

Retention Rx



Prescriptions to Reduce Turnover & Foster a Thriving Workplace

Presented By

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Sr. Director, Learning & Development

Lauren Rodriguez-Thompson

Occupational Health & Wellness RN

Luis Mendez

Employee Engagement Coordinator



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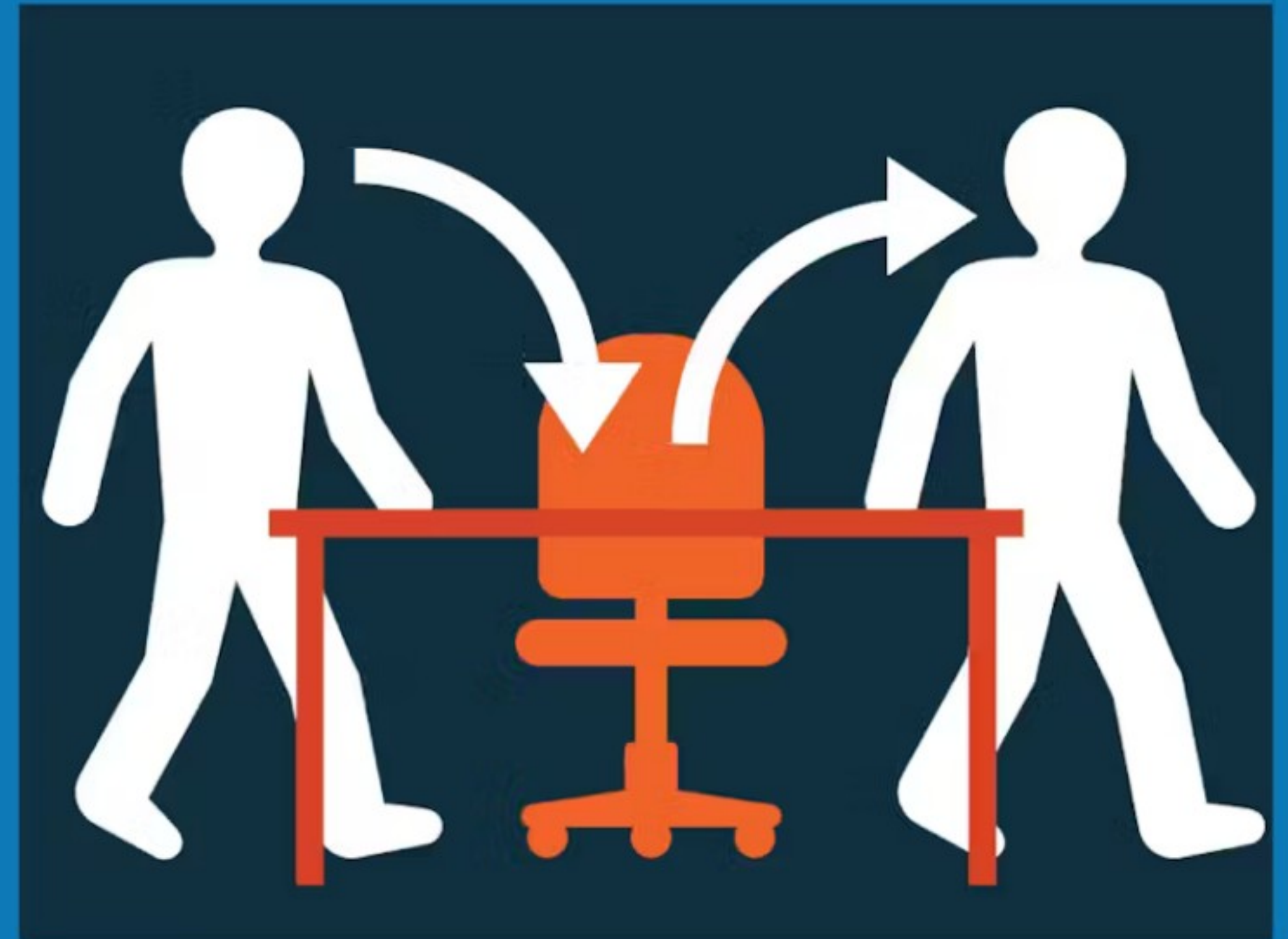
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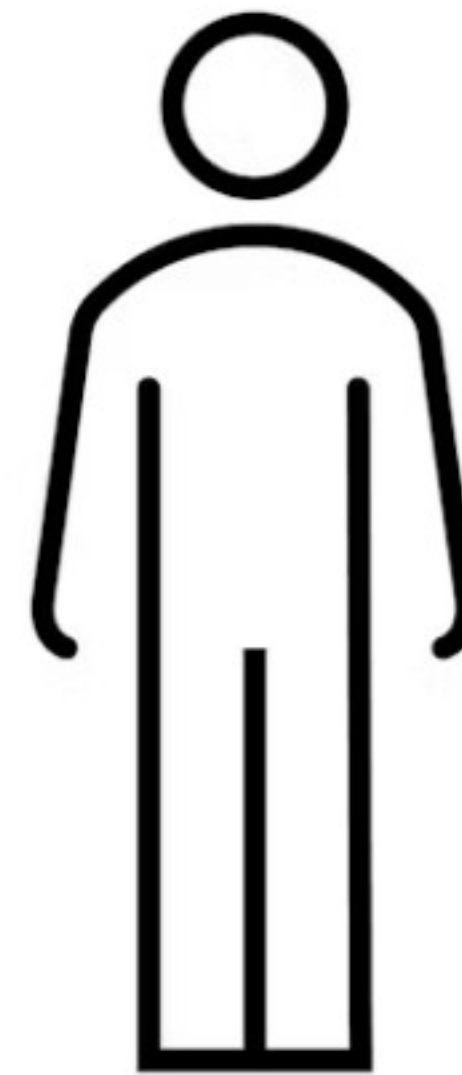
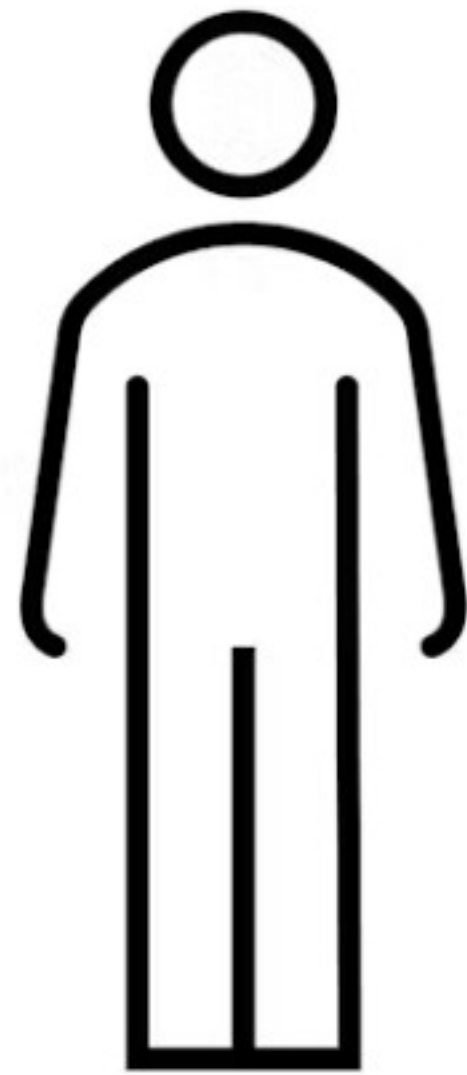
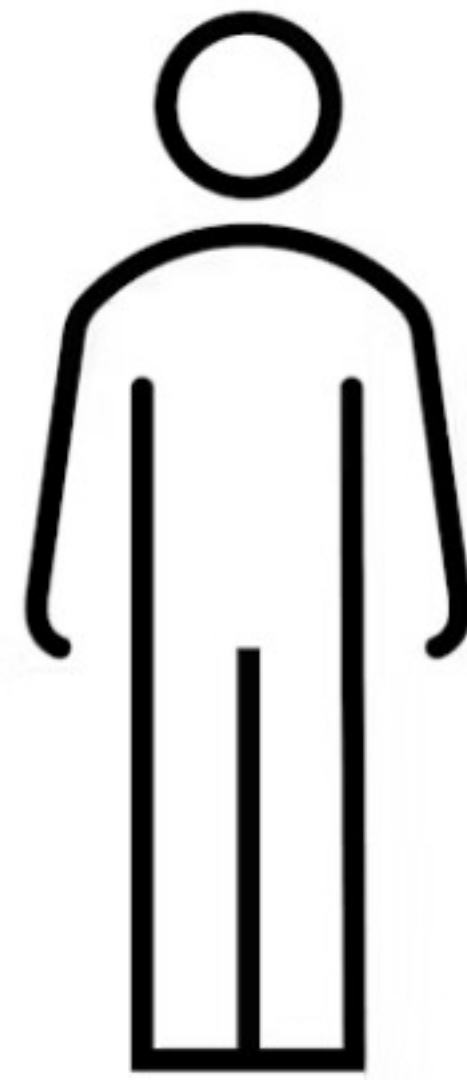
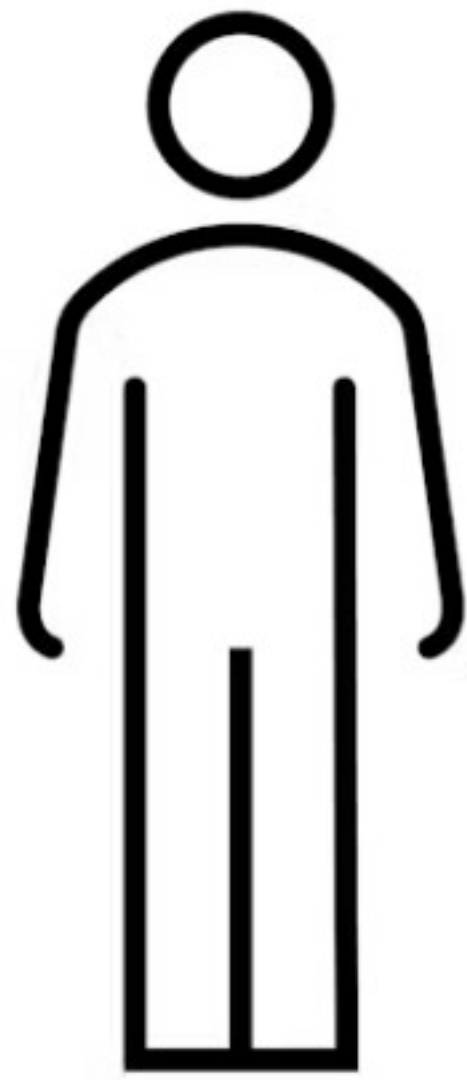


What is
the average
TURNOVER
at Community Centers?



What's the average turnover at Community Centers?





What is *your* Community Center's turnover?

<30% 30% >30% I don't know!





Current Staff



Consumers



Your Center



Learning Objectives

- The impact of employee turnover on your organization



Learning Objectives

- The impact of employee turnover on your organization
- Strategies to attract, retain & engage top talent



Learning Objectives

- The impact of employee turnover on your organization
- Strategies to attract, retain & engage top talent
- How to create a workplace where employees feel valued & appreciated



Learning Objectives

- The impact of employee turnover on your organization
- Strategies to attract, retain & engage top talent
- How to create a workplace where employees feel valued & appreciated
- Practical tips to implement right away



Paired Share

What are you most excited about learning?

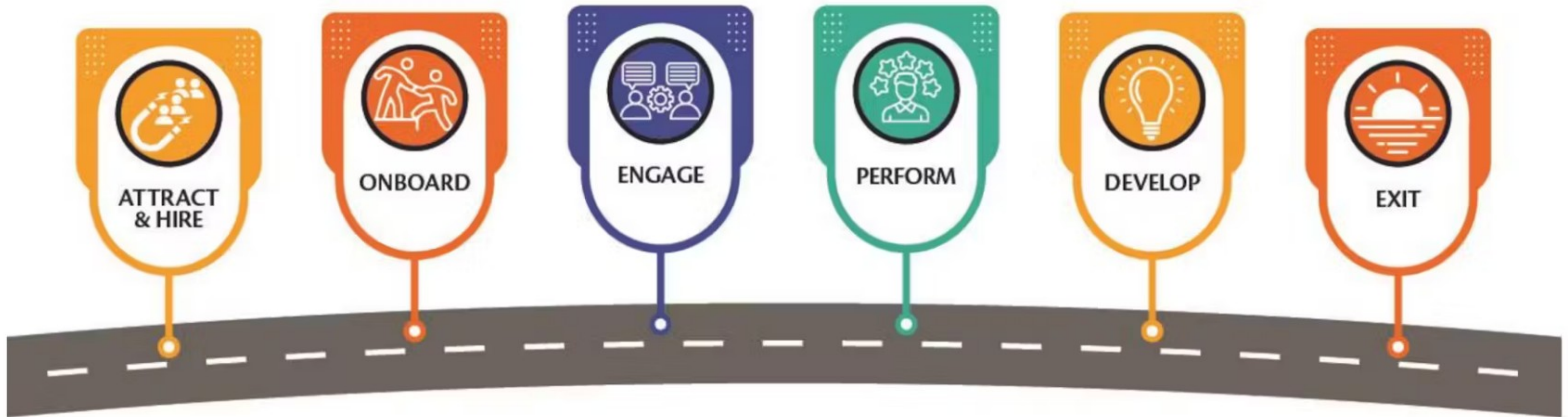


Group Share

What are you most excited about learning?



