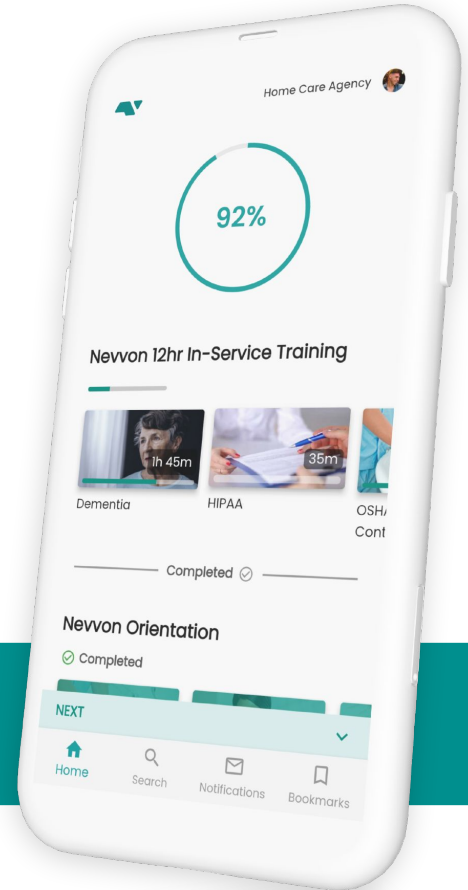


Empowering Caregivers and Agencies

Actionable Insights from a Proven
Peer-to-Peer Mentorship Program





What is a Mentorship Program?



Keys To Success When Rolling out a Mentorship Program

What Is A Mentorship Program?

- Promotes personal and professional growth opportunities by partnering experienced caregivers (mentors) with newly hired caregivers (mentees).
- Provides a safe learning environment where the mentee feels free to discuss issues openly and honestly.

What It's Not: Caregiver management program

Benefits

- Decrease caregiver turnover.
- Boost caregiver confidence and satisfaction.
- Offer growth opportunities for retained caregivers.
- Produce highly trained and accountable caregivers.
- Create a positive, team-centered culture
- Use it as a recruitment tool





A Case Study



Legacy of Care[©]



Community Health Care Services Foundation, Inc. (CHC) is a research and education foundation that delivers a wide variety of affordable educational programs that benefit all types of home care employees including owners, administrators, manager, clinicians and paraprofessionals.



The Home Care Alliance of Massachusetts is a non-profit trade association of home care agencies that promotes home care as an integral part of the health care delivery system. Founded in 1969, our mission is to "unite people and organizations to advance community health through care and services in the home



Nevvon is an all-in-one e-training solution trusted to help agencies achieve regulatory compliance while saving time and money, and empowering caregivers with the knowledge and confidence they need to make their patients' lives better.



