

Incompass Innovation Grant - Final Reports

Grant Period: April 1, 2019-Dec 31, 2019

North Country Community Mental Health

Safety Net Works! contract for Spectrum: 4/30/19-12/31/19

Program Information:

NCCMH partnered with Spectrum Community Services and Safety Net Works! a program of MI Works!

Safety Net Works! had a Success Coach specifically identified to work with Spectrum.

That Success Coach attended staff meetings, and made herself available by appointment, anonymously, to work with any staff of Spectrum to ensure employment can be retained.

The Success Coach offered partnerships for transportation needs, financial literacy, resources for childcare, other DHHS resources, community resources, driver's license access, questions about benefits or insurance, and other shared partnerships the Success Coach had developed within Otsego County where Spectrum primarily works, in North Country CMH's area.

Utilization:

Spectrum staff had the opportunity to reach out to this program for support in any barriers to maintain employment that they had. Spectrum staff accessed this program for assistance with transportation needs, gasoline and car repair, accessing DHHS for benefits, MiWorks! referral for furthering education, support to pay utilities, as well as financial support education. Safety Net Works! reports that four staff from Spectrum utilized the service directly, with additional inquiries addressed when staff reached out. The success coach had designated time each week of the program, 4 hours per week and was available by appointment.

Challenges:

1. The turnover of staff providing Success Coaching was identified as a barrier. This resulted in difficulty keeping one face to the program, for building rapport and relationships.
2. Safety New Works! had primarily been utilized in employers that were 'one stop shops', so they were used to having a space at the job location to set up each week and offer support. Given our DSP providers, Spectrum included, often have multiple locations and not one main office that employees go in and out of, there was some problem solving initially to ensure that staff had access to the Success Coach. This took some time to figure out. Eventually what was agreed on and worked best was that the Success Coach would attend staff meetings, supervisor meetings, and any other group meeting they could to spread the word, offering contact information for staff to reach out and set up individual appointments.

Recommendations:

1. If a program like this, a BRN like Safety Net Works, were to be utilized anywhere else in the state, we would recommend requesting this 'by appointment' style from the beginning of the program, with the success coach getting the word out through staff meetings and visits to each location directly. Additional strategies or problem solving should happen prior to beginning the program to ensure program utilization for companies employing DSP's with multiple locations.
2. Spectrum also suggests multiple avenues for marketing the service-paper material, testimonials, meetings, meet and greet to ensure the word is spread for what the program can do for employees.
3. Although we can all recognize that turnover is a part of employment these days, it would be nice to be assured that there is one coach dedicated to building that relationship and confidence with the provider staff for the period of the BRN agreement.

Numbers:

	At time of proposal	At the time of grant final report
Total number of full-time and part-time direct support staff	45	44
Number of full-time direct support staff	45	33
Average STARTING wage as of today for all direct support staff	\$10.25	\$10.50
What is the CURRENT wage as of today for direct support staff	\$10.55	\$10.82
What is the annual turnover rate for direct support staff for	36%	29.94%
What is the retention rate for direct support staff	64%	70.06%
How many open positions for direct support staff	13	13

Goals:

Our main goal was for a 10% decrease in Spectrum's DSP turnover, an increase of 10% to staff retention. We had also hoped to see that there would be an increase in 10% to qualified applicants due to word of mouth that Spectrum is a provider that had this resource available. Listed below is the anticipated progress from the original grant proposal, and final progress over the course of the grant period.

