

**"If you're positive,
you'll see opportunities
instead of obstacles."**



BETHANY NIHLEAN

DIRECTOR OF CLASS CASE MANAGEMENT

How long have you been with The Arc of the Capital Area and what do you do here?

I have been with The Arc for 6 years this Fall.

What is your favorite thing about working for The Arc of the Capital Area?

I love our leadership, my team, the culture of the organization, and the individuals and families we serve. I take pride in knowing that I am making a difference in the lives of who we serve on a daily basis.

Where do you find your inspiration in your career?

By practicing integrity, professionalism and leadership. The world is not perfect, and being able to be in the position to change things or to set things right, is a plus to me. I believe in integrity and being professional by working hard, leading by example, taking responsibility and delivering quality solutions; thus achieving the trust and respect of others and our community.

How is your work with The Arc of the Capital Area inspiring change in the I/DD community?

We are pushing boundaries for change and growth of the CLASS program in order to help one of the most under-served populations in our community.

Who is your hero and why?

My mom. She taught me to be kind, compassionate, honest and hard working in everything that I do. She has always been incredibly supportive and has helped me become the best version of myself.

How do you represent our core values (Respect, Joy and Integrity) in the work you do with The Arc of the Capital Area?

I show respect to everyone I come into contact with, whether it's a coworker, a client, or a collaborating agency. I find it is important to treat everyone this way in order to foster a good working relationship.

I try to find the highlights or peaks in all of my work, and share that joy with others. I work to ensure that my team feels welcomed and valued, and that we celebrate successes together as we know just how much hard work can go into them.

I do the right thing, no matter what, even if nobody is looking. It is important to be trustworthy which means you must show that you are willing to stand up for what is right, follow the rules, and stand by your principles.

What's your favorite way to spend the weekend?

Outdoors with my dogs!

What has been your favorite project so far and why?

Helping initially pilot the SEP program with Facebook. I loved being a part of that from the inception and seeing how far the program has grown and excelled with Allison leading the way.

What's one way you define success in your current position?

Low turnover rate due to employees feeling valued and appreciated.