



Frontline Worker Retention & Advancement

March 12, 2021

- Welcome and recap of where we are
 - In February, we discussed several things, including the work group's relationship to our developing Employer Resource Network, our definitions of worker retention and the data around the subject, and our goals moving forward
- Discussion of turnover
 - The relationship between frontline workers and their supervisors is integral to retention
 - For all employees (not just frontline), the number one cause of leaving a job is a bad manager
 - Multi-generational aspect is important – understanding if frontline workers are caretakers for dependent children, siblings, aging parents
 - Not all employers need to get into the weeds (in terms of needs), but if they can just understand that things happen that require grace we will see a big mindset shift
 - Trainer burn out can be an issue, especially when retention past the first couple weeks is low
 - Creates a bad cycle of discouraged trainers who don't connect well with new hires
 - Benefit cliff can also have an impact on employee decisions
 - Important for employers to encourage employees during onboarding to be honest about their needs
 - Scheduling
 - Flexibility
 - 411 is a great service to connect employees to in counties that have the service active
 - Erie County's is not fully funded, but there is definitely potential for an organization to "own" this area and receive funding of some sort
- Data discussion – job postings analytics
 - *This is just one example of the kinds of data we have access to. If you'd like to see anything else, just ask!
 - Erie County's OMJ (and many others) are seeing countless employers trying to hire

- Double edged sword – employers are having to be choosy about who they hire because potential employees have been having bad experiences, but the pool is also small and many jobs need to be filled
- Gap in postings and job-seekers' resumes
 - Skills terms do not match up – both “hard” and “soft” skills
 - Potential for short-term courses or certificates
 - OMJ also has funding available for training post-hire (Incumbent Worker)
- Homework
 - Reach out to each other! Your diverse backgrounds and experiences are a valuable resource
 - Next meeting will be April 16th - will communicate meeting space soon