

Boomerang Hiring: How to Manage Staffing During Economic Upheaval



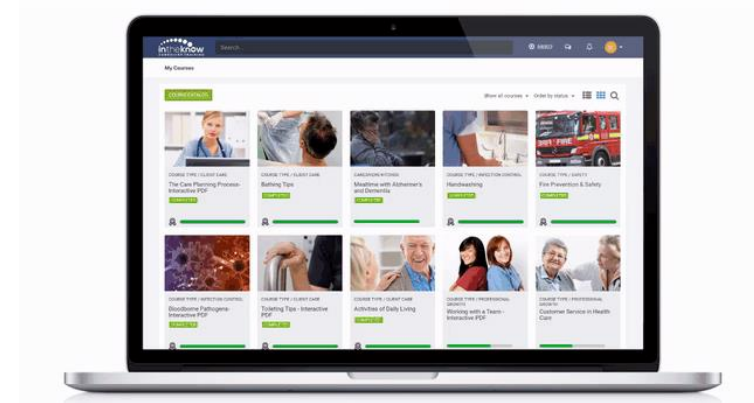
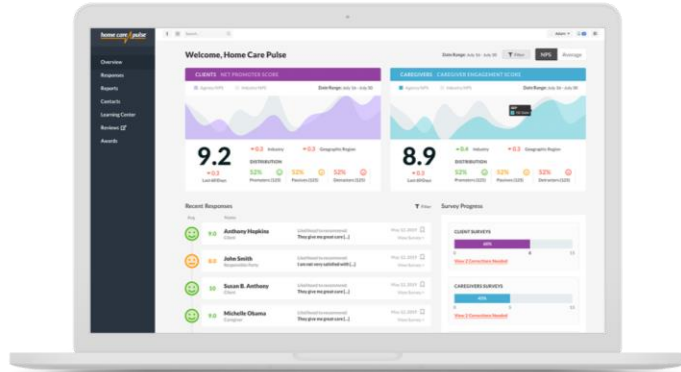
Todd Austin
COO
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Clint Smith
CEO/Founder
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Client/Caregiver Surveys:

