

NEW DIRECTOR TRAINING

February 21–22, 2024 | Washington, DC

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How Might We

Brainwriting Activity

Brainwriting Activity

- Table selects How Might We statement that resonates the most related to problem
 - Problem = four personas and four program
 - HMW statements
 - select one of the HMW half slips of paper OR
 - create new problem statements phrased as How Might We statements based on the persona
- 5 minutes

Brainwriting Activity

- Individually add thoughts on your IDEA paper
- Tape IDEA paper to 11x14 paper
- Pass IDEA paper to the person to your right
 - Build on colleague's idea paper
 - Continue passing until your paper is back to you
 - Brainwrite in silence
 - Everyone adds, increases number of ideas
- 30 minutes

Brainwriting Activity

- Each team member shares IDEA paper with new content the group
 - 2 minutes per person
- Group selects one IDEA paper that resonates most to share the large group
 - 2 minutes per group IDEA presentation to the room
 - Pick a spokesperson

Turnover – Table 1

Felix has been the director for 2 years. His office is allotted 5 positions. Due to the slow hiring process three positions are vacant now for varied lengths of time (12 mos., 6 mos., and 2 mos.). Felix is working late and on weekends to keep everything afloat. Last week Felix yelled at a staffer for a minor error and the office environment feels heavier and a bit negative.

Subawards - Table 2

Reese has been the program director for a year. They observed three of the 10 subgrantees do not report consistently. Reese spoke to the program coordinators about reporting, provided update training to staff and volunteers, and the reporting woes continued. The coordinators indicate the reporting requirements are too onerous and their staff don't have the time to report.

Reports – Table 3 (SHIP)

Randy started as a director last month in August. He attended all required orientations with your program, ACL and the Resource Centers. His inbox has 150 unread messages. He learned the past two program reports were not submitted and due within a month. He and the trainer start travel next week to deliver update training in advance of Medicare Open Enrollment through out the state. His boss just informed him another grant program is moving into his office next month. He is feeling overwhelmed and not sure how to get everything done.

Conflict – Table 4

Carolyn has been working on a complex Medicare case for three weeks. Last week, an additional 15 complaints like Carolyn's were received. She talks to the director and wants to alert the local media. The director and Carolyn have a strained relationship due to past disagreements in handling media. The director declines Carolyn's request.

Carolyn and two volunteers she works closely with are distressed. The volunteers send an email to ACL outlining their concerns about the director. The director learns about the email because a copy is left on the office printer.

Gretchen – Table 5

Gretchen has an autoimmune disorder. At age 33 she could no longer work full-time. She draws disability income and is enrolled in Medicare and Medicaid. Her immunologist recently retired, and the next available appointment is five months away. Her disease has been active the past three weeks. She's experiencing pain and secondary ailments and hopes to find an earlier appointment.

Bob – Table 6

Bob is 67. He lives alone in HUD subsidized housing. He worked as a custodian before being laid off during the PHE. He drives for Uber to supplement his limited retirement income. He was recently enrolled in Medicare Advantage Plan by his state Medicaid agency. He's not sure what the plan is and whether it will help him.

Richard – Table 7

Richard has multiple chronic conditions and moves slower than he'd like. He enjoys activities at his church and bowling on weekends. He recently received a notice that his Medicare Advantage plan denied his diabetic durable medical equipment request. He never had this trouble before.

Ashi – Table 8

Ashi immigrated to the US from Ethiopia 20 years ago. He worked as a mechanic until a fall five years ago limited his mobility. He will be 76 next month and is struggling to afford his over-the-counter medication and food. Ashi is enrolled in a Medicare and Medicaid.

Brain Wrap

Use sticky notes and attach to the paper hanging on the wall responses to questions:

- What insights did you gain?
- What will you do with this knowledge?
- How can we be helpful?