

2023 Veterans Affairs Permanent Housing Conference

Staff Hiring and Retention: Building and Supporting Teams
in the New Normal

Who is in the room?

- **SSVF Staff**
- **HUD-VASH Staff**
- **VA leadership**

Staff Hiring and Retention: Building and Supporting Teams in the New Normal



2023 VA Permanent Housing Conference

Atlanta, GA

12/5/23 – 12/6/23



Ending homelessness
Rebuilding lives

Meet Your Presenters



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Ending homelessness
Rebuilding lives

Session Objectives

1. Review of Federal Strategic Plan to End Homelessness (*“All In”*) relating to the importance of workforce/staff investments.
2. Engage with applied strategies at funder, organization, and department levels that support recruitment, retention, development, and self-care (incl. individuals with lived expertise).
3. Promote Provider Community Engagement in navigating barriers and building solutions for a strong workforce (Here and Back Home)



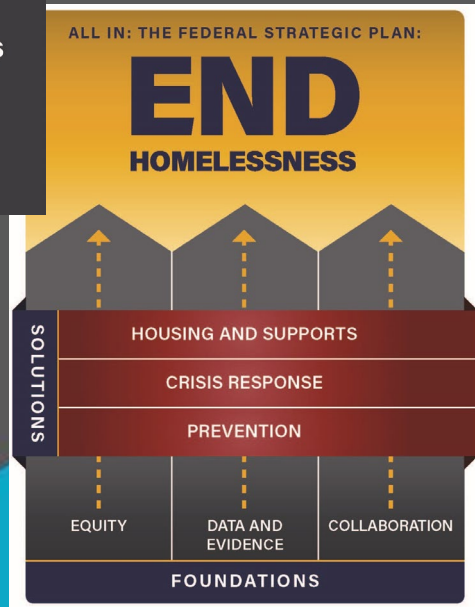
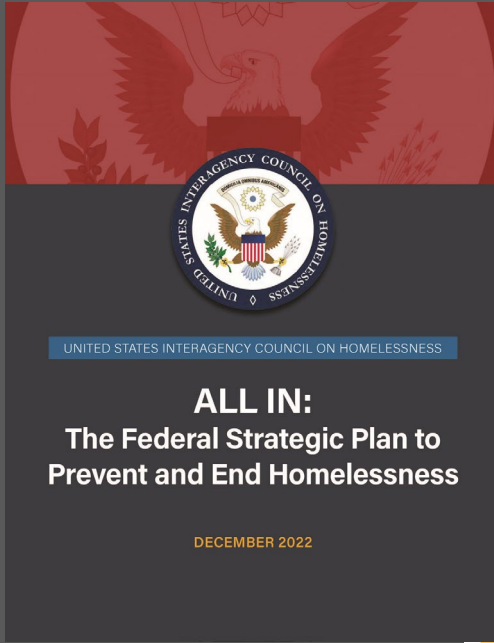
Before We Start...



- What are 1-2 challenges your organization is currently facing regarding your workforce?
- What are 1-2 solutions or action steps your organization has engaged with and found progress and/or success in addressing workforce challenges?

(We will come back to these later in the session)

“All In” Federal Strategic Plan



“Create flexibilities in existing federal programs to encourage funding recipients that serve people at risk of or experiencing homelessness to hire people with lived experience and compensate them on par with other staff.” (p. 29)

“Develop and implement strategies to support organizations that receive federal funding to maintain and increase staff capacity, reduce burnout, increase compensation to a living wage, and promote the well-being of staff.” (p. 39)



Organization Practices

- Executive Level Interviewing
- Pay Equity Assessments
- Staff Feedback Practices