- Goal 1: At least 10 staff will meet with the Success Coach (as identified by Michigan Works!).
 - Results: Four staff met directly with the Success Coach. BRN staff report that other indirect contacts were made but did not have the numbers of those contacts.
- Goal 2: A 10% decrease in individual provider turnover for the previous similar period of time.
 - Results: 36%-29.94%= a decrease of 6.06 in turnover.
- Goal 3: An increase of 10% staff retention.
 - Results: 70.06%-64%= an increase of 6.06 in retention.
- Goal 4: An increase of 10% in qualified applicants for open DSP positions (as judged by the reviewers).
 - Results: Overall Spectrum had an increase in qualified applicants. 1 New Hire in the 1st and 2nd quarters of the year, then 9 new hires in the 3rd Quarter, and 8 new hires in the 4th quarter.
- Goal 5: A 90% overall satisfaction result with the program from a survey sent out by MI Works! to direct support staff and employer.
 - Results: The BRN program did not complete a formal survey, but informal surveys of participants indicated over all high satisfaction ratings.
- Goal 6: 90% of peer review meetings will be attended by a provider representative.
 - Results: No peer review meetings were held.
- Goal 7: Two ways of disbursing the results will be identified, scheduled, and completed.
 - Results: Re:Con presentation, DSP Task Force presentation, disperse final report as requested.

The long-term vision:

- Staff to feel supported by their employer and identify them as “an employer of choice”
- Staff to find solutions to their employment barriers by having access to the tools and training to solve future issues on their own
- Staff are relieved of some of the stress and pressure from their lives and bring added vitality to their work, enhancing the lives of clients
- Staff to encourage other staff to access the Success Coach
- This Michigan Works! concept is promoted and expanded throughout care provider organizations
- Direct Support staff act as a catalyst for other potential, qualified DSPs currently choosing less satisfying employment due to unresolved barriers.

Overall, the turnover ratio, retention ratios, and qualified applicants went in the directions we were hoping. Spectrum administrative staff report that this was a great tool for their staff but did feel due to the slow progress at first due to the challenges presented above, it was underutilized. Those that

utilized the service felt supported and did share their experiences with other staff who were able to also find support or indirect contact for resources that were available.

MI Works! is no longer able to offer this specific BRN program in Northern Michigan due to the lack of funding to supplement the program. Many employers in the north are not able to pay the full cost of the program without subsidizations from the state budget (state funded grants for reduced cost of program). Since many did not renew at the full cost, MI Works! has indicated they cannot offer it at this time. MI Works! reports they hope to offer a similar program for employers in the future in Northern Michigan.

InPro

Improving Staff Retention Through Vocationally Focused Training

InPro Enterprises was so honored to receive a grant from MARO so that we can invest into specialized training and materials for our direct care staff. At InPro, the direct care staffing crisis was hitting us hard. There are more direct care positions available than people to fill those positions. The grant from MARO allowed us to invest in the direct care staff that we have in an effort to reduce turnover.

We wanted to implement a training that would allow our job coaches to be educated on vocational goals, skills, practices and behaviors that many of our clients are working to develop. The vocationally focused sessions provide job coaches with specific, guided training on modern work place habits and a venue of engagement to relay their concerns to Vocational Counselors. We are leaving our job coaches feeling empowered and competent.

We found by offering monthly vocationally focused training sessions to our job coaches that we can resolve many of the staffing problems we experience. One challenge that we had not considered in our initial proposal was that due to logistics between locations we divided the 30 staff into two groups and ran the groups separately. By dividing the groups, it seemed that the smaller sessions allowed for more individualized attention, which was likely beneficial. The groups were aware of our intentions and our topic so that they were able to arrive to the group prepared. We had provided breakfast at the meetings since the meetings were taking place at 8 a.m. which is earlier than the scheduled work day. We wanted our team to feel empowered and fueled to start the work day.

Some of our staff requested additional individual sessions with the Vocational Counselor to further dig into their own short-term and long-term vocational goals and to explore their personal mission, visions and values. They found digging into the materials provided during the group sessions on an individual basis to provide further insight into the materials reviewed during the group sessions helped to better meet their own individual needs. Allowing this individualized time also assisted with building relationships on a more personal level, fostering a higher level of incentive to maintain employment.

