



***Mission: “To passionately connect talent with employment opportunities”***

### Meeting Minutes

July 21, 2021 – Wyandot County Department of Job & Family Services

#### Attendance:

Greg Moon – Wyandot County Economic Development  
Amanda Fleming – Wyandot Chamber of Commerce  
Tammy Groves – Wyandot Memorial Hospital  
Matt Mercer – Wyandot Memorial Hospital  
Heather Oesch - Wyandot County Dept. of Job and Family Services  
Diana Jacoby - Wyandot County Dept. of Job and Family Services  
Frank Gibson – North Central Ohio Industry Manufacturers Workforce Alliance  
Kyle McColly – City of Upper Sandusky  
Bonnie Shaw – First Citizens National Bank  
Leanna Barnes – Vaughn Industries  
Mike Augenstein – Marion Technical College  
Rhonda Caudill - Upper Sandusky Schools  
Bruce Gast – Upper Sandusky Schools  
Laurie Vent – Retired (Upper Sandusky Schools)

#### Call to Order:

Greg Moon called the meeting to order at 8:17 a.m.

#### Partner Spotlight:

Wyandot Memorial Hospital – Matt Mercer, CFO & Chief Nursing Officer

- WMH has seen a lot of growth in the past 2-3 years, and the largest challenge remains recruiting staff.
- Various measures have been taken including more flexibility with schedules and working from home when possible. Work from home did not exist before COVID and now will be an ongoing practice.
- Wage scales and their competitiveness were recently examined, and WMH expanded wages somewhat but has offered bonuses to all staff.
- The organization does offer some tuition reimbursement and is exploring possibilities to expand that offering as well.
- The turnover rate is roughly 22% whereas the industry standard is close to 35%.
- WMH has started conducting “Stay Interviews” with employees who have been working there many years. The process helps staff feel more appreciated and help WMH understand why employees stay with the hospital as well as roadblocks they have to doing their job more effectively.
- “Coffee with Ty”, small group talks with the CEO to let everyone know what is happening and answer their questions, have also been very successful.
- WMH has roughly 330 FTEs, but close to 500 people working there.

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- Matt noted there is always a need for nurses, but a large need exists for the “non nursing” employees right now (those in the revenue cycle, back-office area) and in the lab.
  - o Bonnie Shaw then shared some information about the “Stay” interviews at First Citizens National Bank including cadence and moderation involved.

### **Theme Teams Breakout Session:**

Attendees broke out into theme teams to review the current / old action plan goals and items and make to revisions. Teams then reported updates to the larger group:

- Communication
  - o Want to look at the current distribution lists and make updates as needed.
  - o It was noted the industry partner spotlights have been very valuable at the meetings.
- Education
  - o Laurie is stepping down as team lead and Eric L. will take over.
  - o Mike will be tweaking the business letter to include area higher education and a revised letter will be drafted to be sent to businesses that encourage engagement opportunities in the local schools.
  - o The team is also working to implement a Manufacturing Credential pilot program of SME ToolingU with USHS.
  - o The team is reconsidering the idea of a teacher bootcamp to learn more about local businesses.
- Attraction
  - o The team will revisit the student loan assistance program with both Upper Sandusky and Carey.
  - o The marketing video that was done last year will be re-visited, and pushed again online.
  - o A new item under the county marketing efforts is the community branding effort that is currently underway.
    - New action items will be added to help encourage financial support for project completion, and then helping to implement the new brands that are developed.
- Retention
  - o Daycare was one of the items on the list originally. The Carey daycare was opened, but Upper Sandusky’s ACG daycare is still in question. The team plans to follow up with AGC.
  - o There are individuals who are now offering both Uber and Lift service in the area.
    - The group will be collecting the times that these individuals are operating so the information can be shared.
  - o Scott Moore was doing a BRIDGES meeting with employers in 2020 that were very well attended, and the group would like to start these over. Bonnie will be reaching out to Scott about restarting these soon.

### **Action Recap/Partner Updates:**

Members shared a few general updates with the remaining time:

- Amanda – the Chamber of Commerce is holding an Economic Forecast Breakfast August 25<sup>th</sup>, 7:30 a.m. at Trinity Evangelical.

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- Leadercast is also being offered on August 11<sup>th</sup> at Trinity. This will be the last time the Chamber offers Leadercast as it looks to offer a different leadership program in following years.
- Diana – ODJFS has many programs available to assist with employee training costs or different employee needs.
- Frank – The Ohio TechCred is opening again for the month of August. He encouraged employers to get their training needs planned now in preparation for the application period.
  - Greg mentioned that only 5 Wyandot County employers had used TechCred thus far for a total of over \$46,000 in training reimbursement.

**Meeting Adjourned:**

The next regular meeting will be August 18<sup>th</sup> (3<sup>rd</sup> Wednesday) in-person, possibly at the Dept. of Job & Family Services meeting room.

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