

Friends Services Alliance (FSA) conversation 2.17.22

Present: Jane Mack, Marsha Coleman, Jim Whitely, Susan Hoskins

Internship & Leadership programs

Problem: Desire to attract young adults to aging service careers, training for managers in ways of thinking and leading that are consistent with Quaker values.

Actions: Summer Internships in member organizations, annual leadership institute

Programs were smaller last year due to pandemic, but did go forward. Penn State students now coming from health policy administration and marketing, as well as hospitality. Marsha has also connected with the Paul Robeson Center there to expand opportunities to a more diverse student body, resulting in a diversity intern at Broadmead. Over the decade of this program, champions have been identified in the departments, as well as a graduate, Nate Ashton, who now works at Foxdale, and speaks to students.

George Fox University was also involved early on, but the champion position was eliminated. Outreach to other schools such as other HBCUs and Earlham's EPIC program is desired, but it is hard to find time to expand the program. Going year-round does not seem wise.

FSA itself hosted an intern in marketing who surveyed students and hosts, resulting in recommending event planning and social media as additional opportunities as well as creating job descriptions for existing opportunities.

The Leadership Institute meets for 3 3-day sessions a year, now starting in July. It has had a positive impact on the participants, supervisors and CEOs at their organizations. Only 1 person from each organization can attend each cohort. Participants see themselves differently after the program (see selves as leaders). The program over-all remains the same, but is adjusted to meet the needs of each cohort. New elements are added such as adding engagement to the decision making module. Fireside chats are offered with established leaders. Peer support grows. Some do leave for opportunities at other organizations, then have engaged FSA for training, as they have developed trusting relationships during the Institute.

Kendal Corp has its own internship and leadership programs, which limits the pool of candidates from member organizations. The participating organizations remain fairly constant. The programs are promoted through the FSA HR Peer Group.

Both Jane and Marsha teach in the PCOM Masters Program, where some Leadership graduates continue their studies in public health, aging services, and organizational development.

FSA will seek continued funding for these programs.

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