

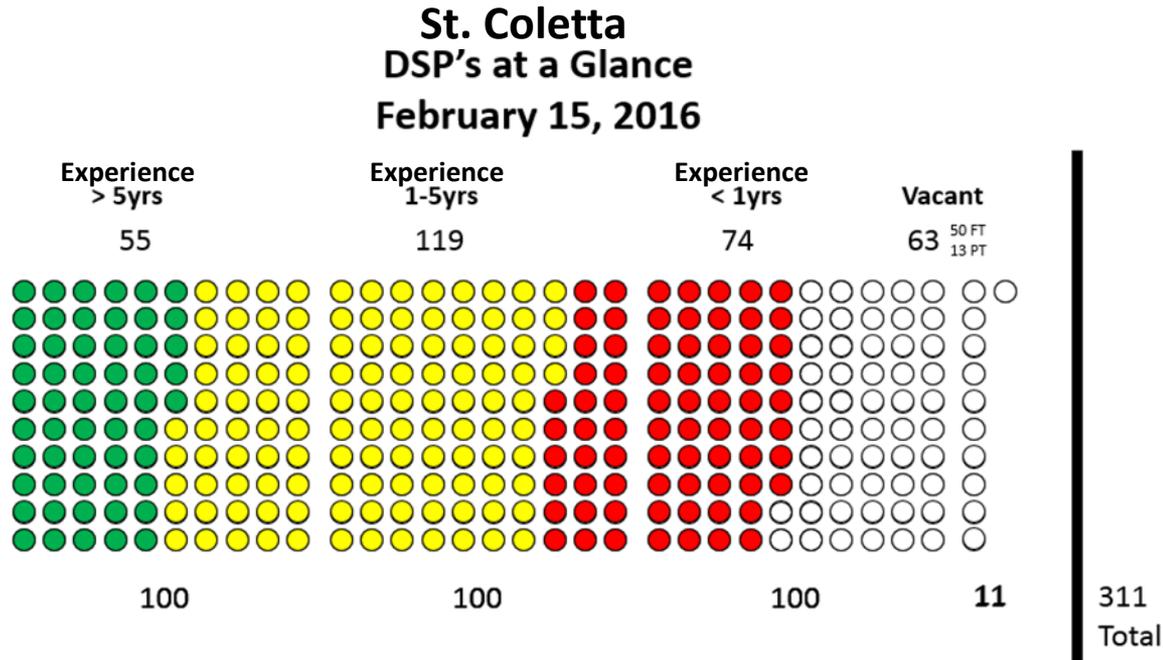
2016 ANCOR Leadership Summit



Ted Behncke, President

September 19, 2016

Recruiting & Retention Crisis



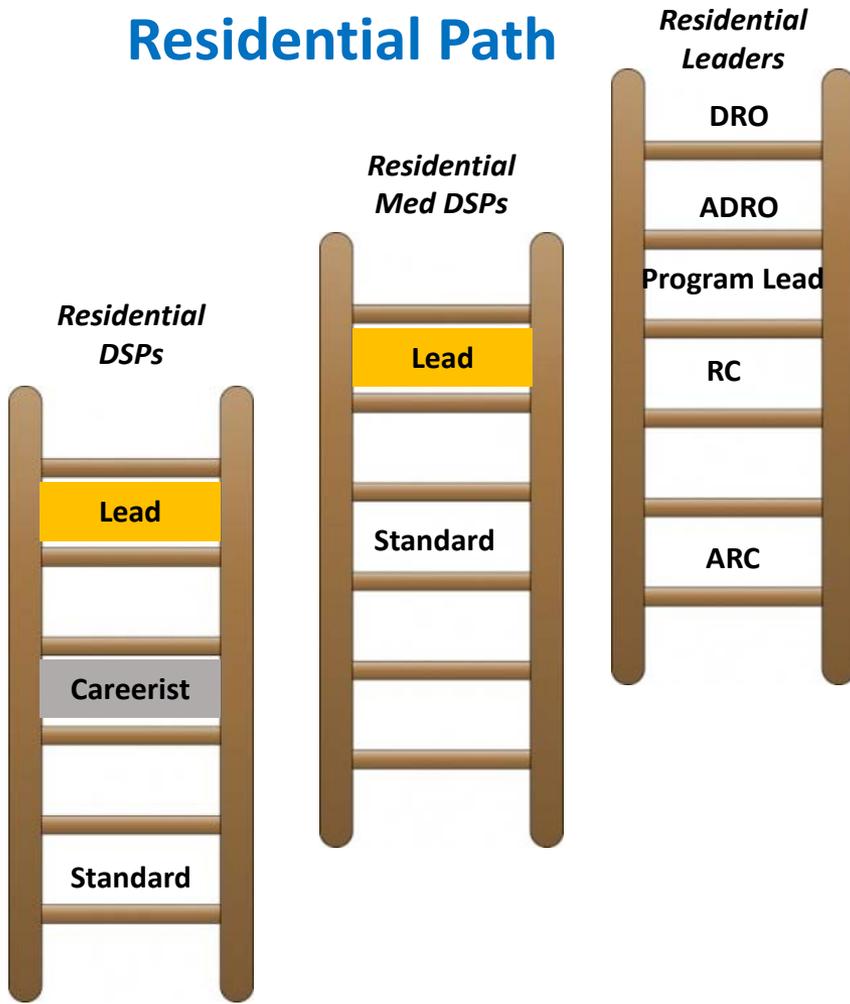
“I have been working here for 15 years and I can never retire.” *Career*

