



## Human Resources Center, Inc. Task Force

January 18, 2023

History: The Human Resources Center, Inc. has a Quality Management Goal to Improve Employee Satisfaction with their work and work environment, which also results in improved service delivery. The Task Force was developed as a result of responses from the 2021 Employee Satisfaction surveys. The first Task Force meeting was held 2/17/2021 and members include employees that responded to an agency wide email seeking volunteers.

Goal "To choose to focus on the good while recognizing negatives and working together to find solutions.

Present today: Mary Fitzsimmons (facilitator), Alison Daniels, Amy Jones, Dawn Daignault, Dawn York, Jennifer Tomaino, Joselyn Osborne, Kathy Rademaker, Michelle Mullican, Tom Ebert, Crystal Thompson, Margaret Cosgrove, Kaitlin Harrison.

Absent: Ann Frazee

Guest today: None

Two Task Force members meet with Darlene Glynn, CEO, following each meeting.

### **Planned Topics:**

Note keeper for meetings will change every three months. Jen/Margie available as notetaker Jan-March. 2022 Employee Satisfaction Survey questions will be distributed to the Task Force prior to the next meeting on February 1<sup>st</sup>. Proposed updates for the 2023 survey will be discussed at the next meeting. We hope to increase the number of surveys completed as well as increase in positive responses.

Spirit Week is scheduled for the last week in May. Bring theme/activity ideas to the next meeting. Consider a theme one day where everyone is likely to be able to participate. Example: Red, White, and Blue day.

### **Roundtable Discussion:**

Kaitlin began the discussion encouraging we share Task Force actions that have occurred in response to the Employee Satisfaction Survey. This way employees know they have been heard. They may not know the changes have been a result of suggestions from the survey. Perhaps listing activities/changes, Task Force minutes on the employee website.

Recognizing who is on the Task Force so employees can share ideas and thoughts with the group. Perhaps getting a shirt or pin with the Task Force name on it for members to wear.

Kathy began a discussion about a Valentine's Day activity. This is the week of Mandatory Annual Training. 2/14 9:30am to 2:30pm training is in the Effort Office, so an activity in Honesdale, Church Street, and Pike wouldn't interfere. Honesdale is planning a pancake breakfast and discussed valentine favors and/or cupcakes from day program. Amy will inquire. Church Street is planning an outing to IHOP and Pike is having a pizza lunch/dance party. The Effort office will be in training, if plans are made to have a Valentine event, they will be shared at the 2/1 meeting.

Also discussed, St. Patrick's day. Task Force members could be present to assist with the luncheon.

Kaitlin, when asked, confirmed the 50<sup>th</sup> Anniversary community celebration date is Sat. September 16<sup>th</sup>.

Ali added Appreciation Day is tentatively scheduled for August 11<sup>th</sup> @ Ladore.

Also discussed new members and/or a guest coming to meetings. Will revisit at the next meeting.

**Next Meeting:** February 1, 2023, 9am in the Honesdale Office Board Room.