

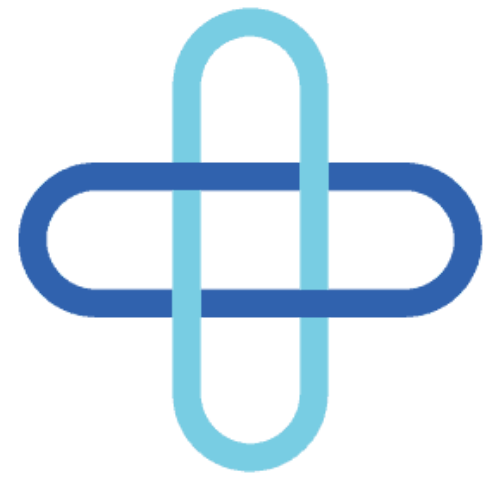
CHICAGOLAND  
HEALTHCARE  
WORKFORCE  
COLLABORATIVE

April 11, 2024

## Best Practices in Frontline Worker Retention: Advocate Health's Teammate Success Coaching Program

*welcome!*

Please introduce yourself in the chat:  
Name, title, organization



# CHICAGOLAND HEALTHCARE WORKFORCE COLLABORATIVE

## MISSION

The Chicagoland Healthcare Workforce Collaborative unites employers and industry partners to support an inclusive healthcare workforce, provide accessibility for unemployed and underemployed populations, and develop innovative responses to the evolving needs of the healthcare industry.

## STRATEGIC PILLARS

1

### Local & Targeted Hiring

Focusing recruitment efforts in areas with higher concentrations of unemployment

2

### Education & Training

Bridging the gap by uniting a variety of partners across the healthcare industry

3

### Retention & Career Pathways

Offering education & training opportunities to new career pathways for employees

# EMPLOYER-LED SECTOR PARTNERSHIP

- 12+ employer partners
- 20+ strategic partners



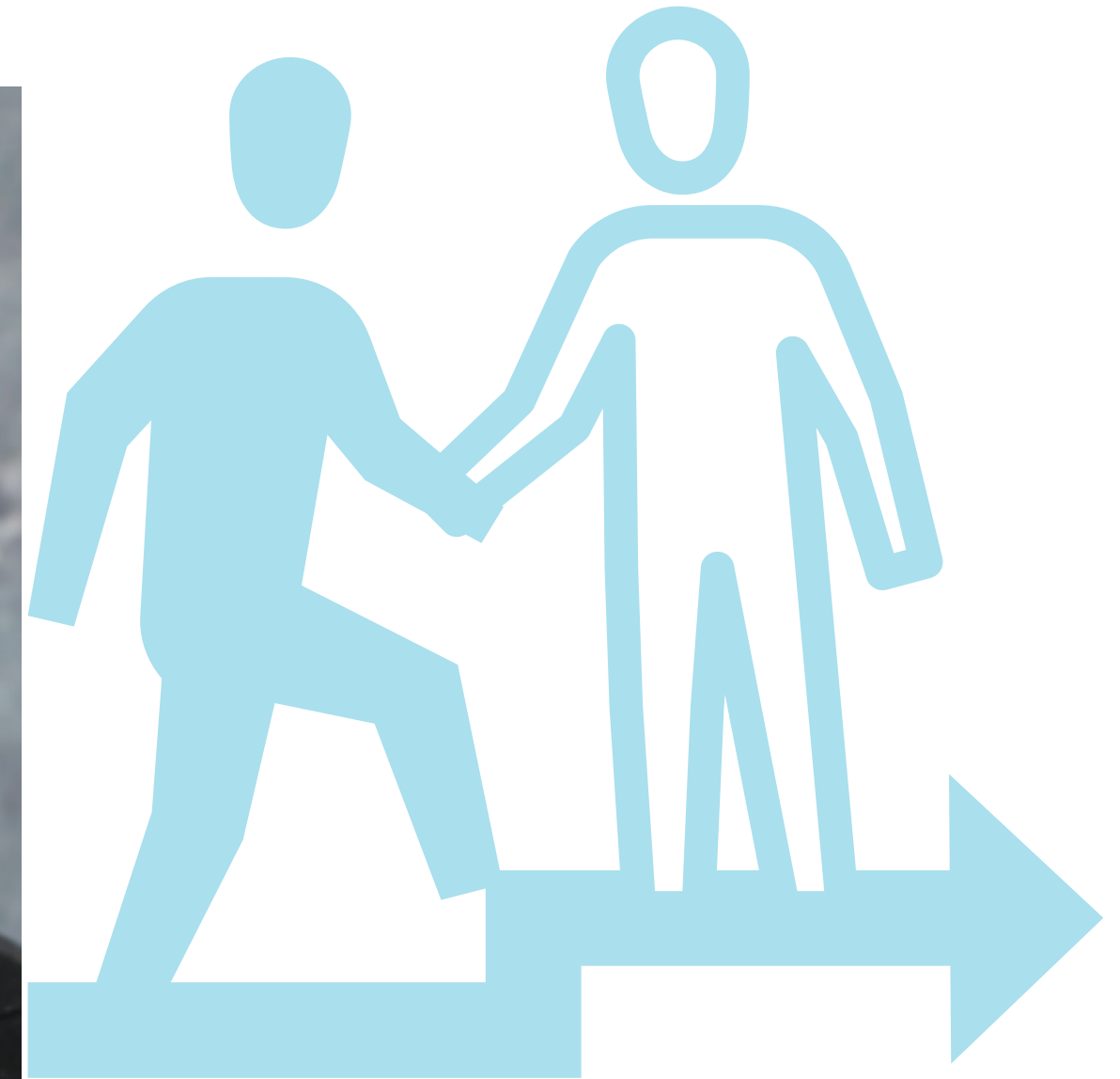
# Best Practices in Frontline Worker Retention: Advocate Health's Teammate Success Coaching Program