“I love the clients and working here but I can’t make a living for my family. I have to have 2 jobs.” *Respect for what I do*

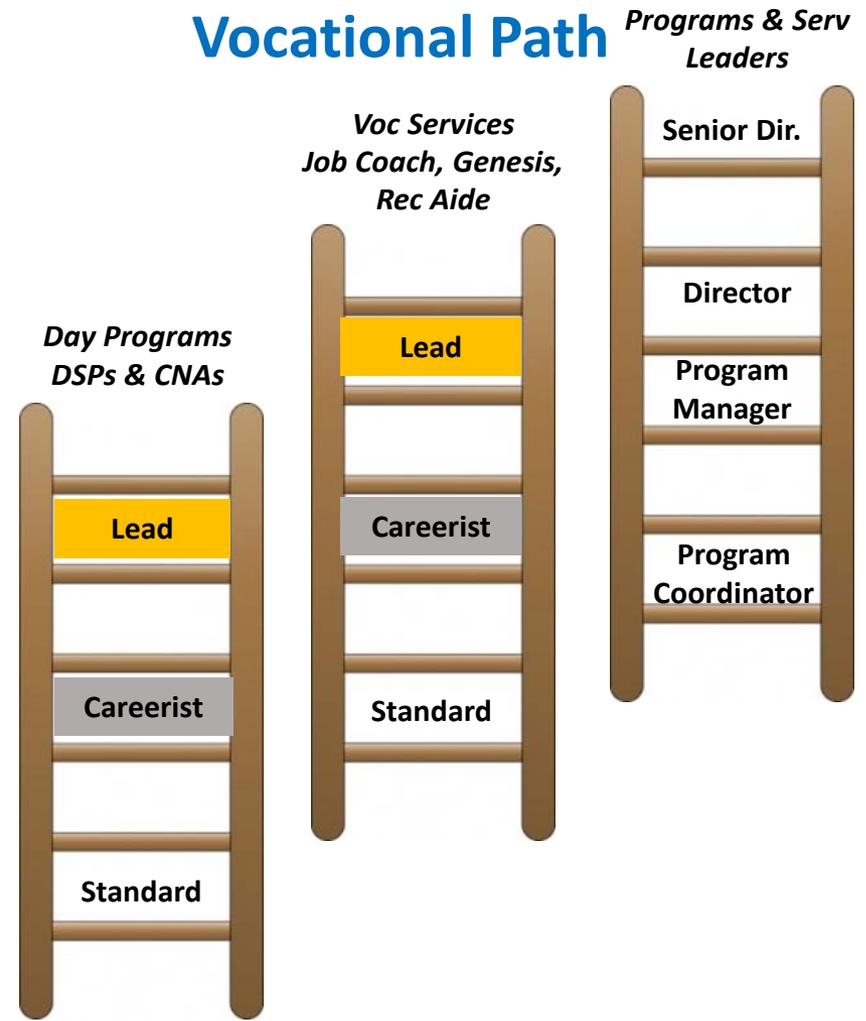
“I have no idea where this job will take me. I have been here a long time and my pay is only \$1.00 different from when I started.” *Compensation*

