



*The Florida Association of Homes and Services for the Aging
Innovation Exchange*

Submission

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Date of Submission:	20 June 2008
Title of Innovation:	Employee Support Program
Topic for Submission:	Workforce Issues/Staff Benefits and Satisfaction
Audience:	<input type="checkbox"/> Affordable Housing (HUD, tax credit, etc.) <input type="checkbox"/> Assisted Living Facilities <input type="checkbox"/> Home & Community Based Services <input type="checkbox"/> Nursing Homes <input type="checkbox"/> Retirement Communities (CCRC or fee for Service) <input checked="" type="checkbox"/> All of the Above

Description of Innovation:

Our Employee Support Program is a staff-driven assistance program developed to provide a helping hand to employees during times of crisis. We realized that having employees help each other provides a much-needed service and creates a sense of family among our staff.

Goal of Innovation: To provide a pool of money, talent and other resources for employees during crises.

Date program was implemented: January 2006

Process and Timeframe: The Employee Support Program began as a way to provide financial assistance to employees during personal crises. Staff members conducted fund raisers, including raffles and 'baby pools' to raise money for the ESP fund. Over time, the ESP has grown to include other resources, including offers of skills, vacation time, etc. The fund can be used as a loan for emergencies, or as a grant. Thus far, all the employees who have used money from the ESP have chosen to pay it back when they were able.

Decisions on use of ESP money are made by the staff coordinators and organization leadership.

Costs associated with implementation: Minimal costs. Employees fronted the money for basket raffle items.

Positive outcomes: Staff members facing emergencies have been assisted through the ESP. Examples include during times of illness, and for travel associated with the death of a family member. The ESP fund also has other resources available should a staff member need them, including the volunteer talents of other employees. Besides alleviating the immediate crisis, the ESP engenders a feeling of community and gratitude among staff members and increases loyalty to the organization.

Cost savings: None

Sustainability: The Innovation is not time-limited.

If the Innovation is ongoing, describe how it is maintained? The ESP is ongoing, and requires willing staff members to coordinate the program and maintain the fundraising required.

See attachments below, which include a sample policy/procedure and request for assistance form.

Budget: The ESP does not require a budget from the organization, but one or more staff members will have to volunteer to be the coordinator of the project.

Employee Support Program

The Employee Support Program (ESP) was started in 2005 to ensure that all employees with a need or crisis were supported equally. With the implementation of the program, employees could no longer solicit on behalf of a specific employee.

PURPOSE:

To have a mechanism to make contributions that would be used to help co-workers in a time of need or crisis.

PROCEDURE:

- 1) Employees may make recommendations for assistance by completing an ESP form and forwarding it to the ESP Committee.
- 2) The following types of events will be considered by the committee:
 - a) Extended leave causing financial hardship
 - b) Catastrophic event causing personal loss (fire, flood, etc).
 - c) Other crisis/events that should be considered by the committee.
- 3) Any activity on behalf of ESP will be coordinated by the committee. This may include:
 - a) Direct donation of funds to ESP
 - b) Fundraising activities
- 4) Decisions on a day-to-day basis will be made in accordance with the guidelines established by the Committee based on need and the availability of funds.
 - a) A report of any action taken will be made to committee at their next scheduled meeting.
- 5) Funds collected will be deposited into the operating account of the Air Force Enlisted Village. A ledger will be maintained to identify funds deposited and or expended on behalf of ESP.
 - a) A financial report of receipts and expenditures will be submitted to the PCEO annually.

**REQUEST FOR ASSISTANCE
EMPLOYEE SUPPORT PROGRAM (ESP)**

Date: _____

Please consider _____
for assistance from the ESP fund.

Reason for Request of Assistance:

Supervisor's Name/Signature: _____

Director's Name/Signature: _____

Requested Amount: _____

ESP Fund Balance: _____

The Committee recommends comments/approval/disapproval of this request:

ESP Committee Member

ESP Committee Member

ESP Committee Member

President/CEO Approval

Date