

HR CAP Meeting Notes 2/29/2024

Members present- Sherry Brill- Chartiers Center- Committee Chair, Doug Clewett- Easter Seals, Judy Muller- Transitional Services, Willette Walker- Mainstay Life Services, Rebecca Sweeney- Family Links, Sarah Resnic- Community Human Services and Eric Ziegler, Residential Care Services

- 1) **Crisis Intervention Training/Staff Safety**- we discussed what different agencies are doing for crisis intervention staff training. Agencies that currently have something in place range from doing classroom Crisis intervention training with no physical holds/movements, to “train the trainer” courses that include physical interventions and one agency is exploring setting up a self-defense class. (Particularly for staff who are mobile in the community) There are a few “train the trainer” Crisis intervention classes but they are very expensive. With turnover, agencies are concerned about spending the money to have staff trained and then the staff leave. The other crisis related item discussed was the ability to do mass notification texts to staff and alert them of emergencies or unsafe situations such as active shooters, etc. There were a few vendors out there that were being used. One agency said they use “chat” through Teams and if staff have it downloaded to their phones (at least the work phones) then they would receive the notification.
- 2) **FMLA**- one agency discussed the continued FMLA requests they receive from staff and how that can be hard to manage. Many of their sites are not within 75 miles of most of their staff, so legally they do not have to grant the request. To ensure consistency, they developed a checklist to follow for FMLA to determine if they can approve those FMLA requests from sites not within 75 miles of the staff. They use the same checklist for staff to ensure they are being consistent in their approval/denial process. They have had to deny some requests if it is a hardship for the agency.
- 3) **Health Insurance Renewals**- we discussed this again for those July renewals. One agency has received their renewal and was able to negotiate from 12% to 0%. Others are bracing for a significant increase but hoping to negotiate and not have to move carriers as that causes disruption in service and frustration with employees. As mentioned in the last meeting, one organization has a Healthcare committee (which includes all levels of employees). The committee developed a survey that went out to all employees and asked what was most important to them (what benefits were important to them, what cost containment strategies were in favor of (employee only coverage offered, charge closer to market rate for higher tiers vs individual coverage etc.) The information will help develop the strategy the agency will take once they receive the renewal and help determine what steps they will take moving forward.
- 4) **Discussion about Allegheny County possibly raising the minimum wage to \$11.00 and how that will affect recruitment/retention-** Several agencies suggested creating or

enhancing a Total Compensation Report for employees to show them everything the agency pays for in benefits for each employee (Employer portion of Health Insurance, 401k/403b employer match/contributions, Paid time off, holidays, etc. Once you can show someone the Total Compensation Package sometimes it helps put into perspective that yes, they could go somewhere else to make more per hour but typically the rest of the benefits are not good as what they currently have today. One agency uses Employee Navigator for all benefit enrollments and can create the Total Compensation Report through that software that includes everything from salary to benefits paid by the organization.

- 5) **Ideas for Employee Appreciation Day Friday March 1st, 2024- Some** agencies are doing giveaways (apparel or a small gift- succulent plant with a thank you note attached). One agency provided supervisors with a list of several different small ideas on how they could appreciate their staff. And then programs were asked to send in pictures of what they did. They are also holding a companywide gift card raffle for all staff throughout the day on Friday.

Next meeting is Tuesday March 26th, 2024, at 1pm