**Bridgett Beene**  
Manager, Workforce Development



**Tanisha Isom**  
Teammate Success Coach





## Upcoming Events

- **APRIL 22nd**, 9am–3pm | Chicago Community Health Response Corps Summit
- **APRIL 24th**, 9am–10am | CWFA Learning Community featuring Talent Rewire
- **April 27th**, 9:30am–1pm | OAI hosting Southland HS Seniors Hiring Event
  
- **MAY 29th**, 12–1pm | CHWC Best Practices in Community Recruitment featuring Sinai Health and Rush. More info & registration coming soon!
- **JUNE 11th**, 8:30am–10am | CHWC Quarterly Meeting | **In person @ Malcolm X**
- **SEPT 17th**, 8:30am–10am | CHWC Quarterly Meeting | **In person @ Malcolm X**

# Teammate Success Coaching (TMSC) Workforce Development



Now part of  **ADVOCATEHEALTH**

Bridgett Beene, Workforce Development Manager  
Tanisha Isom, Teammate Success Coach

# What is TMSC?

A 90-day, in-house coaching initiative designed to reduce barriers and increase retention & equity within vulnerable talent populations. Through this program, Workforce Development provides the following:

**Wrap-around  
Support**



**High-touch /  
Intentional  
Outreach**



**Coach/Leader  
Collaboration**



**External  
Support  
Services  
Partnerships**



**Skill-building  
& Career  
Coaching**



# TMSC Team



**BRIDGETT BEENE**  
Manager  
Workforce Development



**RAMIEN MANSON**  
Teammate Success Coach  
South Chicagoland PSA  
Christ Medical Center



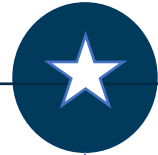
**TANISHA ISOM**  
Teammate Success Coach  
Central Chicagoland PSA  
Illinois Masonic Medical Center



**LATRICE BRADSHAW**  
WFD Consultant  
-Post-program follow-up &  
Teammate Outreach  
-Resource Specialist



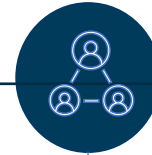
# TMSC Program



## Launched

Midwest - South and Central Chicagoland:

- July 2022  
Christ Medical Center
- January 2023  
Illinois Masonic Medical Center
- Coming in 2024  
Advocate Trinity Hospital



## Who We Support?

Identified programs, departments, and sites with high turnover rates and vulnerable talent populations:

- Newly hired teammates
- Entry-level support services
  - Christ (EVS)
  - IMMC (EVS, FNS, Transport)
- \*Apprenticeships
- \*Fair Chance Hiring

