

Circle of Care for Families and Children of Passaic County

95 employees

Woodland Park, Passaic County

Responses to 2018 EANI Talent Management Survey

- Plans on hiring this year
- Currently hiring and plans on hiring within 6 months
- Plans to hire in Social Services
- Will recruit through job boards, internal recruiting, and colleges
- Lack of skills is a recruitment challenge
- Has a formal talent management plan
- Does not expect to face a shortage of talent in areas that will impact business
- Has plan to predict, refer, or replace talent
- Has plan to identify career paths for employees
- Does not have a mentoring program

Company Profile

Circle of Care is a Care Management Organization (CMO) non-profit focused on assisting multiple-needs children and their families in Passaic County with the goal of achieving self-sufficiency. The organization partners with families to design, implement, and manage Individual Services Plans for children with complex needs.

Interview

Mary Pita, HR Director. Circle of Care typically hires as Care Managers recent college graduates without prior experience. They rely most heavily on employee referrals and Indeed in recruiting new talent. Care Management Support Specialists make up the bulk of new hires and undergo an extensive training and onboarding process, training in-house or through Rutgers University and shadowing existing Care Managers. As their caseloads grow, they become Care Manager Specialists (who manage 4-6 youths) and eventually Care Managers (who manage 15-19). After being a Care Manager for nine months, an employee may apply for other positions, including Senior Care Manager and Care Manager Coach.

Circle of Care primarily competes with other CMOs and social service agencies. Many other CMOs require one year of experience plus a degree, while Circle of Care only requires the degree. They offer employees experience in various areas, i.e. managing youths who are court-involved or who have behavioral needs, rather than exposing each employee to just one specific type of caseload. To help retain employees, Circle of Care budgets \$10,000 each year for tuition reimbursement and works with employees so that they can manage to go to school while working. They offer an Employee Assistance Program (EAP) and have added additional job positions to attract more talent.

The HR Director sits on the Senior Leadership Team with the CEO, CTO, COO, and a Quality Assurance professional, and regularly conducts employee surveys for feedback.