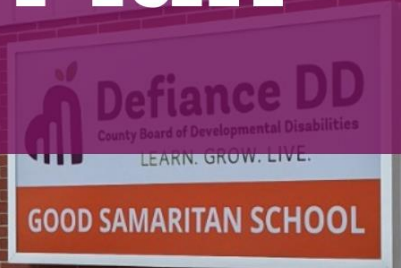


Strategic Plan



2025

-

2027



Defiance DD

County Board of Developmental Disabilities

UNITE. INSPIRE. BECOME.

(419) 782-6621

195 Island Park Ave., Defiance, OH 43512

www.defiancedd.org

Table of Contents

Who We Are	3
Executive Summary	4
What We Do and Why	5
Our Process	6
Critical Findings	7
2025-2027 Strategic Plan	8-11

Who We Are



Pictured from left to right: (Front Row) Jami Cameron, Ruby Schindler and Roberta Phlipot.
(Back Row): Stephanie Meyer, Beth Headley, Clayton Crates and Kim Hurtig.

Board Members

Ruby Schindler, President
Roberta Phlipot, Vice President
Stephanie Meyer, Secretary
Jami Cameron
Beth Headley
Clayton Crates
Kim Hurtig

The Defiance County Board of Developmental Disabilities volunteer Board is passionate about being the community's resource to invoke change in the lives of children and adults with developmental disabilities here in Defiance County.

Our board is made up of community leaders and family members of individuals with developmental disabilities, and per Ohio Revised Code there are to be seven members. Five are appointed by the Defiance County Commissioners and two by the Defiance County Probate Judge.

Board Members are appointed to four-year terms and are eligible to serve three consecutive terms. They receive no compensation for their service.

Attend one of our upcoming Board Meetings or Contact Us to share feedback with the Board.

Executive Summary

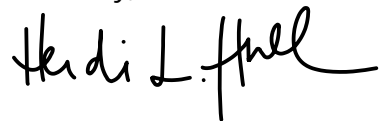
We have had another exciting year of growth and forward motion! As part of our strategic planning process, we are always seeking feedback on how to increase our effectiveness in serving the individuals of Defiance County.

Collectively, it is our mission to continue to create a culture of inclusivity, to engage with the unlimited partners throughout our county and beyond, and to uncover new resources to meet the needs of individuals and their families.

As the number of service recipients continues to increase, we are dedicated to ensuring they have access to the quality services needed to live independent and fulfilled lives. We know that having healthy relationships enhances the quality of life for everyone; therefore, we continue to work on building a positive culture both within our agency and with the individuals and families we serve. Our commitment to transparency means we value communication and have an open-door policy throughout our agency, and we welcome questions and comments from our constituents.

With this Strategic Plan, it is our goal to take our services to the next level over the next two years. We continue to grow our services at Good Samaritan School while focusing our efforts on maintaining person-centered services. We love our Defiance County Community and we will continue to collaborate with our community partners to create more personalized opportunities for the individuals served. We will also focus on increasing our use of technology to better serve those in need and find new and meaningful ways to support the dedicated staff who form the foundation of our agency!

Sincerely,



Heidi Hull
Superintendent



What We Do and Why

Vision

The DCBDD be a valued and trusted partner, enabling people with developmental disabilities and their supports to be successful. This success will be fostered by providing a lifetime of supports.

Mission

The Mission of the Defiance County Board of Developmental Disabilities (DCBDD) is to enrich the lives and meet the needs of individuals with developmental disabilities and their community throughout their lifetime.

Core Values

The DCBDD provides a lifetime of supports to individuals with developmental disabilities, from Early Intervention through retirement and beyond. The focus is to meet each developmental challenge with state-of-the-art support and innovation.

The DCBDD believes in helping find the least restrictive, most meaningful outcomes for individuals as they move through the transitional stages of life.

The DCBDD believes in investing in the early years, through Early Intervention, preschool and school age programs, to help shape children to be empowered and strong adults.

The DCBDD believes in safe places for children and adults to learn, to work, and to grow, cultivating self-worth, acceptance, and self-determination.

The DCBDD believes in fostering strong connections with families, friends, and natural and paid supports, so that resources can be shared to benefit all.

The DCBDD believes in being an active and important partner in the community by participating in its workforce, its growth, and its equality of all citizens.

The DCBDD believes that all individuals have the ability to be self-determined when given proper supports and guidance, through planning that is individualized and person-centered.

The DCBDD believes it should be a good steward of tax dollars by meeting the needs of the community in the most economical manner possible, without jeopardizing services to any individual.

The DCBDD believes in speaking with one voice on behalf of all individuals with disabilities, with advocacy, passion, and respect.

