



THE NORTH STAR ADVANTAGE

The North Star Advantage is a collaboration between HCDDS and provider agencies that began in 2008.

Through enhanced training and support for program managers and direct support professionals, people served develop positive relationships.

The Advantage is a county-wide effort to improve the quality of services for people served with the goals of developing and retaining competent direct support staff and supporting a positive culture.

BENEFITS OF JOINING

Reduction of Staff Turnover

The average cost of staff replacement is estimated at 50-150% of the salary of that staff.

By providing direct support staff with more effective training and support, staff turnover will be reduced.

Access to Resources

Agencies will be able to take advantage of training resources and consultative services from HCDDS at **no cost**.

Through enhanced training and support, agency staff will deal more effectively with difficult situations.

Recognition

Participating agencies will be recognized for their commitment, and will be highlighted in HCDDS publications.

HOW TO JOIN

Agencies can apply by completing a simple application.

Contact Provider Support by phone at 513-559-6736 or by email at providersupport@hamiltongdds.org.



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HAMILTON COUNTY
DEVELOPMENTAL DISABILITIES
SERVICES

1520 Madison Road
Cincinnati, OH 45206

OVERVIEW OF NORTH STAR ADVANTAGE

The components of this project are:

1. Pre-screening of staff
2. Ongoing training
3. Mentoring
4. Consultation

The rationale:

- Hire the RIGHT people
- Teach, train and support new employees and managers

Through these steps, agencies will be able to reduce turnover, create higher job satisfaction and establish a more skilled and competent workforce.

“I believe that North Star Advantage played an important role in reducing our staff turnover. More importantly, it helped us focus on building positive relationships with people we support.”

PARTICIPATING AGENCIES WILL

1. Adopt a clear philosophical statement regarding Positive Behavior Support
2. Identify Behavior Support and Mentoring Point Person within the agency
3. Use a pre-screening process for all direct service positions
4. Include instruction in safe crisis intervention techniques in initial orientation
5. Provide new staff with additional training within 90 days of employment
6. Adopt a mentoring approach for direct support staff for the first six months of employment

HCDDS WILL PROVIDE AT NO COST:

1. Materials for the pre-screening process
2. Training and materials to assist with ongoing training
3. Assistance with mentoring program
4. Initial training and ongoing consultation for Behavior Support Coordinators from each agency
5. Behavior Support resource materials

