EOHHS

HR Enhancements that Deliver Results

Facilitator:

Patricia Kelleher, Public Consulting Group

Presenters:

- Jake Krilovich, Executive Director, Home Care Alliance of MA
- Allan Levine, SVP, Nevvon
- Maura Buglione, Director of Development, Thom Child & Family Services
- Kerry Postale, HR Recruiter, Thom Child and Family Services

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Empowering Retention Through Mentorship

Home Care Alliance of MA

Jake Krilovich, Executive Director, Home Care Alliance of MA

Allan Levine, SVP, Nevvon

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The Challenge

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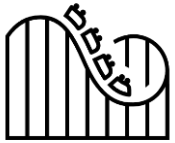
The Retention Crisis in Home Care

The Stats We Know

& things are not getting any better……

Expenses in Home Care

The largest expense categories for home care organization are directly associated with their caregivers.



Turnover

- National Average 60-70%
- Baseline turnover in MA agencies pre-grant: **66.7% attrition in 60 days**

The Cost To Replace A Caregiver

- ~16% of Annual Wages
- Nationally $2500 - $3500
- Larger cities are higher i.e., New York: $3,744

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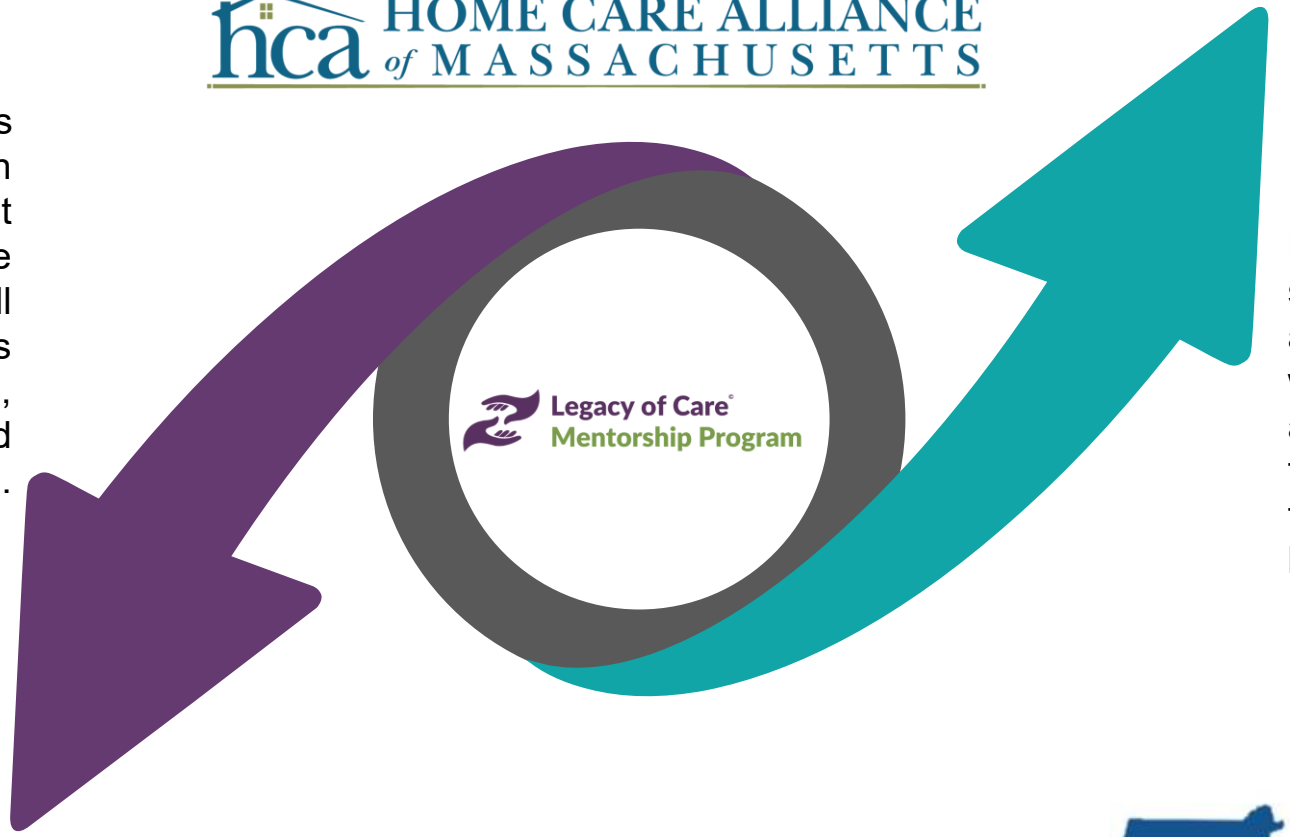
Legacy of Care Mentorship