Roles & Responsibilities



Mentor

Experienced Caregivers ~
5-10% of your pool



Mentee

Typically New Hires but can be
anyone



Mentor Manager

Accountable for overseeing the
program



Participation



**27 Home Care
Agencies Participated**



**~ 50 Mentors Managers
200 + Mentors**



**300+ Mentees
mentored**

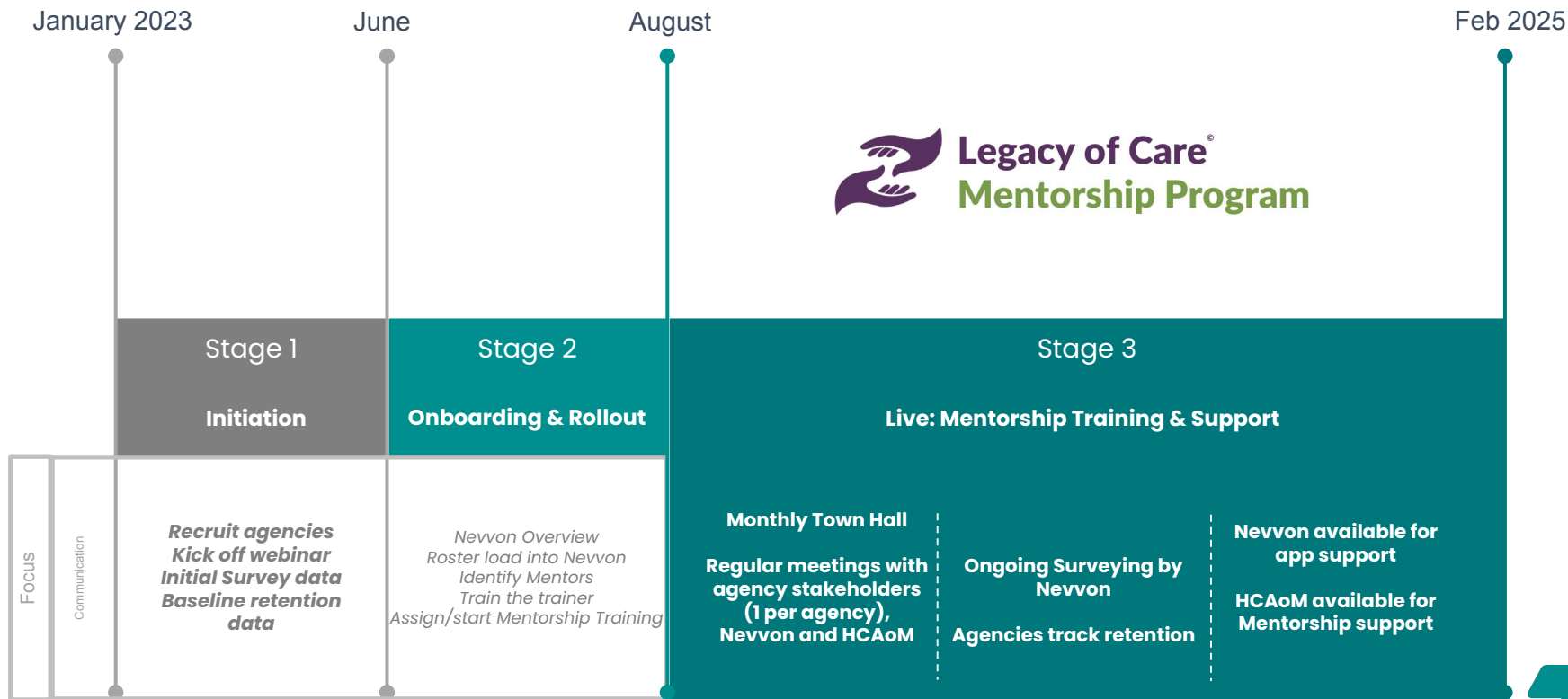
\$971,600.00 in funding

Home and Community Based Services (HCBS) and Human Services

Workforce Development Grant Program



Program Structure



Funding Breakdown



\$22.50/Hour

**Mentors Time Training
and dedicated to the
Program**



\$18/hour

**For Mentees Program
Time**



\$220 Per Month

Mentor Manager

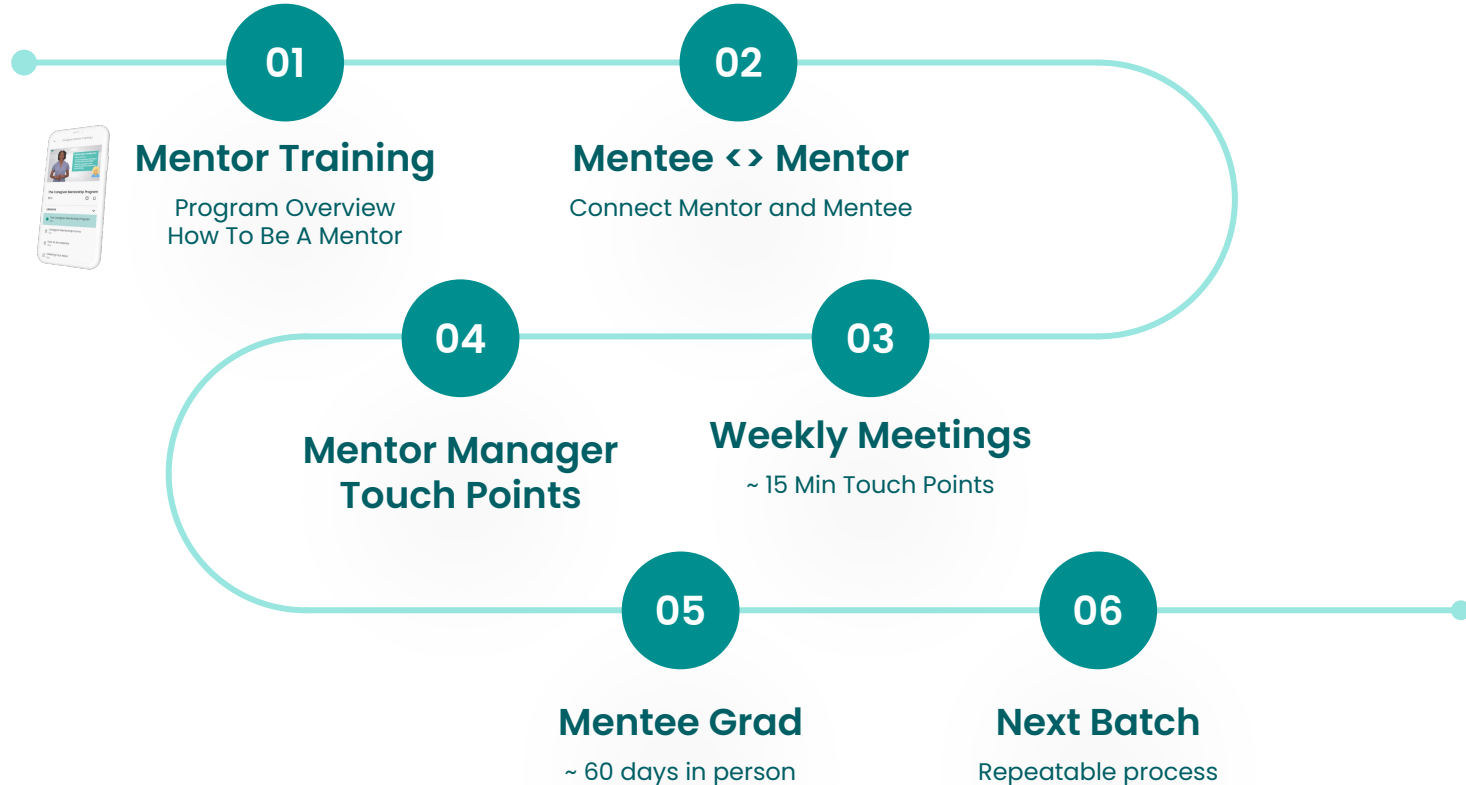
\$971,600.00 in funding

76% went directly back to the program participants

Other costs: Licensing fees, surveying, onboarding, training, overhead, data collection/analysis



How It Works



TRAINING CONTENT

Agency Training

A detailed program overview to understand the structure, benefits and responsibilities for Mentors and Mentor Managers.

Caregiver Mentor Program Training

A program for Mentors and Mentor Managers which includes exercises, best practices, and role-playing to prepare for Mentorship.

Communication Skills

Communication is the foundation of all interactions & relationships. This program includes lessons on communication skills, dealing with conflict, factors and challenges affecting communication.

Train The Trainer

This module includes tools to assist the agency facilitate the final caregiver training session including exercises specifically focused on teaching caregivers how to care for themselves while caring for others.





Customized Tool Kit

Everything your Mentor and Mentee need to work together including check-in logs, conversation tips, presentations, recruitment flyers and more.


