

NH DD Quality Council

March 18, 2026 Strategic Planning Day


Preparation Guide

Introduction


This guide has five (5) sections:


1. Meeting location details
2. Planning Agenda
3. Questions to think about ahead of time
4. Key Words Glossary
5. Group Agreements

How to use this guide

 Use the **meeting location details** to make a plan for how you're attending this meeting

 Review the **planning agenda**

 Read the **Think about ahead of time** questions and think about how you would answer them. You do not need to write down your answers, but you can if you want to!

 Read the **Key Words Glossary** that defines words we will use during our meeting

 Review the **Group agreements** we will use to work together during our meeting

✓ Section 1: Meeting Location Details

Date: Wednesday, March 18, 2026

Time: 9:00am–3:00pm (Please arrive no later than 8:45 so we can start right at 9:00)

Location: 11 South Main St. Concord, NH (Hotel Concord entrance, next to Red River Theatres)

Zoom link to join remotely:

<https://zoom.us/j/93848460086?pwd=DOdBwQhZdRydHg4eWx2RfC4bdspA5O.1>

Zoom link is also on Council Website: [HOME | Quality Council](#)

Parking Options:

- **Recommended:** Capital Commons Parking Garage (80 Storrs Street, Concord, NH)
- On-street meter parking has a 3-hour maximum

Directions:

Entering through Hotel Concord entrance:

Enter through Hotel Concord entrance. The elevators are on the right, go to third floor. Take a left out of the elevator and follow the signs that say, “Event Center”. Go to the **New Hampshire Conference Room**.

Entering through Capital Commons Parking Garage (80 Storrs Street, Concord, NH):

A grey door on **Level 3A** of the garage leads into an airlock, with a door in front of you labeled “Hotel Concord” This door brings you into the building lobby. Take the elevator to the third floor. Take a left out of the elevator and follow the signs that say, “Event Center”. Go to the **New Hampshire Conference Room**.

Need help? Call Marissa Berg at **(603) 540-7169** (cell)

Section 2: Planning Agenda

The planning agenda below shows what we will do during each part of the day on February 18th.

9:00-9:20 | Welcome, Purpose, & Charge Alignment

What this part is for:

This part helps us create shared expectations for how we want to work together. It sets the tone for how we communicate, include everyone, and help each other stay on track throughout the day.

We will...

- Review group agreements and explain how they will guide your participation
- Explain how virtual and in-person participants will be included in discussions and activities
- Introduce facilitators and who will support discussion, timing, and participation

9:20–10:00 | Shared Values & Purpose for 2025–2028

We identified shared values that keep showing up over the last few years and reflect what is important to us. They are listed in Section 3 of this guide.

What this part is for:

To make sure everyone understands how we will brainstorm, make decisions, and stay on task during the session.

We will...

- Describe how we will use our values and purpose to make decisions
- Introduce “guardrails” and “buckets” and explain how and when we will use them
- Explain how ideas, feedback, and decisions will be captured and tracked

Next, we’ll move into choosing three priorities, setting two or three goals under each priority, and creating three or four objectives for each goal.

PRIORITY **→** **GOAL** **→** **OBJECTIVES**
What we focus on What we want to achieve What will progress look like over time

10:00–10:45 | Strategic Priority Setting

We have identified five (5) priority areas that reflect Council member input and Council requirements. The five priorities we will choose from are listed in Section 3 of this Guide.

What this part is for:

To choose three (3) strategic priorities for the next few years.

We will:

- Talk about what each priority includes and why it matters
- Agree on three (3) priorities

10:45-11:00 | 15-minute BREAK

11:00–12:15 | Drafting Strategic Goals (2025–2028)

What this part is for:

To choose the goals the Council wants to work toward for the next 3 years. Goals are what you want to achieve. A goal describes what the Council wants to make happen.

We will:

- Draft 2–3 goals for each priority
- Focus on what meaningful progress could look like by 2028

12:15-1:00 | LUNCH BREAK

1:00–1:45 | Drafting Objectives

What this part is for:

- To outline clear, doable steps that help achieve each goal over time.
- Objectives help make the plan practical.

We will:

- Start to identify key actions and results that advance each goal
- Think about what progress could look like over the next three years

1:45–2:30 | Committee Structure Clarification

What this part is for:

To make sure the Council's committees support the priorities and the Council's role.

Committees are how the Council gets work done. They can change as priorities change.

We will:

- Look at current committees
- Check how well they line up with the priorities and the Council's role
- Decide what to keep, change, end, or start

2:30–2:45 | Review and Reflect

What this part is for:

To step back and look at the draft strategic plan as a whole.

We will check:

- Does this plan feel realistic?
- Does it reflect the reset and guardrails?
- Does it show the Council's value clearly?

2:45–3:00 | Wrap Up

What this part is for:

To talk about next steps after this meeting.

We will:

- Identify what still needs work
- Agree on next steps
- Talk about how the strategic plan will be shared when it is ready

? Section 3: Questions to think about ahead of time

These are questions you can think about ahead of time to prepare for our strategic planning day on February 18th. You don't have to write down your answers to each question, but you can if it helps you.

Getting Ready

- What can you plan to do or bring with you on February 18 that will help you stay focused?
 - Examples might include bringing a favorite fidget item, a fresh notepad for notes or doodling, a favorite snack or drink, or planning to sit near someone who helps you stay focused.
 - How will you ask questions if something is unclear?
-

Shared Values

These shared values guide our decisions and keep us focused on what matters most.

- Advocacy & Rights
- Collaboration & Partnerships
- Person-centeredness & -centeredness & Self-determination
- Community Inclusion
- Equity & Accessibility
- Transparency & Communication
- Strong, responsive systems

Purpose

The Council's purpose is to make sure services are high quality, -personcentered-, and meet the needs of people with developmental disabilities by reviewing information and recommending system improvements.