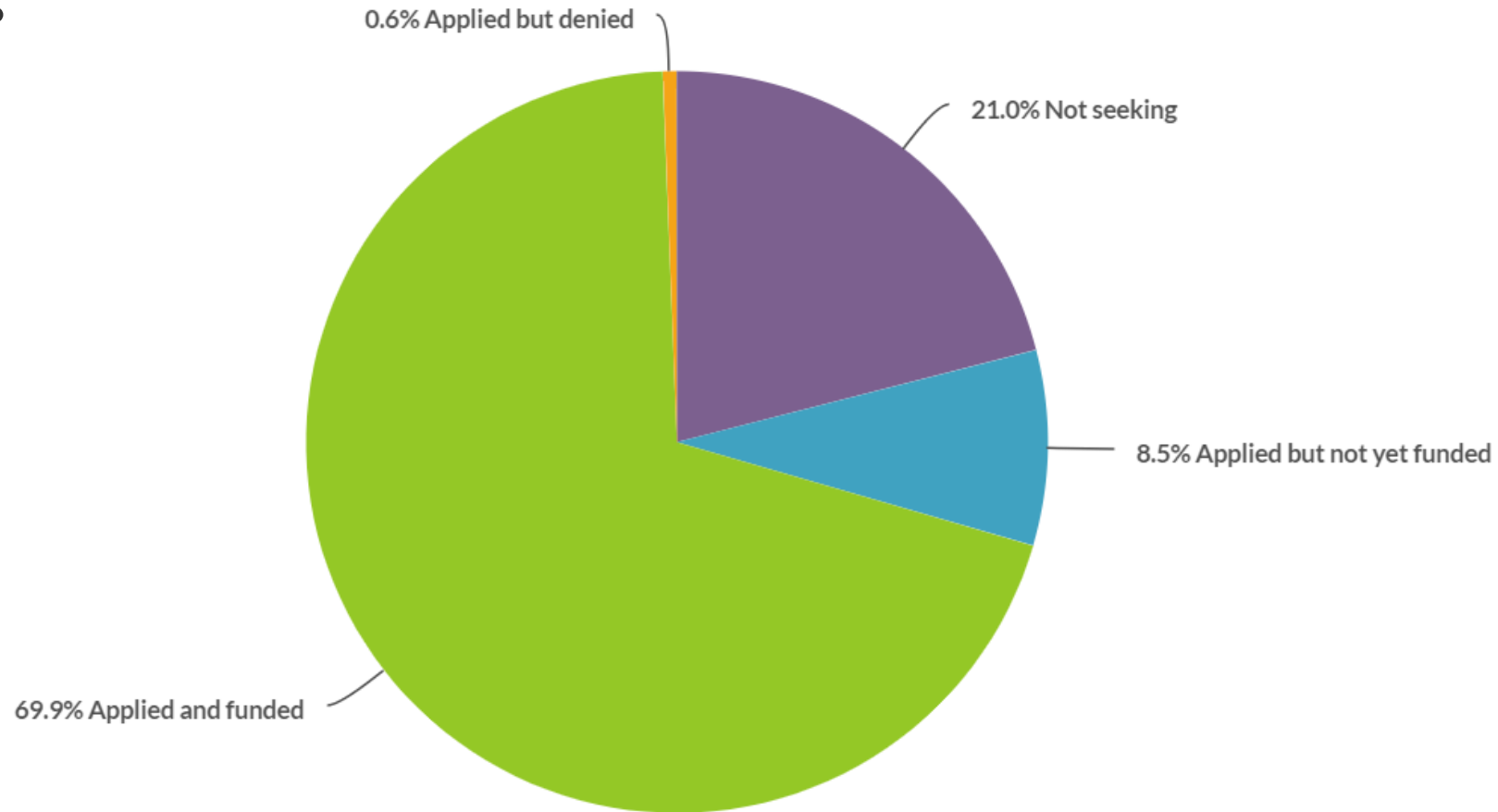
- Monthly phone surveys
- Regional and industry benchmarking
- Custom reports to pinpoint areas of improvement
- Data trends over time

Caregiver Training:

- Instructor-led PDF Courses
- Digital e-Learning Platform
- 170+ CE Courses approved in all states
- 8-hour Certification Series
- Robust real-time tracking & reporting