TIMELINE

Suggested Timeline is 60 Days per Mentoring Cohort


Preparation

- Mentor Manager** completes
 -  Agency Training
 -  Train The Trainer.
- Mentor** completes
 -  Caregiver Mentor Program Training.
- The  **Tool Kit** provides documents and resources for the program.

Ongoing

- Mentor Manager** supports the **Mentor** and assigns between 3-5 **Mentees** to each **Mentor**.
- Mentor** conducts weekly meetings with their **Mentees** for the first 60 days of the mentees' employment.
- Mentor Manager** meets weekly with each **Mentor** to provide guidance, support and feedback.
- Mentor** completes the  Communication Skills module.

Conclusion

- Facilitated group session with **Mentor** and **Mentees** presented by the **Mentor Manager** who completed the  Train The Trainer Module.
- Followed by a certificate presentation ceremony.

Agencies using a mentorship program for new hires had a **89% retention rate** in the first 90 days of employment, a **27% improvement** over agencies without a mentorship program.

Improving Retention Rates & Job Satisfaction

Accelerated Rate of Retention

Base Rate of Change

ROLES



Mentor manager

Oversees the program within the agency and manages the mentors.



Mentor

Guides a less experienced caregiver by building trust and modeling positive behaviors.



Mentee

Receives support and guidance from a more experienced caregiver mentor.