HOME CARE ALLIANCE of MASSACHUSETTS

Community Health Care Services Foundation, Inc. (CHC) is a research and education foundation that delivers a wide variety of affordable educational programs that benefit all types of home care employees including owners, administrators, manager, clinicians and paraprofessionals.



nevvon
Better Training, Better Care

Nevvon is an all-in-one e-training solution trusted to help agencies achieve regulatory compliance while saving time and money, and empowering caregivers with the knowledge and confidence they need to make their patients' lives better.

chc Community Health Care Services Foundation, Inc.
The premier educational resource for home and community-based care

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The Solution

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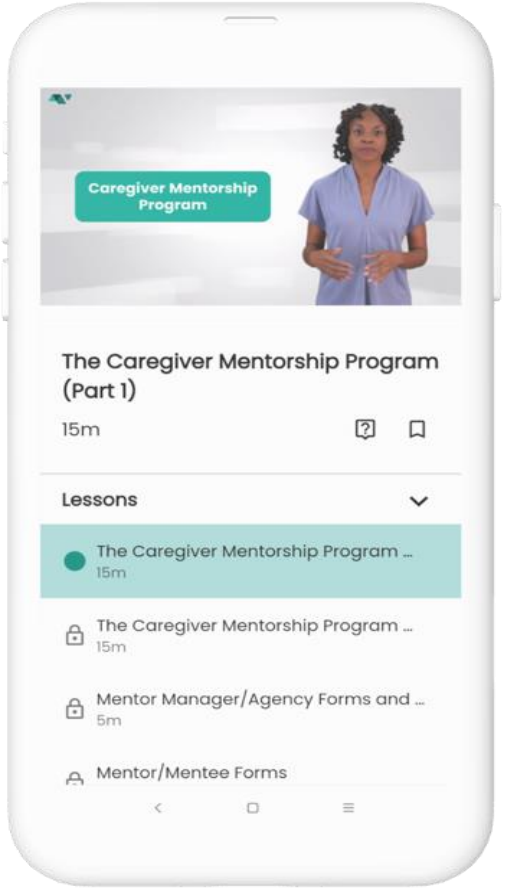
Tech-Enabled Mentorship: A Human-Centered Approach

