



Network4Health is wrapping up it's operations on July 26, 2024. Learn more about who we are and what we've accomplished!

About us: Network4Health was originally part of the NH 1115 Medicaid Transformation Waiver. We represent 40 healthcare, behavioral health, and community based organizations across 18 cities and towns surrounding greater Manchester, NH.

As a neutral convener and funder, our aim is to:

- Build the pipeline of workers into roles of critical need across our region
- Increase competence and confidence of workforce through professional development so that they can provide the highest quality, compassionate, and culturally competent care
- Invest in training and education opportunities to promote career advancement
- Promote retention strategies as a key part of growing the healthcare, behavioral health, and human services workforce in our region.

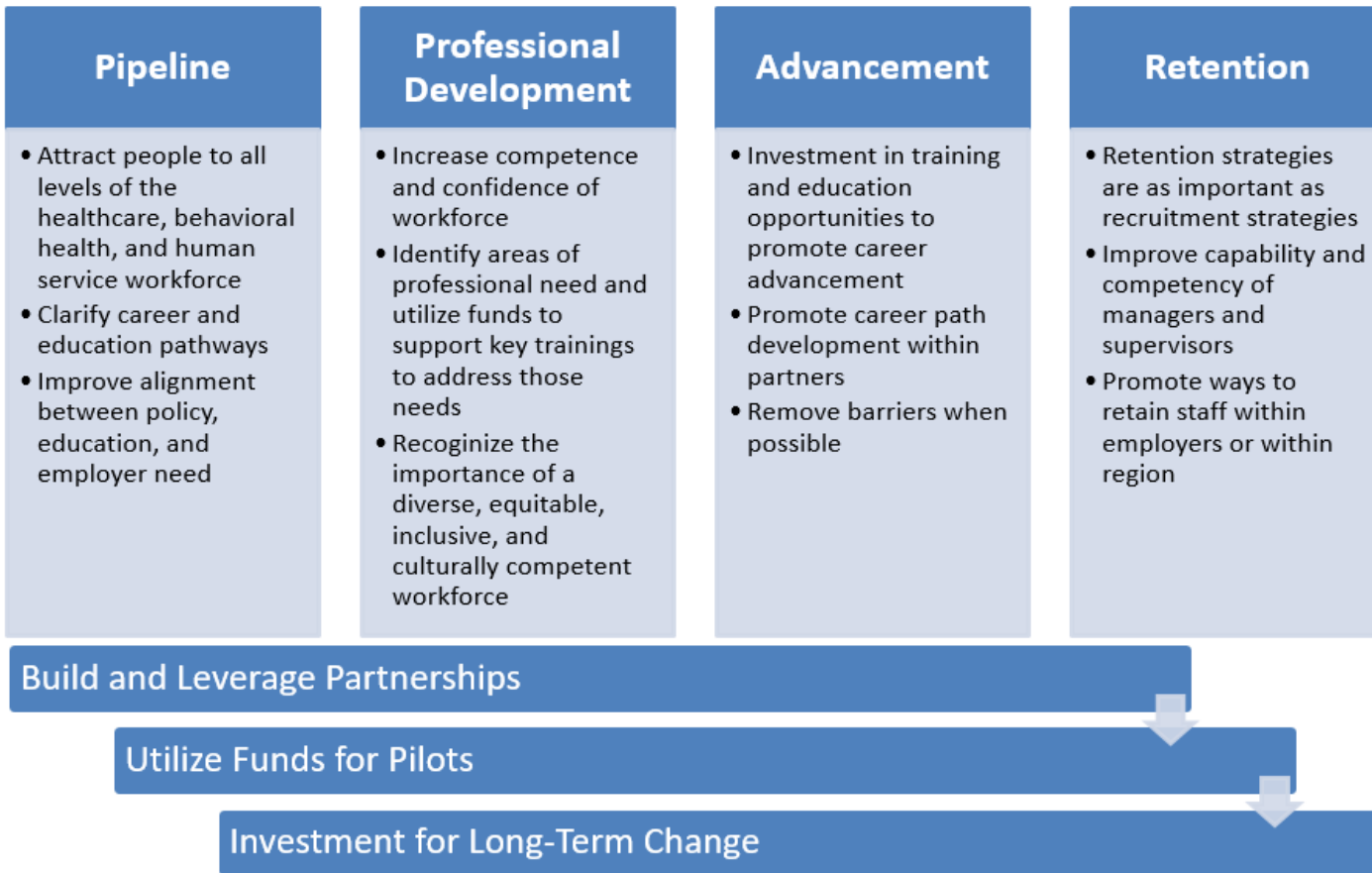
We develop the workforce across the region through:

- **Funding training and professional development**
- **Supporting career pathway programs**
- **Supporting educational pathways through scholarships and financial support**
- **Promoting diversity, equity, and inclusion as well as mental health awareness**
- **Supporting new needs as they become apparent by being thoughtful and open to other ways to support and expand the workforce in our region**



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WORKFORCE DEVELOPMENT FRAMEWORK



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NETWORK 4 HEALTH

Network4Health is wrapping up it's operations in July 2024. We want to say "**thank you**" to our **40 terrific** healthcare, human services, and behavioral health partners across our region, **particularly to our fiscal agent, Catholic Medical Center:**





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From 2022 – 2023 Network4Health created and funded a Career Coach/Advisor based at Manchester Community College. This position improved recruitment and retention for apprenticeship programs happening at our hospital partners.