Results



Retention

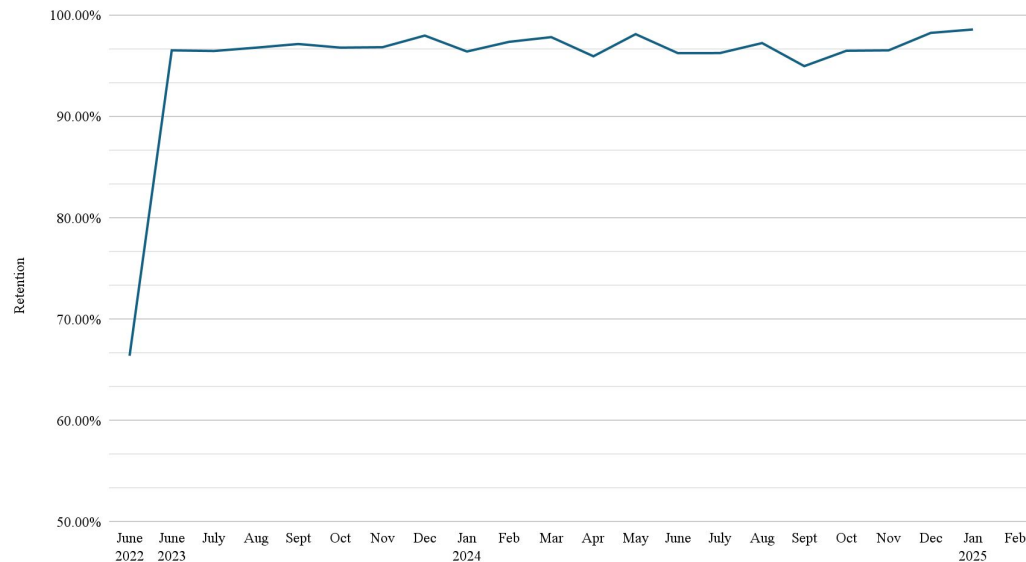
Baseline*

66.41%

**Average
June 2023 –
Feb 2025***

96.97%

Retention Over Duration of the Project



*Grant requirements were to compare retention from Jan 1, 2022 to June 30th 2022

**Retention was self reported by the agencies on a monthly basis



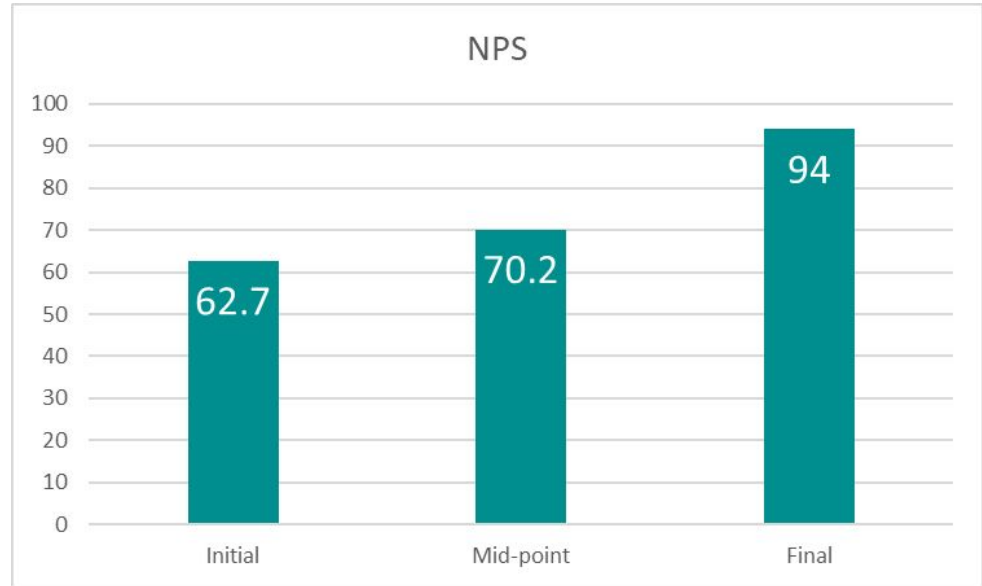
Survey Summary

Satisfaction with Role of Caregiver

The responses show a very positive Satisfaction with the role of being a caregiver and likelihood to recommend the role.

There is a significant increase in the NPS score post implementation of the Mentorship Program. However ALL scores are in the “Excellent Category”:

- Above 0: Good
- Above 20: Favorable
- Above 50: Excellent

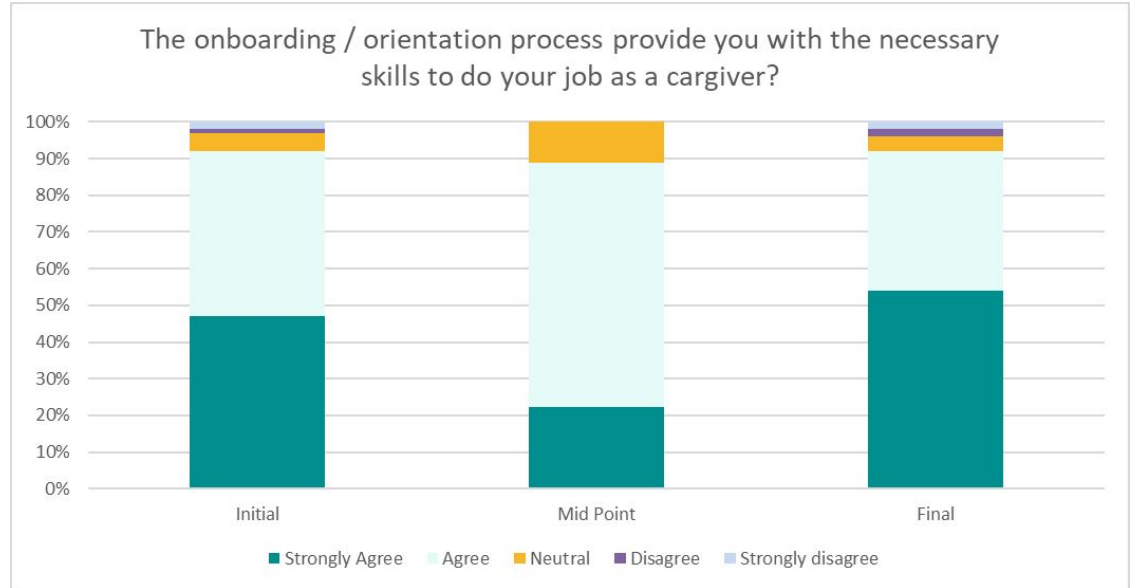


Survey Summary

Onboarding

The responses show a very positive perception of the onboarding & orientation process prior to the implementation of the mentorship Program and continuing through the implementation of the program.