Workforce Investments



- Self-Care, Professional Development, and Appreciation



- Emerging Leaders

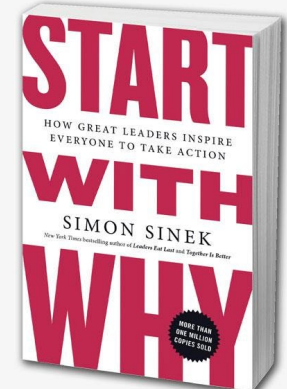
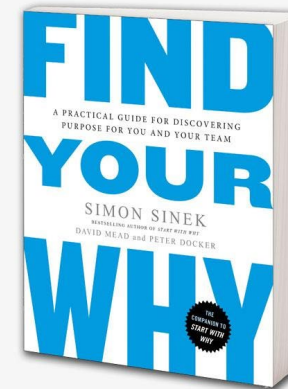
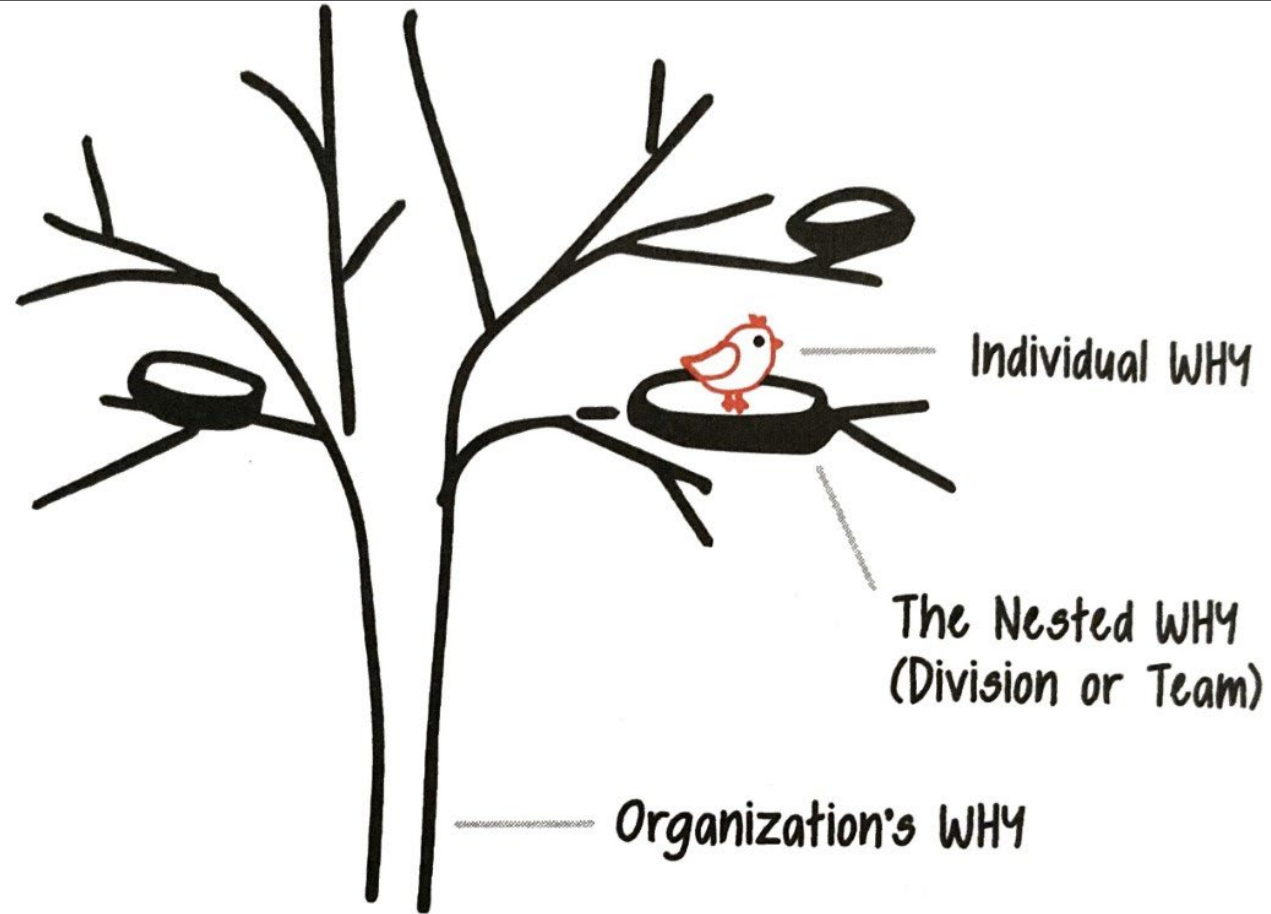


- Interest Groups and Advocacy



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The Nested Why (Simon Sinek)



