

# PCA & HCCN PROFESSIONAL DEVELOPMENT SERIES

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# ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED

Access to Care & Clinician Support

Recruitment & Retention

National  
Health  
Service Corps

Resources

Training

Networking

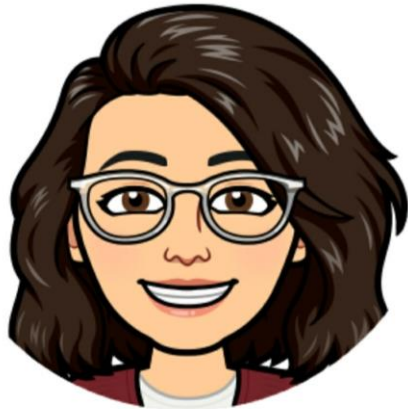
# STAR<sup>2</sup> CENTER



**STAR<sup>2</sup>**CENTER  
SOLUTIONS TRAINING AND ASSISTANCE  
FOR RECRUITMENT & RETENTION

[www.chcworkforce.org](http://www.chcworkforce.org)

# STAR<sup>2</sup> CENTER STAFF



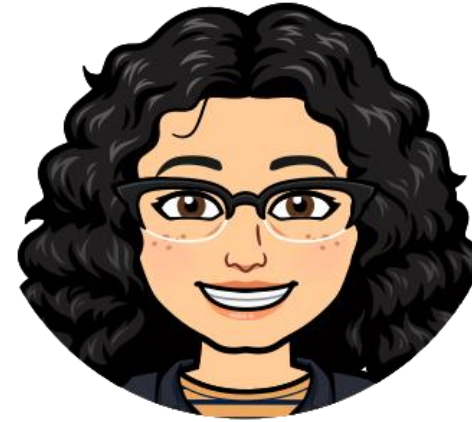
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# HOUSEKEEPING

- This session is being recorded and the **recording** will be sent via email to everyone who registered
- Use the **Chat** box to ask questions and share comments and thoughts
- Send a message to **Mariah Blake** if you are experiencing technical difficulties.
- Please complete the **evaluation** at the end of the session

# PCA Professional Development Series

## **Train the trainer sessions**

Learn how to present content and use STAR<sup>2</sup> Center resources in your workforce TTA programs

## **Building your network**

Build a community with other workforce leaders and become comfortable leaning on one another for support

## **Keeping you informed**

As a workforce leader and trainer, you benefit from knowing what your colleagues are experiencing and hearing about promising practices

## **Bringing you inspiration**

Let the conversations inspire you to do your work in new ways and re-energize your spirit

# WE HEARD FROM YOU!

- What TTA requests/needs have come up most over the course of the year?
  1. Recruitment and retention affected by COVID-19
  2. Policies that support diversity and cultural respect (DEI)

# TODAY'S AGENDA

- Examine how COVID-19 has impacted both recruitment and retention practices
- Activity – group discussion around strategies
- Look at how STAR<sup>2</sup> Center Resources can assist





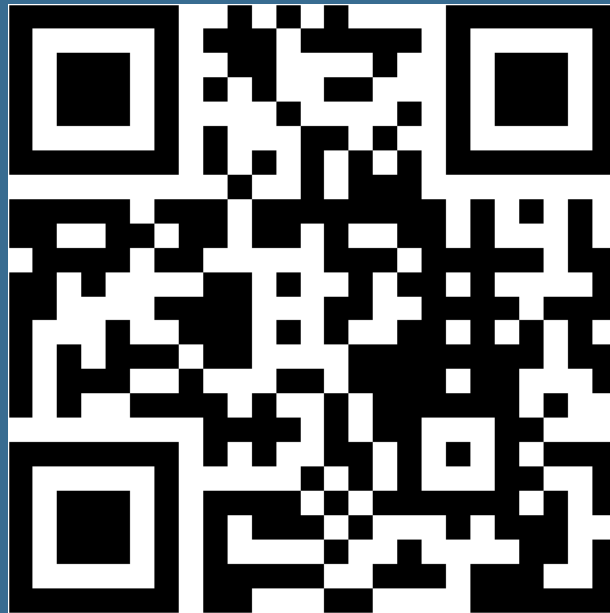
**R&R**  
during  
**COVID-19**  
pandemic

# RECRUITMENT DURING COVID-19

- Interviews happening remotely
- Candidates reluctant to change jobs
- Some positions being put on hold
- Some positions need to be filled urgently
- Having to re-design the entire recruitment process!
- Etc.!!