Employee Experience







**Finding bright talent to
join the team**





- **Job boards**
- **Postings show salary range**
- **Community outreach**
- **Job shadowing partnerships**
- **Clinical and non-clinical internship programs**







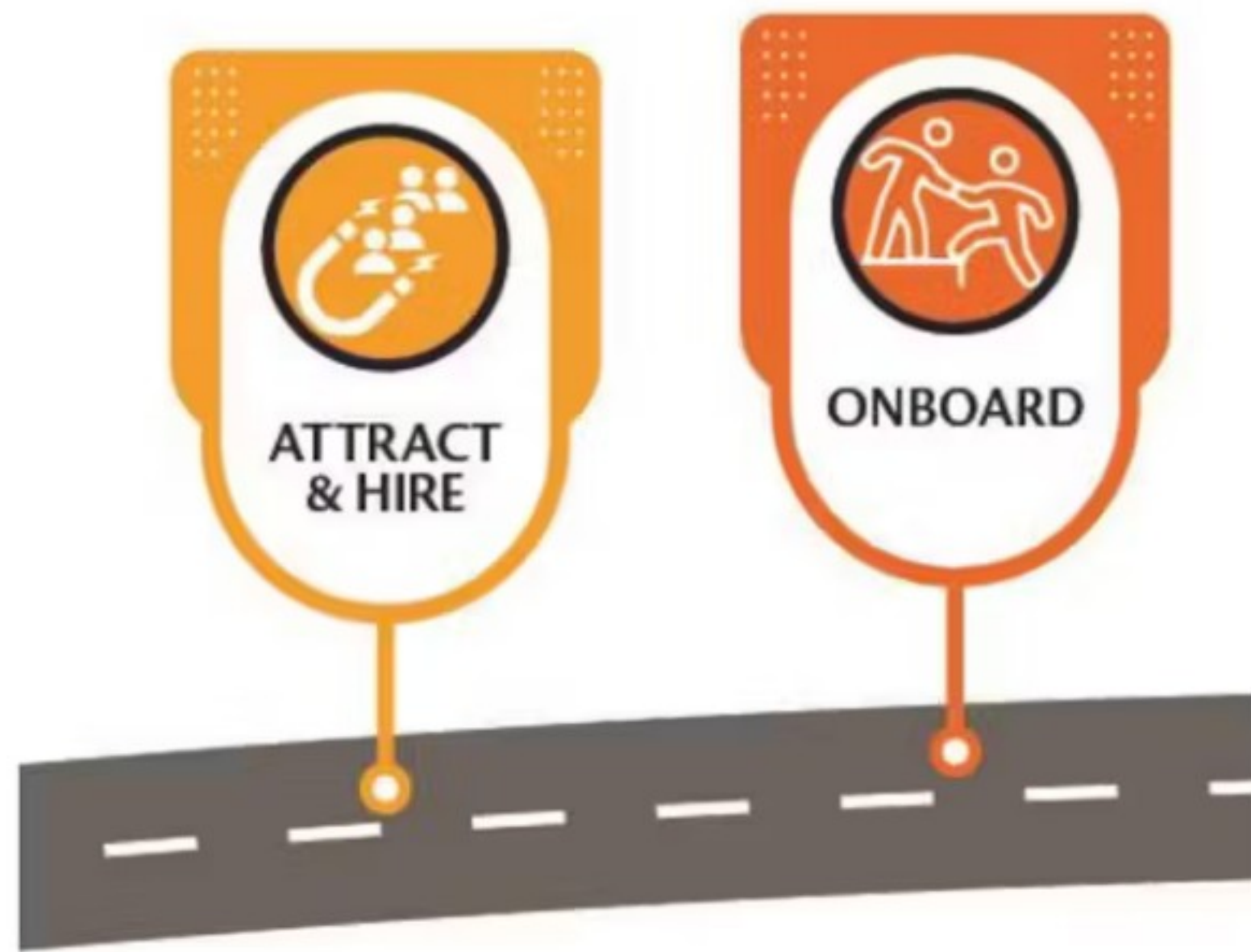






What does your Center do to attract and hire top talent?







**Welcoming new hires and
setting them up for success**





- **Revamped NEO**
- **Communications**
- **Evaluation Period**













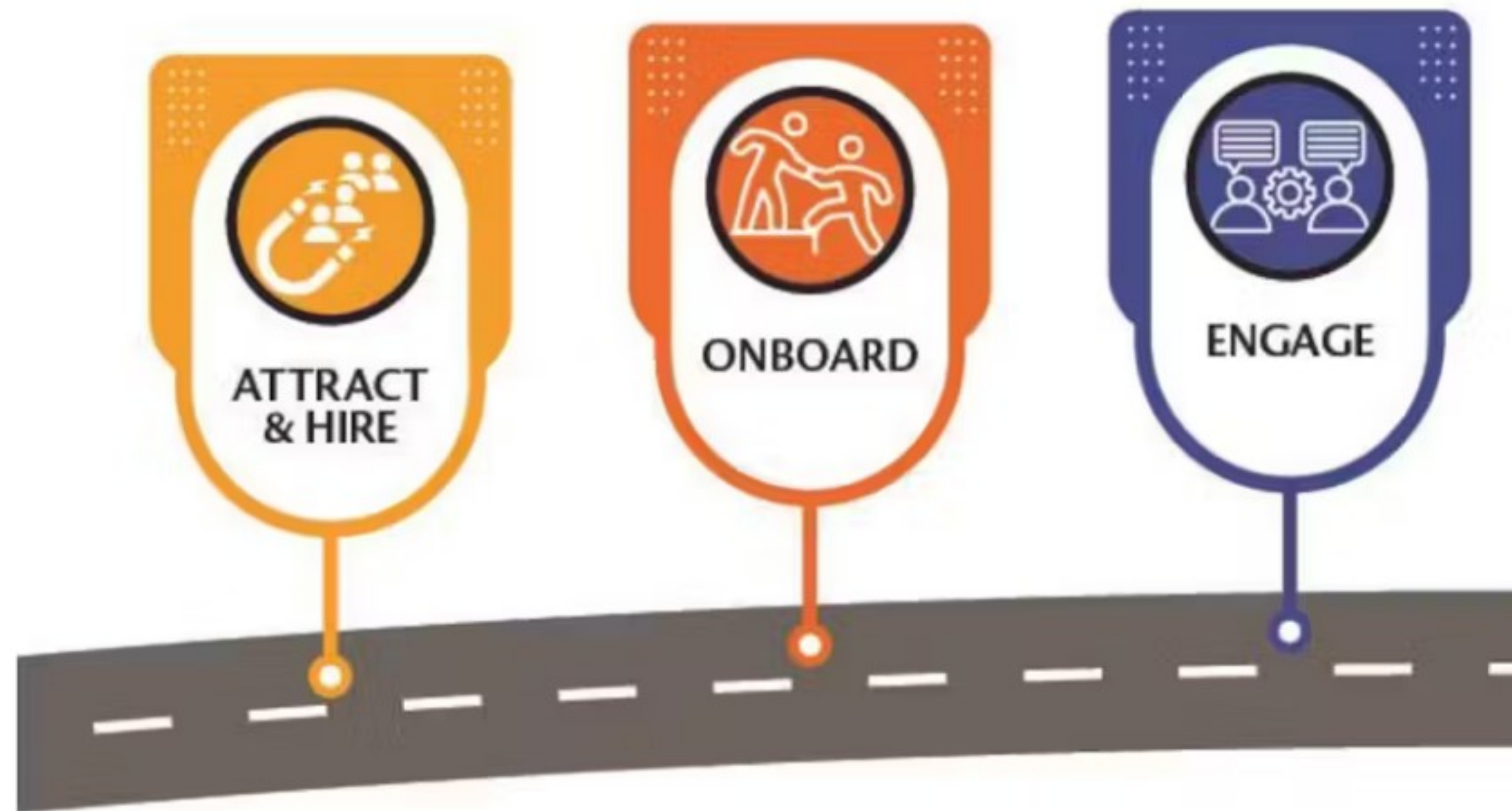
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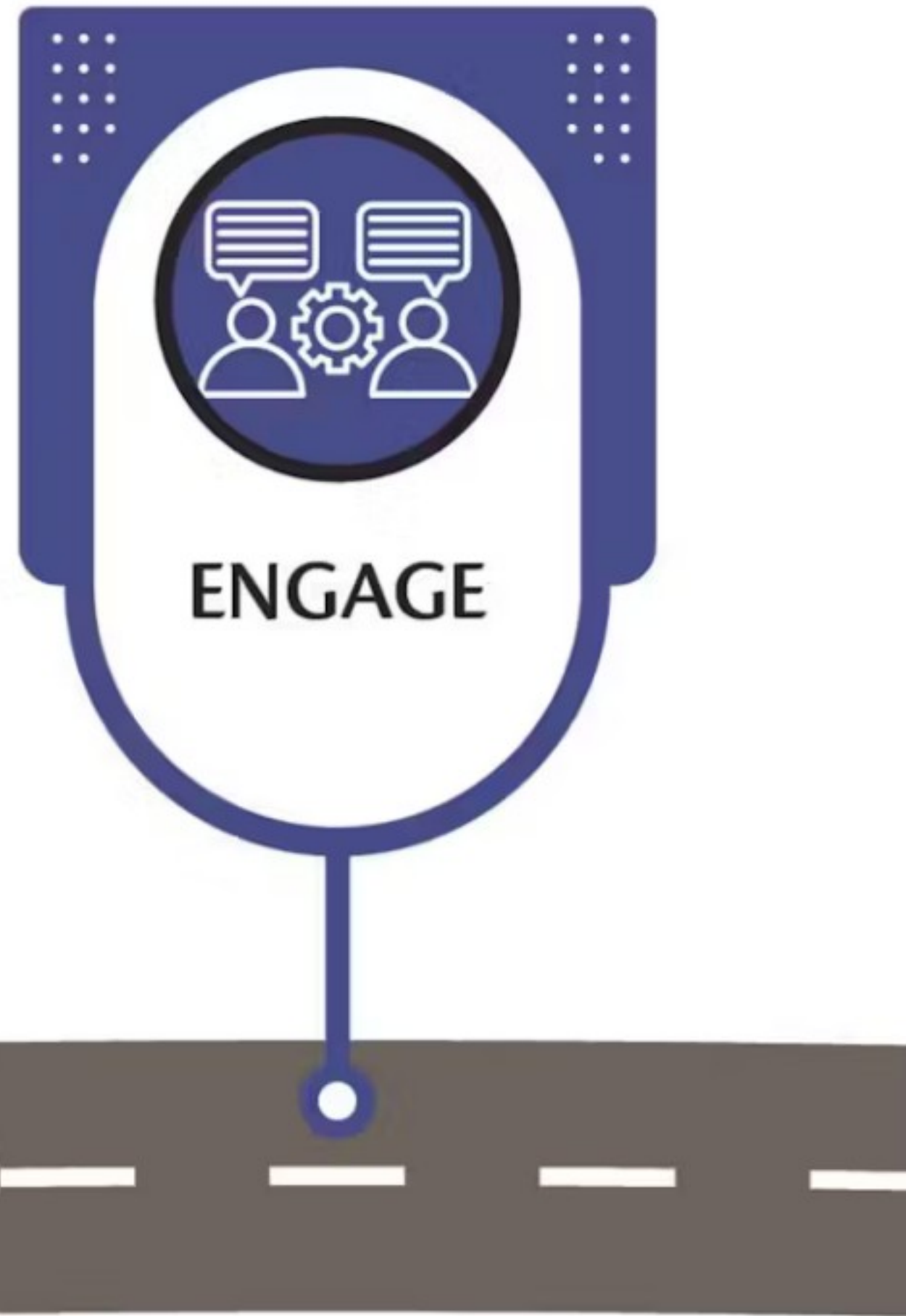




What does your Center do to welcome people and set them up for success?