The percentage of respondents that *Strongly Agreed* or *Agreed* that the onboarding and orientation provided the necessary skills



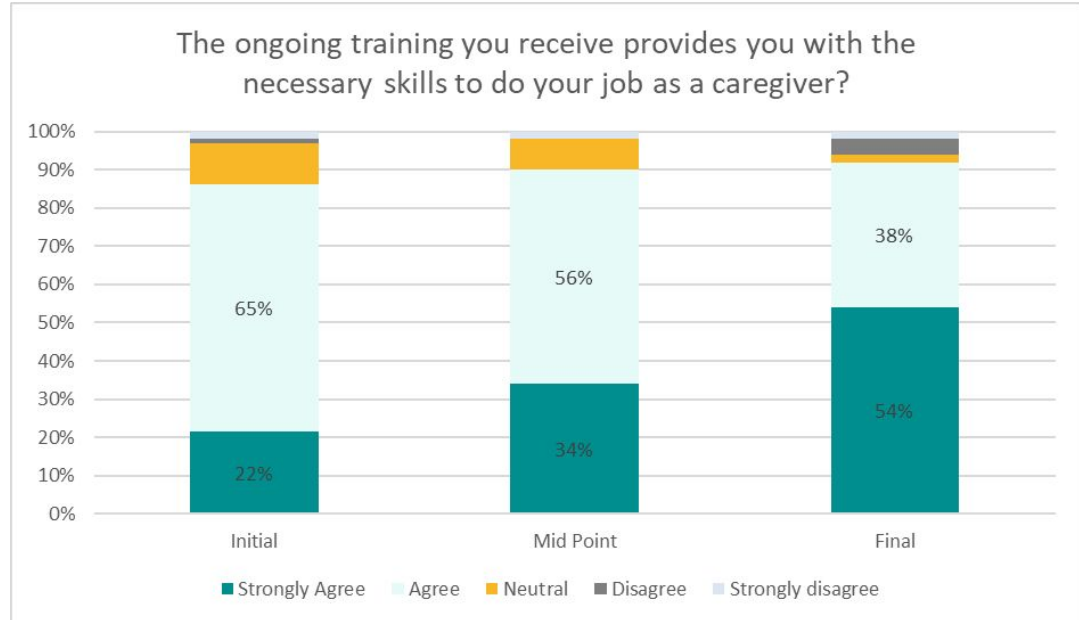
| | Initial | Mid Point | Final |
|-------------------|---------|-----------|-------|
| Strongly Agree | 47% | 22% | 54% |
| Agree | 45% | 66% | 38% |
| Neutral | 5% | 11% | 4% |
| Disagree | 1% | 0% | 2% |
| Strongly disagree | 2% | 0% | 2% |

Survey Summary

Onboarding

The responses show a very positive perception of ongoing training providing the required skills to support the work prior to the implementation of the mentorship Program and continuing through the implementation of the program.

This question does demonstrate a positive change from the initial survey to the final post implementation survey with the percentage of respondents that *Strongly Agreed* or *Agreed* that the ongoing training provided the necessary skills



| | Initial | Mid Point | Final |
|-------------------|---------|-----------|-------|
| Strongly Agree | 21.6% | 34% | 54% |
| Agree | 64.9% | 56% | 38% |
| Neutral | 11% | 8% | 2% |
| Disagree | 1% | 0 | 4% |
| Strongly disagree | 2% | 2% | 2% |



Any else you would like to share?

