



Strategic Team Meeting
Direction Home
August 23, 2019
9-10:30am

AGENDA AND MEETING NOTES

Welcome and Introductions

- Welcomed by [Michelle Collins](#)
- This meeting was one of the few times that employers only would be invited to a meeting as there is tremendous value to have representatives from the varying stakeholders in meetings convened by ConxusNEO
- See attendance list below

About Direction Home

- Francine Chuchanis, Director of Entitlement Rights shared about [Direction Home](#) and the services they provide

Understanding Challenges Discussion

- This discussion was grounded in the principles that this group of professionals can create a community where they learn from another and work collaboratively to build a larger pool of candidates for everyone to minimize “stealing” talent from one another
- When asked what challenges they were experiencing related to retention and promotion of their employees, the following topics emerged:
 - As related to retention of employees, there’s a lack of understanding about the circumstances and barriers that may prevent employees from being fully engaged and returning to work
 - As related to promotion, there is a need for leadership training – employees may get promoted because they’ve proven their ability in their current positions; however, they often lack formal training in management positions

Solidifying Goal and Developing Strategies

- Based on the input provided at the June sector partnership meeting, draft goals and strategies were reviewed
- The Strategic Team finalized the goal to read, “Increase the number of employees retained and promoted”
- The Strategic Team finalized 4 strategies:
 - Develop cohort models to upskill employees during their shifts
 - Establish internal career pathways
 - Provide non-traditional benefits
 - Deepen employees’ understanding of expectations and engagement

Getting Started.....

- The Strategic teams broke into two groups and focused initially on two strategies – 1) provide non-traditional benefits and 2) deepen employees’ understanding of expectations and engagement
 - The team that discussed “Provide non-traditional benefits” are develop a survey and outreach strategy to direct care employees to learn about what benefits are important to them with the

caveat that this is a study in order to avoid a misperception that revisions will be made to employee benefits

- The team that discussed “Deepen employees’ understanding of expectations and engagement” are drafting a management toolkit e-book that would include topics such as communication, onboarding, stay interviews, leadership 101, recognition, accountability and a resource section

Next Steps

- Team members signed up for specific areas of responsibility – 1) draft survey questions and 2) set up meeting to collaborate on content of e-book
- Based on the discussion related to poverty, employers were informed about [United Way’s Poverty Simulation](#) on October 24 which will take participants through a day in the life of family living in poverty
- Teams will report out their progress at the September 20 all-partner meeting

Upcoming Meeting

All Partner Meeting

DATE: Friday, September 20, 2019

TIME: 9-10:30am

LOCATION: Summa

1077 Gorge Blvd, Conference Room 204, Akron



Attended August 23 Strategic Team Meeting

Company:	9
<i>Akron Children's Hospital</i>	1
<i>Ardens</i>	2
<i>Concordia at Sumner</i>	1
<i>Direction Home</i>	1
<i>IBH Addiction Recovery</i>	1
<i>My Family Home Health</i>	1
<i>St. Edward</i>	1
<i>Summa Health</i>	1
Education:	1
<i>College Now</i>	1
ConxusNEO Staff:	1
Total:	11