

# Enriching Staff Through Person-Centered Development

## Panel Discussion

9/1/22

LeadingAge Ohio Conference

## Objectives

1. Hear how United Church Homes developed a strategic plan to fulfill employees at all levels of the organization including a review of the range of offerings.
2. Learn about leadership trainings that employees found most beneficial and inspiring.

## Workforce Focus

## Professional Development



ABOUT

NEWSROOM

**CENTERS**

RESOURCES

Careers That Love You Back

A photograph of three elderly individuals sitting on a wooden bench outdoors. On the left, a man with white hair is seen in profile, wearing a white shirt. In the middle, a woman with short dark hair is wearing a striped shirt. On the right, a woman with short grey hair and glasses is wearing a blue shirt under a grey cardigan. They are all smiling and appear to be in conversation. The background shows a brick building and some greenery.

## Center for Workforce Solutions

### Workforce

Ohio is experiencing a tidal wave of baby boomers increasing the demand for long-term services, creating increased demand for long-term care services over the next three decades. LeadingAge Ohio's efforts to address the workforce shortage include a range of employee recruitment and retention solutions, from working in grades K- 12 to foster awareness of careers in aging to working with OSU's Alber Enterprise Center to create frontline supervisor training programs.

Our Workforce Center is designed to provide members with proven resources to help recruit the highest quality staff, retain exceptional team members and train career caregivers. Whether we are sharing data about our current workforce environment or designing new initiatives with valued stakeholders, our members are working to elevate our state's aging services caregiving workforce. Together, we are advancing innovative workforce solutions that ensure all Ohioans have access to the services they need.





## Visionary Leadership Award



*Rev. Kenneth Daniel*  
United Church Homes

## Excellence in the Workplace Award

## Emerging Leader Award

# MOMENTUM

LeadingAge®  
Ohio

2022 Annual Conference and Trade Show · August 30 – September 1, 2022



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- **Mission Drives and Improves Engagement**
- Employees who fall in love with their work experience higher productivity levels and engagement, and they express loyalty to the company as they remain longer, costing the organization less over time. Mission-driven workers are 54 percent more likely to stay for five years at a company and 30 percent more likely to grow into high performers than those who arrive at work with only their paycheck as the motivator.
- <https://www.forbes.com/sites/williamcraig/2018/05/15/the-importance-of-having-a-mission-driven-company/?sh=36f8f4513a9c>



**Table 4. Common Themes from High-Performing Organizations**

**Organizational Values**

Strive for excellent, person-centered care

Appreciate and support your staff

**Organizational Processes**

Choose good staff and develop them

Build structure that fosters relationships

Work as a family and a team

Communicate often with transparency and honesty

Monitor and continually strive to improve

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UNITED  
CHURCH  
HOMES®

*Celebrating the Spirit®*

*Our Vision*

United Church Homes: Where the Spirit creates Abundant Life in Community

*Our Mission*

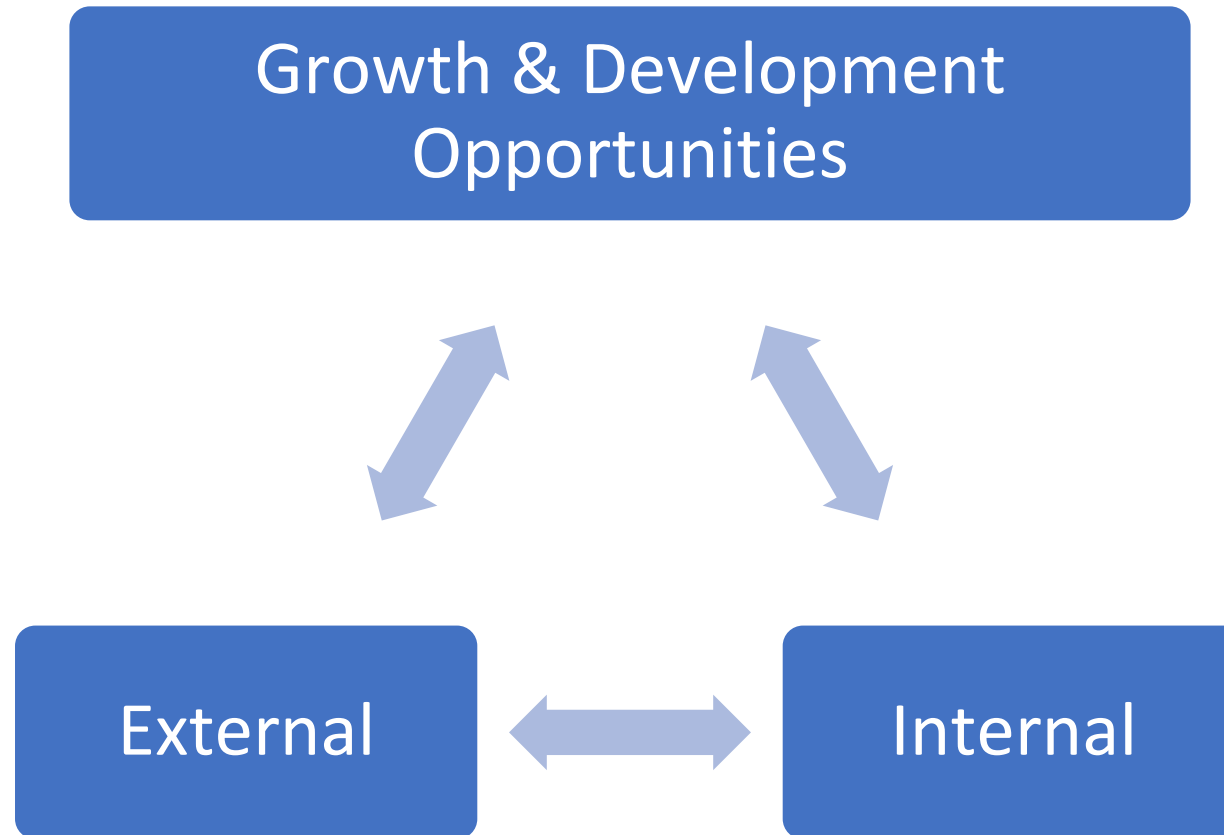
is to transform Aging by building a culture of community, wholeness and peace.



## Creating a Culture of Education & Development

- 2011 – Rev. Kenneth Daniel joins UCH
- 2016 – LEADS leadership development founded
- 2017 – UCH Long Range Strategic Plan
- 2018 – Collaboration with Aspire

## Opportunities for Growth



## Growing Leaders of Today & Tomorrow

- External
  - Leading Age Ohio Leadership Academy
  - Leading Age Leadership Academy
  - Nollau Institute
  - Conferences & Seminars
  - Council for Health & Human Service Ministries (CHHSM)
  - Affiliations and Initiatives
  - Education Assistance/Scholarships
  - Leadership Marion
- Internal
  - AMPLIFY - UCH University
    - LEADS professional development
    - Healthcare Academy (LMS)
  - Passages Cohorts
    - Front Line
    - Mid Level
    - Executive
  - Stretch Assignments –
    - Special Projects
    - Team Leads



## Guiding Principles

- Holistic view of Development
- Meet Staff Where They Are
- Purposeful & Meaningful Development
- Acceptance of Potential Turnover

## Good Team Member to Great Leader

- Start with the Why!
- Leadership
- Organization
- Role of the leader
- How to drive results
- Impacting quality outcomes
- Effective Communication
- Satisfaction Results
- Clinical leader role in compliance monitoring
- Driving Five Star results
- Leadership Wrap-Up



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