Tagline

Unite. Inspire. Become.

Our Process

In 2024, the Board approved a three-year strategic plan. The Defiance Board of Developmental Disabilities staff has evaluated the Mission and Vision, held regular meetings, collected information from supporting agencies as input for new strategic goal considerations. The purpose of this three-year strategic plan is to provide guidance and logic to strategically advance our boards mission for quality services throughout a person's lifetime. The goals outlined in this plan are based on the DCBDD's Core Values.

The Leadership Team of the Defiance County Board of DD will be responsible for working together and directing all action steps in the Strategic Plan.

Action steps will be evaluated and prioritized on an ongoing basis throughout the term of this strategic plan and updates will be included in the monthly Board Program Report for the Leadership Team.

Reporting

Strategic Plan, Per OAC 5123-4-01;

1. A county board will develop and adopt by resolution a strategic plan that meets the requirements of sections 5126.04 and 5126.054 of the Revised Code, includes the county board's mission and vision, and addresses the county board's strategy for:
 - a) Promoting advocacy for and by individuals served by the county board through the person-centered planning process, activities, and community connections;
 - b) Ensuring that individuals receive services in the most integrated setting appropriate to their needs;
 - c) Reducing the number of individuals in the county waiting for services;
 - d) Planning and setting priorities based on available resources to meet the needs of children and adults residing in the county who are individuals with developmental disabilities;
 - e) Increasing the number of individuals of working age engaged in competitive integrated employment;
 - f) Taking measures to recruit sufficient providers of services to meet the needs of individuals receiving services in the county; and
 - g) Identifying and addressing gaps noted in services.
2. The strategic plan will be made readily available to individuals and families who receive services, employees of the county board, citizens of the county, and any other interested persons.
3. A county board will prepare a strategic plan progress report at least once per year. The strategic plan progress report will be made readily available to individuals and families who receive services, employees of the county board, citizens of the county, and any other interested persons.
4. A county board will have a mechanism for accepting public feedback regarding the strategic plan and strategic plan progress reports.

Critical Findings

As part of the overall Strategic Planning process we collected information from numerous stakeholders.

- Individuals Served by the DCBDD
- Families/Guardians
- Providers
- Board Employees
- Board Members
- Community Members
- School Districts

This is better known as a SWOT Analysis which is used to identify Strengths, Weaknesses, Opportunities, and Threats for the agency. These are the critical findings that helped create the new vision statement along with the overall plan that will continue to move the DCBDD forward.

STRENGTHS

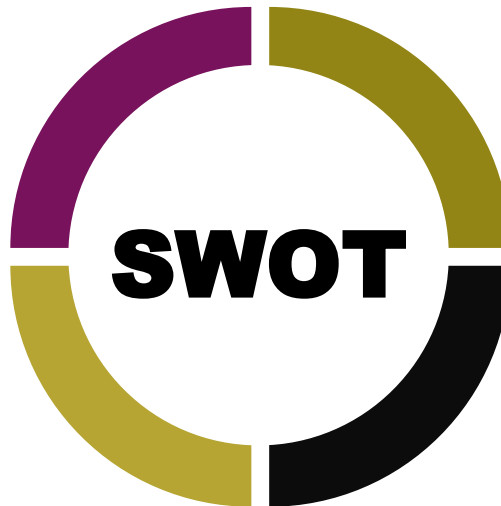
- Collaboration Amongst Departments
- Community Relationships & Support
- Diverse, Experienced, & Dedicated Staff
- Good Fiscal Stewards
- Quality Programs & Services
- Serve throughout the Lifespan

WEAKNESSES

- Affordable Housing for Individuals Served
- Aging Building
- Continue to Update Policies, Procedures, & Practices

OPPORTUNITIES

- Growth through team building
- Community outreach to bring awareness of all services offered full spectrum
- Increased Integration into the community for our students and adults
- Enhance Services Available to Families & Individuals (Child Care, Mental Health, Recreational Programming, Respite Care, Self-Advocacy Group, Specialized Classes, Special Olympics, & Transportation)
- Expansion of Community Partnerships
- Increase Family Engagement
- Opportunity to Increase Training for: Autism Specialization, Dual Diagnosis and Supports for Multi System Youth & Other Areas of Specialization.



THREATS

- Adequate Transportation
- Increasing Costs
- Limited Community Mental Health Resources
- Misconception about Who We Are and What We Do

Strategic Plan

Culture

GOAL 1: Improve the overall culture at the Defiance County Board of Developmental Disabilities.

OBJECTIVE 1.1: Implement strategies to build a positive culture amongst employees.