Career Ladders & Opportunities

Residential Path



Vocational Path



Career Ladders & Opportunities

Senior/Lead - DSP

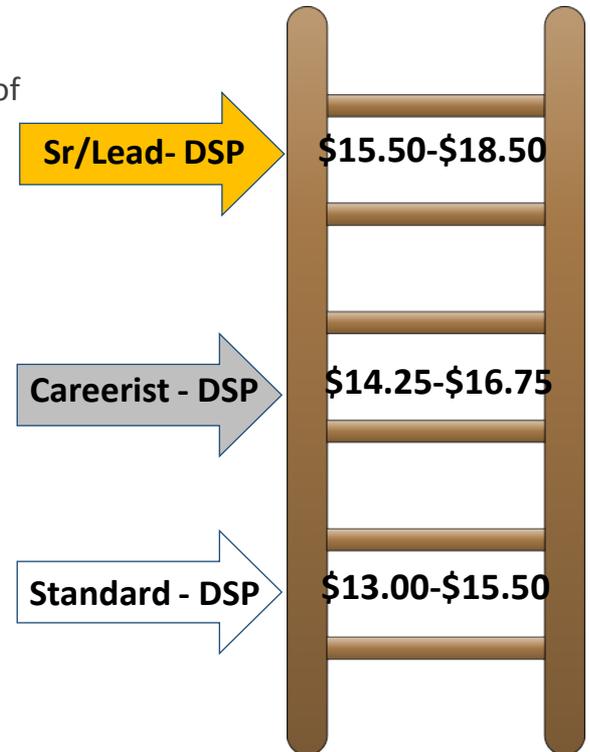
- All Careerist competencies plus:
- Demonstrated intermediate level written and verbal communication skills
- Ability to manage professional, interpersonal relationships with all members of the organization and external stakeholders
- Ability to effectively diffuse negativity with coworkers.
- Ability to identify situations and give constructive input towards a solution or improvement
- Acts as a champion for change.

Careerist - DSP

- All Standard competencies plus:
- Aptitude for and desire to accept new responsibilities
- Takes initiative to be developed as a leader
- Is flexible, open and receptive to new ideas, constructive feedback, and assignments
- Ability to think critically, identify problems and use sound judgement
- Demonstrates good time management skills and ability to prioritize
- Capable of working independently with minimal direction