\* *Upcoming*

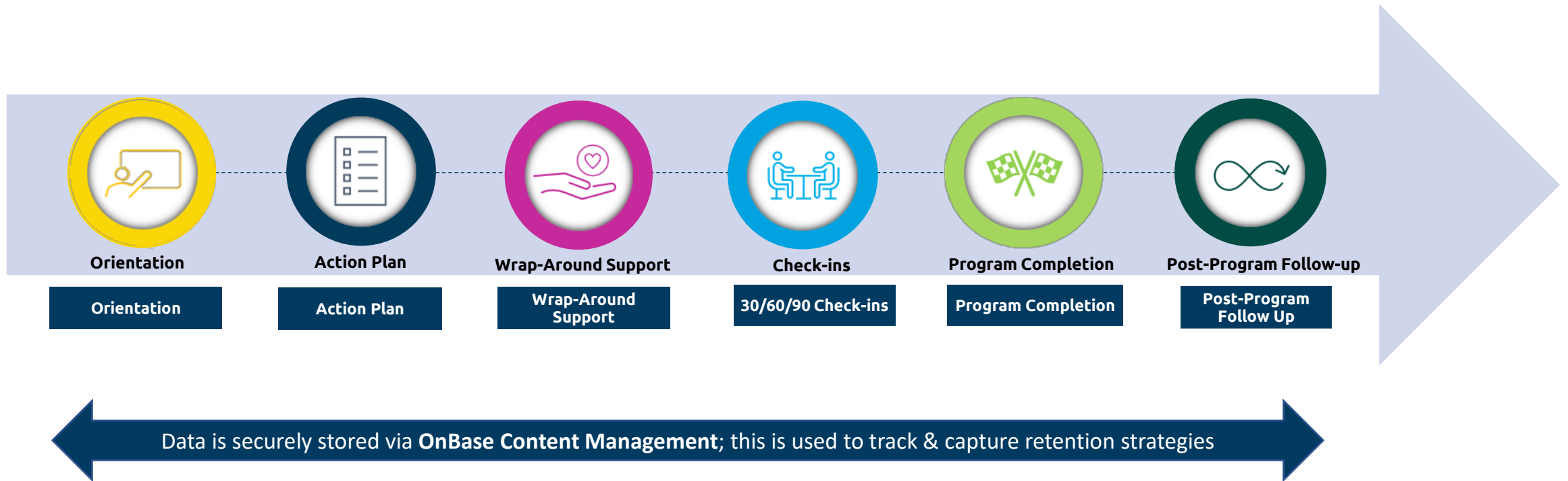


## What We Offer?

Wraparound Support:

- Immediate/Short-term support:
  - **Food** (grocery and cafeteria vouchers)
  - **Transportation** (bus/rail, Lyft, gas cards, parking passes)
  - **Childcare** (KinderCare emergency backup childcare)
  - **Clothing** (pre-uniform attire)
  - **Goodwill Partnership** (clothing, shoes, home)
- Connection to long-term internal and external support
- Essential skill-building and career exploration

# TMSC Program Framework



# Orientation



## Key Activities



SDoH Needs  
Assessment



Onboarding



## New Hire Barriers

- **Food** - "I have recently worried I'd run out of food for myself or my family." (29%)
- **Transportation** - "I have recently been unable to get to work due to issues with transportation." (26%)
- **Housing** - "I do not have housing" (14%)
- **Childcare** - "Inadequate access to childcare has impacted my ability to work" (6%)
- **Safety** - "I do not feel physically or emotionally safe where I live" (1%)