The goal of our training is to reduce employee turnover and provide higher retention rates. We are striving for increased job satisfaction so that our job coaches would feel empowered to make a difference. We wanted to improve overall communication and cohesiveness between job coaches, Vocational Counselors and clients. The key lesson learned appeared to be that by investing in our job coaches, we provided a stronger environment of client focus that helps us achieve our long-term goals, mission and vision while allowing our staff to have a higher level of incentive to maintain their employment with InPro.

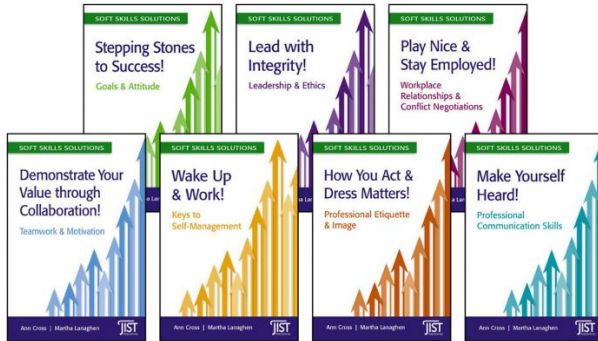
Within the timeframe we were able to implement the group sessions, we were able to show a slight reduction in staff turnover. At InPro, some of our turnover comes from staff promotions, which is a positive to see individuals moving up in their careers, but having turnover takes away from the consistency that clients so greatly benefit from.

We have learned so much from this grant opportunity and will continue to move forward with the staff training on some level. We have even found that offering parts of the training could be a benefit company wide. For the existing group of participants, we can see this being beneficial on a quarterly basis to continue to build the relationships that the group sessions fostered and to share new ideas and information that is relevant to vocational long-term success. For new staff coming in, weekly training over the course of a month could be extremely helpful in easing the transition into new employment and providing them with the fundamental self-exploration that took place during the early phase of the group. When we consider opening the training up company-wide, this would take place with two courses that would be two hours each in length that would be offered quarterly on a re-occurring basis. The focus on those sessions would be to enhance communication, maintain appropriate conflict resolution skills and provide tools for self-exploration in an effort to foster and enhance long term potential.

Materials we found most beneficial:

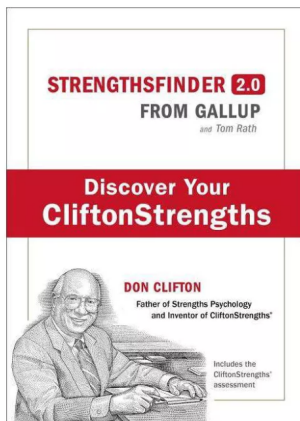
Soft Skills Solutions Package

IN STOCK
SKU#: SoftSkills Pkg



Product Name	Qty
Soft Skills Solutions eSample - includes all seven booklets in the series - 10-day access - access code delivered via email (Max. Quantity: Limit 1 per Order)	0
ISBN: JST000870 Format: Sample	
\$0.00	
Soft Skills Solutions Package - includes all seven booklets in the series	0
ISBN: 978-1-59357-962-3 Format: Print Edition	
\$41.95	
Soft Skills Solutions Package eBook - includes all seven eBooks in the series - 1-year license - access code delivered via email	0
ISBN: 978-1-63332-020-8 Format: eBook Edition	
\$36.95	

StrengthsFinder 2.0 by Tom Rath (Hardcover) by Tom Rath



\$14.49

★★★★★ 22 | 2 Questions

Quantity
1

Staffing Data

	At time of proposal	At the time of grant final report
Total number of full-time and part-time direct support staff	30	30
Number of full-time direct support staff	30	30

Average STARTING wage as of today for all direct support staff	\$11.75	\$11.75
What is the CURRENT wage as of today for direct support staff	\$12.32	\$12.67
What is the annual turnover rate for direct support staff for	64.41%	61.11%
What is the retention rate for direct support staff	35.59%	38.89%
How many open positions for direct support staff	2	1