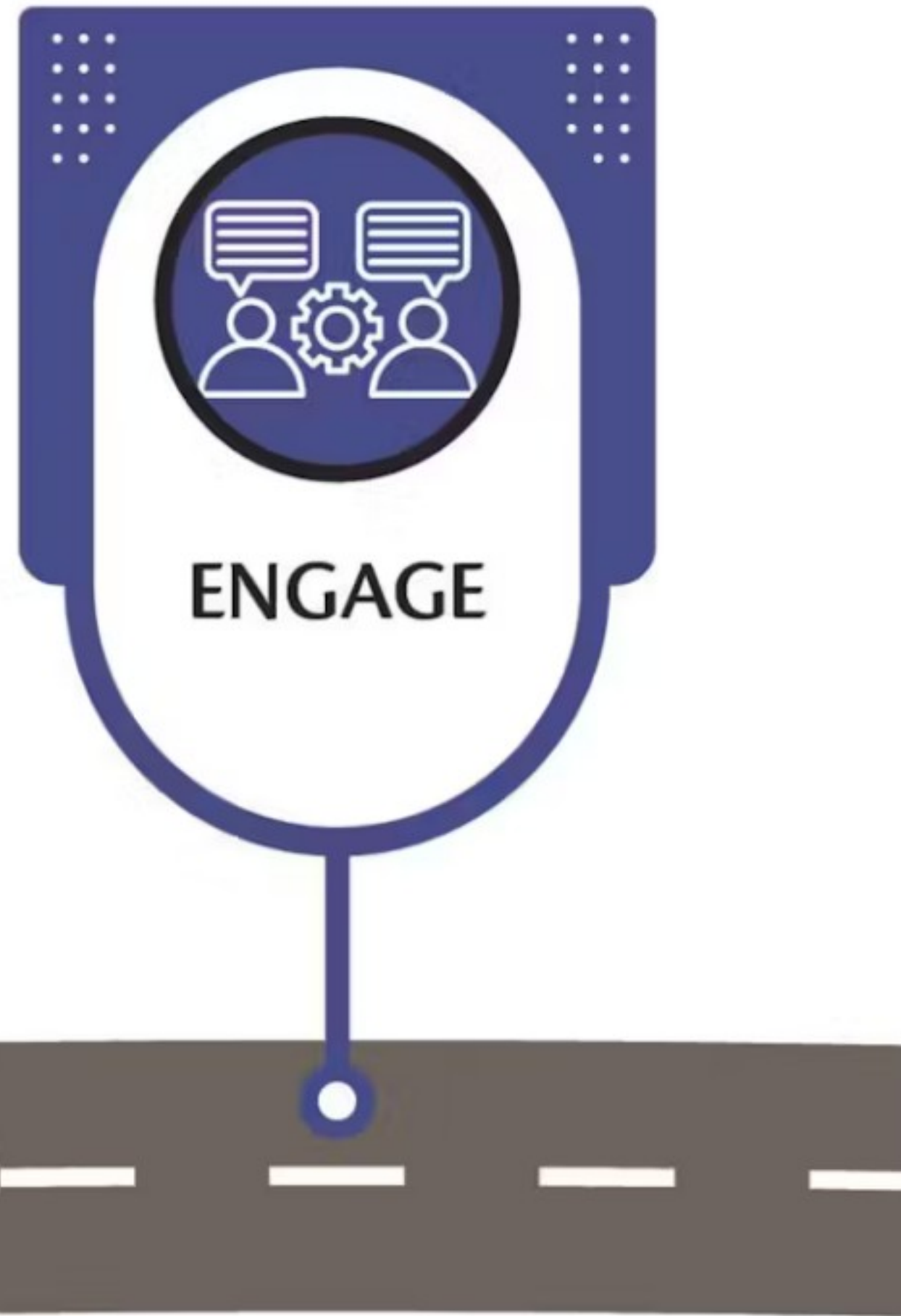






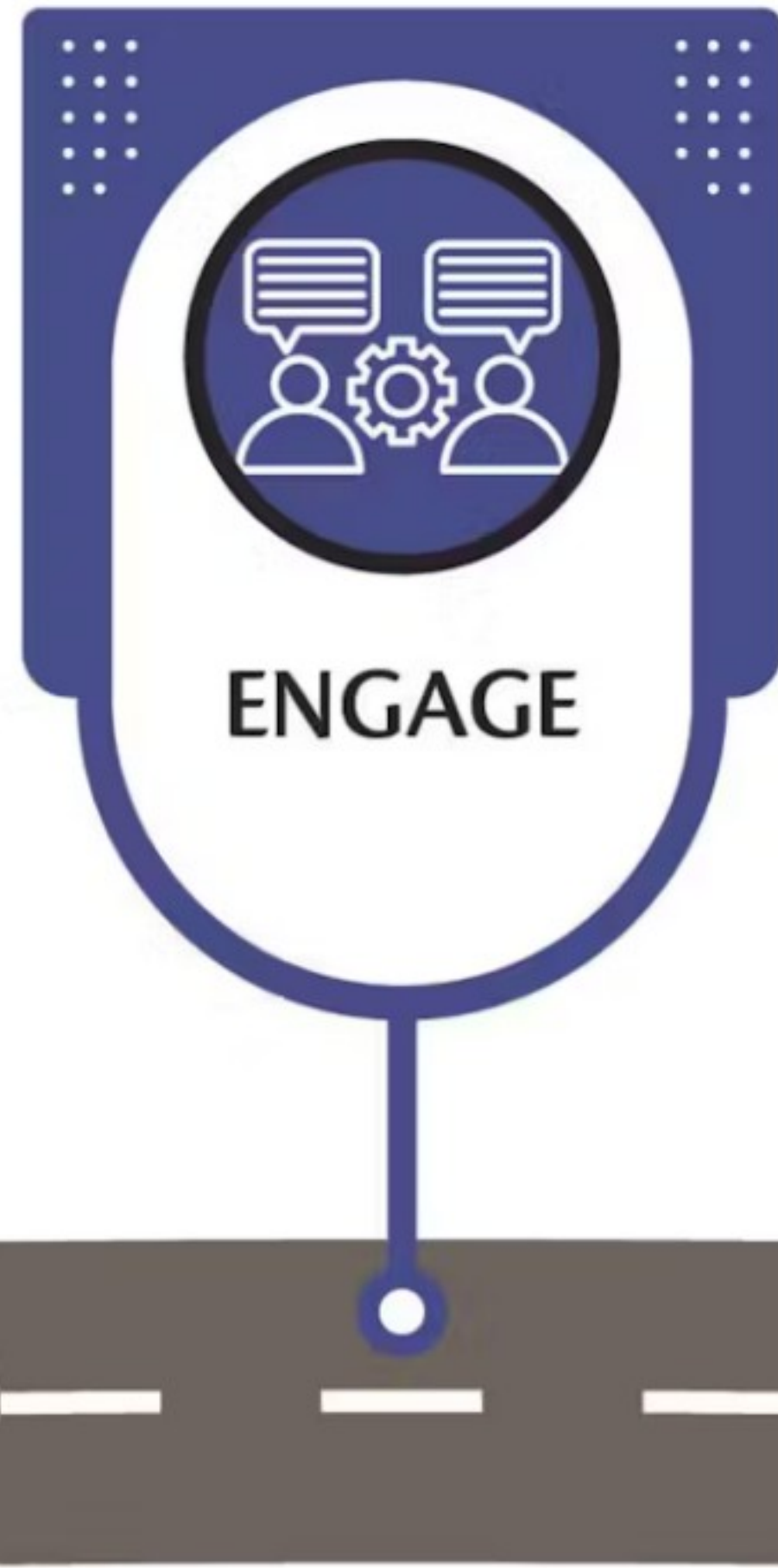
Fostering a positive and productive work environment