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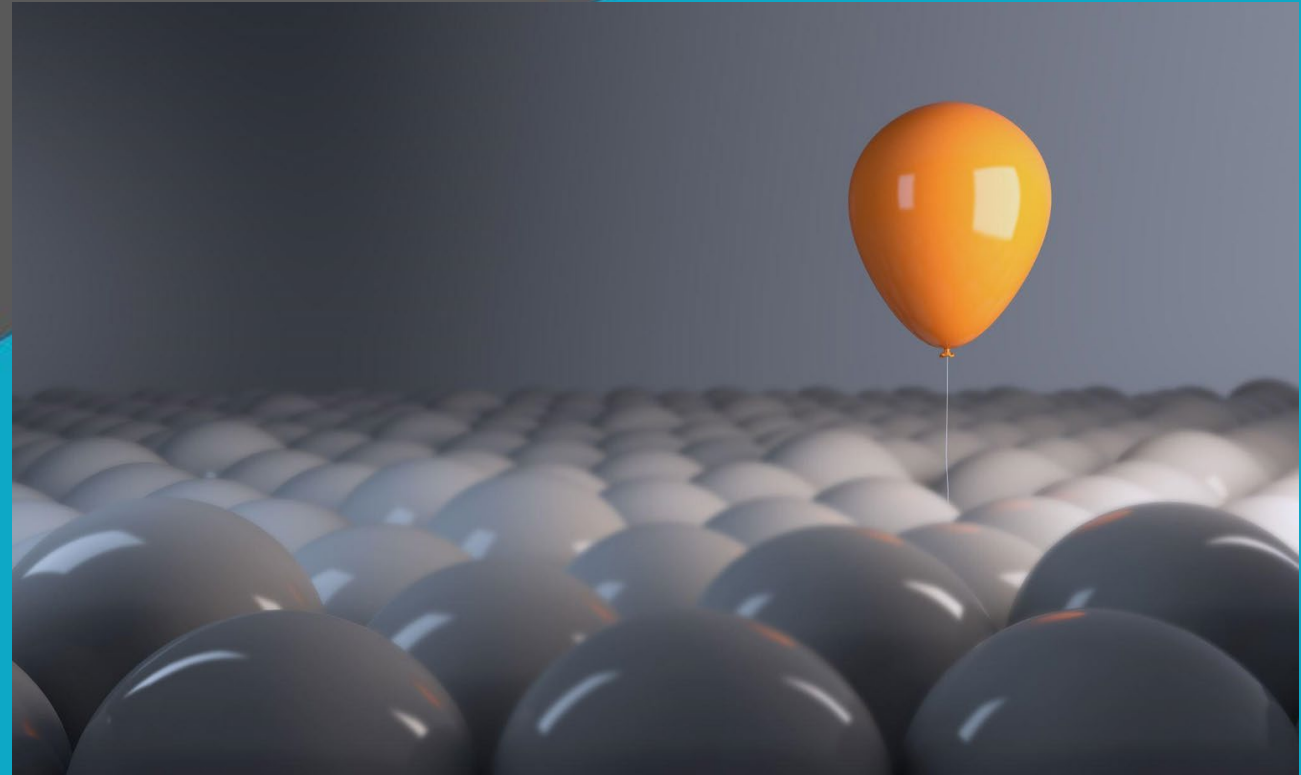
Division/Department



- Staff Meeting and Retreat Strategies
- Leadership Development
- Management Engagement and “Skip-Level” Meetings

Exploring Solutions

- Locate your responses to the two questions from the start of the presentation
- Form a group no larger than 5 individuals
- Share a challenge and a success
- 90-seconds per person
- Keep the dialogue flowing.



Q & A



Thank You!



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“Ending Homelessness. Rebuilding Lives.”



Ending homelessness
Rebuilding lives

Next Steps & Closing

Next Steps – What can we start now?

- Establish and implement a thorough approach to attracting and retaining top talent and diverse teams.
- Develop a robust local recruitment process.
- Offer competitive compensation and benefits packages to attract and retain high-performing employees – can anything be improved? Are there opportunities for retention bonuses?
- Schedule ongoing professional development and training opportunities.
- Implement effective performance management systems to recognize and reward employee achievements.

Next Steps – What can we start now?

- Enhance employee engagement initiatives to foster a sense of belonging and loyalty.
- Implement flexible work arrangements to support employee well-being.
- Conduct regular employee satisfaction surveys and share results transparently.
- Continuously review and improve HR policies and practices to align with the evolving needs and expectations of employees.

Resources

- [9 Trends That Will Shape Work in 2023 and Beyond \(hbr.org\)](#)
- [Hiring Post-COVID: How to Level Up Your Recruitment Strategies for 2021 | Compt](#)
- [\(5\) Upskilling and Retraining Employees for a Post-COVID Workplace | LinkedIn](#)
- [Building Resilient Organizations | The Forge \(forgeorganizing.org\)](#)
- [Building Radically Adaptable, Collaborative, and Resilient Teams \(aaronhall.com\)](#)
- [Communication Channels: Definition, Types and Role | Marketing91](#)
- [How to Value Frontline Staff - National Alliance to End Homelessness](#)
- [O*NET OnLine \(onetonline.org\)](#)