

2025 Strategic Plan

Plan Area: Enhance Access



Increase provider capacity

Strategies:

Offer training and technical assistance to providers seeking/maintaining certification.

Measures:

Measure trainings provided; number of new providers available in Butler County.



Encourage the use of technology to enhance people's lives.

Strategies:

SSA's will note in the OISP the number of people using technology as part of their day-to-day lives.

Measures:

Increase utilization by 5-10% annually.



Enhance access to self-directed services.

Strategies:

Measure quarterly utilization of self-directed services.

Measures:

Increase annual utilization by 5-10%

Plan Area: Enhance Access



Increase access to Board supports through opportunities for people being served and public awareness

Strategies:

Visit municipalities and area businesses, grow education at schools, daycares, doctors offices, increase awareness through social media.

Measures:

Track community engagement, opportunities for people served, opportunities for families. Track social media growth, media mentions, and opens in the quarterly & Community Connections newsletters.



Increase self-advocacy efforts in the community

Strategies:

Initiate regional advocacy events, increase monthly attendance, participate in educational activities.

Measures:

Track number of regional events and educational activities, track attendance at monthly meetings.



Promote culture supportive of inclusivity

Strategies:

Educate; foster trust; review/adjust internal practices. Explore policies/procedures and service delivery practices through a more inclusive lens.

Measures:

Track number of opportunities presented to staff to further the cultural shift to a more inclusive organization; track changes to policies, procedures, and practices.

Plan Area: Enrich Life Transitions



Improve transition of supports occurring throughout the lifespan

Early Childhood Strategy:

Support families as they transition from Early Intervention to Service and Support Administration by collecting necessary documents prior to child turning 3 years old. Share transition handouts with families.

Measures: Track number of children found eligible, send survey to families after transition/track results.

Teen to Adult Strategy:

Support families as their child turns 14 and begins transition planning for life beyond high school.

Measures: Track number of children who turn 14 and choose support from a Service and Support Administrator and send a survey to families after the 90 day transition. Track satisfaction results.

Employee Transitions Strategy:

Establish process and timelines to communicate with people served when employee transitions occur affecting the team process.

Measures: Track the percentage of notification letters sent out within a five day period of assigned employee change.



Successfully connect people to residential options.

Strategies:

Track referrals and successful outcomes. Coordinate access to housing vouchers and rental subsidy programs.

Measures:

Report on referrals, successful housing arrangements and new vouchers/subsidies quarterly.



Expand opportunities for community employment

Strategies:

Increase the number of employers hiring people with disabilities.

Measures:

Track number of new employers quarterly.

Plan Area: Employee Engagement and Financial Stability



Enhance culture & engagement through learning and organizational development

Strategies:

Equip stakeholders throughout the agency to practice exemplary leadership, inter-departmental collaboration, and customer service.

Measures:

Track leadership training, assessments, coaching, team exercises, satisfaction surveys, employee engagement survey results and employee turnover.



Increase revenue collection to ensure financial stability to maintain services and supports

Strategies:

Educate government officials and taxpayers on levy need.

Measures:

Monitor reserve balance and waiver service utilization.