Provided 'wrap-around' services, to apprentices at **Catholic Medical Center and Elliot Health System**, including onboarding, coaching, referrals for support services, and guidance on career paths.

Coordinated apprenticeship student enrollment, apprentice orientations, support services, community outreach, student resource referrals, career advising and counseling.

- Recruitment at community partners
- Assisted potential candidates in preparation for the apprenticeship interview process
- Coordinated braided funding and group enrollments for apprentices through WIOA and ApprenticeshipNH funds
- One-on-one coaching sessions for career and education planning
- Advised ESOL learners on career paths
- Assisted with SDOH issues including homelessness, food insecurity, and childcare
- Provided for improvement plans for apprentices that may have been struggling with program thus retaining them



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Network4Health pledged tens of thousands of dollars in support for thousands of our partner employees in accessing professional development opportunities!

Many employees were able to obtain higher level professional credentials through earning CEU's – all free of charge.

We greatly increased the professional competency of our regional workforce by giving access to professional trainings from these and other regional and national training providers:





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Network4Health Behavioral Health Scholarship Program:

Begun in 2018, this program aimed to increase the behavioral health workforce by providing up to \$5000 in scholarships to students living or working in Network4Health cities and towns, and pursuing specific degree programs at participating schools.

Total Awarded: \$744,186; Total Awards: 452; Total Graduates: 61

Manchester Comm. College	UNH College of Prof. Studies	UNH Durham	UNH Manchester
\$135,750; 112 awards; 25 grads	\$233,436; 202 awards; 9 grads	\$275,000; 116 awards; 15 grads	\$100,000; 22 awards; 12 grads





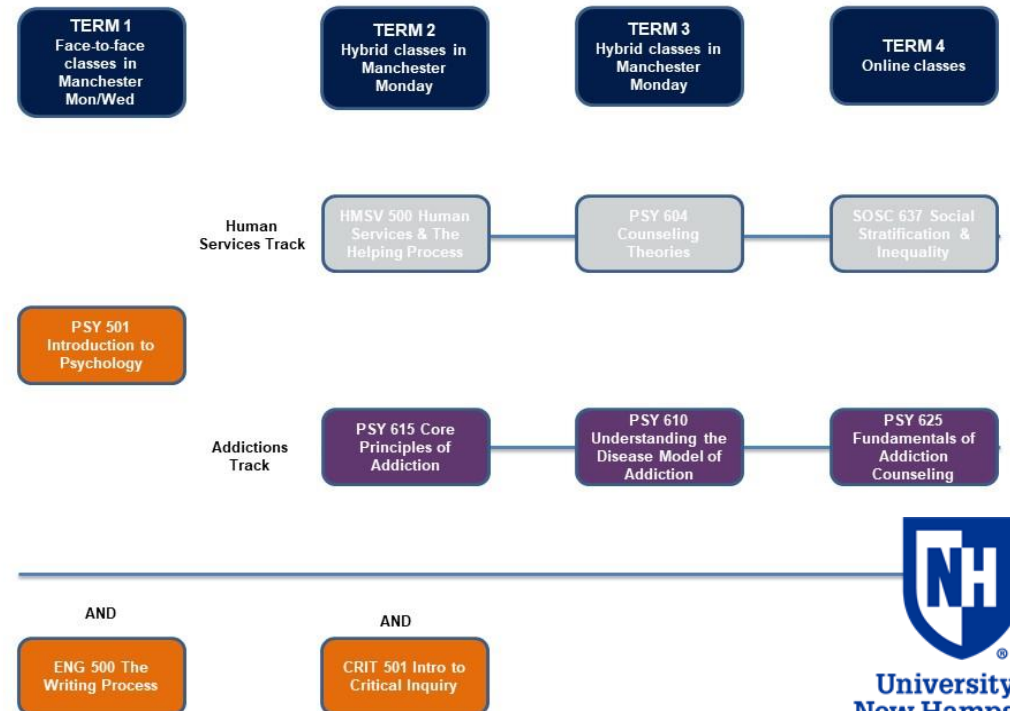
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Mini-Certificate Cohort Learning Opportunity with UNH College of Professional Studies:

Network4Health and UNH College of Professional Studies (formerly Granite State College) formed a partnership to offer college-level, stackable mini-certificates to employees of Network4Health's partners or any of NH's 10 community behavioral health centers.