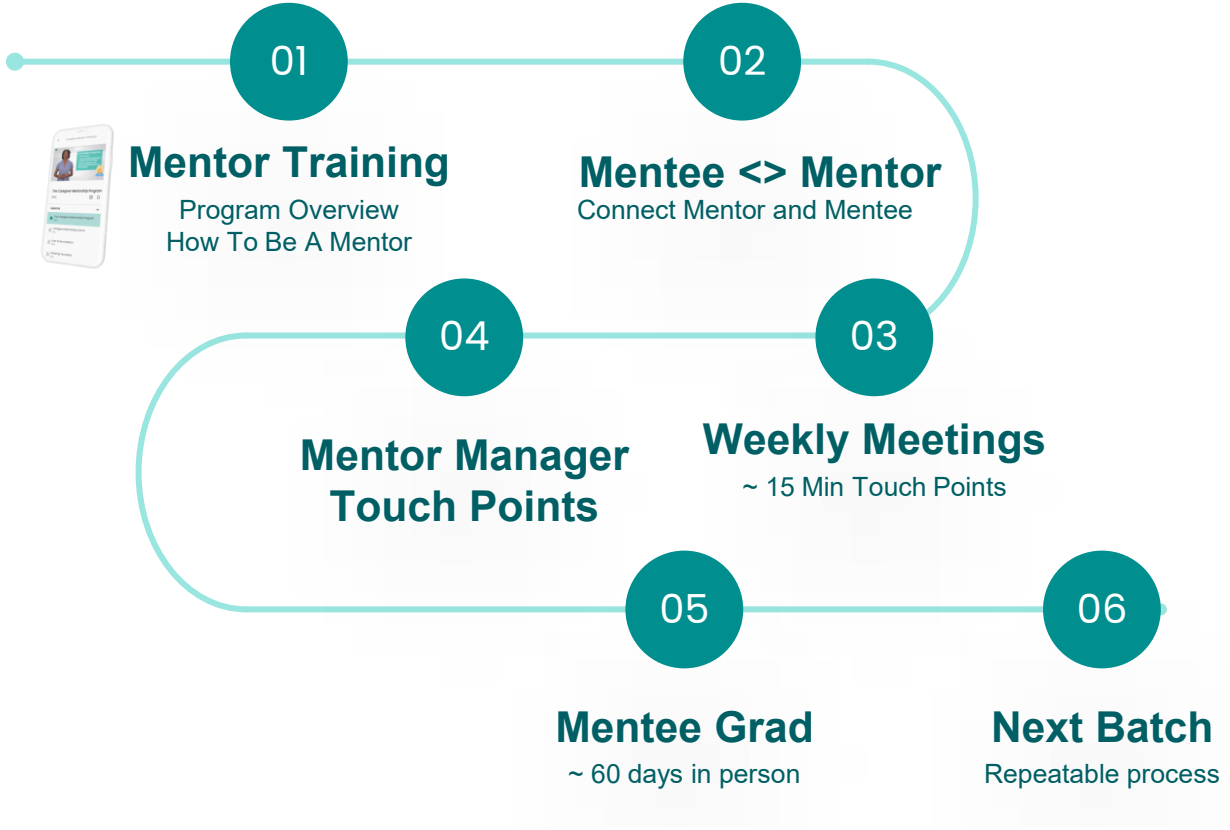
- Peer mentorship program for new hires during first 60-90 days
- Training of mentors + mentor managers using Nevvon's LMS and caregiver focused training
- Weekly 15-minute check-ins | Feedback loops | Quarterly Surveying
- **Structured but personal**—not management, but support



How It Works

Program Rollout: Jan 2023 – Feb 2025

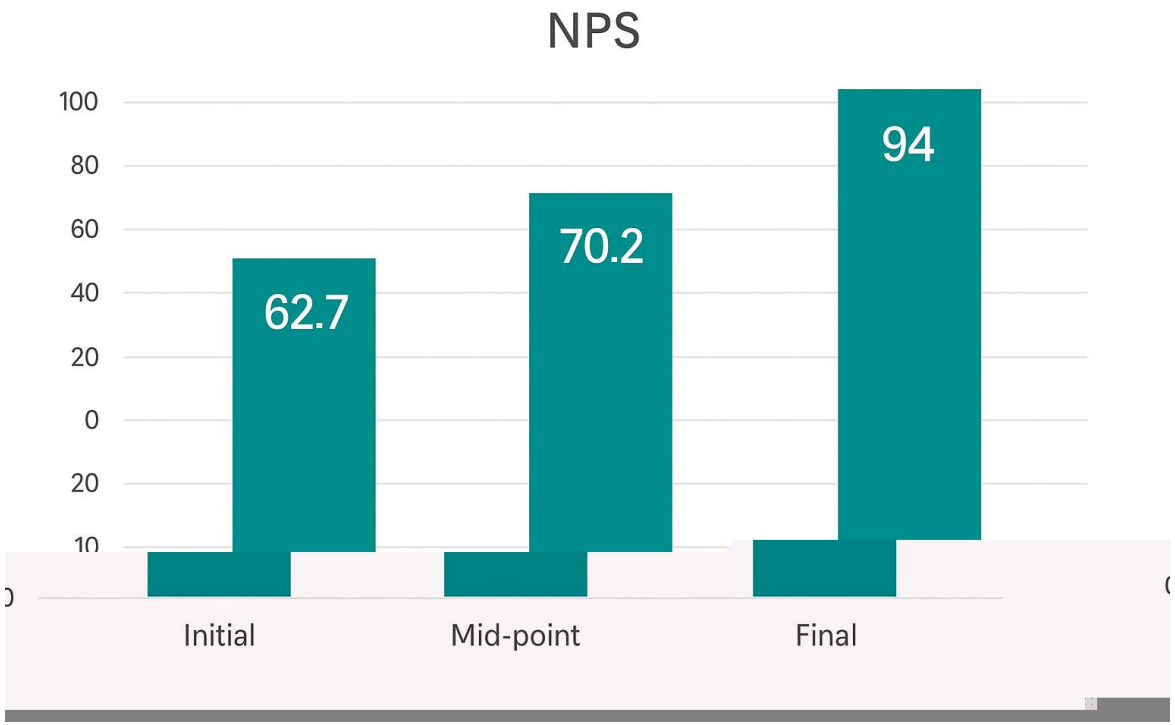
- 27 Home Care Agencies with some form of participation
- ~ 50 Mentor Managers Trained
- ~ 200 Mentors Trained
- ~ 300 Mentees Mentored