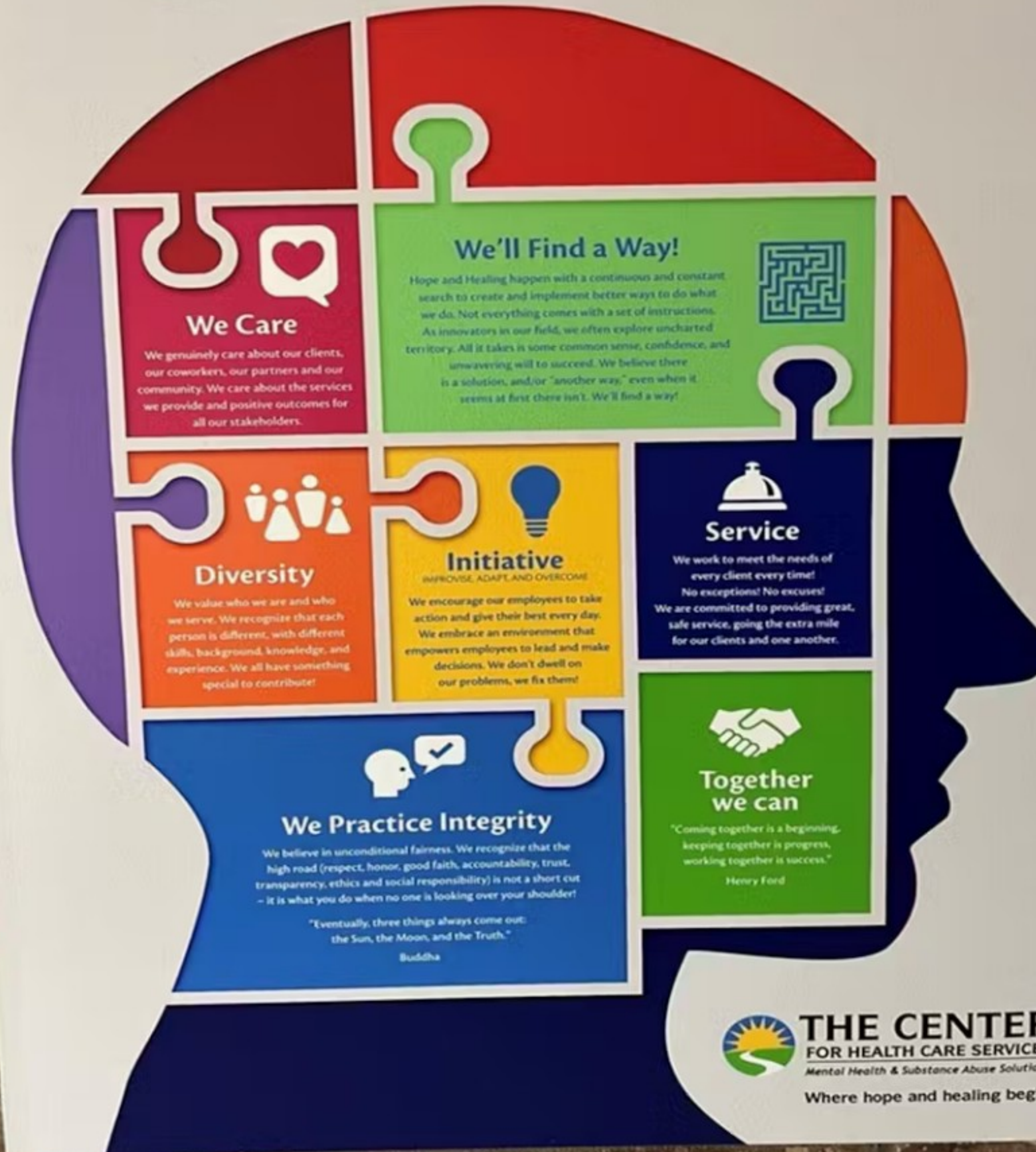


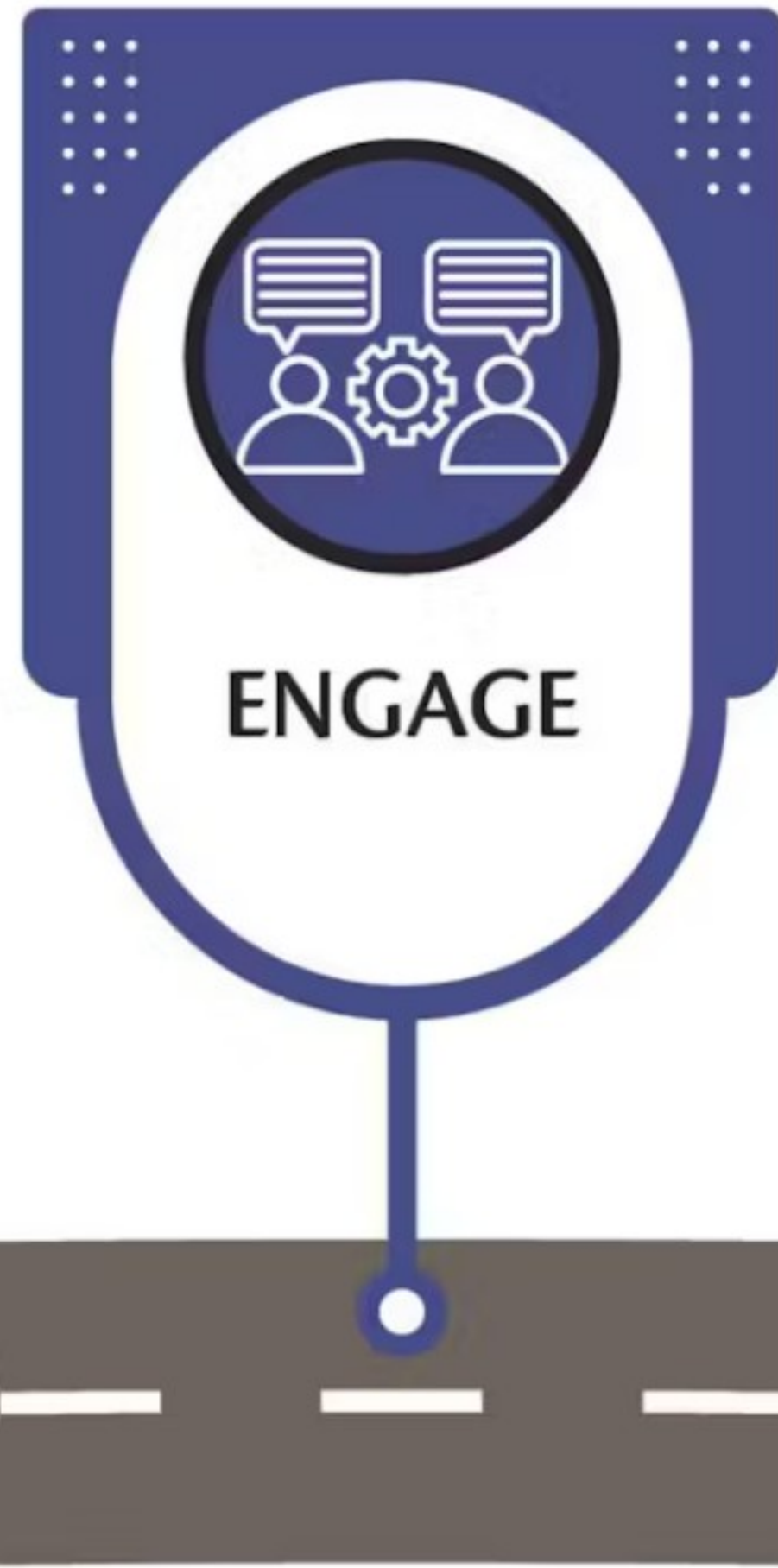
- **Core Values**
- **Engagement Survey**
- **Culture Committee**
- **Internal Communications**
- **Wellness**





THE CENTER FOR HEALTH CARE SERVICES OUR CORE VALUES



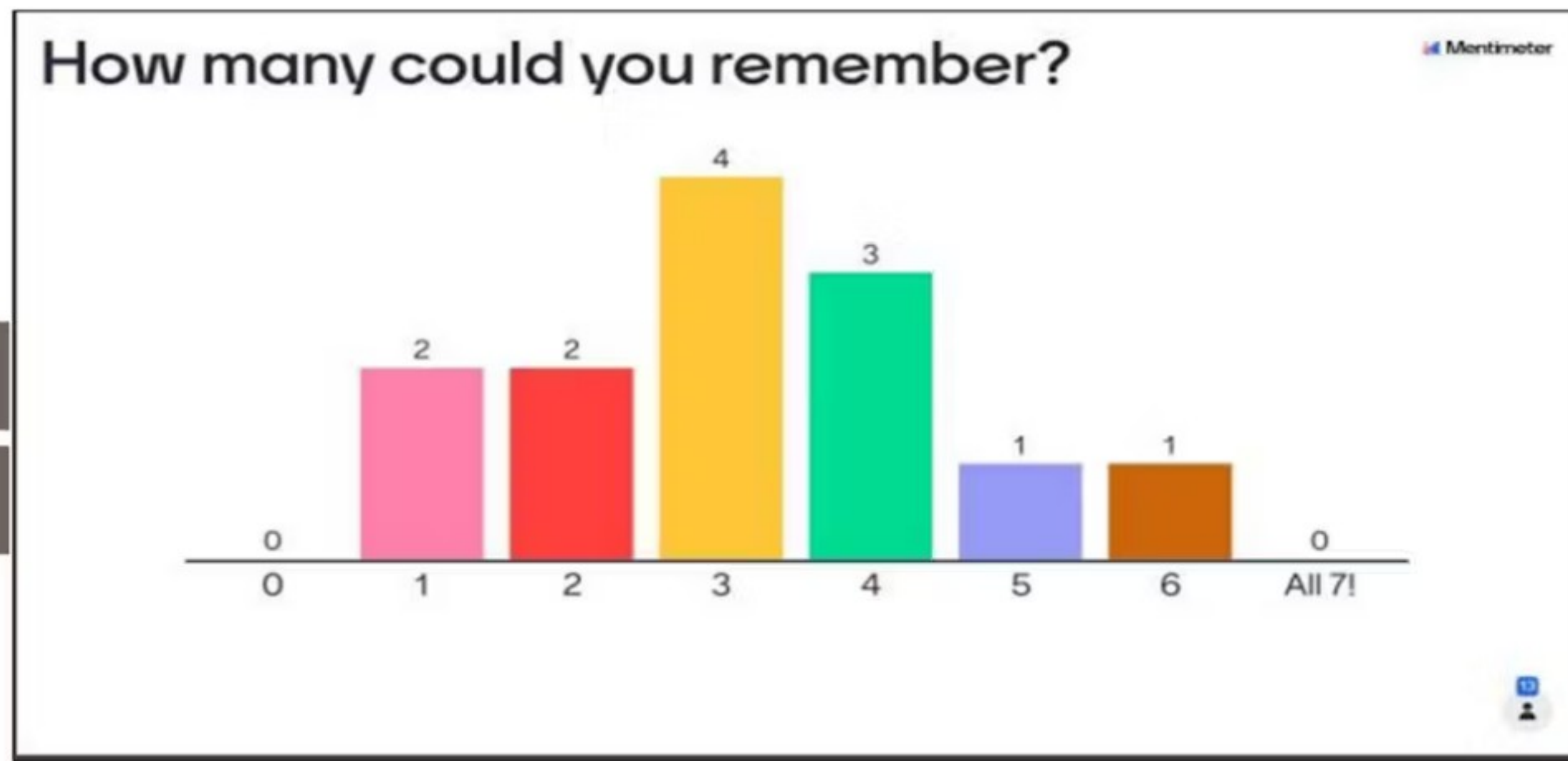


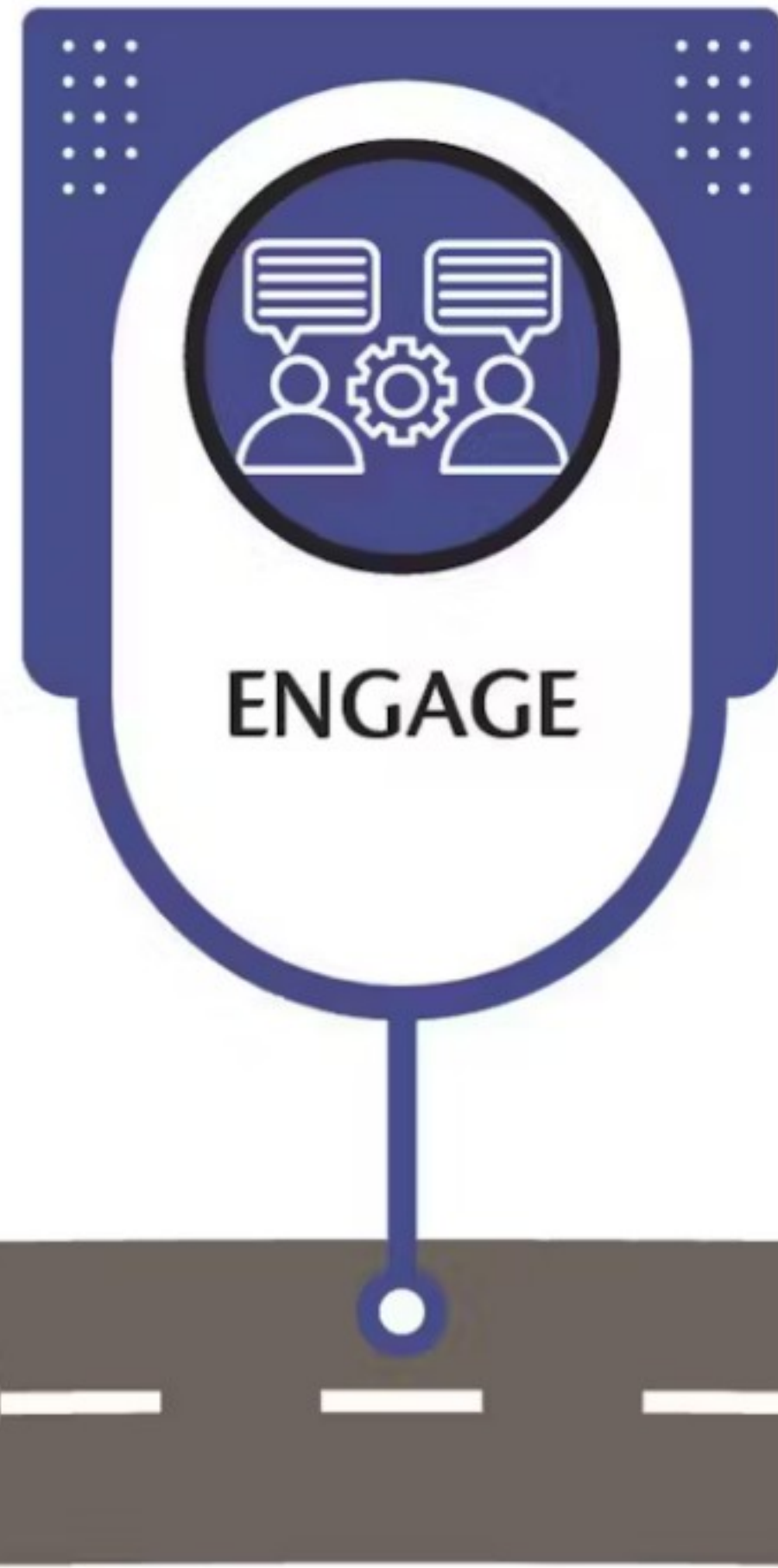
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GETTING TO THE **CORE** OF OUR VALUES