Funded by Network4Health, students only paid a small amount for between 12 and 24 credits and received a certificate in either **Human Services or SUD Studies.**

Completing this program gave students the didactic knowledge to do their jobs better and nearly 1/3 the credits needed for a bachelor's degree.



NOTE: Students in all tracks will take ENG500 and CRIT 501 as co-requisites in the first two terms. If students have these courses in transfer or already have an associate degree, they will be waived out of these courses.



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Management and Leadership Training

Network4Health partnered with the **UNH College of Professional Development and Training** to offer customized high quality management and leadership training for employees of our partners.

It's no mystery that having well trained managers and leaders leads to higher employee engagement and retention.

Network4Health's funding allowed opportunities for our partners to send employees for either or both of these 4 day trainings **at no cost.**



Management Training

Class #1: Stepping up to Supervisor

Class #2: Foundations of Supervision: How to Put the "Super" in Supervisor.

Class #3: Let's Talk for a Change! How to Facilitate Honest, Open, Non-Defensive Discussions About Important Issues

Class #4: Conflict Resolution through Effective Communication

Leadership Training

Class #1: Leadership Essentials

Class #2: Communication Skills for Leaders

Class #3: Constructive/Courageous Conversations Skills

Class #4: You Can't Pour from an Empty Cup: Tools for Building Resilience, Keeping Your Energy Reserves High, and Maintaining Equanimity



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Senior Leadership Training

Network4Health partnered with the **UNH Peter T. Paul College of Business and Economics** to offer customized, high quality, MBA-level leadership training for senior leaders of our partners.

One cannot overstate the importance of strong and capable leadership as a driver of retention, recruitment, and engagement of employees across an organization.

Network4Health's funding allowed opportunities for our partners to send employees for these 32 hour trainings **at no cost.**



**University of
New Hampshire**

Peter T. Paul College
of Business and Economics

Topics included:

- Strategic Thinking for Leaders
- Using 360-degree Feedback to Drive Leadership Growth
- Building a Developmental Culture for Retention
- Equitable & Inclusive Searches / Designing Effective On-boarding
- Trust and Delegation
- Difficult Conversations
- Feedback as a Practice
- Identifying & Communicating Strategic Opportunities
- Leading Change Through Uncertainty
- Reinforcing/Supporting Change in Behavior or Organization



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PHI Coaching and Supervision Training

Network4Health partnered with the NH AHECs, PHI, and the Rural Health Careers Grant at DHH to be the first ever place that PHI launched this training at a state-wide level. N4H provided partial funding for this project.

This training, designed by PHI, is a unique approach to ending a damaging cycle that often leads to poor relationships, high turnover, and supervisor strain.

This two day, 16 hour training introduces participants to the coaching approach to supervision and teaches four fundamental coaching skills: Active Listening, self-Management, Self-Awareness, and Presenting the Problem.

Through this high quality, data supported training, supervisors and managers can gain the skills to support better communication, and lay the foundation for strengthening relationships with staff.

This skill-based training allows supervisors to learn to:

- **Support** - Support staff while also holding them accountable
- **Build** - Build constructive, positive relationships
- **Respect** - Show respect with staff
- **Help** - Help staff be: Better communicators; Stronger problem solvers;
- **Give** - Give quality care





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OT at CBHC's Pilot Program

With funding from Network4Health, CLM, MHCGM and MCPHS came together to do a 12-month pilot project measuring the implementation and sustainability of occupational therapy in the community behavioral health setting.

Despite the substantial number of OTs employed in the US, only a small percentage work in mental health, with an even smaller fraction in community mental health settings. Even with their educational background to treat individuals with serious mental illness, occupational therapists are notably underrepresented in the behavioral health workforce, particularly in community settings.



- MCPHS will collect data on the project and publish a paper
- CBHCs will do mock billing codes to measure the financial viability of OT services
- Staff will be surveyed
- NH DHHS and NH's MCOs both involved in conversations



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ESOL at CMC and Elliot Hospital

Network4Health funded multiple cohorts of English language classes taught by International Institute of New England and offered to employees at CMC and Elliot hospitals

The classes provided several benefits to employees:

1. Improved Communication
2. Increased Confidence
3. Career Advancement
4. Enhanced Diversity and Inclusion
5. Increased Employee Retention





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Diversity, Equity, and Inclusion Initiative

Network4Health launched a diversity, equity, and inclusion (DEI) initiative. The initiative aimed to enhance organizational performance and improve patient care by increasing awareness and understanding of DEI-related factors and complexities. Its goals included providing tangible strategies and tactics to address these factors at individual, programmatic, organizational, and regional levels.

We partnered with speakers and consultants including James McKim from Organization Ignition and Kate Slater, PhD.

We also sponsored DEI assessments at Families in Transitions, PCS, and MHCGM.



DEI Model:

