote positive images.

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STRATEGY

SUSTAINABLE OPERATIONS

This strategic plan area focuses on how we will improve processes and property to maintain financial stability in the years ahead.

- ◆ Continue practices that lead to financial stability and efficiencies in all areas of operation.
- ◆ Continually evaluate, update and adjust our information technology (computers, telecommunications devices, etc.) to make sure staff have what they need to do their jobs well.
- ◆ Employ technology to reduce paperwork and simplify required processes for staff.
- ◆ Secure and/or develop additional housing stock to assist with long-term residential needs.
- ◆ Provide ongoing monitoring of existing housing stock to ensure safe and efficient (economical) housing options.
- ◆ Make strategic investments into the daily care and maintenance of all county-board owned facilities.
- ◆ Develop preventative maintenance schedule for existing building and grounds.

BHN Alliance

**EMERGENCY
ON-CALL NUMBER**



740-310-2255

Assistance is provided 24 hours per day/7 days per week for emergencies involving people with developmental disabilities.



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