

Maximizing Retention: Supporting Workers Through the First 90 Days

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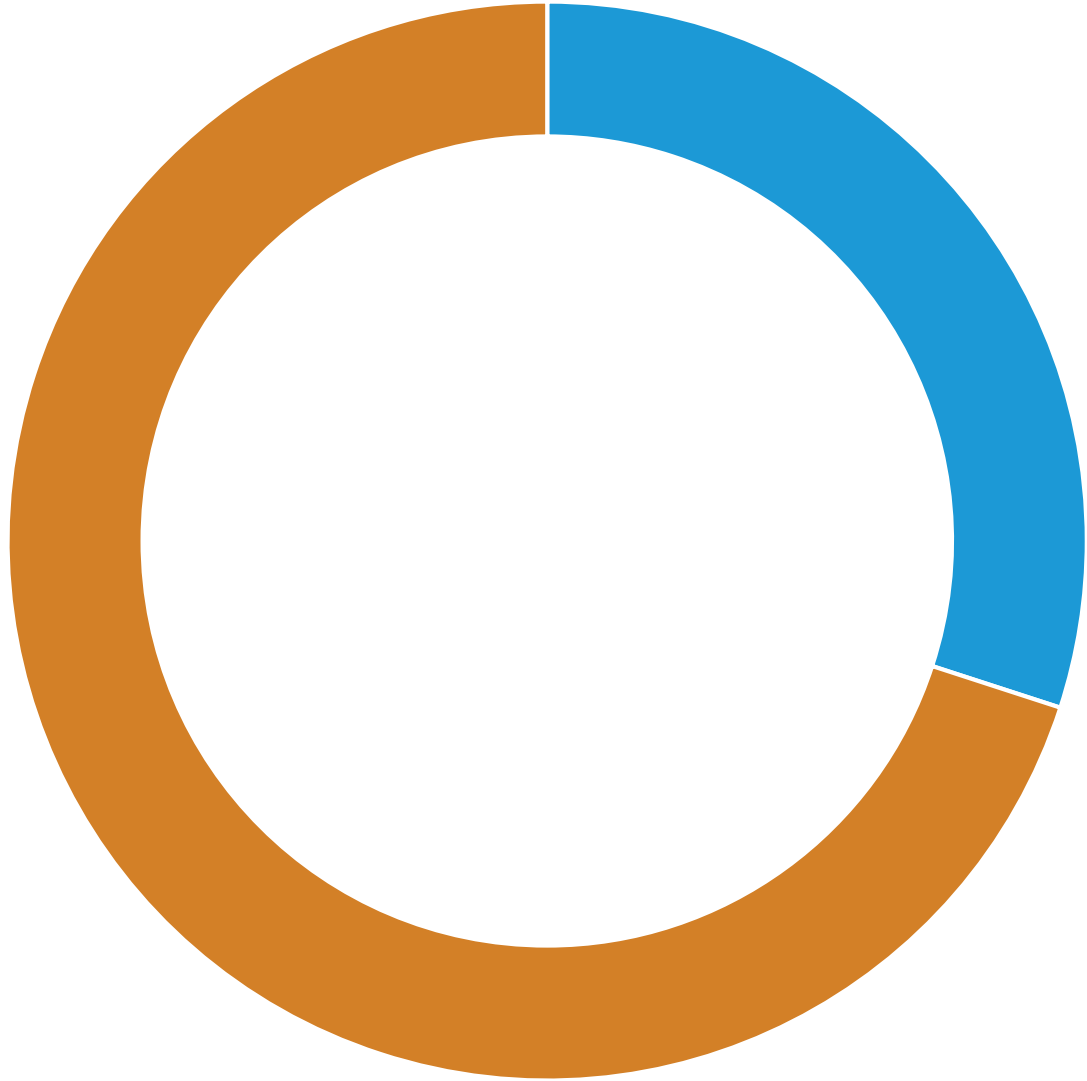
Introductions

- Your name
- Your organization and role
- What you're hoping to get from this workshop

OR

- One question or concern about retention





Almost 30% of workers have left a job within the first 90 days.



In home care...

Turnover = 67% or higher

Cost of turnover = \$2,200 per worker

6 Steps to Support New Staff



#1a Recruit the Right Staff



#1b Improve the Hiring Process

When interviewing candidates...

- Ask values-based questions



“Tell me about a meaningful relationship you’ve had with an older person or someone with a disability. How has that relationship impacted you?”



When interviewing candidates...

- Ask values-based questions
- Discuss strategies for success





Action Steps

On your worksheet, write down how you will improve your hiring process.



#2 Strengthen Orientation and Onboarding

Discussion

- What is working well with your orientation/onboarding process?
- What is one area for improvement?



When welcoming new staff:

- Discuss and reflect on your organization's mission, vision, and values
- Cover organizational and employment policies and procedures – but pace the paperwork
- Balance videos/online learning with personal interaction, including peer-to-peer
- Include incumbent workers and clients in the onboarding process
- Engage with new staff about their specific learning goals, career plans, and support needs





Action Steps

On your worksheet, write down how you will improve your onboarding process.

Discussion

- Think back to your first week on a new job:
- How did the job meet your expectations (or not)?
 - How did you feel?
 - What were the highlights?
 - What were the challenges?





#3 Promote Peer Support

Why peer mentorship?

- Support new hires as they transition into direct care roles
- Help incumbent workers manage stress and resolve challenges
- Offer experienced workers a career advancement opportunity
- Encourage an organizational culture of collaboration, learning, and problem-solving





Action Steps

On your worksheet, write down how you will promote peer support for new hires.



#4 Provide Employment Supports

Assist workers to overcome obstacles to success

- Provide an on-site counselor or job coach
- Cultivate contacts with community agencies to help meet employees' needs
- Let employees know about support services and train others to make referrals
- Support employees through short-term emergencies

Discussion

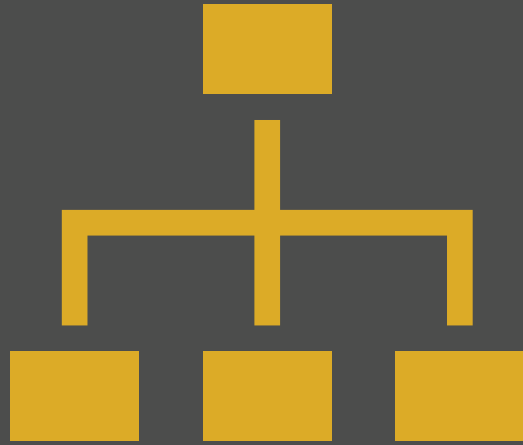
- What supports do you offer employees?
- What are the impacts of these supports?
- What would you like to offer?





Action Steps

On your worksheet, write down how you will strengthen job supports for new staff.



#5 Ensure Effective Supervision

Traditional supervisors:

- Raise a performance problem
- Describe rules and consequences for breaking them
- Offer or mandate a solution
- Require compliance, and penalize non-compliance

Coaching supervisors:

- Establish trusting and respectful relationships
- Raise a performance concern
- Gather information from worker
- Engage worker in generating solutions
- Help worker commit to action steps



Action Steps

On your worksheet, write down how you will enhance supervision for new staff.



#6 Recognize and Reward Staff

**Show employees
they are valued from
the moment of hire.**





Action Steps

On your worksheet, write down how you will recognize and reward new staff.



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