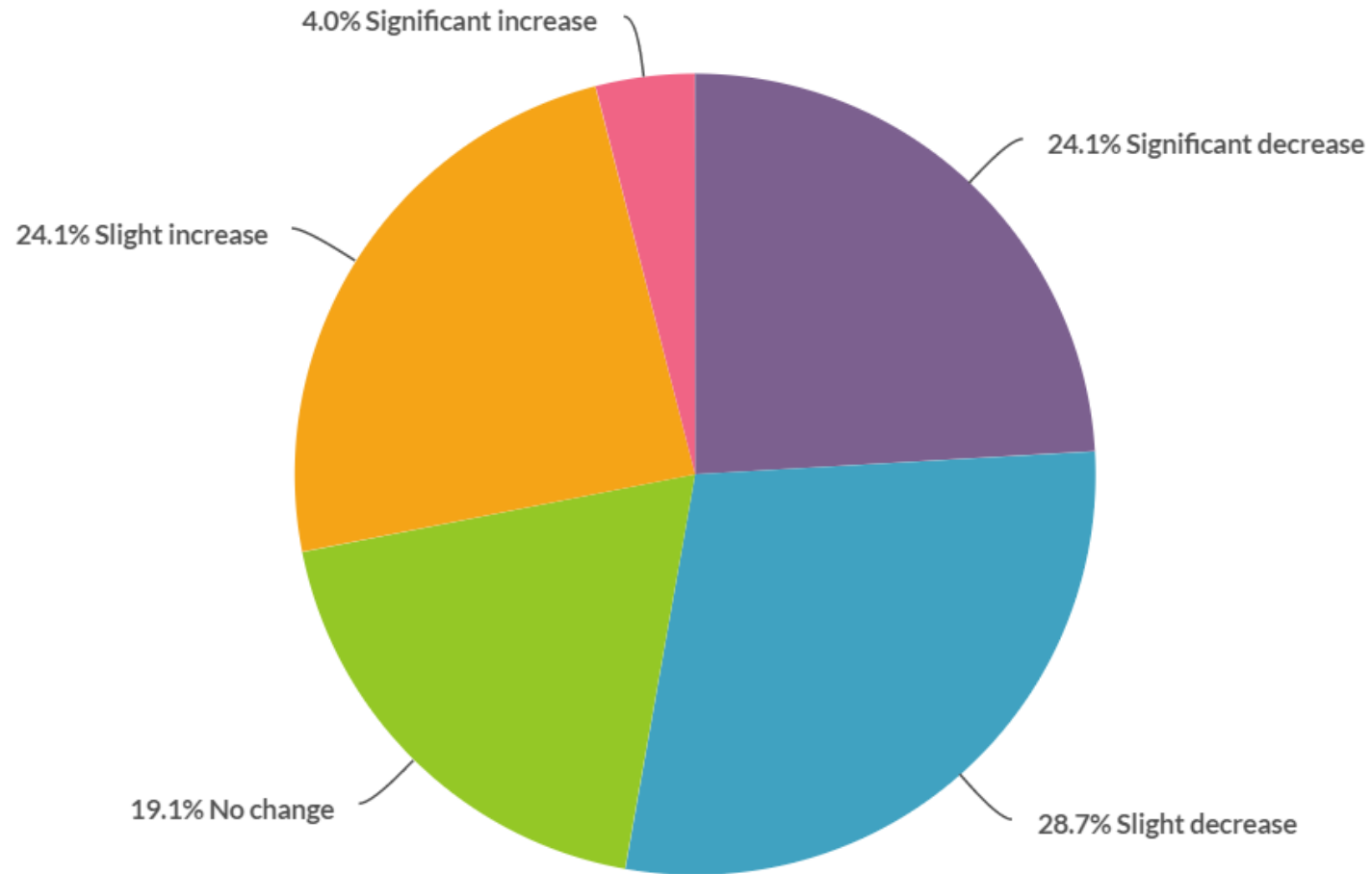
**How is home care doing
and what does the
landscape look like?**

How many agencies have applied for loans?



Data taken from Home Care Pulse's second COVID-19 Impact Survey.

