



# Staff Retention in Child Welfare

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## Goals of this presentation:

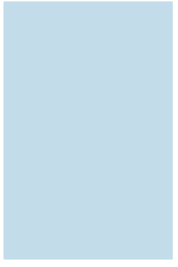
1. Understand need for staff retention
2. Understand problem (why staff leave)
3. Understand what Elements some research says is key to retention
4. Review customizable tool for use in your agency

# Why is retention important?

- For your organization
- For Child Welfare Industry



# Why?



Costly \$\$\$\$\$\$



Draining Talent



Difficult to Manage



Affects performance  
of the organization

## Data:

NFL FT 1<sup>st</sup> year retention rate (total)

2016: 47.1%

2017: 0%

# Why do staff leave?

**Employee dissatisfaction**

**Better alternatives**

**Following a plan**

**Leaving without a plan**

# Elements

## **1. Hiring and Recruitment:**

- the only time you can directly influence the employee's side of the equation

## **2. Onboarding/Support:**

- New hire should be set up for success from the very start, from the first day of work to the first week and beyond

## **3. Goal setting/feedback/outcomes**

- Staff want to see the results of their work

# Elements

## **4. Work life balance:**

- People are not machines, pushed too hard for too long, they will succumb to illness, fatigue, and unnecessary (but sometimes costly) mistakes

## **5. Be the Best:**

- People want to work for the best

## **6. Upward Mobility/options**

- Smart managers invest in their workers' professional development and seek opportunities for them to grow



# Elements

## **7. Management style/environment:**

- Employees don't quit jobs, they quit managers

## **8. Dealing with change/Inclusion:**

- Every workplace has to deal with unpleasant changes occasionally, and the staff looks to leadership for reassurance

## **9. Fostering teamwork/Celebration**

- When people work together, they can achieve more than they would have individually

# Elements

## **10. Safe Environment For Your Employees:**

- If people sense that danger is near, they're going to have a hard time focusing on the work they need to do.

# Individualize Your Plan



## Staff Retention Strategies



<b>Hiring and Recruitment:</b> the only time you can directly influence the employee's side of the equation
<b>Onboarding/Support:</b> new hire should be set up for success from the very start, from the first day of work to the first week and beyond
<b>Goal setting/feedback/outcomes:</b> staff want to see the results of their work
<b>Work life balance:</b> people are not machines, pushed too hard for too long, they will succumb to illness, fatigue, and unnecessary (but sometimes costly) mistakes
<b>Be the Best:</b> people want to work for the best

# Feedback and Questions



# Contacts

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# Citations

- <https://wheniwork.com/blog/7-great-employee-retention-strategies/>)
- <https://www.roberthalf.com/blog/management-tips/effective-employee-retention-strategies>
- <https://www.shrm.org/resourcesandtools/tools-and-samples/toolkits/pages/managingforemployeeretention.aspx>
- <https://www.zoomshift.com/blog/employee-retention-strategies>
- <http://guides.wsj.com/small-business/hiring-and-managing-employees/how-to-retain-employees/>