Word cloud showing some of the feedback



Ongoing Impact

What Are Participants Saying

The Nevvon program has been wonderful. Mentor Managers were able to participate in a comprehensive training that was offered by Nevvon. After the rollout, our mentors found the training modules user-friendly and informative. They feel excited and prepared to support their mentees. Nevvon inside and out and was always quick to respond to my questions. I would recommend the Nevvon mentorship training program as a way to empower your employees to grow their leadership skills and experience, as well as connect with their peers and their purpose in home care.

Clinical Educator | BAYADA Home Health Care

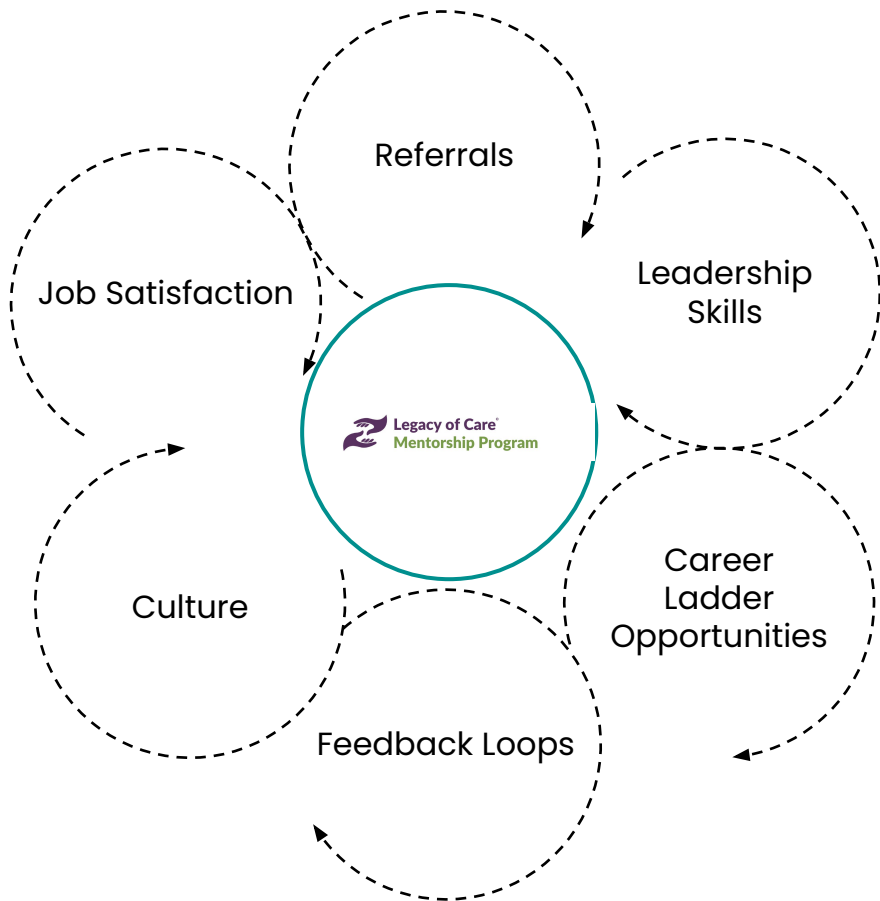
Working with Nevvon on the Mentorship program has been well managed and organized. The information is delivered in a user friendly format and the team has been quick to respond to any questions that arise!

Director of Clinical Services | Relief Home Health Services

"I feel like I am now ready to be a mentor (after taking the Nevvon caregiver mentor training). When you asked me to be a mentor I thought I was ready then, but now I am ready." **Caregiver Mentor**



Beyond Just Mentorship



Benefits

Mentees started recommending agency to friends which increased referrals.

Mentor managers improved their leadership skills.

Mentors saw this as an investment in their career i.e. career ladder.

Administration had better view of what the caregivers were experiencing in the field through feedback loops and surveying.

10%

Aides became very comfortable talking to their mentors leading to better support and comfort that lead to a few positive interventions.





Thank you!

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