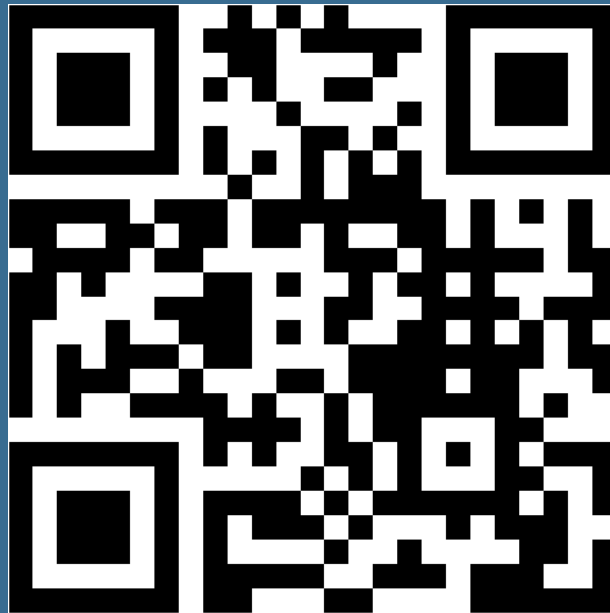
# Poll

In what ways has recruitment been affected by the COVID-19 pandemic?



# Poll

What have health centers done to overcome their recruitment challenges?



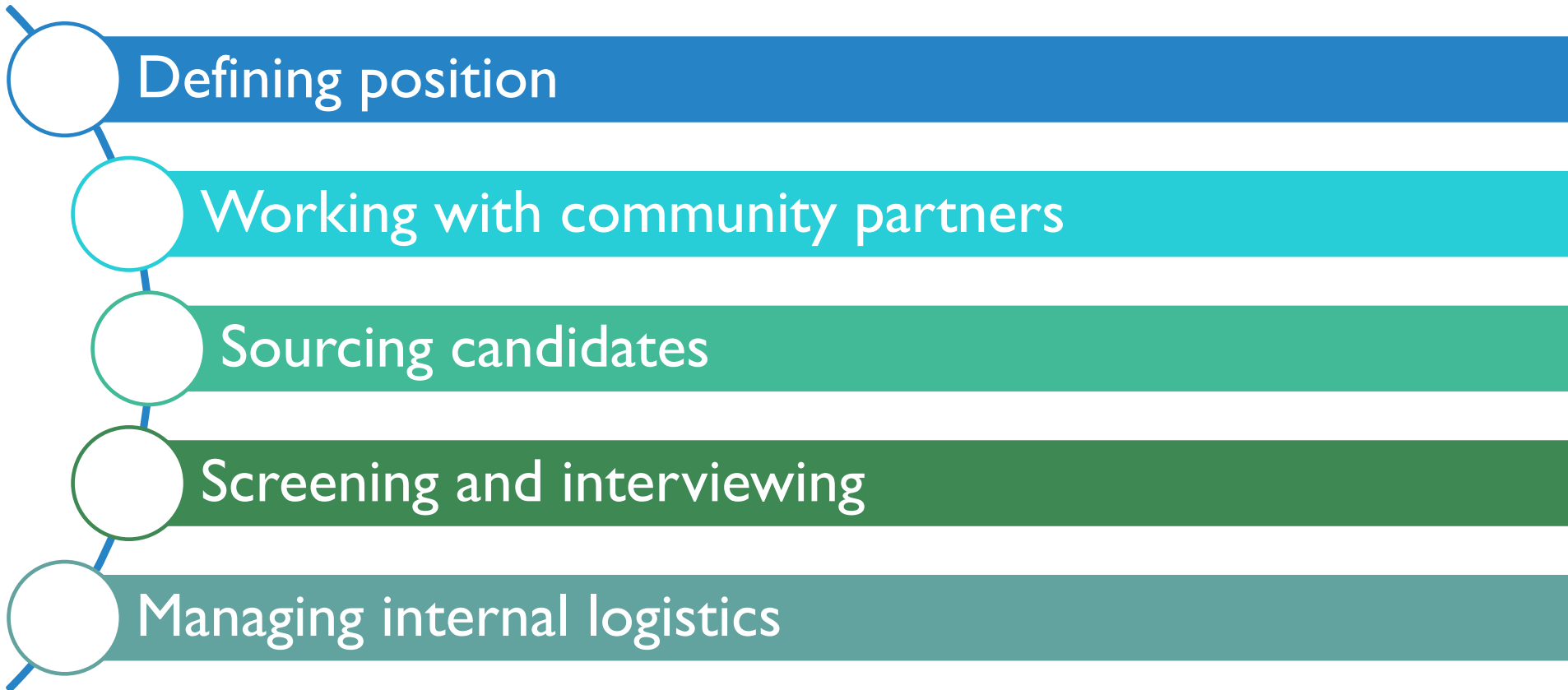
# HOW CAN THE STAR<sup>2</sup> CENTER HELP YOU HELP THEM?

