

# GREAT PROVIDER SERIES

## Strategic Plan | ERNs | Better Together

### OPRA's Strategic Plan

OPRA recently adopted a new strategic plan, including an updated mission, vision, and focus on provider excellence.

**Mission:** To build and serve a community of great providers.

**Vision:** All people with intellectual and developmental disabilities who rely on supports get them from great providers.

#### Great Providers:

- **Deliver person-centered, outcome-focused services.** They prioritize the unique needs, preferences, and goals of each individual while ensuring positive service outcomes and satisfaction.
- **Invest in and support qualified staff.** They hire highly skilled, compassionate staff and continuously investing in their professional development and well-being.
- **Cultivate strong leadership and partnerships.** They have inspiring leaders and form strong partnerships with families, communities, and stakeholders to enhance services.



### Employer Resource Networks

#### *A Workforce Investment*

Ohio's recent wage increases for Direct Support Professionals (DSPs) were a historic step toward addressing workforce challenges. Still, many DSPs face barriers that impact their ability to stay in the workforce, such as transportation issues, financial stress, and access to childcare. These challenges not only affect individual employees but also create costs for providers through turnover, absenteeism, and overtime.

Employer Resource Networks (ERNs) offer a fiscally responsible approach to addressing these issues. By partnering with an ERN, providers gain access to Success Coaches who help DSPs navigate challenges that could otherwise jeopardize their ability to work. Whether it's connecting employees to transportation resources, helping them manage financial responsibilities, or addressing housing concerns, ERNs equip DSPs with practical solutions that allow them to remain focused and productive.



### Better Together

At OPRA, we believe that to be truly great, no one can go it alone. The challenges we face in our field are complex, and the opportunities we have to shape the future of services for individuals with intellectual and developmental disabilities require collective effort.

That’s why I’m inviting you to join OPRA’s community of providers. We are nearly 200 strong, united in our commitment to delivering high-quality, person-centered supports. But we know we can be better together — and that includes you.

When you join OPRA, you’re not just gaining access to resources, advocacy, and professional networks. You’re helping to shape the community itself, bringing your voice, your ideas, and your experiences to the table. We’ll be stronger with you, and together, we can achieve more than any of us could alone.

Let’s connect, collaborate, and build a future we’re all proud of. Join us, and let’s succeed together.

Pete Moore, *President & CEO*

For providers, ERNs protect the significant wage investments made by the General Assembly by stabilizing the workforce and reducing costly turnover. By supporting DSPs in overcoming barriers, ERNs minimize disruptions to service delivery and optimize the return on wage increases. They also provide a structured, cost-effective way for providers to invest in their teams without duplicating efforts or resources.

An ERN is not just a support system; it’s a sound financial strategy that ensures your wage investments achieve their intended impact—greater workforce stability, better services, and a stronger bottom line. Protect your team, your budget, and the people you serve by considering this proven model for success.

For more information about ERNs, contact Rachel Hayes, Director of Residential Resources.

*“When unreliable transportation created a barrier to work, a DSP’s employer connected them with the ERN Success Coach. The Coach explored options and identified funds to cover vehicle repairs. This support allowed the employee to continue their work schedule and avoid disruptions. ERNs play a vital role in supporting employees and strengthening retention.” Nancy Richards, Clearwater COG*

### Strategic Plan (continued)

- **Establish strong operational foundations.** They maintain comprehensive systems, policies, and procedures to ensure consistent quality and navigate the complexities of regulations.
- **Advocate and innovate continuously.** They drive progress through advocacy and innovation, improving the field and the services individuals rely on.

At OPRA, we’re committed to supporting providers in meeting these standards and achieving excellence in every area. Together, we can ensure that all people who rely on supports receive them from truly great providers.

To join the community of great providers, contact Sonya Summers, Member Communication Manager.