The Impact (Quantitative)

Results

- **Baseline Retention**: 66.41%
- **Post-Program Retention**: 96.97%
- 5 Question Survey ~ Quarterly
  - Net Promoter Scores (NPS) and caregiver job satisfaction increase
- Cost avoidance: ~$500K - $750,000 saved in turnover reduction (est.)



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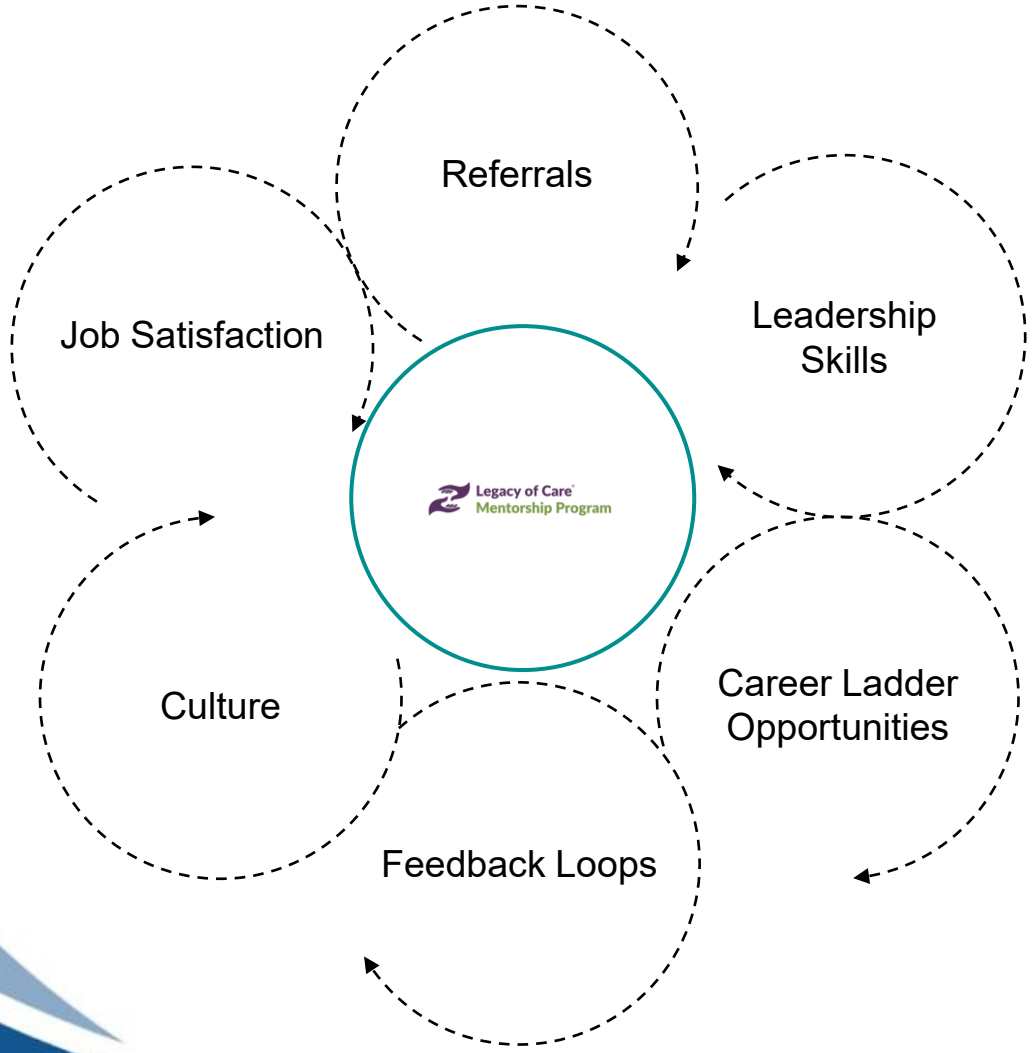
The Impact (Qualitative)