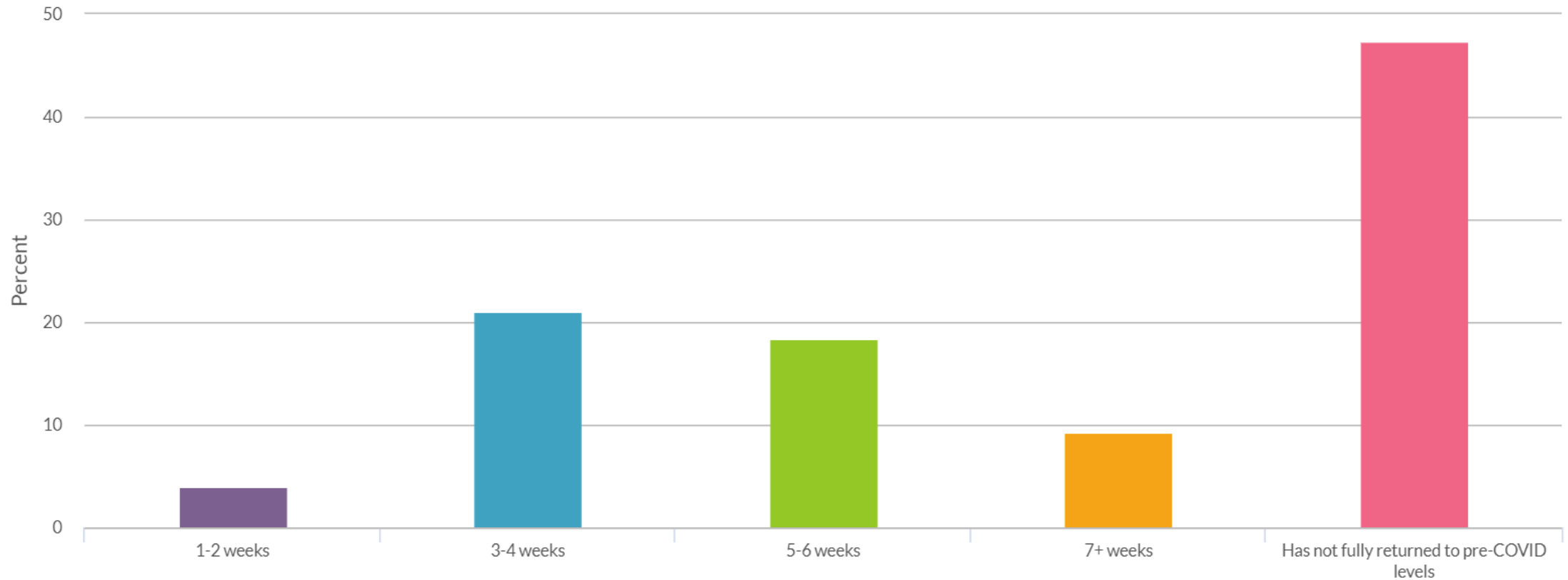
Change in the number of applicants for caregiving jobs



Data taken from Home Care Pulse's second COVID-19 Impact Survey.

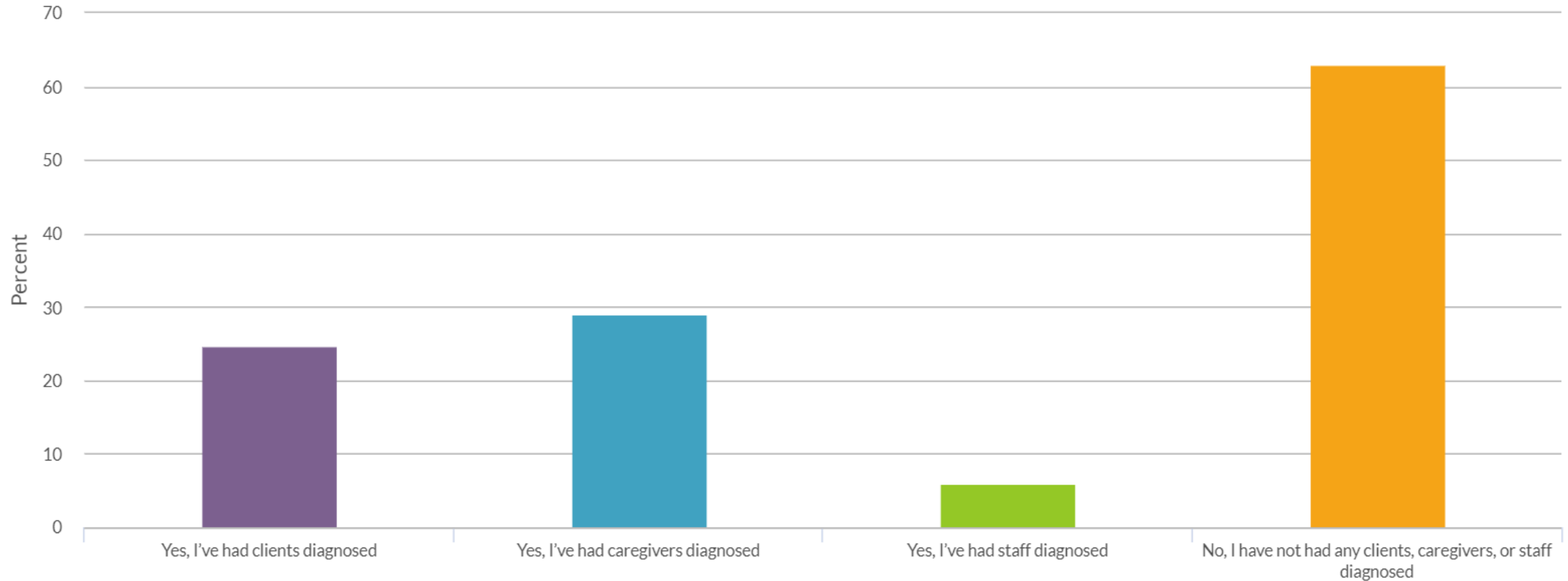
How many weeks has it taken to return to pre-COVID levels of billable hours?