- Look to their written recruitment plan
  - If they don't have them, focus on specific elements that need to be addressed
- Discuss how their recruitment team and roles might need to be adjusted
- Be open to changes and adjustments

# R&R / WORKFORCE PLAN



# RECRUITMENT TEAM ROLES



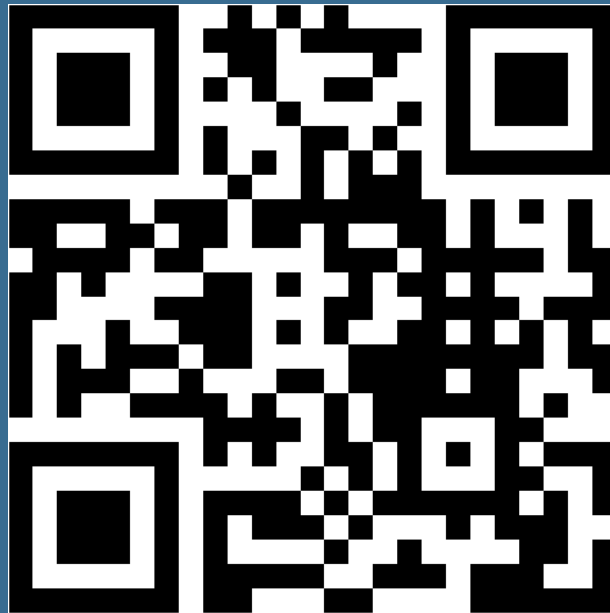
# RETENTION DURING COVID-19

- Changing schedules due to childcare
- Leaving the healthcare industry
- Changing jobs to find a less demanding position
- Burnout
- Etc.!



# Poll

In what ways has health center retention been affected by the COVID-19 pandemic?



# Poll

What have health centers done to overcome their retention challenges?



# HOW CAN THE STAR<sup>2</sup> CENTER HELP YOU HELP THEM?

- Look to their written retention plan
- Get back to basics:
  - Mission
  - Compensation
  - Benefits
  - Work Schedule
  - Career Path

# QUESTIONS?



# STAR<sup>2</sup> CENTER RESOURCES

## STAR<sup>2</sup> Center Original Resources

- Retention & Recruitment Plan Template
- Self-Assessment Tool
- Financial Impact Tool
- Strategic Workforce Planning Workbook





**Resource:**  
**COVID-19**  
**Podcasts**

# STAR<sup>2</sup> CENTER SELF-PACED COURSES

- Advertising and Sourcing Candidates
- Building the Recruitment Team
- Recruitment Budget
- Screening and Interviewing Candidates
- Administrative Strategies for Increasing Retention
- Creating a Robust Compensation Package for Retention
- Developing an Effective Employee Engagement Plan
- Effective Onboarding Strategies
- Using HR Metrics
- Leadership Skills

<https://chcworkforce.elearning247.com/>

JOIN US NEXT TIME!

## Next Session

April 8<sup>th</sup> @ 3pm Eastern

The DEI Lens: An Essential Part of All Retention and  
Recruitment



STAY IN TOUCH!

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chcworkforce.org

844-ACU-HIRE