

Sky Point Social Services

Sky's the Limit by Emboldening Employees, Clients

By **Symone C. Skrzycki**

Extraordinary things take place when people are encouraged to maximize their potential.

That mentality permeates Sky Point Social Services, which assists individuals in living as independently and healthily as possible. Located in Fort Wayne, it provides a variety of services such as waiver (e.g., behavior management, family and caregiver training, and transportation), therapeutic (such as home-based therapy, in-office counseling and family preservation) and employment.

"We meet people where they are," remarks director of development Emily Kumfer. "Our staff will work with clients either in their own homes on different goals or take them out in the community – whatever their goals are. So, if somebody wants to work on being able to grocery shop independently (for instance), staff can go in and help them."

Sky Point's employees find meaning in their work.

"People feel like they're making a difference in somebody's life every day, whether it's our clients' or each other's or the community as a whole," Kumfer declares. "We saw that based on the (Best Places to Work) survey results in the data around purpose, pride and relationships. Having (an environment) where all the employees feel heard at every level is

really important and something we've been intentionally building."

Listening and learning

Sky Point was established in 2017 by Francis and Dana Jomo.

"They started this company with the idea of – there wasn't a shortage of providers – but truly finding one that puts the clients' needs first," Kumfer reflects. "For us, it's all about the quality of care over everything else. Dana and Francis have developed a family-oriented culture. That's what stands out the most: the heart of the organization."

Sky Point emphasizes soliciting – and acting on – employee input. Periodic surveys, approachable leadership and frequent check-ins between managers and their team members promote open communication.

"It's not just leadership making all the decisions; it's everybody in the organization," Kumfer explains. "We're taking all the feedback and making sure that every person is heard."

"We can learn from everybody. Here at Sky Point, it doesn't matter what your title is. We're all training each other. We're all learning from each other. We're collecting feedback and looking to improve."

Sky Point conducts twice-yearly employee satisfaction surveys and quarterly well-being surveys. In addition, managers routinely touch base with their team members. The check-ins

are in person, via phone, text or a combination based on the individuals' preferences.

Flexibility also applies to schedules, as employees can set their own hours.

"We have a hybrid workforce," Kumfer notes. "The majority of our staff work out in the community. We have space available if they want to come to the office and work with clients and whatnot, but they get to have work-life balance."

Celebrating success

Victories large and small for employees and clients alike are featured on what's affectionately dubbed the "Wall of Wins." Among examples are graduating with a master's degree, buying a house or a work-related achievement.

"We put some out on social media too," Kumfer comments. "It's a good way of remembering why we are here. (It's about) the difference we're making and that kind of pulls it all in."

Sky Point touts employee accomplishments in semi-annual mailed newsletters, monthly email updates and with recognition initiatives. An annual banquet welcomes staff and their plus ones, highlights future goals and features Spirit, Outstanding Service, Transcendent, Resilience, Leadership, Compass, Big Heart and Hall of Fame Awards.

"The banquet is a huge thank you to our



A trio refreshes fire hydrants as part of United Way's Day of Caring (left). Planting seeds of curiosity at a company event.

staff,” Kumfer imparts. “We have a keynote speaker and raffle prizes. We give out service awards. Every year our team is growing and we’re like, ‘How can we make this banquet bigger and better for them?’ We have one of the lowest turnover rates in our industry as well. I think that also shows that our team wants to be here. They want to be part of Sky Point.”

All about ‘YOU’ ... and the community

Every year, employees get a special treat: YOU Day.

“We’re like, ‘You know what? Let’s help fill the cup of our staff,’” Kumfer remarks. “And then our staff could fill up their own cups and also help our clients. YOU Day isn’t just a day off; it’s whatever helps them refill their tanks.

“Some people will utilize it as, ‘I want a family day. I need to slow down, and I want to go to the zoo with them or reconnect.’ Or somebody might say, ‘You know what? I need it for myself, so I’m going to go get a massage,’ or whatever that looks like for them.”

Another way Sky Point boosts employees’ spirits is through volunteering. It participates,



Highlighting employee contributions and successes take center stage at Sky Point Social Service’s annual banquet.

for instance, in Allen County’s United Way Day of Caring. In addition, the organization devoted time last year to Neighborhood Link and bonded by painting fire hydrants around Fort Wayne.

Kumfer reflects on one of Sky Point’s

defining qualities: “We want everybody to be true to who they are. We say that to our clients: Be who you are, but we’ll be here to help provide confidence and help build skills in various areas. (That applies) to our staff too. We just really care about each other.”

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