Satisfaction and Culture Shift

Mentees started recommending agency to friends which increased referrals.

Mentor managers improved their leadership skills.

Mentors saw this as an investment in their career i.e. career ladder.

Administration had better view of what the caregivers were experiencing in the field through feedback loops and surveying.

Aides became very comfortable talking to their mentors leading to better support and comfort that lead to a few positive interventions.

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Thank You

Connect With Allan

Allan Levine

SVP Revenue & Growth
Nevvon
allan@nevvon.com

Connect With Jake

Jake Krilovich

Executive Director
Home Care Alliance of MA
JKrilovich@thinkhomecare.org

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A Technology Solution to Results Orientated Recruitment

Thom Child & Family Services

Maura Buglione, Director of Development
Kerry Postale, HR Recruiter

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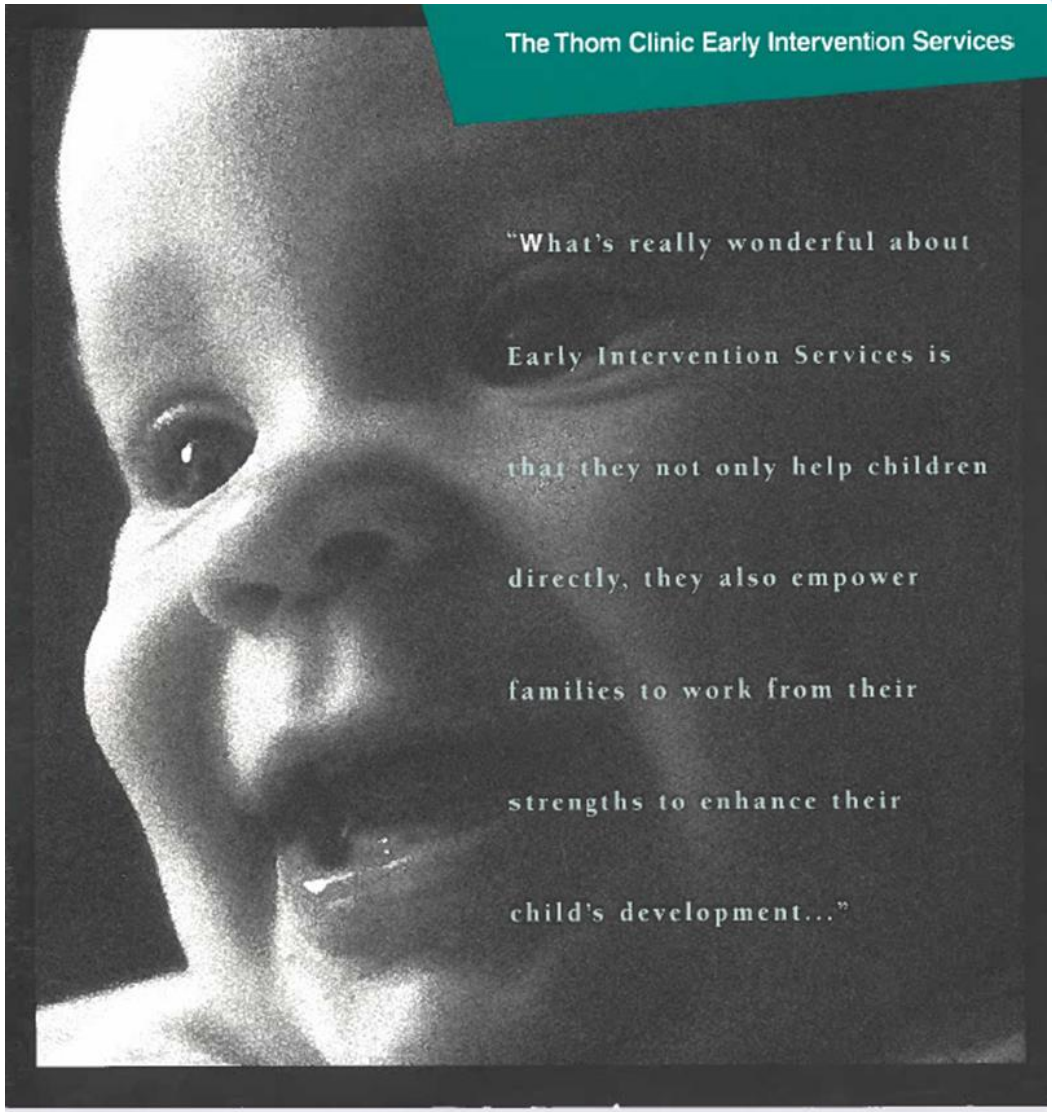
History