**New Hires Expressing  
Barriers Upon Hire**

# Action Plan



## Key Activities



1:1 Meetings



Individualized  
Action Plan

## TMSC Support Summary

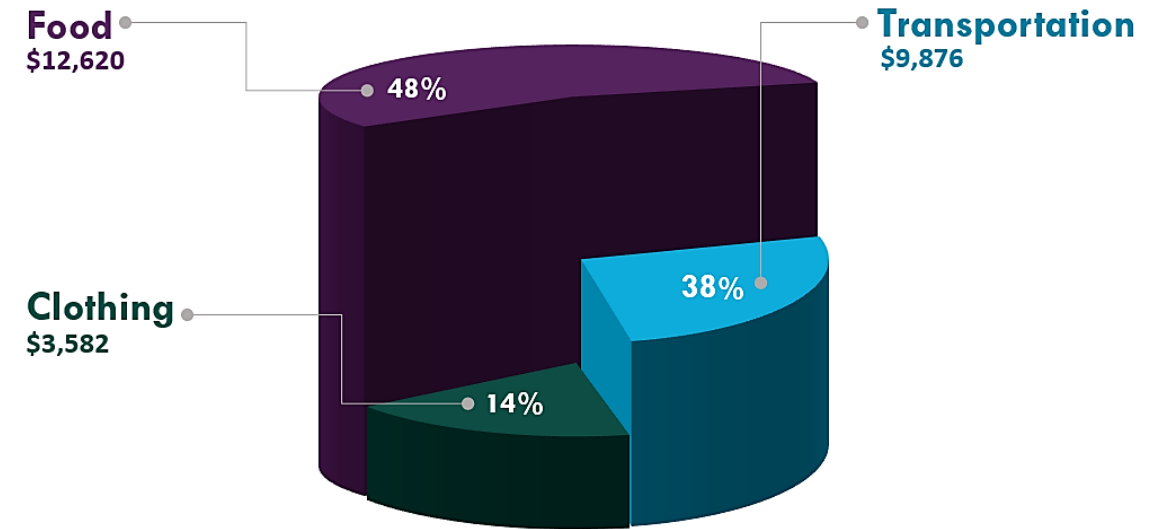
231 total program participants

62% (144) received assistance

Approx. 40 requests per month

\$181 per teammate

\$26,077 total (since program launch)



# Wrap-around Support

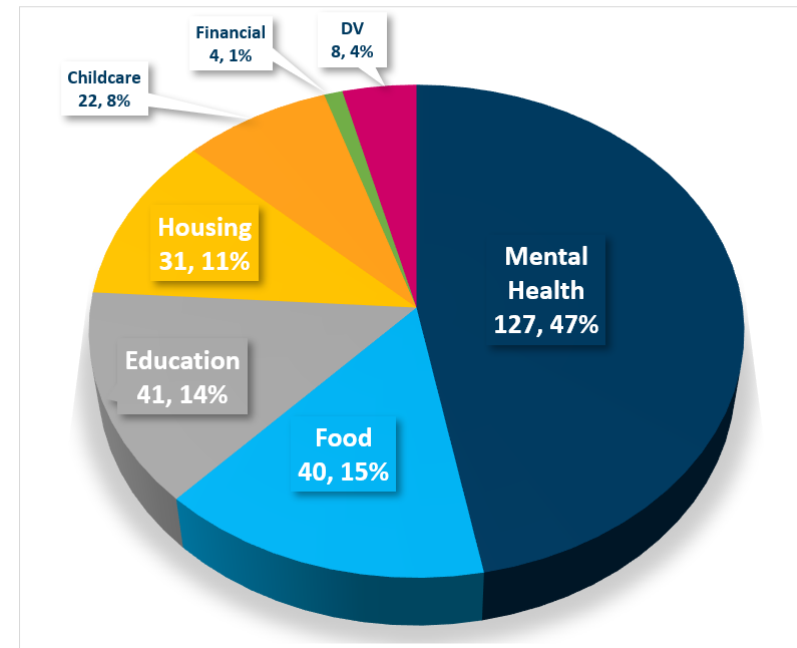


**Key Activities**

- Immediate Short-Term Support**
- Connection to Long-Term Support**



## Referrals





# Coaching Check-ins



## Key Activities



30/60/90  
Check-ins



Mid-month  
Wellness Checks



Regular Meetings  
Ad Hoc Meetings

## Key Questions

1. Are you currently experiencing any challenges?
2. How are you feeling about your position?
3. Are you receiving the support needed to be successful?

### How has support from TMSC been helpful?

*"The support helped in many ways especially when money was tight. The gas card and food vouchers helped tremendously".*

*"I am grateful for the support I have received. If it wasn't for the support, I probably wouldn't have a job. I really appreciate Ramien and all he has done."*

### Anything else you'd like to share about TMSC?

*"I am very proud working somewhere with this program."*

*"It has been amazing to have someone to vent to and hear me."*

*"It's a really good program. It makes me feel like if I have any problems, I have someone to talk to and feel safe doing it with no judgement."*

### Can you think of anything that would prevent you from completing your first 90 days of employment?

*"No because the program helps prevent a lot of roadblocks for early employment."*

*"No, because if I need anything I can just call Tanisha and she will help out."*

# One Year of TMSC (at IMMC)

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**49** Teammates

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**100%** High Need

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**100** 30/60/90-day Check-in Surveys

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**70-81%** Survey response rate

