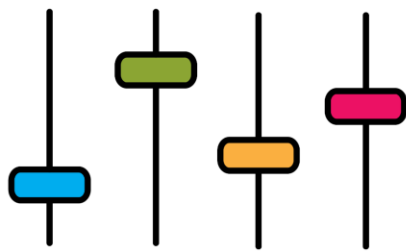


>> SLIDE 1

LEVEL

UP



BUILDING TOMORROW TOGETHER



**2025 ANNUAL CONFERENCE
ON INDEPENDENT LIVING**

2025 Annual Conference on Independent Living

LEVEL UP: Building Tomorrow Together

Presented by the National Council on Independent Living

>> SLIDE 2

End Game: Unlocking the Retention Code

July 23, 2025

Leanna Namovic and Cassidy Thorne

>> SLIDE 1: About Us

Leanna Namovic (she/ her)

- Background in Occupational Therapy
- Physical and Psychiatric Disabilities
- Loves knitting and has completed 5 sweaters

Cassidy Thorne (she/ her)

- Background in Education
- Psychiatric and Cognitive Disabilities
- Loves crafting and has 8 unfinished projects

>> SLIDE 2: Activity: Positive versus Negative Feedback

We need one brave volunteer!

- They will be reflecting on the different weights positive and negative feedback have

>> SLIDE 3: Reflection: Positive versus Negative Feedback

Why is negative feedback so heavy?

>> SLIDE 4: Why is Staff Retention Important?

Average employee turnover rate for all industries is 12%.

Nonprofits experienced an all-time high of 19% turnover in 2022.

- Financial constraints
- Burnout
- Lack of growth opportunities
- Lows morale
- Better opportunities elsewhere

>> SLIDE 5: Saves Time and Money

- Direct Costs:
 - Recruitment fees
 - Background checks
 - Training programs
- Indirect Costs:
 - Lost productivity
 - Decreased morale among remaining employees
 - Potential loss of clients or customers due to service disruption

>> SLIDE 6: Creates a Positive Culture

- Boosts morale
- Improves team cohesion
- Increases shared knowledge and understanding
- Builds stronger relationships
- Reduces burnout

>> SLIDE 7: Promotes Organization Growth and Development

- Reduces disruption to workflow
- Furthers development
- Increases engagement levels
- Promotes more effective collaboration

>> SLIDE8: Activity: Fairness vs. Equity

In small groups, we are going to model how creative accommodations create equity

- You will be given supplies and a space
- Each person will take a turn trying to complete the task
- We'll come back together to reflect, and problem solve
- You'll repeat the task with new information and tools

>> SLIDE 9: Reflection: Fairness versus Equity

- Individual needs
- Resource distribution
- Outcomes

>> SLIDE 10: Equity in Centers for Independent Living

A team made of people with cross-disabilities can mean complex and differing support needs.

Creative accommodations can benefit **everyone**

>> SLIDE 11: We Can't Pay More, So What Can We Do?

Alter and Accommodate

- Schedules
- Environment
- Tasks
- Supervision

>> SLIDE 12: Schedules

- Individualized working hours
- Paid Time Off flexibility
- Scheduled work-from-home days
- Adjustable holidays

>> SLIDE 13: Health Care Benefits

Complex medical needs = High medical bills

>> SLIDE 14: Environment

- Practice of Universal Design
- Customizable Office Spaces
- Various meeting rooms in offices, communities, and virtually
- Safe space to learn and grow

>> SLIDE 15: Utilizing Strengths, Experiences, and Passions

- Develop programming
- Build skills
- Increase intrinsic motivation

>> SLIDE 16: Supervision

- Leadership Styles
- Consult
- Staff Meeting
- Role-Specific Guidance
- Professional Growth Mentoring

>> SLIDE 17: Evaluations

Collaborative conversation where we:

- Discuss discrepancies in responses
- Celebrate successes
- Identify barriers and problem solve
- Set goals and action steps

>> SLIDE 18: In the End...

We all want to know we're valued, respected, and making a difference...

Focus on these aspects, not the smelly feet

>> SLIDE 19

Questions?