

Getting the Right People on the Bus by Clearly Describing Their Seats

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IPMAAC Conference
June 23, 2004

Georgia At A Glance

- ◆ State Motto: “Wisdom, justice, and moderation”
- ◆ Population: 8,186,453; 10th most populous in U.S. (as of 2000 census)
- ◆ Highest Peak: Brasstown Bald, 4,784 ft.
- ◆ Distance from Seattle Renaissance to Lilburn, Georgia: 2,712 miles

Georgia Mountains Community Services' mission is to support individuals, families, and communities with mental health, developmental disabilities, and addictive diseases as they pursue safe, stable, and valued lives.

Georgia Mountains Community Services believes staff should be competent, committed, and compassionate.

GMCS At A Glance

- ◆ GMCS is the preferred service provider to individuals with mental illness, developmental disabilities, and addictive diseases in North GA
- ◆ Governed by a 16-member board of directors
- ◆ Serves approximately 10,000 consumers per year

GMCS At A Glance

- ◆ GMCS manages 25 service sites across its 3,400 square mile geographic service area
- ◆ The 13-county GA Mountains region comprises a population of roughly 500,000
- ◆ In FY 2004, GMCS had an operating budget of \$24M and just under 500 FTEs

GMCS At A Glance

- ◆ About half of GMCS' funding is from state and federal dollars; the balance is largely composed of revenue from Medicaid generated through fee-for-services
- ◆ GMCS is accredited by CARF, an international rehabilitation accreditation commission
- ◆ GMCS' Administrative Headquarters are located in Flowery Branch, Ga, 45 miles northeast of Atlanta

Objective: reduce turnover of staff employed < 1 year in the job class Community Resource Coordinator

- ◆ What could recruitment and selection change that might impact the management objective?
- ◆ Review exit Interviews of CRCs < 1 year
- ◆ Met with all site directors and selected staff for our DD facilities

Job Preview: Don't Ask, Don't Tell

- ◆ Exit Interviews reveal many staff were not aware of arduous scheduling demands and unpleasant tasks required of CRCs
- ◆ Some supervisors described job in full during interview, but felt at that point, applicants will agree to anything
- ◆ Other supervisors admitted they were afraid of “scaring off” desperately needed workers

Provide applicants a realistic job preview

- ◆ A CRC has to do things many people would find unpleasant
- ◆ In the past, many people have taken the job without considering all of the requirements of the work
- ◆ A CRC ***MUST*** be willing and able to do all of these things to be considered an applicant

Job Requirements

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- ◆ Are you willing to work all holidays (Christmas, July 4th, King Day, etc.), which are not your regular day off?
- ◆ Are you willing to be fingerprinted and have your background checked through the FBI and other law enforcement agencies?

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- ◆ Are you willing to have a urine test for use of illegal drugs both before and after you are hired?
- ◆ Are you willing to work with people who have developmental disabilities, also known as mental retardation?
- ◆ Are you willing to work alone with a group of six or more developmentally disabled people?

Job Requirements

- ◆ Are you willing to assist consumers, regardless of their sex, in the restroom, as they use the toilet?

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- ◆ Are you willing to change the diapers of child, adolescent, or adult consumers who are unable to use the toilet?

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- ◆ Are you willing to change the diapers of child, adolescent, or adult consumers who are unable to use the toilet?
- ◆ Are you willing to transport a group of three consumers in a vehicle to community or employment appointments?

Job Requirements

- ◆ Are you willing to visit the developmentally disabled consumers in their homes?

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- ◆ Are you willing and physically able to assist physically disabled consumers in and out of wheelchairs and vehicles?

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- ◆ Are you willing to visit the developmentally disabled consumers in their homes?
- ◆ Are you willing and physically able to assist physically disabled consumers in and out of wheelchairs and vehicles?
- ◆ Are you willing to assist developmentally disabled consumers who cannot feed themselves independently?

IF YOU ANSWERED "NO" TO ANY OF THESE QUESTIONS, YOU SHOULD NOT APPLY FOR COMMUNITY RESOURCE COORDINATOR.