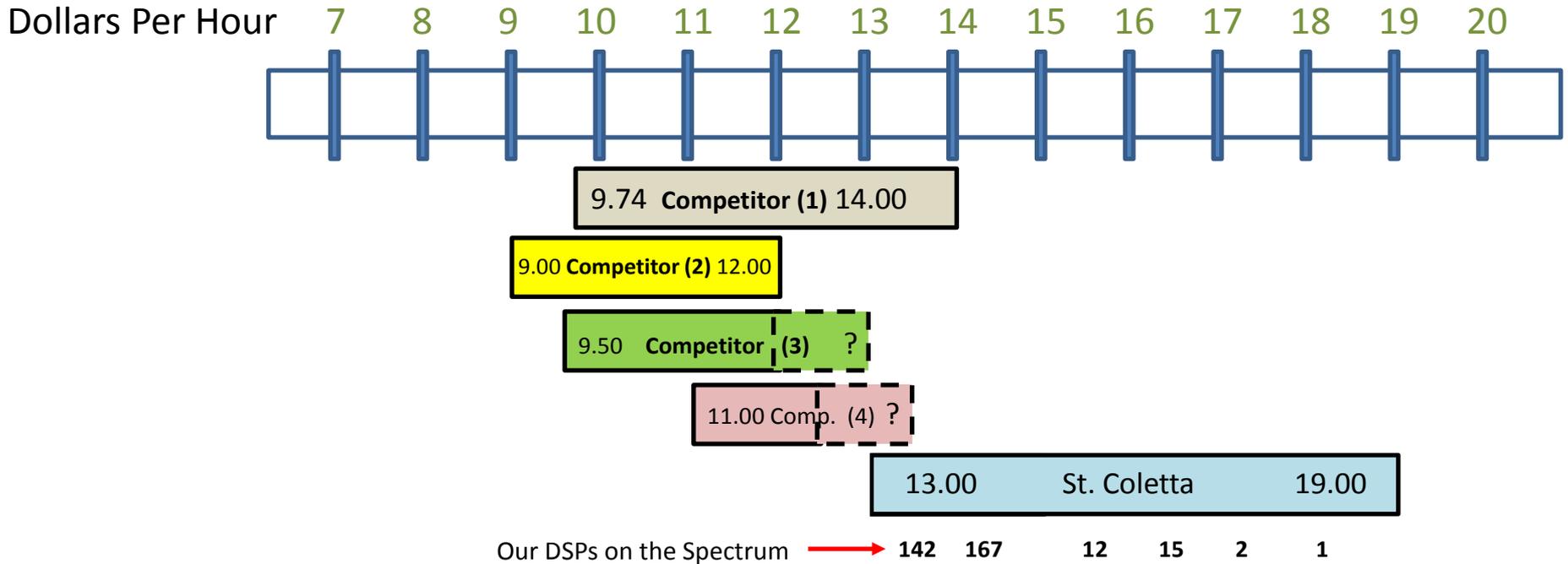
Standard - DSP

- Effective written, verbal, non-verbal communication and documentation.
- Provide consistent, quality care as outlined in client ISPs & STC policies.
- Ability to develop interpersonal relationships with coworkers and clients
- Ability to effectively respond to sensitive and urgent issues or ask for assistance as appropriate.
- Ability to apply common sense understanding to carry out written and/or oral instructions and be flexible in work assignments.
- Demonstrates the Franciscan Values of Compassion, Dignity, and Respect.
- Successful completion of all required training.
- Demonstrates basic computer skills
- Ability to maintain strict confidentiality