(53% say hours have returned; 47% say hours have not yet returned)



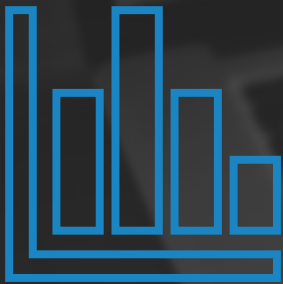
Data taken from Home Care Pulse's second COVID-19 Impact Survey.

How many agencies have had clients, caregivers, or staff diagnosed?



Poll Question

Are you taking COVID-19 clients?



“Have any of your clients, caregivers, or staff been diagnosed with COVID-19?”

March 30th: 88% of agencies said no, 12% said yes

April 30th: 78% of agencies said no, 22% said yes

May 25th: 63% of agencies said no, 37% said yes

Better scaling requires better processes. . . especially during a global pandemic.

Safety Protocols

Establishing and cementing solid safety protocols should be top priority—***even before hiring.***

- In some areas, COVID-19 may continue to be a concern until a vaccine is distributed.
- Re-hired employees may require more re-training.
- To hire more caregivers, you need to be able to prove why they can feel safe working for you.

Safety Protocols

Your agency needs to have a clear, documented plan for the following:

1. Client screening procedures for COVID and other infections
2. Steps to take if a client has tested positive
3. Standard procedures and infection control steps
4. Caregivers taking temp checks and confirming lack of symptoms daily
5. Addressing the emotional health of your workforce

Almost universally, caregiver satisfaction has gone UP during COVID-19.

Caregiver Satisfaction during COVID-19

Caregiver Satisfaction Category	Pre COVID-19	COVID-19	Change
Recommend Employment	9.01	9.13	+.12
Training Received	8.96	9.08	+.12
Recognition	8.84	9.00	+.16
Office Support Staff	9.13	9.24	+.11
Client/Caregiver Compatibility	9.24	9.33	+.09
OSAT	9.04	9.16	+.12
eNPS	6.7	7.2	+.5

Data taken from Home Care Pulse Satisfaction Management Program.

Summary:

Things are (slowly) returning. 53% of agencies have seen their billable hours return.

Establishing safety protocols precedes hiring. Ensure that your agency has documented plans to keep clients and caregivers safe.

Caregivers gravitate toward stability. Your goal should be to provide that stability to them.

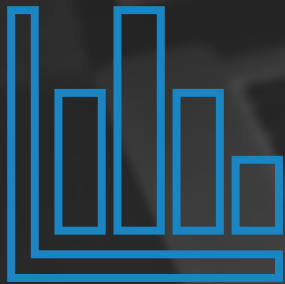
Watch your email for:

Our COVID-19 Safety Protocols (*compiled by the legal team at Littler*)

Our updated COVID-19 Training for Caregivers

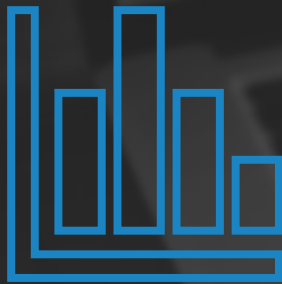
More resources on recruiting and retaining caregivers

Poll Question



Would you like someone from HCP to reach out to you?

Poll Question



Would you like to learn more about CareerPlug?

Questions?



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