- ◆ You *cannot* be considered for a job as a Community R unless you are willing to do **ALL** of the above things.
- ◆ Please sign below and return to Human Resources with your application.

Summary

- ◆ Since implementing Willingness Checklist we have had the least turnover ever recorded for CRC
- ◆ Not sure if this is due to our instrument, the economy, or the attention staff received from senior leadership during project
- ◆ Low cost
- ◆ Not labor-intensive

Consumer at Annual Meeting



Thomas - Annual Meeting



Mark - Homeowner



Mark

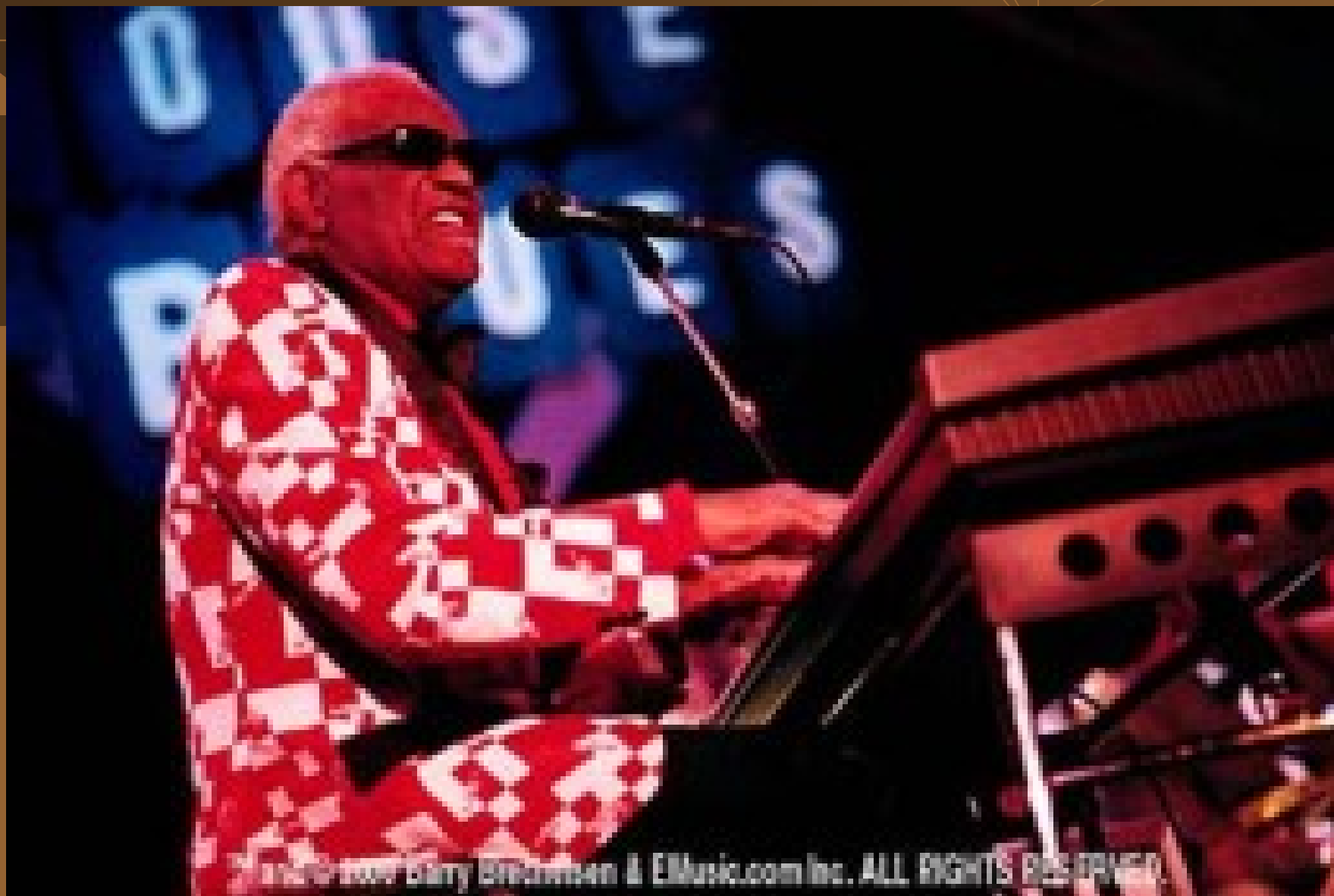




Dock of Life

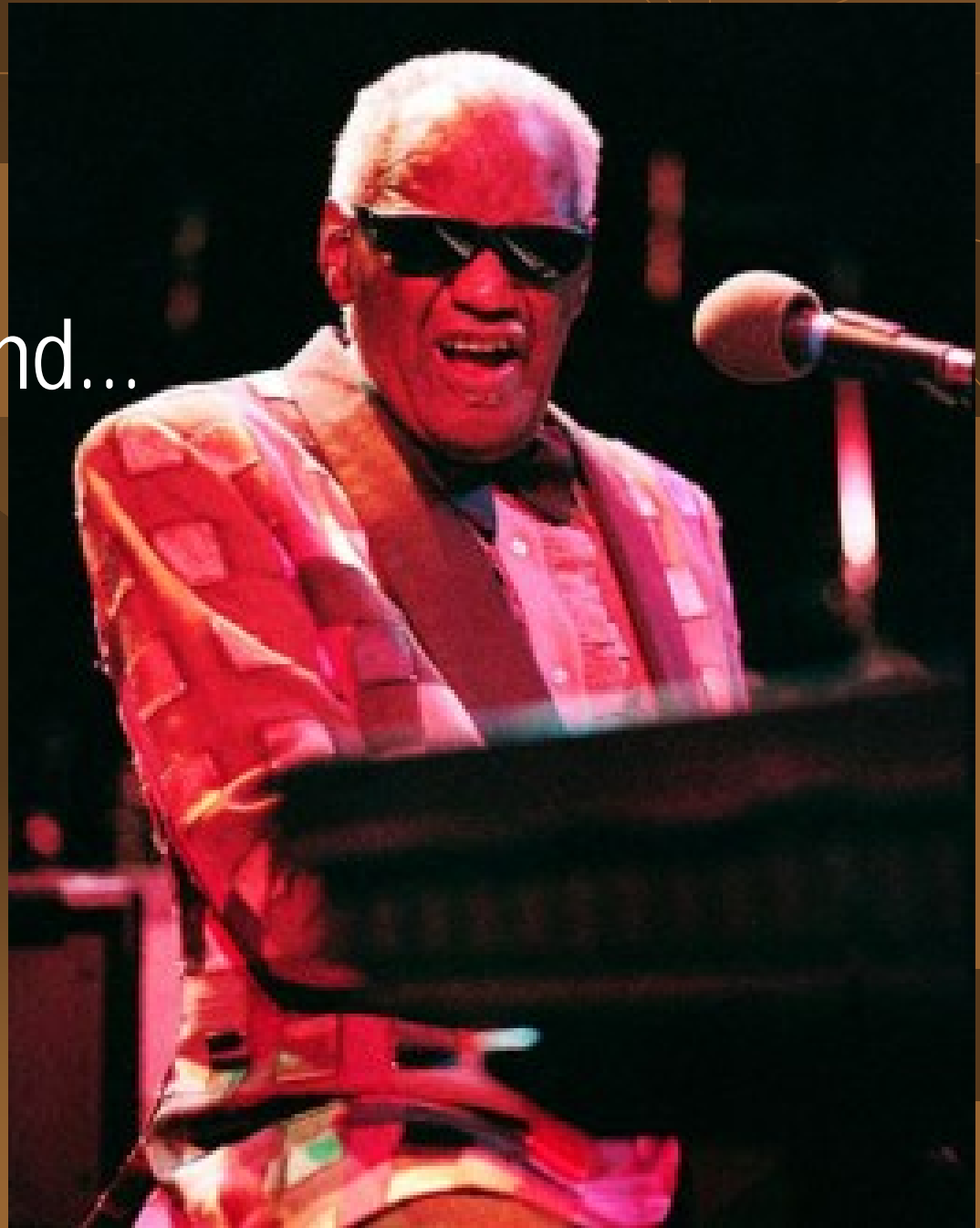
Georgia On My Mind





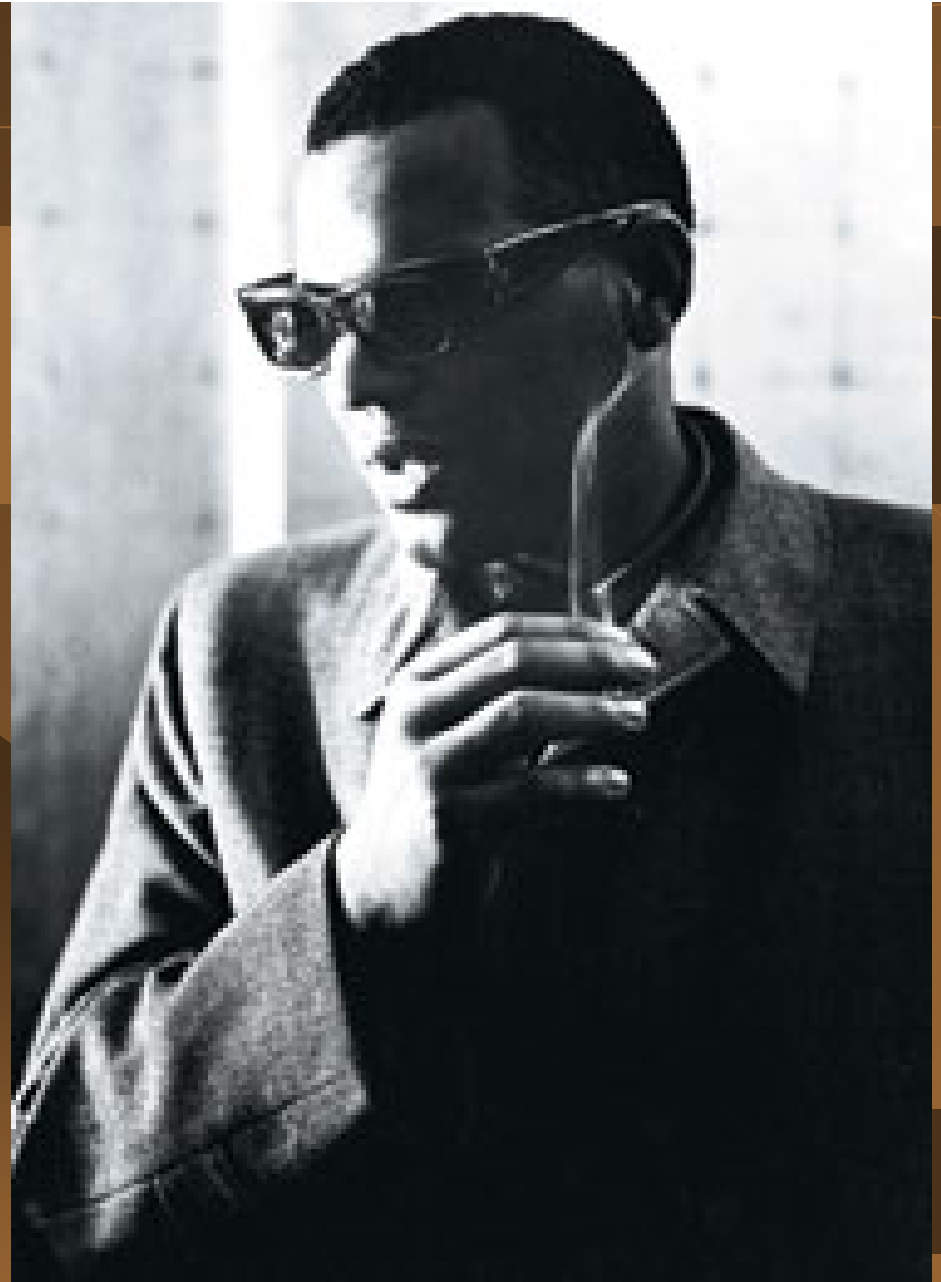
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