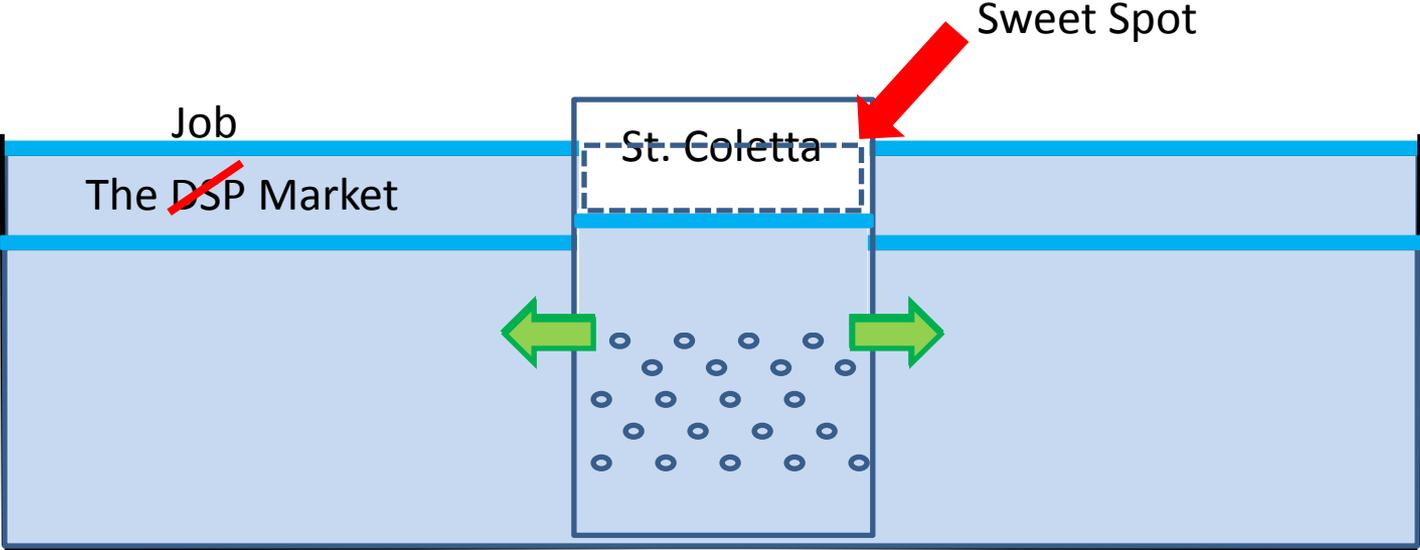
Market Intelligence

DSP Wages—Our Strategic Picture



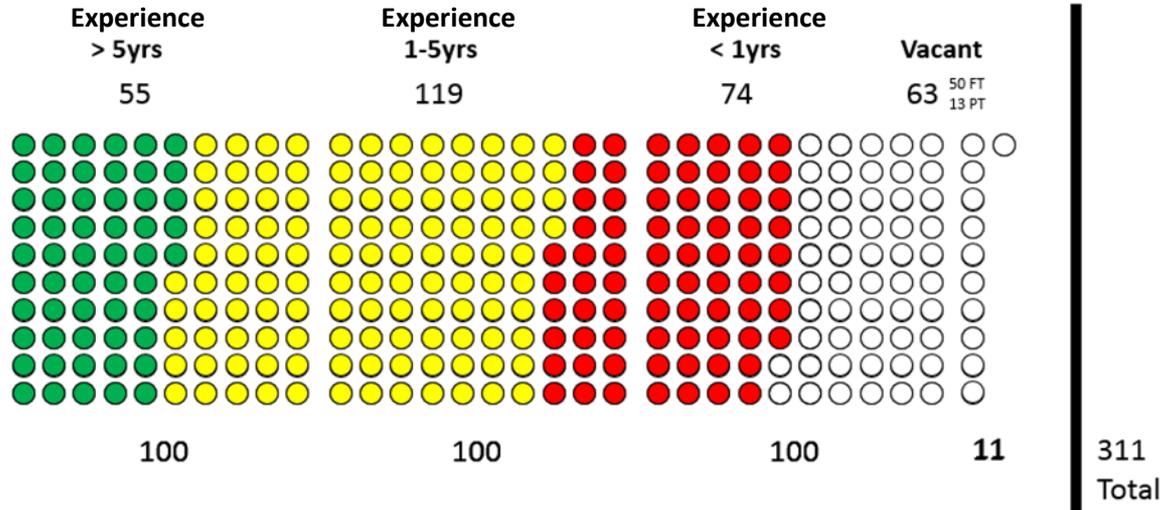
.50 hr more = 250K

Market Immersion—The Real Effect of Labor

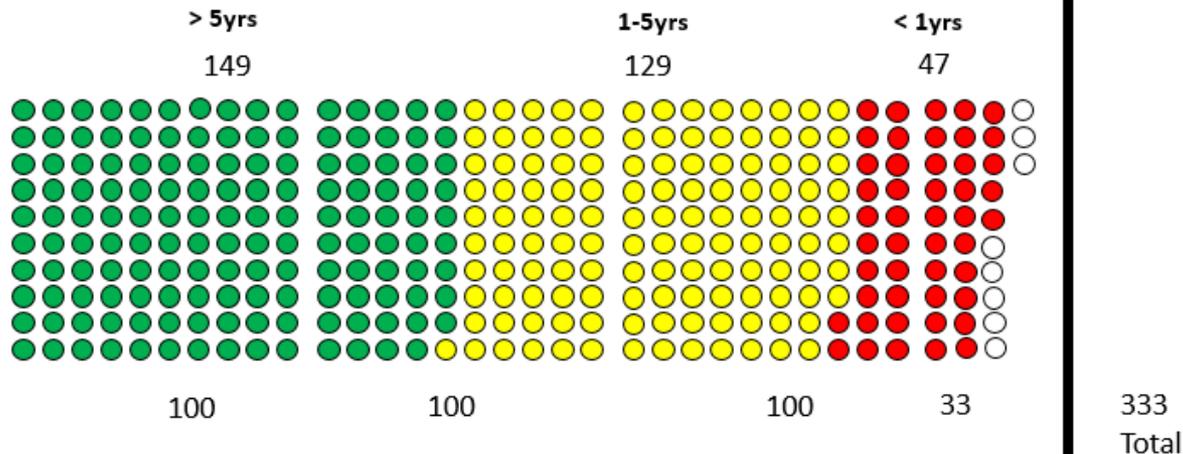


The Experienced Team

St. Coletta DSP's at a Glance February 15, 2016



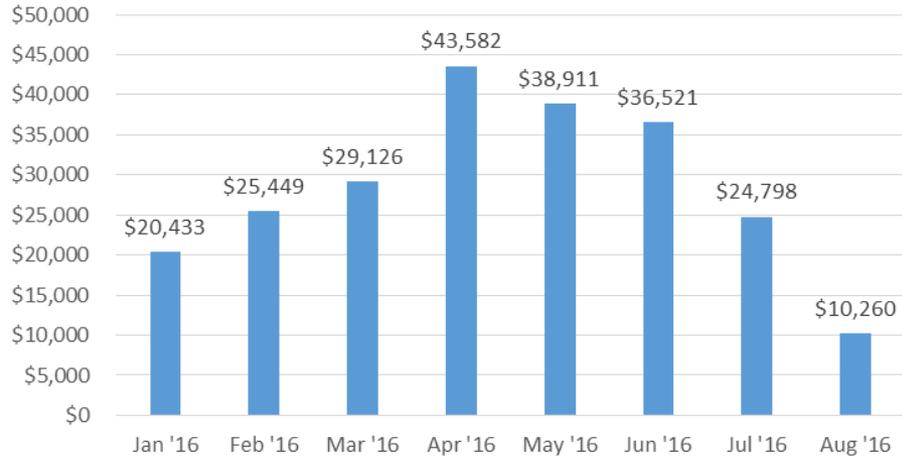
DSP's* Total Experience September 12, 2016



