



Staff Support & Performance

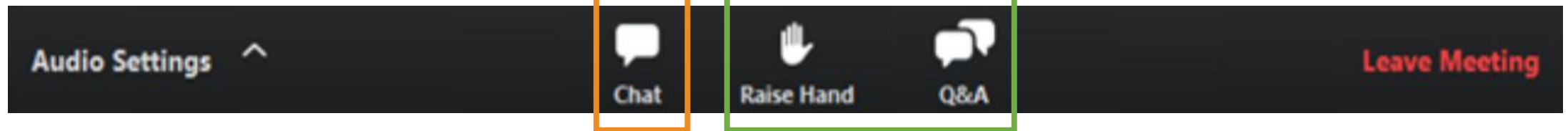
A core component of the Program Quality Roadmap

November 17, 2021



Webinar Logistics

- **Share your name, pronouns, organization, and city in the chat.**
- Use the chat if you are experiencing any tech issues.
- Share thoughts and comments about the discussion!
- **Type questions** in the the Q&A during the webinar.
- **Raise your hand** during the Q&A sessions to ask your question out loud to the group.



Panelists



Erin Rodriguez

Executive Director, Root Cause



Cheryl O'Donnell

Executive Director, Florence Crittenton
Programs of South Carolina

~ Today's Moderators ~



Jamie Hennick

Senior Manager of Strategic Initiatives,
Root Cause



Abby Alexanian

Project Director, Root Cause

Program Quality Roadmap



FOUNDATIONAL CONDITIONS:

- Organizational Mission & Vision are driven by an authentic understanding of community needs and strengths.
- Organizational Commitment to Racial & Economic Equity.
- Alignment between Organizational Mission & Vision and Program Outcomes.
- Organizational & Leadership Supports supply tangible and intangible resources.

Racial & Economic Equity

In the context of social services:

Racial equity is the condition achieved when a person's racial identity does not predict, in a statistical sense, their ability to access and benefit from quality services or the outcomes of these services.

Economic equity is the condition achieved when a person's income and/or wealth does not predict their ability to access and benefit from quality services* or the outcomes of these services.

**Quality services include free, sliding scale, and fee-based services*

Staff Support & Performance

What is Staff Support & Performance?

Organizations with strong **staff support and performance** prioritize staff supervision, development and retention initiatives within the organization to ensure that staff have the support and preparation they need to deliver quality services. When staff members feel supported professionally, personally, and financially by their organization, they are better prepared and more motivated to perform and excel in their roles.

Strong Staff Support and Performance includes:

- Quality supervision and mentorship
- Consistent staff engagement & power-sharing
- Investment in compensation, benefits & professional development
- Organizational commitment to Diversity, Equity & Inclusion
- Culture of transparency and respect

Key Considerations for Staff Support & Performance

Quality supervision and mentorship **leads to professional growth and self-reflection**

→ *Staff build and strengthen skills to improve how they work with participants*

Consistent staff engagement & power-sharing **leads to staff feeling valued and connected with mission and goals of the organization**

→ *Engaged staff build stronger connections with participants and carry out the mission through their work*

Investment in compensation, benefits & professional development **leads to job satisfaction, retention & high quality service delivery**

→ *Retention means staff develop and maintain relationships with participants, who benefit from consistent support over time; participants feel the difference when their providers are happy and supported at work*

Organizational commitment to Diversity, Equity & Inclusion **helps direct service organizations adequately support their staff as they address many community needs with limited resources**

→ *Equitable and inclusive workplace practices foster equitable and inclusive service practices*

Culture of transparency, respect, and safety **builds trust and commitment to the organization**

→ *An organization that is trustworthy to its staff becomes trustworthy to its community*

Panel Discussion

Program Quality Roadmap

1. An email will be sent to registrants in the upcoming week with links to the **recording, slides**, and the **Staff Support and Performance Brief**
2. Go to <https://rootcause.org/program-quality-learning-series/> to access previous webinars
3. Connect with **Root Cause** at rootcause.org/contact-us
4. Connect with our Moderators:
 - **Jamie Hennick** (jhennick@rootcause.org)
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