ACTION STEPS	
1.1-1	Review policies, procedures, and practices to support our vision and mission.
1.1-2	Create learning opportunities within the agency. Who we are and what we do to create a better understanding of each department's roles, responsibilities, schedules, and expectations.
1.1-3	Create opportunities for all staff activities to promote interaction so that employees can connect on a more personal level.

OBJECTIVE 1.2: Continue to find the most effective communication methods for all staff.

ACTION STEPS	
1.2-1	Utilize various modes of communication: face to face, email, newsletters, telephone, etc. to meet the varied needs of employees.
1.2-2	Implement clear and concise communication so that constituents are clear about where to find information that is relevant to them.

OBJECTIVE 1.3: Foster cross department collaborations.

ACTION STEPS	
1.3-1	Look for opportunities that departments can work together in collaboration to fulfill the needs of the agency.

Resources

GOAL 2: The Defiance County Board of Developmental Disabilities will be proactive and committed in our response to fulfill the need for quality and necessary services.

OBJECTIVE 2.1: Enhance and develop respite/child care opportunities and services.

ACTION STEPS	
2.1-1	Partner and establish relationships with providers to enhance and expand potential respite care opportunities or resources.
2.1-2	Explore the opportunity to partner with local camp/activity providers to offer support that enables individuals with disabilities to attend their programs.
2.1-3	Offer support/training to local child care agencies to increase their ability to serve children with disabilities.

OBJECTIVE 2.2: Represent Defiance County in community, regional, and statewide initiatives to enhance service options for individuals and families.

ACTION STEPS	
2.2-1	Remain open to opportunities to engage with regional and statewide committees/workgroups on issues relevant to our county.
2.2-2	Collaborate locally to identify community resources (ex. mental health counseling, grief support, OhioRise, Family Children First Council, parent support options, Kaitlyn's Cottage etc.) and link people to the appropriate support.
2.2-3	Engage with our Defiance County communities to grow the circle of support for individuals and families.
2.2-4	Increase advocacy opportunities so that individuals have the option to participate on a larger scale and explore topics of interest.

OBJECTIVE 2.3: Implement reliable transportation options.

ACTION STEPS	
2.3-1	Continue to expand affordable transportation options for those who utilize wheelchairs, need weekend transportation for recreational activities, and live in rural areas.

OBJECTIVE 2.4: Taking measures to recruit sufficient providers of services to meet the needs of individuals receiving services in the county.

ACTION STEPS	
2.4-1	Utilize available supports to offer technical support with the certification process upon request.
2.4-2	Show provider appreciation through special events, promoting their services, sharing their job postings, etc.
2.4-3	Meet with each newly certified independent provider within sixty calendar days of the provider being selected to provide services to an individual, for purposes of confirming the provider understands the individual service plan and the provider's responsibilities and ensuring the provider has contact information for the county board.
2.4-4	Work with NOWAC to give input and help facilitate provider trainings on pertinent topics.

Efficiency

GOAL 3: Explore system simplification and innovation for increased efficiency and effectiveness.

OBJECTIVE 3.1: Examine all agency processes for efficiency and clarity so that they are understood and easy to implement for all parties involved.

ACTION STEPS	
3.1-1	Utilize technology to simplify processes and increase safety whenever possible, examining the pros and cons to prioritize updates as the budget allows.
3.1-2	Develop a process to maximize the use of the lending library items.
3.1-3	Share virtual demonstrations of tech equipment, highlighting possibilities.
3.1-4	Continue to evaluate individual needs throughout the entire agency to determine if a technological solution could be used to increase independence and make life easier.
3.1-5	Ensure technology is working in all necessary capacities so that staff are able to do their jobs effectively.
3.1-6	Examine agency processes for understandability and make necessary changes so that processes are easy to implement.

Engagement

GOAL 4: Strengthen relationships with all stakeholders to enhance quality services.

OBJECTIVE 4.1: Increase awareness, participation, and opportunities in community programs and employment.

ACTION STEPS	
4.1-1	Collaborate with stakeholders such as the Probate Court, JFS, ADAMH's Board, Hospitals, EMA, and Schools to exchange information about eligibility, services, limitations and partnership potential.
4.1-2	Promote self-advocacy and all available events to individuals served through the Individualized Family Service Plan, Individual Education Plan and person-centered planning process.
4.1-3	Remain open to opportunities to share information about our services through multiple venues (Social Media, Job Fairs, Health Fairs, Festivals, Defiance County Fair etc.)
4.1-4	Ensure that individuals receive services in the most integrated setting appropriate to their needs, agency wide.
4.1-5	Reduce the number of individuals in the county waiting for services.
4.1-6	Increase the number of individuals of working age engaged in community employment in partnership with agencies that provide employment supports.