



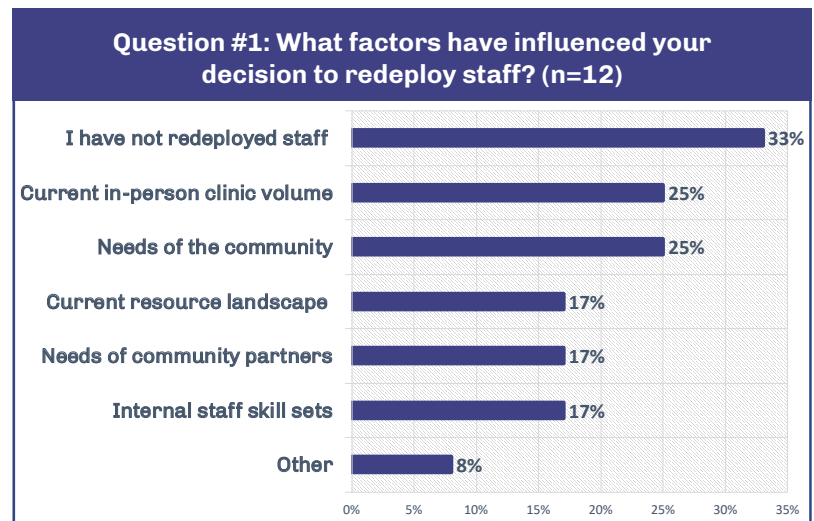
Discussion Forum Summary: Social Needs Workforces

How social need programs are shifting during the pandemic due to increased demand for essential resources.

We created an intentional space for Health Leads Network members and partners to share effective practices, resources and key learnings to help organizations equitably adapt their social needs programs in the midst of the COVID-19 crisis. The conversation centered around how organizations have redeployed their social needs workforces and adapted their management techniques and staff trainings to address the COVID-19 pandemic. Below is a summary of the key topics and shared learnings.

Factors to Consider When Redeploying Staff

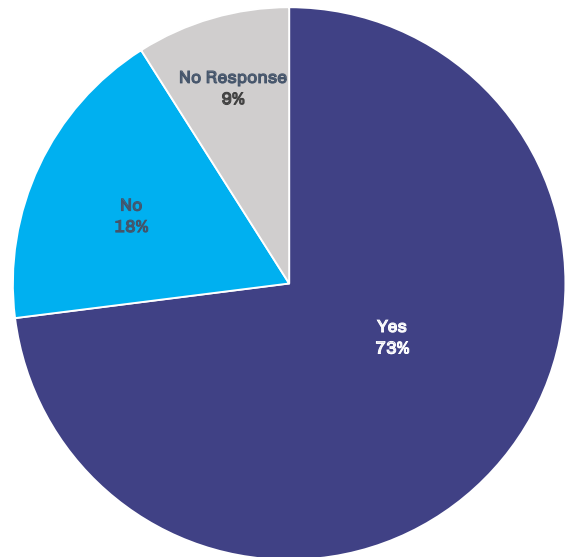
- Foster a safe space for staff members to ask questions and share their concerns regarding their new role, particularly since new roles and responsibilities can be anxiety-provoking.
- Create training opportunities and provide additional workplace support. Ensure redeployed staff have the necessary skills and background to address specific needs of the community.
- Be aware of additional stress that your employees may be experiencing in their new role and support them during the transition.



Factors to Consider When Redesigning Trainings

- To increase engagement in virtual trainings, consider incorporating elements that are interactive (i.e., polling features, pose discussion questions, invite participants to share past experiences and expertise).
- To help reduce stress and anxiety for staff in a new role and make them feel more comfortable, encourage them to role play different scenarios to practice new skills.
- Maximize your time together by providing pre-training materials and post-training follow-up to ensure staff can practice their new skills and continue the conversation.
- Acknowledge the challenges of virtual group trainings and have a discussion on how the team can effectively work together (i.e., commitment to being present, not checking emails, turning cameras on, encouraging questions for further clarification).
- Always ask for feedback on how you can continue to improve the virtual training experience.

Question #2: In response to the COVID-19 pandemic, has your organization created new training courses to support workforce deployment? (n=11)



Helpful Management Practices and Techniques

- Schedule daily check-ins and team huddles with staff to ask how they are doing, identify barriers, and troubleshoot.
- Set up working sessions among staff to accommodate for hands-on learners and people craving group think.
- Create a self-care culture that allows people to step away from meetings and restore from “Zoom fatigue.”
- Provide professional development opportunities to help staff hone new skills.



ABOUT THE NETWORK

The Health Leads Network is a community of healthcare practitioners and caregivers who are taking action to address essential needs within our organizations. Network members work in a wide range of health system roles and settings — but share a commitment both to drive improvement initiatives on the ground, and to advance health equity in their communities.

The Network was created to bring action-oriented practitioners together to collaborate, share and learn from each other. We translate critical front-line experience into tangible tools, guidance and learning opportunities — all designed to support members in advancing the integration of essential needs into community-led health initiatives.

Learn more at healthleadsusa.org/network — or email network@healthleadsusa.org for additional information.