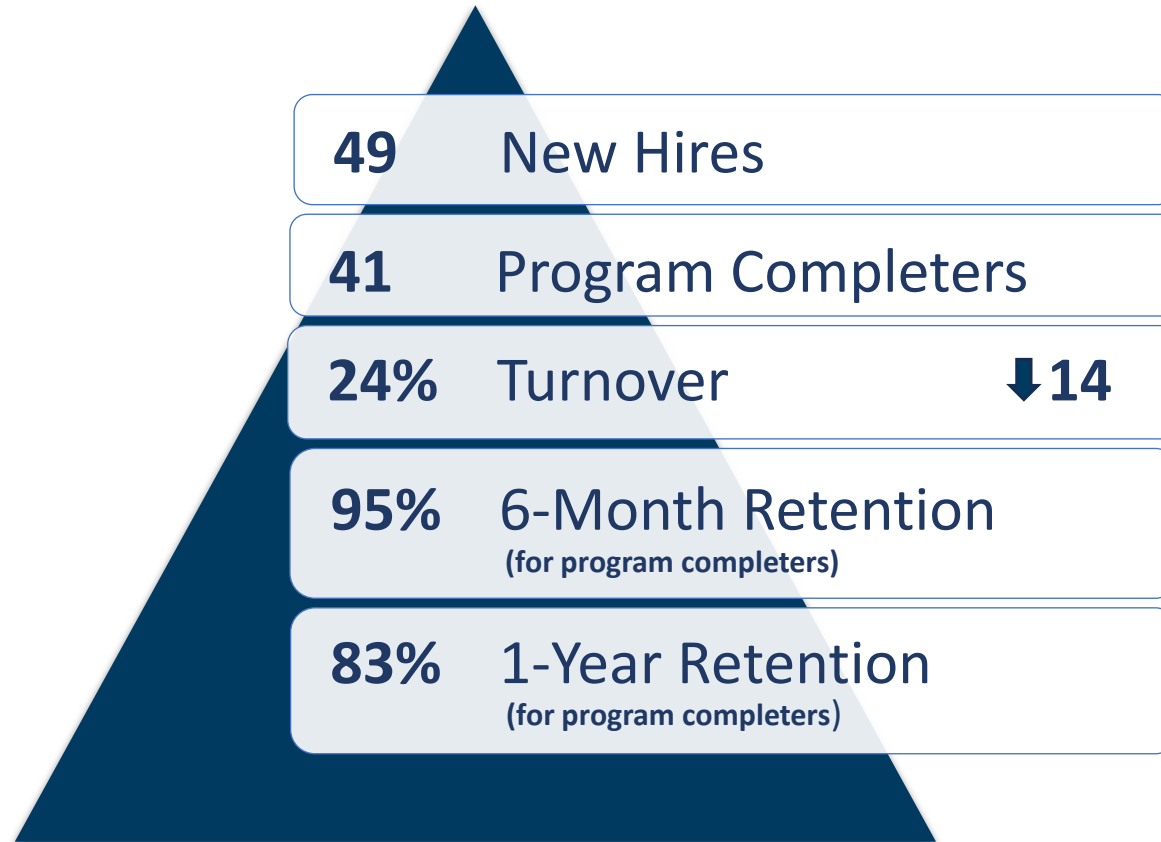
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**40** Mid-month Wellness Checks

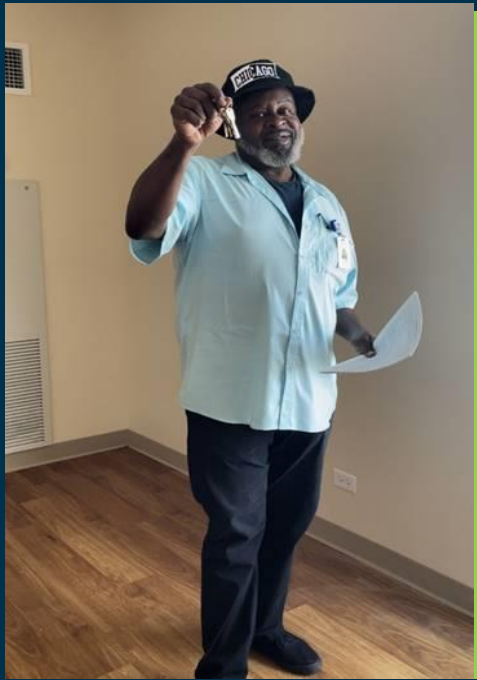
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**200+** Positive teammate comments about support