- Founded in 1921 by Douglas A. Thom
- Dr. Thom promoted a holistic view of working with children and families
- With roots in Boston, Thom started the first ever state-funded EI program in Westfield, MA
- Over the years, Thom has grown and brought stability and high-quality care through 10 different EI program locations serving over 10,000 families each year.



About Thom Child and Family Services

- 10 EI Programs/1 Admin Office
- Total employees: 600-700
- MA Department of Public Health

- **Our Mission:**
- *To provide community based, collaborative, culturally sensitive, and comprehensive services, consultation and training to young children, their families and others in the community who care for them.*

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The Workforce Challenge

- High Demand for qualified EI professionals
- Constraints of hiring requirements with DPH as our regulatory agency
- Competitive hiring landscape
- Need for more efficient, data-informed recruitment practices
- Complexity of 11 program locations with different and evolving hiring needs

Multilayered Solutions for Workforce Growth

- Applicant Tracking System
- Full Time Recruiter
- Higher Education
- Supervisor Training Series
- Culturally Informed Training- All Staff
- Diversity Focused Hiring Platforms

Challenge vs. Solution

The Challenge Before Applicant Tracking System (ATS)

- Manual or inefficient applicant tracking
- Time-consuming hiring process
- High drop-off rates from candidates
- Difficulty tracking metrics
- Limited visibility for hiring managers

The Solution- After Implementing ATS

- Overview of ADP as the new applicant tracking system
- Customizations to fit Thom's needs (job templates, approval flows etc.)
- Integration with existing HRIS/payroll systems
- Mobile-friendly, candidate-focused platform
- Hiring an in-house HR recruiter

Implementation Lessons Learned

KEY TAKEAWAYS

BENEFITS

CHALLENGES AND HOW THEY WERE ADDRESSED

Testimonials & Feedback

This is a busy place to work, but it's a GREAT place to learn! ***Great benefits, a strong staff, diverse families, and a STRONG Director who really cares about children, families, staff, professional development.*** You'll learn a lot from training, supervision, colleagues, and families.

2-week process with a few interviews. Interview process felt very conversational. Some scenario questions asked but nothing out of the ordinary. Very transparent interview process as well. Met with management and staff of the same discipline.

Casual, in a good way. Conversational, a detailed description of the job, plenty of opportunities to ask questions, very warm and friendly. I felt very comfortable, which is not always the case with interviews.

Other Grant Supported Initiatives

- Community college outreach
- Partnerships with four-year colleges and universities
- Agency wide training initiatives
  - Supervisor training series
  - Engaging EI families through a cultural lens
- Diversity focused hiring platform

Looking Ahead

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Thank You/ Q & A

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