***Program Managers Strengths***:

* OPRA.
* Strong self-advocacy groups.
* Warren County Board Grant money.
	+ Good Life Training.
* PATHS
* Increased leadership development opportunities.
* Good, innovative programs within agencies.
* Emerging strong relationships with some counties and providers.
* Ethical and moral staff.
* Collaboration with other program/agencies/high schools.
* Communication is the best it has ever been in the field.
* Some providers know what is going on in the field.

***Top Strengths:***

1. Increase in leadership development.
2. Collaboration between programs, agencies, and high schools.
3. (Tie) OPRA and PATHS.

***Weaknesses:***

* Overabundance of waiver providers.
	+ Too easy to become a waiver provider and little oversight.
* Staff retention- especially millennials.
* MUI processing.
	+ Timeline too long to resolve in an efficient manner.
	+ Out of synch between county boards and MUI investigators.
* Medicaid Licensure surveyors.
	+ Difference in noticing system and unpredictable timing.
	+ Same time spent on surveys regardless of previous good or poor survey.
* Pendulum swinging too far.
* IT systems put into place when they are not working properly.
	+ Rapback and RMN.
* Lack of supports for individuals on exit waivers.
	+ Little help in finding housing, appropriate roommates, and lack of money resources.
* System’s gotcha-based.
	+ Doesn’t support outcomes.
	+ Based on short term problems and the funding system supports this model.

***Top Weaknesses:***

1. Not enough money to pay for staff.
2. Medicaid licensure surveys- different, no notice, unpredictable timing.
3. Staff retention, especially millennials.

***Opportunities:***

* Looking at measurable outcome instead of paperwork and compliance.
* Push toward volunteerism and natural supports.
* Technology for services.
	+ Operations.
	+ Training.
	+ Tracking outcomes.
* Letting go of fear and that we have to keep everyone so safe that they cannot live their lives.
* Opportunities to train staff on individual needs.
	+ Why are they doing this work?
* Increase in collaboration aligned with the current climate.
* To provider best possible support.

***Top Opportunities:***

1. Looking at measureable outcomes instead of paperwork and compliance.
2. Technology for services.
3. Increase in collaboration aligned with current climate.

***Threats:***

* Workforce.
* Some staff who struggle to obtain basic work skills.
	+ Uncommitted and not invested in the work.
* Decrease in pay.
* Staff pool to choose from continues to decrease.
* Balancing work and life.
* Increase in responsibility on staff relative to pay.
* Harsh punishing system.
* Undertrained supervisors who can’t handle role.
	+ Good DSP doesn’t always mean good supervisor.
* More regulations.
* Pendulum swinging.
	+ Protecting too much decreases opportunity for residents.
* Philosophy vs. function and practicality.
* Providers who put their head in the sand and are closed off to change.

***Top Threats:***

1. Workforce.
2. Staff pool to choose from continues to decrease.
3. (Tie) Increase in responsibility of staff relative to pay and Philosophy vs. function and practicality.