



BestSelf Abbott Corners: Abbott Training Room
3176 Abbott Rd., Orchard Park 14127
Date: 3/3/20 @ 10:30 am- 12:30 pm

Workforce Group Meeting Minutes

Attendees: Kirsten Vincent, Cheryl Krouse, Gail McKee, Jane Mogavero (on Skype), Michelle Scheib, and Lindsey Rickard.

- Group agreed to bi-monthly meetings to be held on the 4th Tuesday/ month @ 9am- 10:30am
- The 4/28/20 meeting and all meetings in 2020, will be held at Housing Options Made Easy: 699 Hertel Ave, Buffalo. This was agreed upon by the group due to its centralized location. There will be a call in option to be forwarded.
- Where do we want to focus in 2020?
 - Revisit the 2019 Survey
 - Look for gaps in education vs. real life/ on the job duties
 - Identify ways to improve on- boarding processes to fill gaps
 - Lindsey (BestSelf) spoke about a training contract that new employee sign, with the intention to pay back cost of training if they leave the company before a set timeframe
- Relationship building and trust
 - Getting information out that is positive/ makes an impact in our region
 - Perhaps a workshop that can be created and used in-house and/ or multiagency
- Many facets to the Workforce problem
- Conversation circled around the idea of: a Speakers Bureau/ Lecture & Panel/ TED Talks
 - Jane suggested the D'Youville CEU classes might be a good way to start
 - Tape the session then market it to other agencies for on-boarding training, etc. Topics:
 - Policy issues
 - "I wish I knew..."
 - Person Centered
 - Trauma Informed
 - Harm Reduction/ Safety of Clients
 - Cultural Diversity, etc.
 - See what the response is from this pilot, tweak from there
 - Share with participating schools from the survey
- Peer Roles/ Case Management
 - Roles overlap- Handout: Understanding TCM and Peer Roles(peanut butter & jelly) ☺

- Mentoring/ supervision
 - Extra supportive listening to help them grow in the field
 - Kirsten's team has rolled out a leadership academy (9 mo. Program)
 - Management training to move up in roles, during worktime (10- 15 hrs/ month)
- Next meeting: 4/28 9- 10:30am
 - 699 Hertel Ave