



# **Managing a Non-Profit: Navigating the Unique HR Challenges**



# ollar Energy Fund

Founded in 1983

Our Mission – To improve the quality of life for households experiencing hardships by providing utility assistance and other services that lead to self-sufficiency.



# ollar Energy Fund Stats

11 States Served

32 Utility Partners

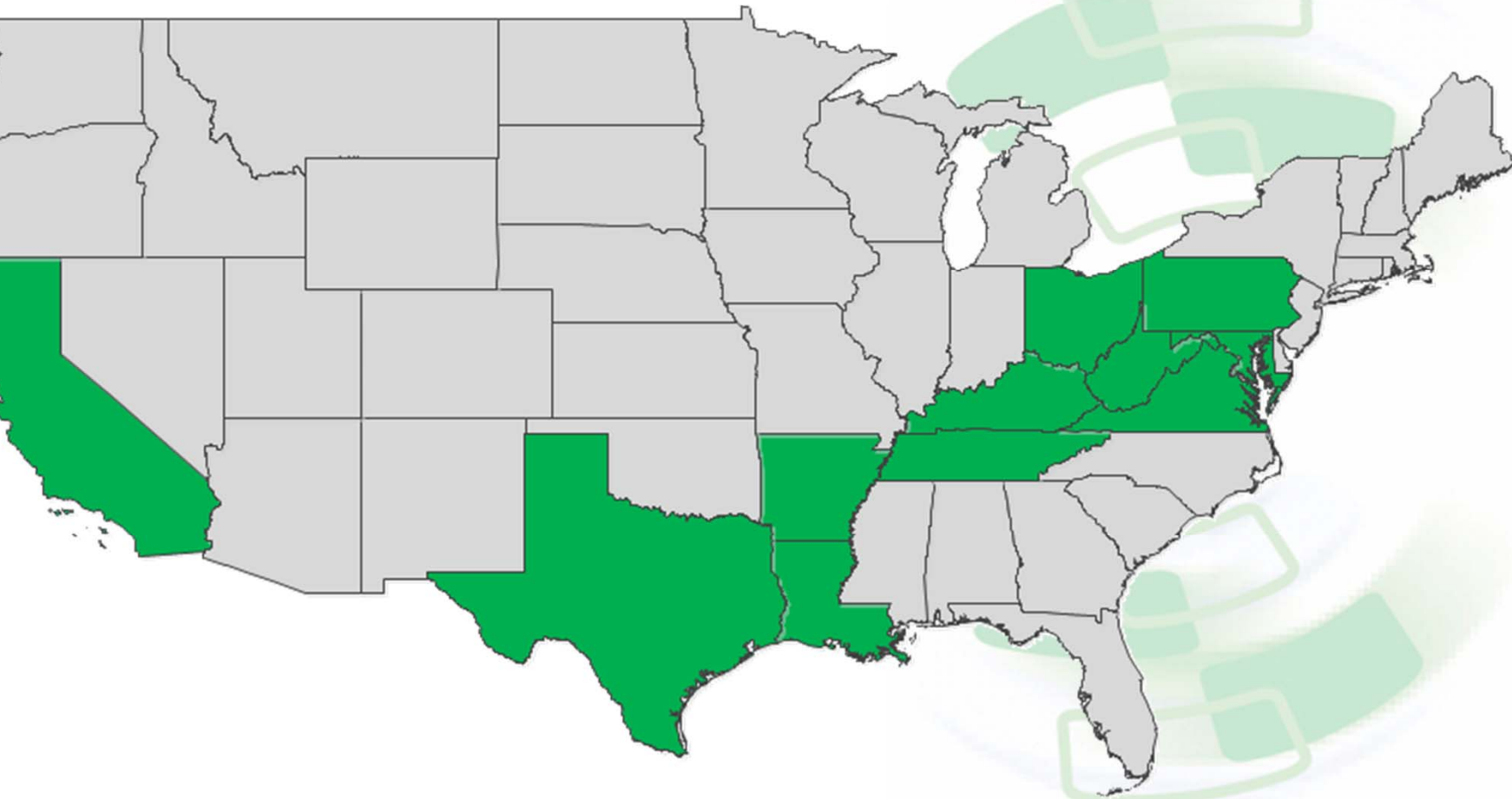
39,323 Grants Provided During the 2014-2015  
Program Year

447,000 Grants Provided Throughout Our  
Organization's History

\$125 Million in Grants Distributed since 1983

50,000+ households enrolled in CAP programs for  
natural gas, electric, and water utility companies

# Our Footprint



# ollar Energy Fund Awards

## 2014 Top Workplaces

- Pittsburgh Post-Gazette
- Top Workplaces special award - **#1 for benefits**

## 2014 Best Places to Work

- Pittsburgh Business Times

## 2015 Top Workplaces

- Pittsburgh Post-Gazette



# Universal HR Challenges

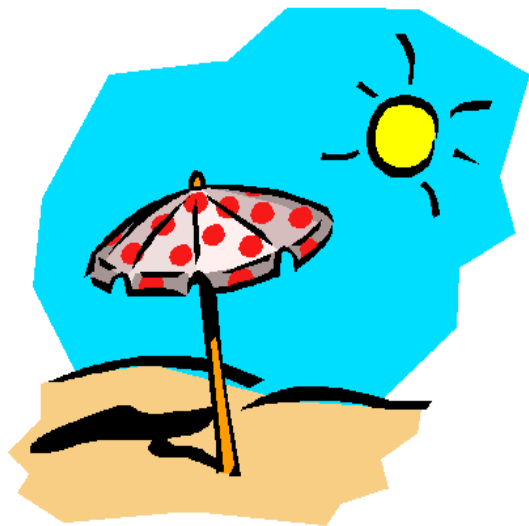
How do we attract new employees?