8/31/2022 1:00 pm

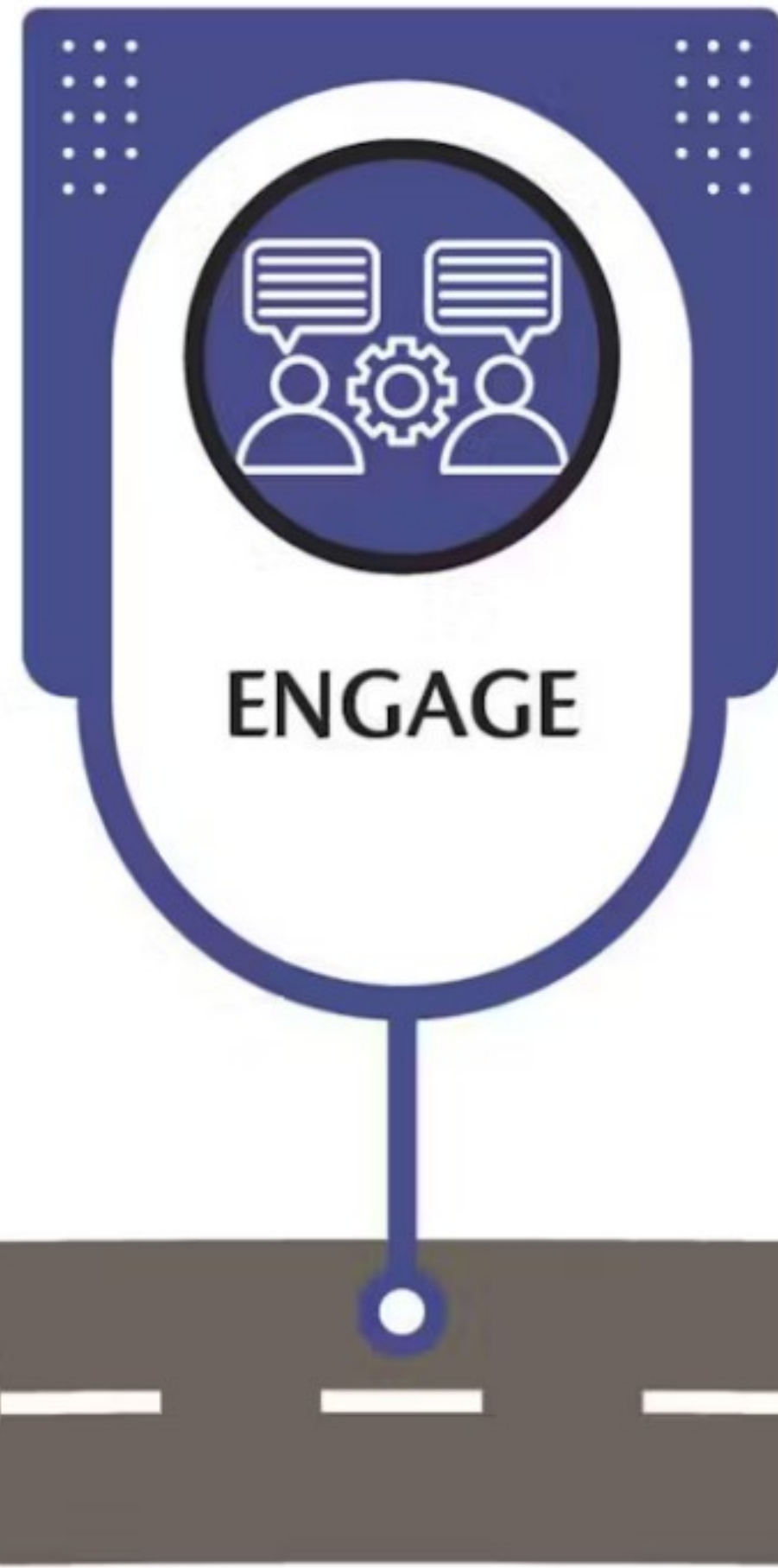





WE C.A.R.E.








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CHARACTER COUNTS



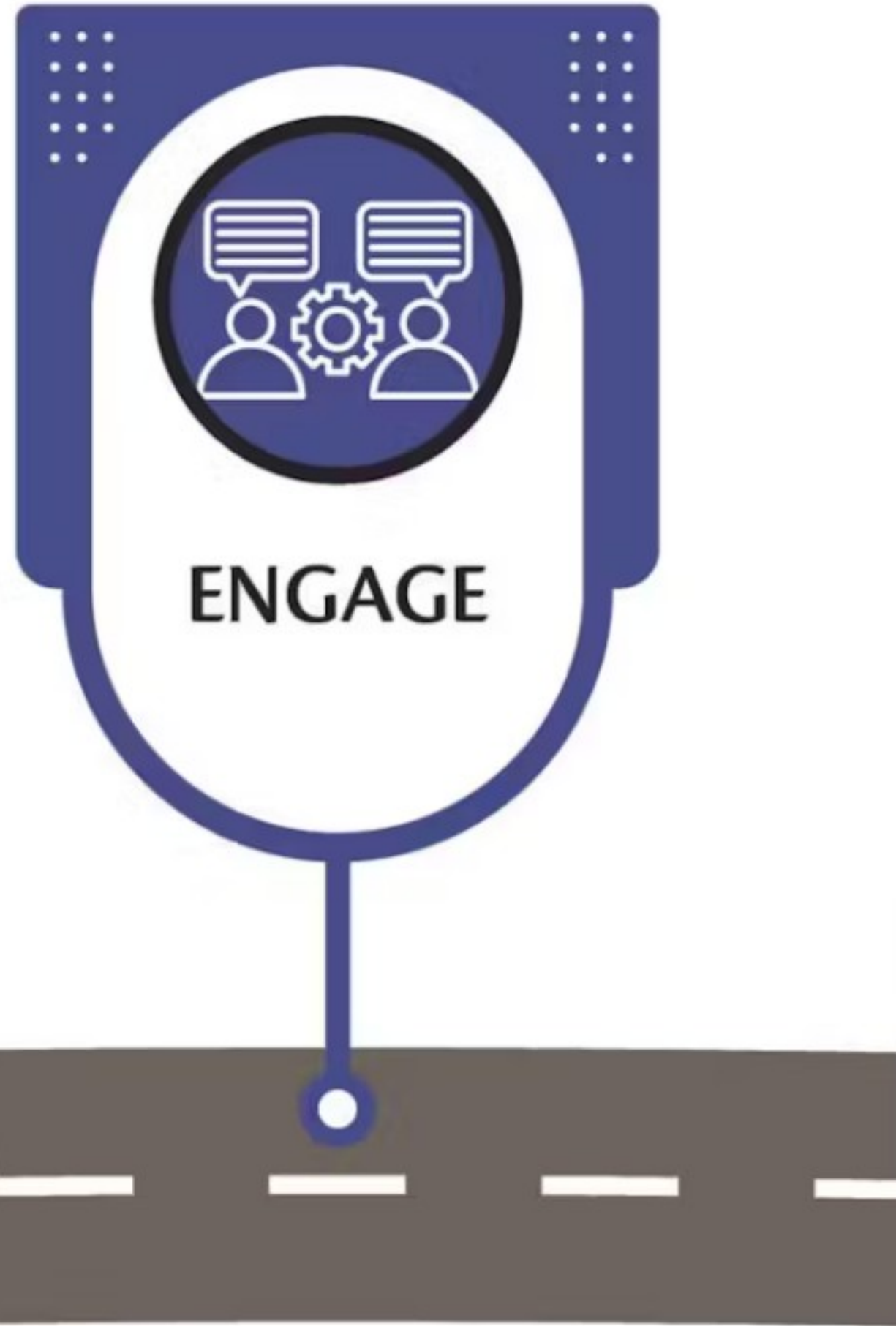
**Are you looking to
recognize a coworker or
fellow employee for a
recent achievement?**

**Fill out the new Character
Counts submission form!**

CLICK HERE

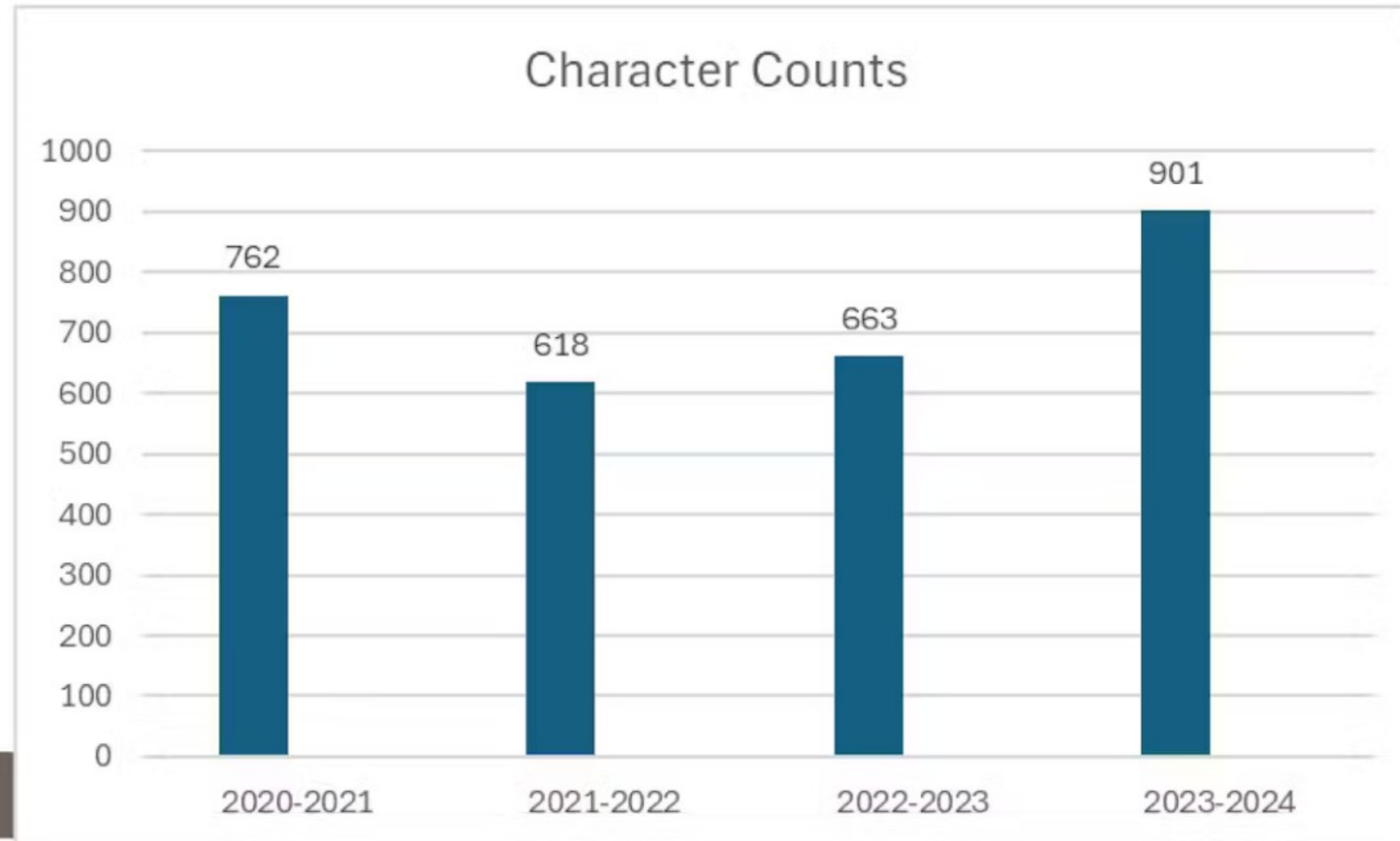
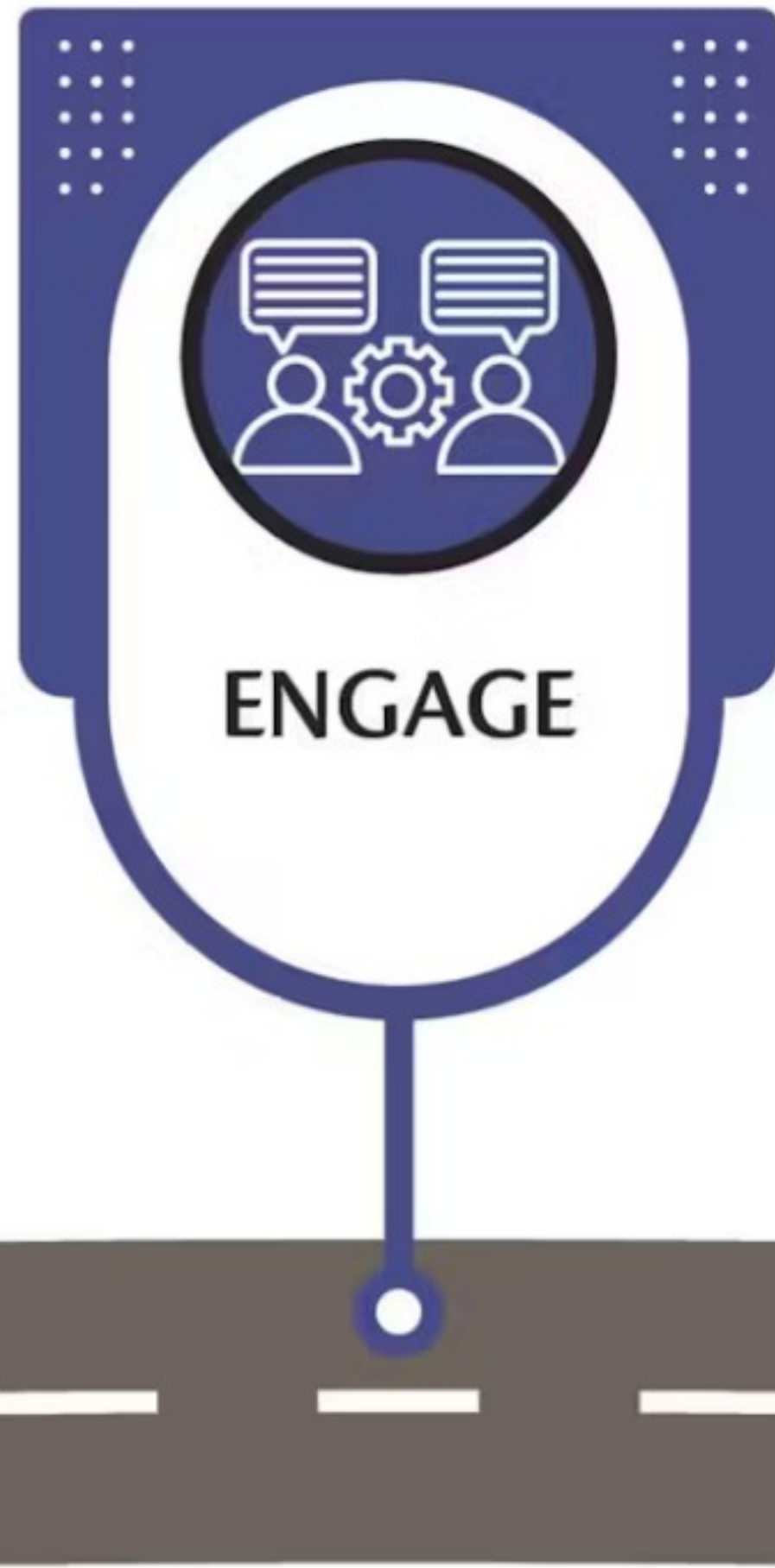


