



July 16, 2020
9-10am
VIA ZOOM

AGENDA AND MEETING NOTES

Welcome

- Welcomed by Michelle Collins who expressed gratitude to healthcare employers for keeping our community safe, providing excellent care to those who have been ill, and working diligently to ensure they have a skilled workforce during the COVID-19 pandemic.
- See attendance list below

Workforce Needs

- Darlene Amedeo of Cleveland Clinic Akron General, Tara Trautman of Concordia at Sumner, and Benjamin Gobrogge of My Family Home Health discussed in-demand and hard-to-fill occupations, how their employees are being supported through a pandemic, and any emerging new skills they are seeing as a result of the pandemic.
 - Occupations in demand remain nursing (RN, nursing assistants, LPN), housekeeping, dietary
 - The ability to adapt and work in a virtual environment have emerged as necessary skills
 - Fear of the virus led to retention concerns as employees would resign or retire
 - Safety was incorporated earlier at orientations to ease concerns
 - Demonstrated employee appreciation through bonuses, meals and social activities
 - Increased efforts to grow existing employees into new job opportunities and to be more aggressive with employee referrals
- When asked if other employers wanted to share about their experiences during the pandemic, Summa Health expressed there has been a high level of collaboration amongst the healthcare employers to work together to face the challenges they are facing.

Breakout Sessions

- Before participants went into breakout sessions, the following updates were provided:
 - A virtual job fair will be piloted with Akron Children's Hospital and Cleveland Clinic Akron General on August 25. Educators and community organizations are encouraged to promote this opportunity. Additional details will be provided in the near future.
 - In the focus groups conducted Dec '19/Jan '20, jobseekers indicated childcare was a barrier to pursuing healthcare training or employment. Recently, employers have indicated that it appears to be a barrier for parents to return to work. Several healthcare employers have been invited to further discuss on July 29 the impact childcare and school reopening plans have on their ability to recruit and retain employees.
- Recognizing 1) healthcare workers are essential now more than ever and 2) COVID-19 has disrupted how we work towards our goals together, partners went into breakout sessions to discuss how we might inspire individuals to pursue the jobs we heard about in a virtual environment.

Goals for Healthcare Sector Partnership

generate awareness about occupations | cultivate a qualified pool of talent & connect them to employers | increase the number of employees retained & promoted

Report Out

- While time did not allow for a report out by each group, below are notes from the breakout sessions arranged by themes:

Virtual job fair

- Showcase employees in the jobs who can speak to “a day in the life” and answer questions from attendees
- Review all of the types of jobs available in the health care field because people may know about doctors and nurses, but may not know about STNAs, technicians, assistants, etc. (this is especially true for youth, but not exclusive to them); promote growth opportunities via tuition reimbursement and articulate that not every job requires a degree; join at entry-level and grow
- Incorporate a quick and easy assessment to help individuals identify the right jobs opportunities
- Leverage healthcare week starting November 14, 2020, to promote job opportunities
- Incorporate videos

Virtual tours/open houses

- Showcase some patients who rely on and benefit from people with health care jobs because it will appeal to the caregiving side of attendees’ personalities – talk about how important the employees are, how they rely on the employees, etc.
- Develop live or recorded videos that showcase employees in various positions in healthcare and their successful career path; emphasize safety measures that employers are taking to keep healthcare employees as safe as possible
- Offer virtual open houses; see Stark State healthcare virtual open house [here](#) which was followed up with Zoom chat for Q&A

- Challenges to be mindful of in a virtual environment:

Access to internet and computers

- Some organizations and some healthcare employers have open computer labs for individuals to apply to jobs
- The Library has plans to reopen July 27 with restrictions, but their Wi-Fi is still on and can be utilized in the parking lot
- Open M offers “Tech Tuesday” when clients can call in and someone will work through an employment application with them
- “PCs for People” may be a resource for individuals to get computers

Comfort with online

- Refugee/immigrant population very interested and the proposed campaign by Summa/Project Learn via ConxusNEO is very practical; need a personal targeted approach because healthcare is difficult to navigate so job fairs would be difficult for this population
- Online applications can be daunting so share how employers support job applicants through the process

Mentorship

- People need support and encouragement to both get started and keep going (whether it be an education or career path)



healthcare/
sector partnership
supported by conxusNEO

Attended July 16, 2020 Meeting

Company:	10
<i>Akron Children's Hospital</i>	2
<i>Cleveland Clinic Akron General</i>	2
<i>Condordia at Sumner</i>	2
<i>Direction Home</i>	1
<i>My Family Home Health</i>	1
<i>OneKey Medical</i>	1
<i>Summa Health</i>	1
Education:	9
<i>College Now</i>	1
<i>Cuyahoga Valley Career Center</i>	1
<i>Four Cities Compact</i>	1
<i>Kent State University</i>	1
<i>Stark State College</i>	3
<i>The University of Akron</i>	1
<i>Twinsburg City School District</i>	1
Community-based Organization	16
<i>Akron Metropolitan Housing Authority</i>	1
<i>Akron Summit County Public Library</i>	1
<i>Akron Urban League</i>	3
<i>ASIA Inc</i>	1
<i>Girl Scouts</i>	1
<i>Haven of Rest</i>	1
<i>Neighborhood Network</i>	1
<i>Open M</i>	1
<i>Oriana House</i>	2
<i>Project Learn of Summit County</i>	1
<i>Summit DD</i>	1
<i>The Well CDC</i>	1
<i>United Way of Summit and Medina</i>	1
Government/Public Sector	1
<i>OhioMeansJob Center</i>	1
ConxusNEO Staff:	2
Total:	38