You might think about:

- What work has the Council done that shows its **purpose**?
- Which **value** feels most important for the Council right now and why?

Choosing Priority Areas

Step 1) Choose two (2) priorities from the list below that you most want to focus on for the next three years:

- **Priority Area 1:** Make sure the Council’s work stays focused on its purpose and responsibilities
- **Priority Area 2:** Make sure quality is measured based on what matters most to people and families
- **Priority Area 3:** Improve communication between the Council, Bureau of Developmental Services, Area Agencies, and other partners
- **Priority Area 4:** Make sure self-advocates and families can share their ideas and help make the system better
- **Priority Area 5:** Improve how the Council works together, makes decisions, and organizes its committees

Step 2) Now choose one (1) priority from the two priorities you picked. Then, imagine it is 2028 and the Council has made real progress on that priority. What would success look like?

You might think about:

- What would people be able to do that they could not do before?
- What would feel easier, better, or more welcoming?
- What would show this priority is making a real difference?

Here is an example:

- **Priority:** Make sure self-advocates and families can share their ideas and help make the system better.
- **What success would look like:** It is easier and more welcoming for self-advocates and families to share their ideas and experiences.

Step 3) Your turn!

Priority I chose: *[write your answer here]*

What success would look like: *[write your answer here]*

Thinking about DD Quality Council Committees

1. Advocacy Committee
2. Bylaws Committee
3. Data Committee
4. System Review Committee
5. Rules Committee

- Which committees could help work on the priorities you picked?
- Is it clear to you what each committee does?
- Are there any committees that seem to do the same thing?
- Are there things the Council needs to do that no committee is working on right now?

Section 4: Key Words Glossary

The key words glossary defines words that will be used during the strategic planning day. They are listed in alphabetical order.

C

Charge

The Council's job. It explains how the Council carries out what the law requires. For example: "The Council's charge is to listen to people with disabilities and help improve services."

Committee

A group that works on one part of the Council's responsibilities. Committees support the current plan and can change over time.

G

Goal

What the Council wants to achieve. A goal describes a meaningful change the Council wants to make happen by 2028.

Group Agreements

How the Council will work together during the day. Group agreements help us work together with clarity, respect, and purpose.

Guardrails

Clear guidelines that help the Council stay focused and realistic. They help us stay within our role and avoid taking on too much.

M

Mandate

What the law requires the Council to do. It describes the official responsibilities the Council must follow.

O

Objective

A clear, specific result that shows progress toward a goal. Objectives help break a big goal into smaller steps the Council can complete.

P

Priority

A focus area important enough for the Council to work on for the next three years.

Purpose

Why the Council exists and what we are here to accomplish.

The purpose explains what the Council is meant to do to help the DD system.

R

Reset

A fresh start based on where the Council is today.

It does not mean starting over from scratch.

It means we do not continue past plans automatically.

S

Strategic Plan

A clear roadmap that describes where the Council wants to go over the next few years and the direction we will follow.

It sets our priorities, the goals we want to achieve, and the objectives that show our progress.

The Council can use the Strategic Plan to create clear action steps as part of our ongoing work.

V

Values

What matters most about how we work together and make decisions.

👍 Section 5: Group Agreements

DDQC Strategic Planning Day Council Member Group Agreements



These agreements help us work together with clarity, respect, and purpose

1. We make decisions that support the whole Council, not individual positions.

We choose what strengthens our collaborative work, not what protects personal preferences or past structures.

2. We welcome all voices and make space for everyone to be heard.

We share time, take turns, listen with curiosity, and make sure quieter voices are included and valued.

3. We ensure equity for remote participants.

Remote members have equal time, equal voice, and equal influence.

We pause to include them, check chat often, and avoid side conversations-conversations that exclude them.

4. We follow the facilitators and the structure for the day.

We honor the plan, the timing, and the order of activities so we can reach our outcomes.

We stay with the step we are on before moving to the next one.

5. We respect different perspectives and assume positive intent.

We expect diverse opinions.

We respond with patience, humility, and respect.

6. We stay future-focused, not past-anchored.

We honor past work and ideas, but we make decisions based on what is needed now and next.

7. We speak from our own experience and respond to ideas, not people.

We focus on the work, not the person, avoid blame and give each other grace when things feel hard.

8. We share responsibility for staying on track.

We help each other stay within the guardrails, keep our scope manageable, and gently bring the conversation back when it drifts.

We use 10- and 5- minute time warnings, and at 5 minutes we make the decision we need to make or, if it does not need a decision now, we put the idea into a bucket

DDQC Strategic Planning Day Facilitator Commitments



What you can expect from us as we support the group today

1. Make space for questions.

We pause often, check for understanding, and make sure everyone can follow what's happening.

2. Make sure all voices are heard.

We invite people to share, help balance talking time, and make room for quieter voices.

3. Follow and model the group agreements.

We support the group in using the agreements and gently bring us back to them when needed.

4. Help manage group dynamics respectfully.

We pay attention to how people are feeling, help prevent anyone from taking over, and keep the space safe for everyone.

5. Keep us on track with the plan.

We guide the steps of the day, stay focused on the purpose, and help the group move forward.

6. Give breaks and check in on energy.

We protect time for breaks, stretching, and rest, and check in on how people are doing.

7. Stay neutral.

We support your thinking, not our own. We ask questions and help surface ideas without steering the decision.

8. Communicate clearly.

We explain what we're doing, why we're doing it, and what comes next.

9. Accurately capture your ideas and feedback.

We write down your thoughts honestly and clearly, use your words whenever possible, and provide a true and respectful summary of what the group said.

<<End of guide>>