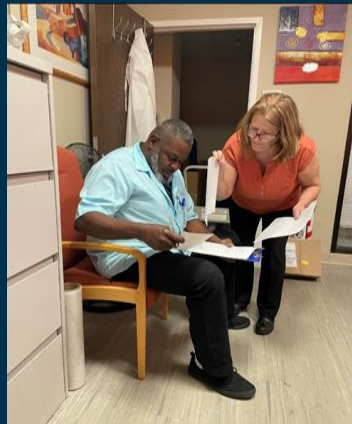
# IMMC Year 1 Stats



# What Our Teammates Say



"Coach, I received my first ComEd bill. I can't remember the last time I had a bill in my name besides my cellphone bill. I'm humble and thank the man above."



"It is helpful because when all the supervisors are busy with their tasks, you have somebody to support you and assist in your endeavors. Really made the transition to AHH that much better."

"...without it I wouldn't have the means to get to work or even feed my child."

"It has helped me survive!"

"The program helped me stay positive while I was struggling financially and kept me above water."

"The support I received was so helpful. This program is the best I ever seen because people need help when they first start a job, and this program provides everything they need."

# Celebrating Successes





# 2023 Program Impact



# Making the Case for TMSC (IMMC)



- 2023 turnover decreased by 14% compared to 2022



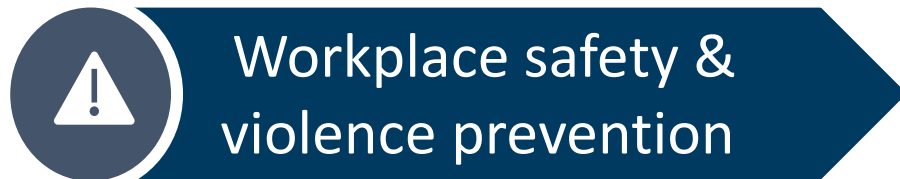
- TMSC 6-month retention is 95%
- TMSC 1-year retention is 83%
- 77% of participants who received support are still employed by Advocate



- 23% decrease in the number of time off hours in 2023 compared to 2022



- Overall TMSC made 285 support referrals for concerns such as mental health, housing, domestic violence, and food insecurity
- 100% of participants are Introduced to support services such as EAP, Trauma Recovery Center and Mission & Spiritual Care



- Partnerships with Public Safety and Workplace Violence and Prevention have mitigated the risk of workplace violence incidents related to mental health and domestic violence

# Connecting to Resources

Teammate Success Coaching ([Teammate Success Coaching \(sharepoint.com\)](https://sharepoint.com))

**WORKFORCE DEVELOPMENT**  
**Resources**

Building Our Future Through People

Workforce Development seeks to help teammates in need of local resources and support. Internal and external resources are highlighted below. For a more comprehensive list of resources for IL and WI, visit [FindHelp](#), to search and connect teammates to vital support services.

**Teammate Success Coaching**

Teammate Success Coaching (TMSC) is an in-house coaching program wraparound offering support and resources to newly hired teammates experiencing barriers to retention such as childcare, transportation, and food security. Through the caring support of Success Coaches, participants receive holistic, individualized coaching, career advising, and essential skills training for their first 90 days of employment. Connections to short and long-term support and awareness of internal and external resources contribute to the goal of helping frontline team members retain their employment with Advocate Health.

As an organization that encourages its teammates and communities to "Live Well," we are doing our part to support the personal and professional growth of teammates in need.

**Meet the TMSC Team**

- Manson, Ramien  
Team Member Success Coach
- Isom, Tanisha  
Team Member Success Coach
- Bradshaw, Latrice  
Workforce Dev Consultant
- Beene, Bridgett  
Workforce Dev Mgr

**Resources**

- find help.org
- 2-1-1
- Aurora Family Service®
- Housing
- Food
- Childcare
- Emotional & Mental Health
- Transportation
- Education
- Domestic Violence Resources
- Trauma Recovery Center
- Team Member Crisis Fund

Do you have a verified resource to add to our list? Let us know!  
[Share a Resource](#)

# Lessons Learned

- It takes a village
- In-person connection is key
- Teammates are willing to share – just ask
- The first month of support is critical
- Recognition makes an impact
- Outreach matters
- Success Coaching raises awareness and empathy
- Resources are available but not known or accessible
- Leaders learn from us
- Coaches offers guidance, encouragement, and accountability

#lifechangers

# Questions?

**Bridgett Beene**

Workforce Development Manager

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