

# Big Brothers Big Sisters – Strategic planning

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Big Brothers Big Sisters of the Black Hills (BBBS) is going through an audit by National Big Brothers Big Sisters organization (National). The audit conducted by National is to ensure all BBBS offices comply with elements such as; quality assurance guidelines for service delivery, coaching and mentoring, child safety, and relationship development. Compliance also requires BBBS to develop a strategic plan in alignment to the National strategic initiatives. In the past BBBS has utilized spreadsheets and limited information to develop their annual strategic plan. BBBS leadership realized they needed a sustainable solution that gave them visibility into the work and effort required to support the different programs related to donors, volunteers, and children to ensure compliance and develop a plan in alignment with National's strategic initiatives. BBBS also wanted to change their approach to resource planning which is driven by annual non-profit programs. In addition to the audit and strategic planning efforts, BBBS wanted to understand their talent supply and demand based on skills and consider organizational design changes to be more effective in their donor program efforts.

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*“Hiper Hipo’s solution is AWESOME!!! We and our donors can see how their investment is being spent on our programs. Where we can utilize our resources more efficiently, understand talent supply and demand and plan in alignment to National’s strategic initiatives.”*

**Nicole Burdick**  
**Executive Director**  
**Big Brothers Big Sisters of the Black Hills**

## Benefits of using Hiper Hipo’s software;

- Provided visibility into who the different resources were aligned to the different programs, their skillsets, the work being done within each program, and their level of effort
- Created visibility for the executive board and the donors to see how their investment was being spent across the organization
- Supported National audit by demonstrating accountability, consistency, reliability, and compliance
- Created opportunities for improvement related to the QA process, as about 23% of BBBS resource effort was spent on the QA process every year
- Implemented a planning methodology in alignment to BBBS operations and strategic initiatives
- Created a 3 year strategic plan based on the gap between current programs, current workforce skillset and future demand
- Developed an internal talent inventory to create meaningful employee engagement plans and career paths focused on employee’s interests which help the business, such as; grant writing, investor relations, and community programs
- Allowed for the evaluation of different organizational design changes to allow the organization to grow. This effort focused on elements such as allowing resources to focus on being “specialists”, promotional opportunities, and changes in cost and productivity