How can we retain our employees?

How do we motivate current employees to do their best?



# What Motivates YOU at Work?



# Maslow's Hierarchy of Needs





# Examples of Employee Needs

Desk  
Computer  
Paycheck  
Benefits  
Job Security  
Workplace Safety  
Office Supplies  
Cafeteria

- Teamwork
- Appreciation
- Support from Management
- Altruistic Work
- Flexibility
- Respect
- Praise

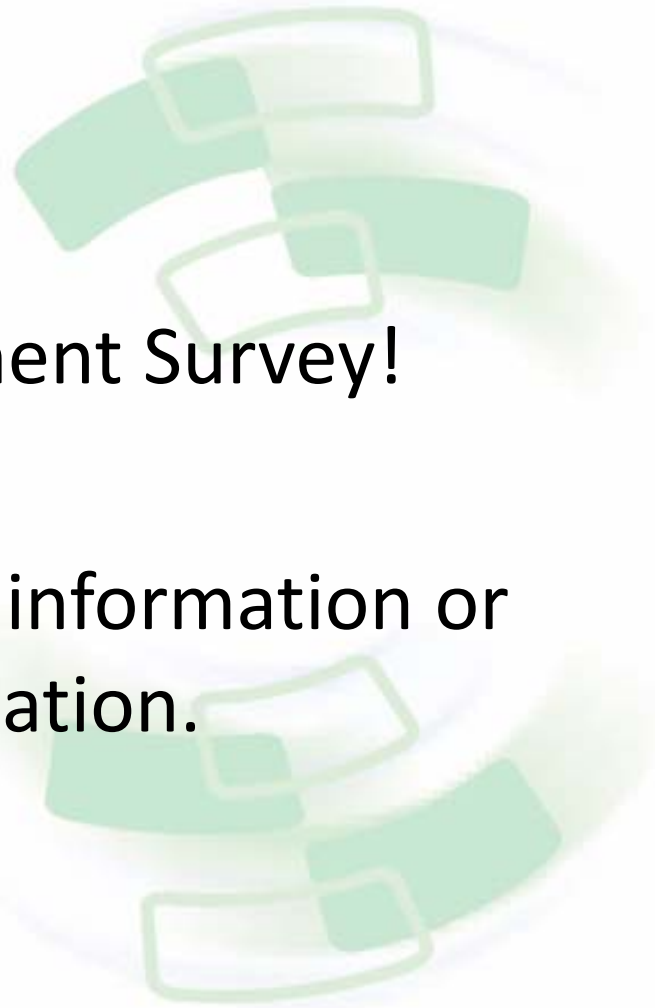


# Employee Feedback

Conduct an Employee Engagement Survey!

Use a free engagement survey.

Use the free results for general information or purchase more in-depth information.



# ditional Employee Feedback

**Why do employees stay?**  
Try focus groups.

Employees can express concerns in a safe environment.

Employees can tell you what they like about the organization.

Are you on the same page?

**Why do employees leave?**  
Try exit interviews.

- Important to ask why people are leaving.
- Is it under your control?
- Is it out of your control?
- Are you seeing a pattern?
- Is the same manager/department experiencing higher turn-over than other managers/departments?

# How That You Have the Feedback...

Do something with it!!

Share the results at a company meeting.

Ask for ideas.

Offer explanations.

Follow-up!



# Ideas BIG and small:

Summer Picnics

Fresh Fruit Friday

Coffee/Tea Stations

Free Ice

Saying 'Thank You'

Benefits

Wellness Program

Send Flowers

- Appreciation Week
- Sports Team Day
- Ice Cream Social
- Employee Appreciation Day
- STAR Program
- Stress Reduction
- Company Logo Items
- Department Mascots

# ideas BIG and small continued...

Contests

Extra Paid Time Off

Voluntary Benefits

Pet Insurance

Bring Your Kids to Work  
Day

Pet Therapy

Flex Time

Relaxed Dress Code

- Summer Hours
- Parking Spots
- Focus Group
- Lunch with the CEO
- Perfect Attendance Program
- Service Awards

# ideas BIG and small continued...

Monthly Birthday Treat

Casual Friday

Magazines

Board games

TV's

Outdoor Space

RESPECT



# Most Admired Companies





# What's Different?

Employee-Focused  
Social Responsibility  
Innovation  
Branding  
Flexibility  
Mission and Vision Driven





# **GROUP WORKSHOP**



**QUESTIONS**