

HEAVEN'S HANDS COMMUNITY SERVICES (HHCS)

COPA 2ND ANNUAL HUMAN
RESOURCES PROFESSIONALS
CONFERENCE



WWW.HHCSNY.ORG

HEAVEN'S HANDS HISTORY

<http://www.hhcsny.org/>

Heaven's Hands started in 2000

Grown from a staff of 2 to over 200

Support more than 900 individuals and families

CEO: Lorenzo Brown

COO: Mary Knox

CFO: Eugene Brandon



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MISSION & VISION

Our Mission:

- To offer individuals with Intellectual and Developmental Disabilities and their families, personalized supports that:
 - Promote a high quality of life
 - Result in outcomes that are meaningful
 - Foster full participation and integration in their community

Our Vision:

- To be a preferred provider of services and supports to persons with intellectual and developmental disabilities and their families.
- To be a preferred employer for persons seeking a career in the field of Human Services.
- To be a collaborative participant within the greater community of Human Service agencies.



SERVICES AT HEAVEN'S HANDS



Day Habilitation

- Programs that offer opportunities for skill development in the areas of self-awareness, communication, personal care, work skills and community inclusion.

Medicaid Service Coordination

- Services to assist individuals and their family members in gaining access to services and supports.

Respite/Community Habilitation

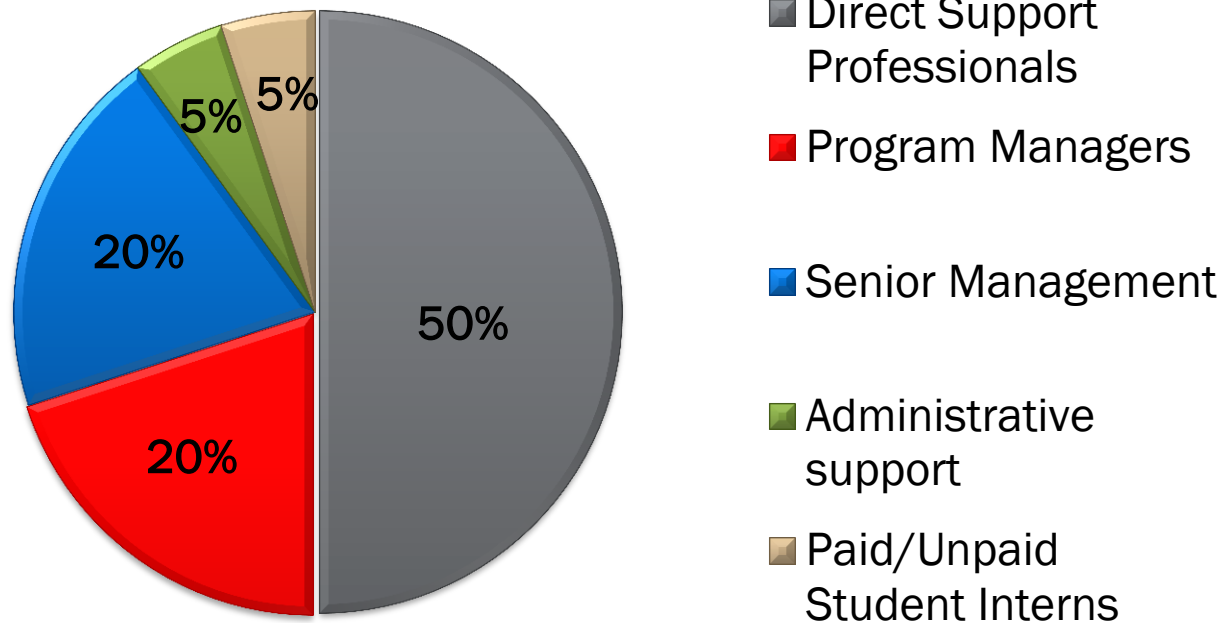
- Home and community based services offering training, recreational opportunities and supports that enhance individuals' lives, as well as provide a much needed break to the caregiver.



HHCS STAFF DEMOGRAPHICS

HHCS has 250 employees throughout five regional sites in Brooklyn & Queens

HHCS Employees



HOW HHCS IMPLEMENTED ITS FUNDING FROM NYS



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HISTORY OF HHCS INCREASES AND INCENTIVES

- In past years, generally, all HHCS employees were provided yearly lump sums (ranging from \$1000-\$2000.) These lump sums were to aid COLA.
- The last base salary increases and lump sum incentives were provided in 2015.

With, rate rationalization, program and staff vacancies and high running costs; HHCS has been unable to provide any of above in years 2016 and 2017.



HOW HHCS IMPLEMENTED ITS FUNDING FROM NYS

We looked at what would be more beneficial to staff in the long term, but aide the agency with the impending \$15.00 minimum wage rate in Jan 2019.



HOW HHCS IMPLEMENTED ITS FUNDING FROM NYS

- 3.25% aided at a time when no additional funding was available.
- The funding provided the ability for less financial exposure for the \$15 impending minimum wage increase.
- Staff within CFR codes 200-300 received lump sums.



FEEDBACK FROM STAFF AND MANAGERS

Program Staff

- Staff were happy to see the “full-circle” effect, from advocacy of the Be Fair to Direct Care campaign to receiving the actual increase.

The advocacy process does work!!!

Managers

- Managers were especially surprised as they felt that the Be Fair funding likely would not allot any bonus or increase for them.



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FUTURE CONCERNS

- Disappearing /Blurred lines of compensation: Compression of salaries
- Overtime exemption issue
- The ability to offer salaries that are competitive in our field
- Loss of funding due to the CCO conversion. Our Intake department is no longer supported.



THANK YOU

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