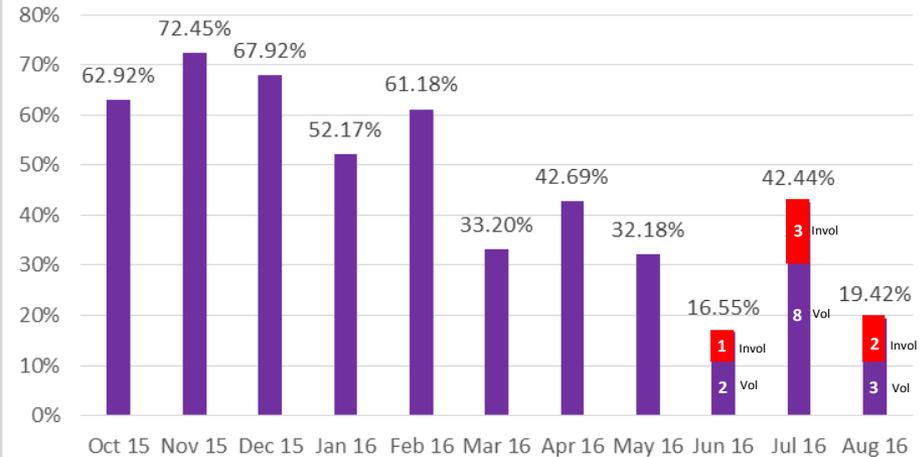
- 1st Time Full in 25 Years
- Waiting Lists for 1st and 2nd Shifts
- Drawing Staff From Other Industries
- Overtime Drop
- Training Cost Drop
- Turnover Drop
- Advertising Cost Drop

Operational Results

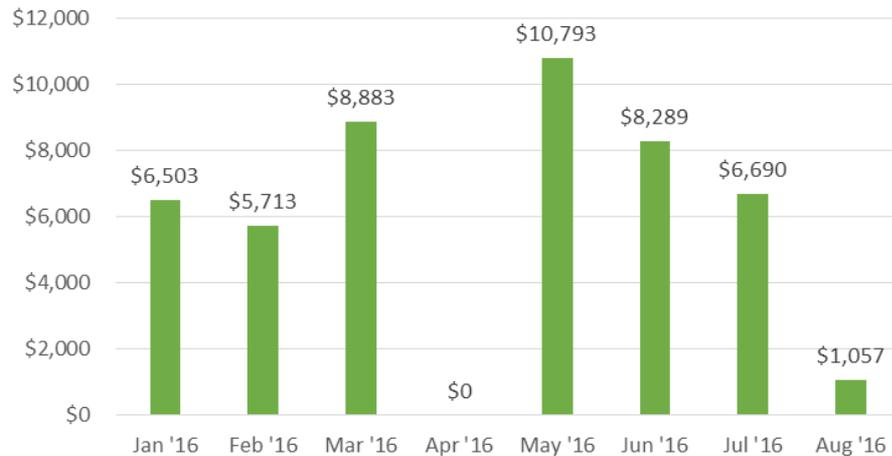
Overtime



Annualized Turnover



Advertising



Annualized **11%** **30.8%** **11.6%**
Voluntary Turnover

Annualized
Voluntary Turnover
(3 months)

17.8%

The Road Ahead—Lessons Learned

- The biggest influence on our labor force is the larger market.
- Any labor law changes affect care providers whether exempted or not.
- For DSPs to stay long term they have to have a career path.
- Competencies are a good way of charting the development of DSP's.
- Compensation has to provide the same dignity to the DSP as we expect of them to provide to the persons served.
- Compensation changes were hard but getting there can be possible and worth the change—cut the tether to public funding theoretically first and go from there.