Congratulations to Isaiah and Nigel for being FY24 Quarter 2 winners! Their dedication and hard work shined brightly through numerous character count submissions, showcasing their commitment to our core values. We applaud Isaiah and Nigel for their exemplary performance and look forward to their continued success. Well done!













Meet Our Engagement Champions



Michelle Davis



Anne Mintsiveris



Lauren Rodriguez-Thompson



Michael Engelskirger



Tiffany Mireles



Venisa Saenz



Gloria Aceves



Gabriella Franklin



Oscar Montoya Jr.



Shannon Schulze



Angela Blakely



Luis Gonzalez-Cruz



Hannah Muncy



Stephanie Shamloo



Mercedes Castillo



Johnny Harris



Crystal Paz-Barrera



Michelle Stewart



Matthew Cortez



Jacqueline McLaughlin



Sergio Ramirez



Samantha Turpin



Andrea Daniels



Luis Mendez

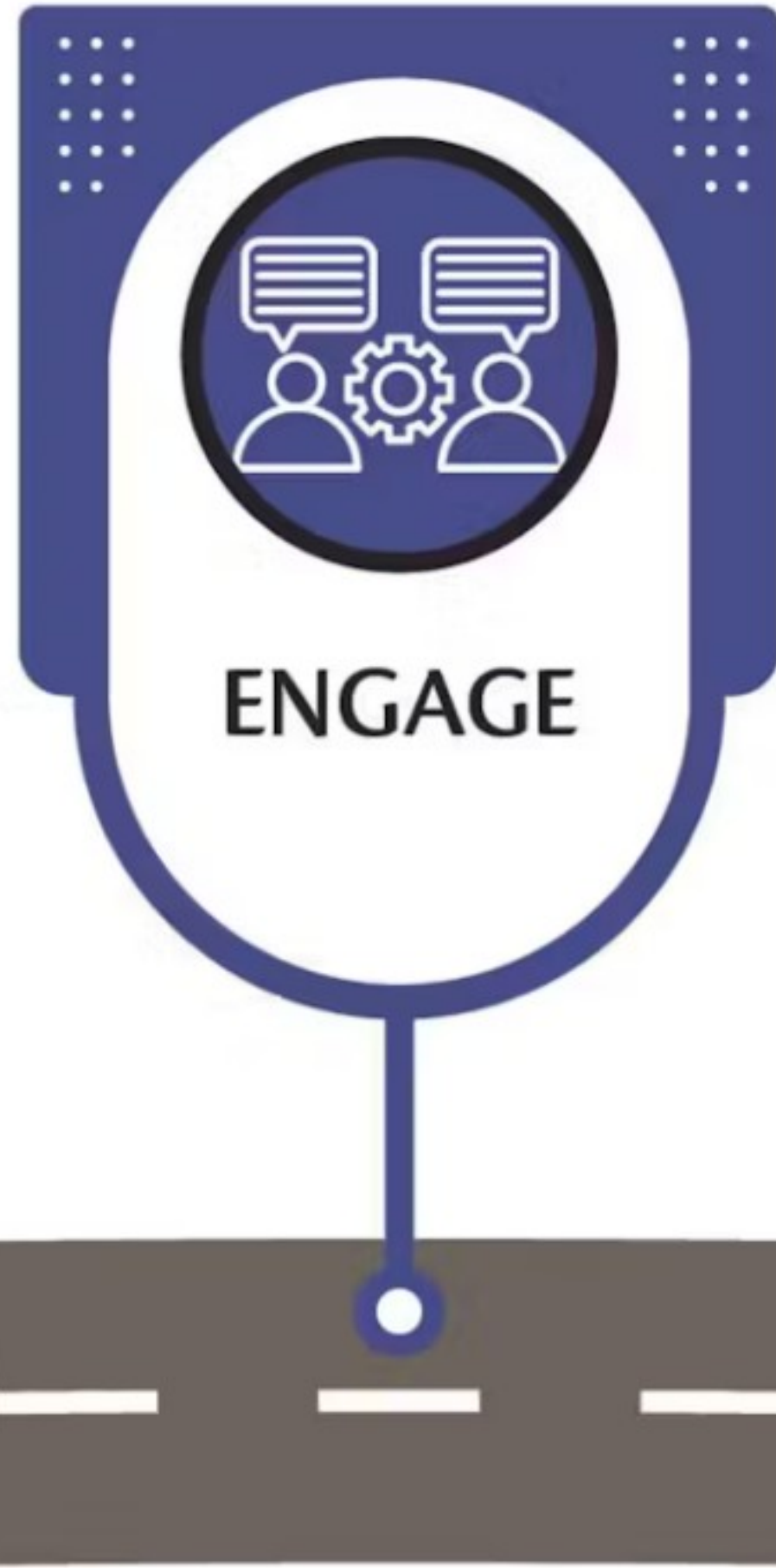


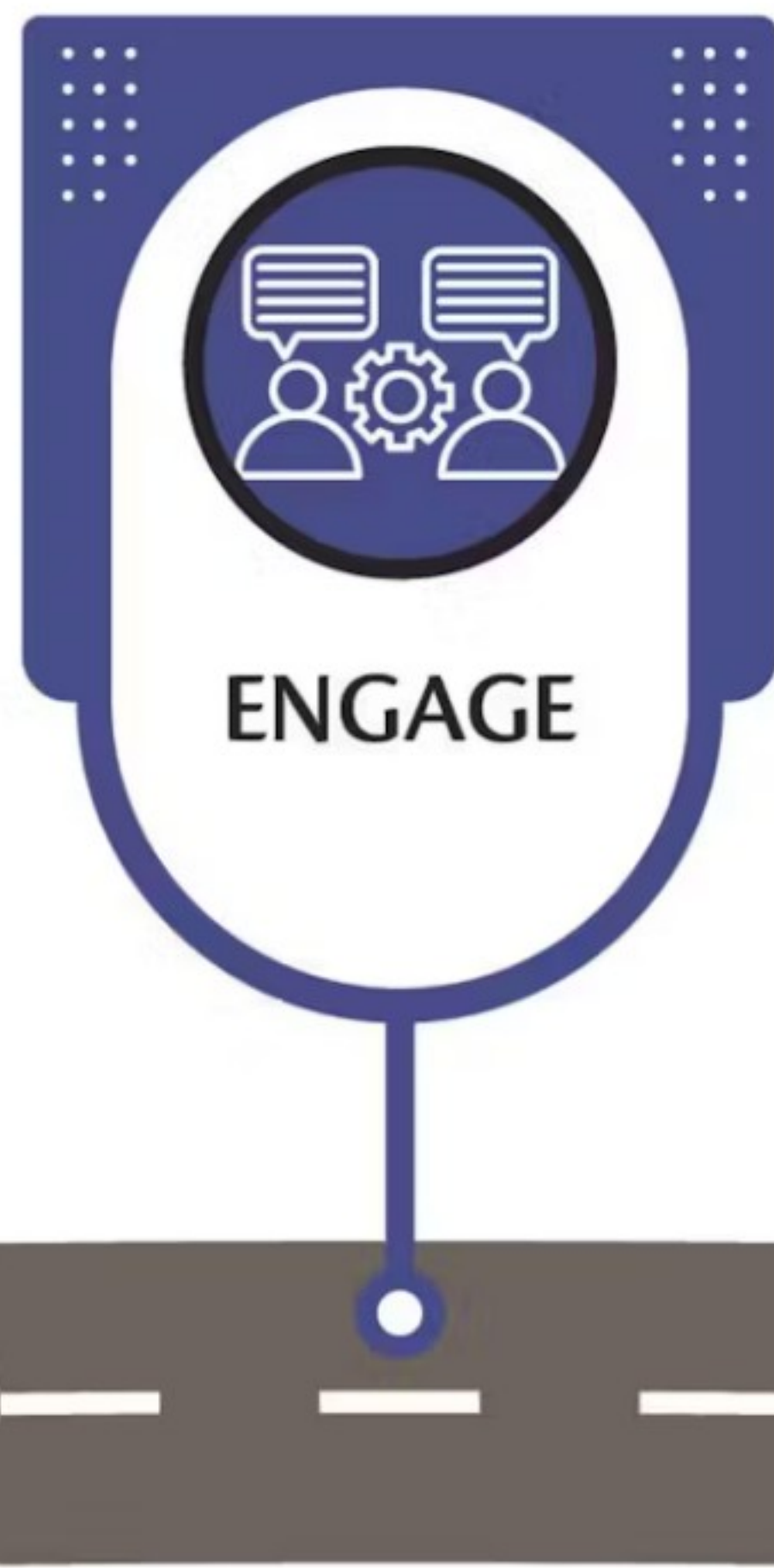
Briana Rodriguez



Jennifer Wong



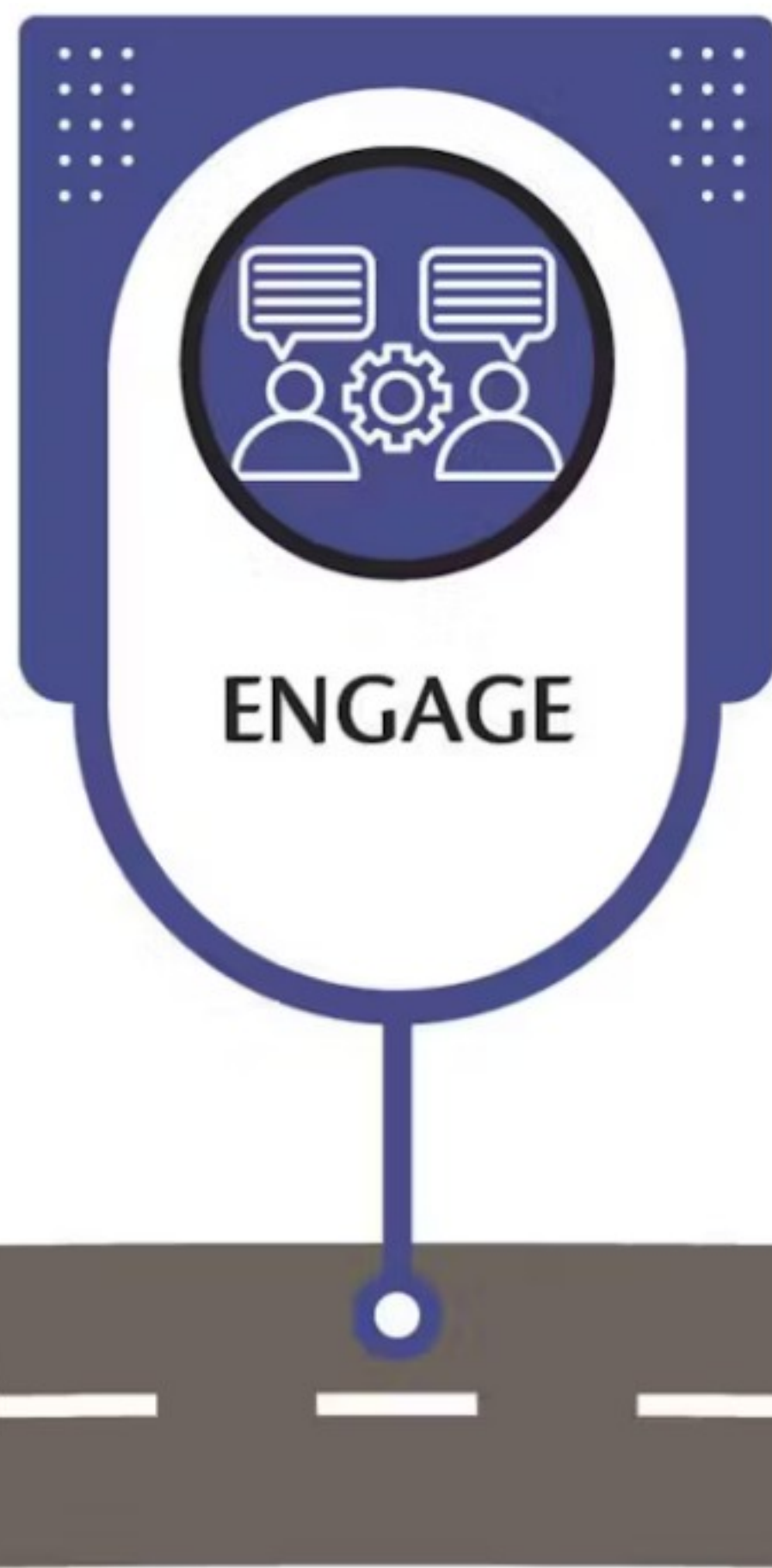


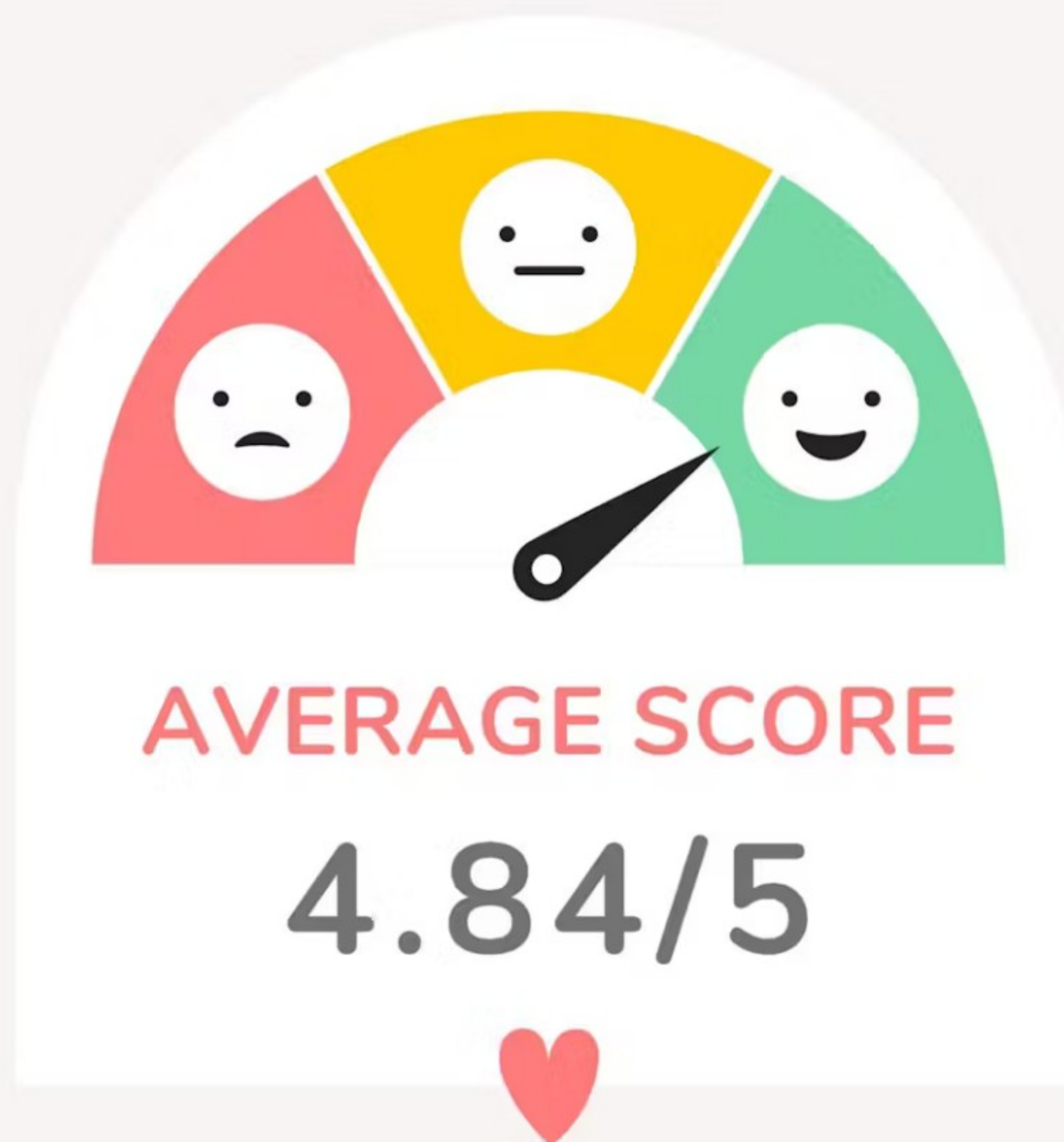






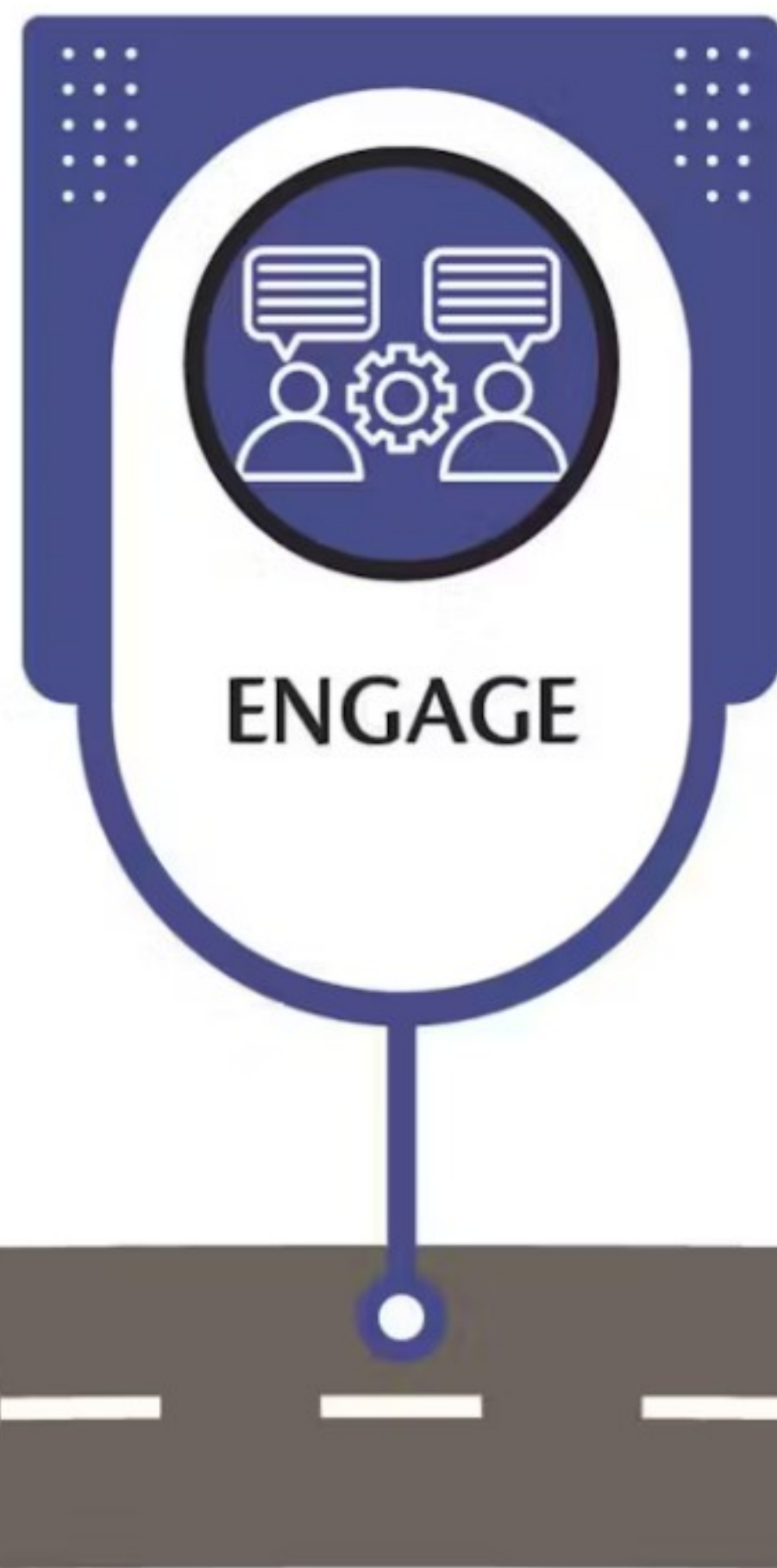


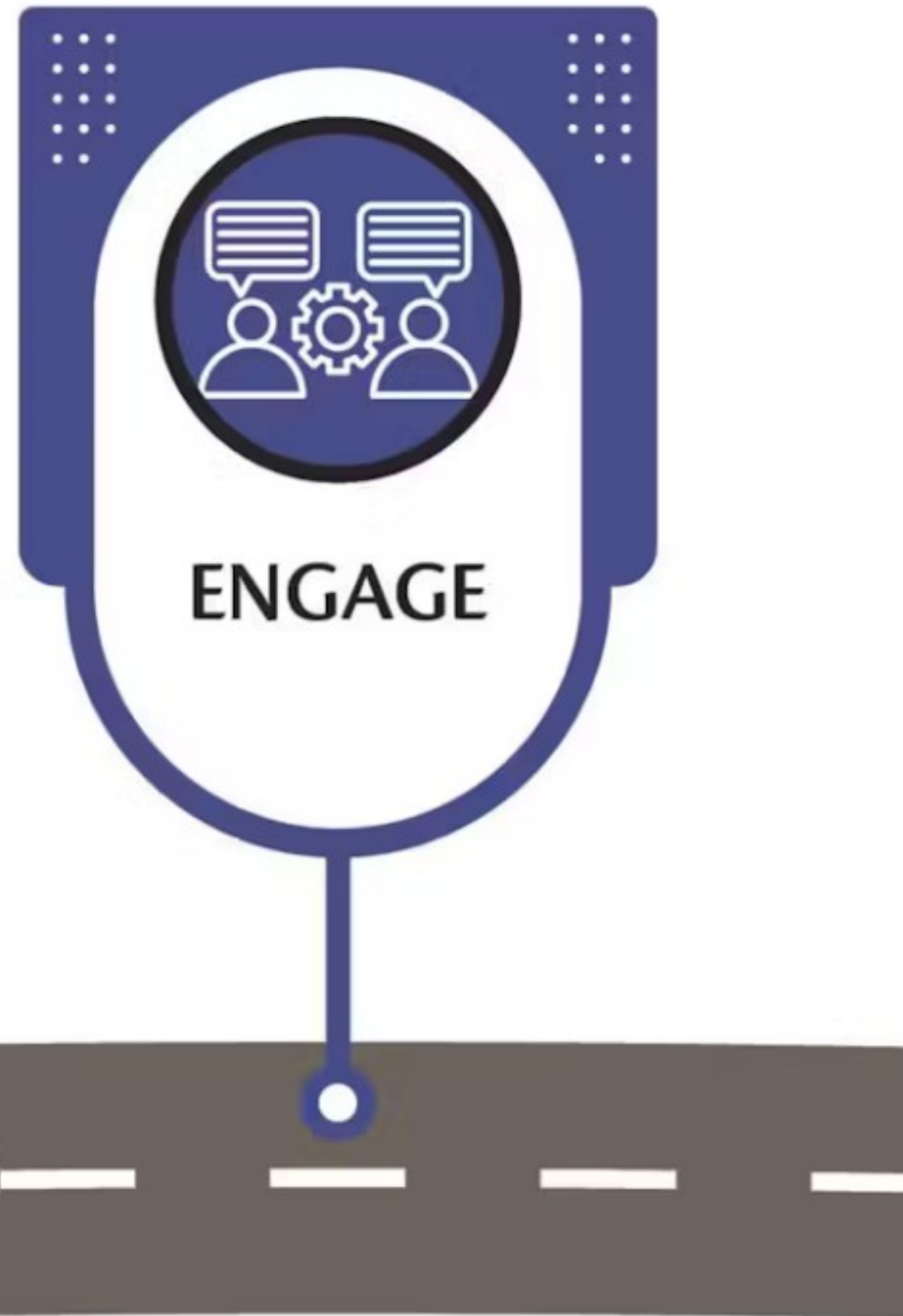


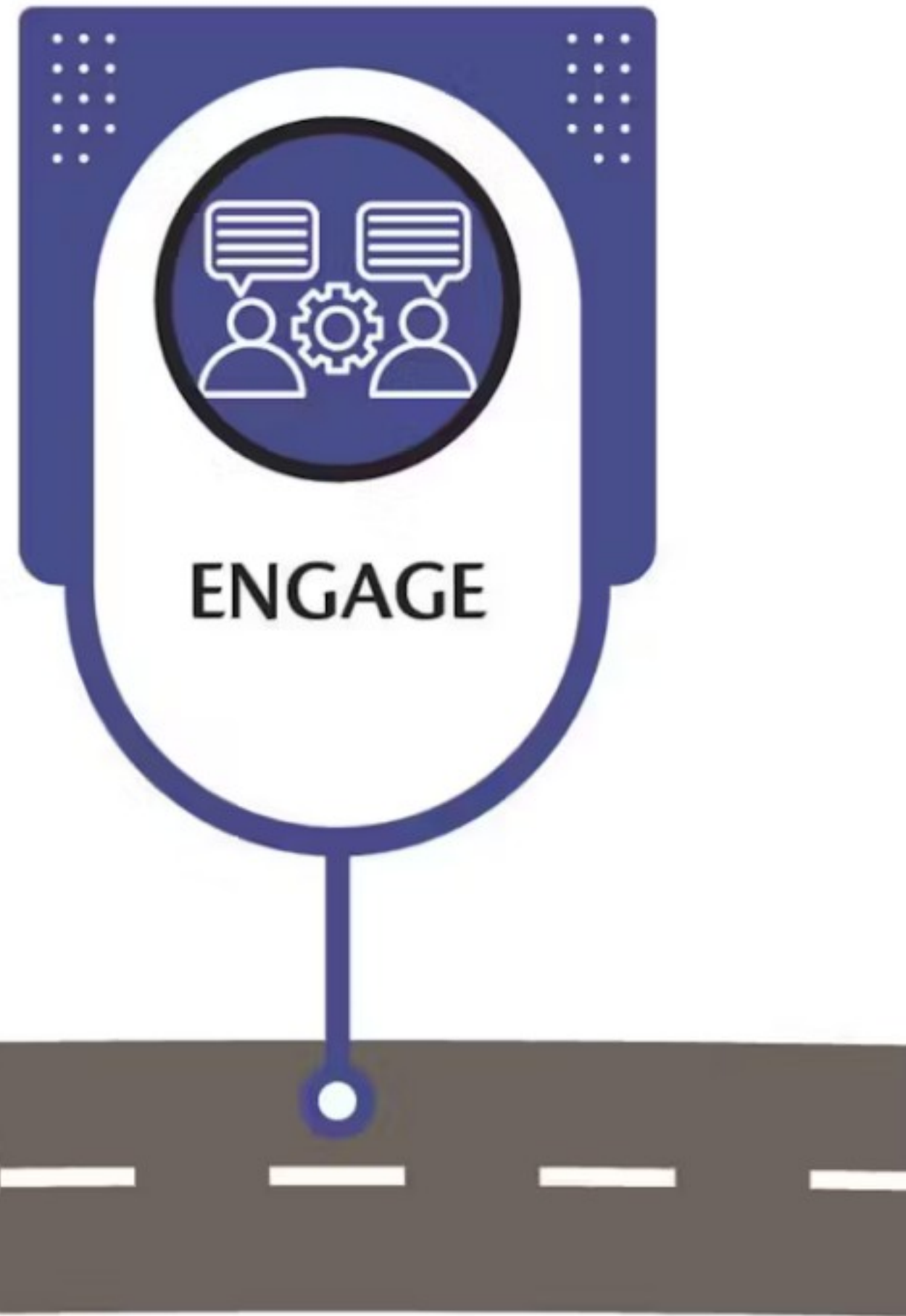






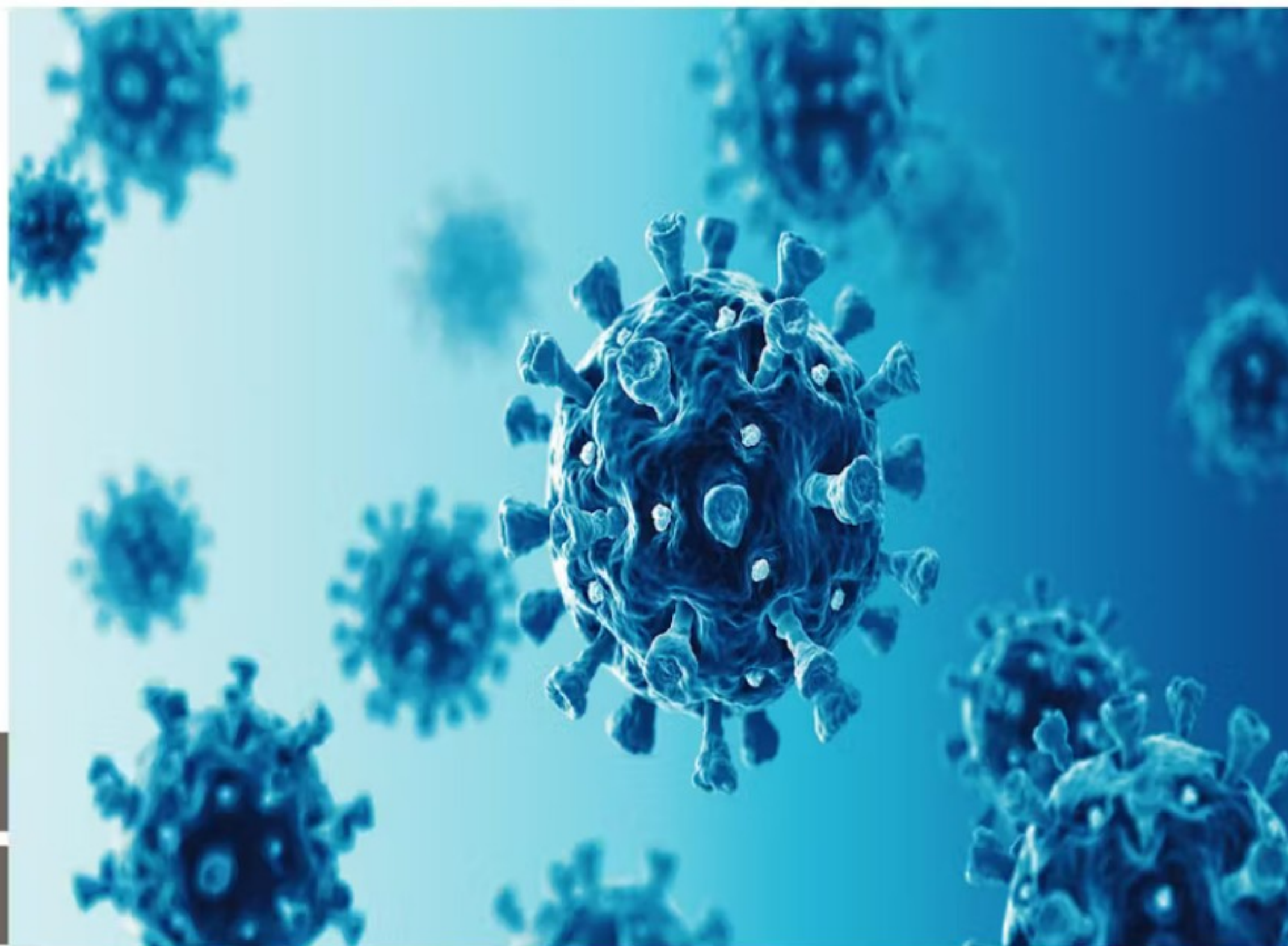
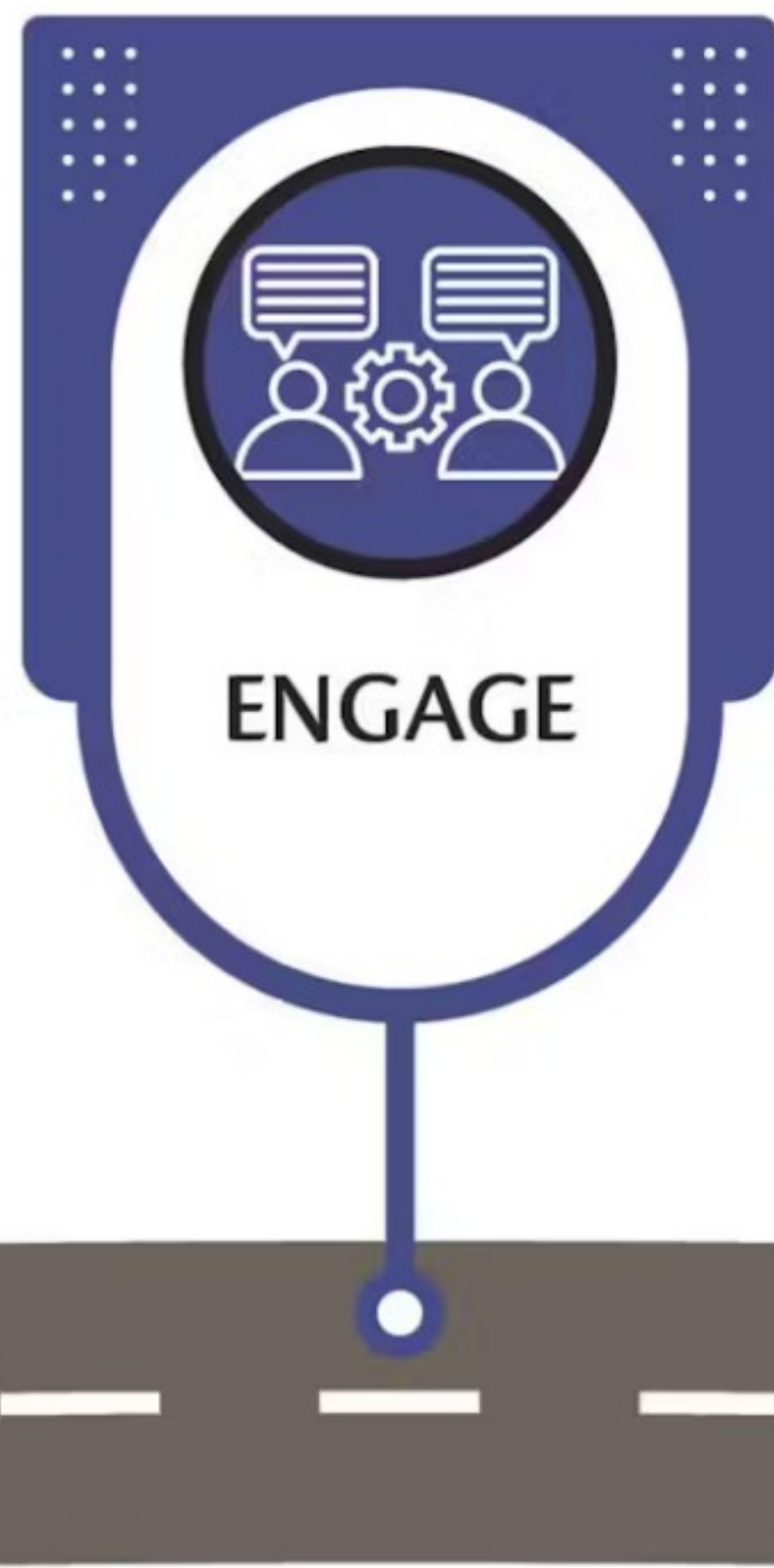






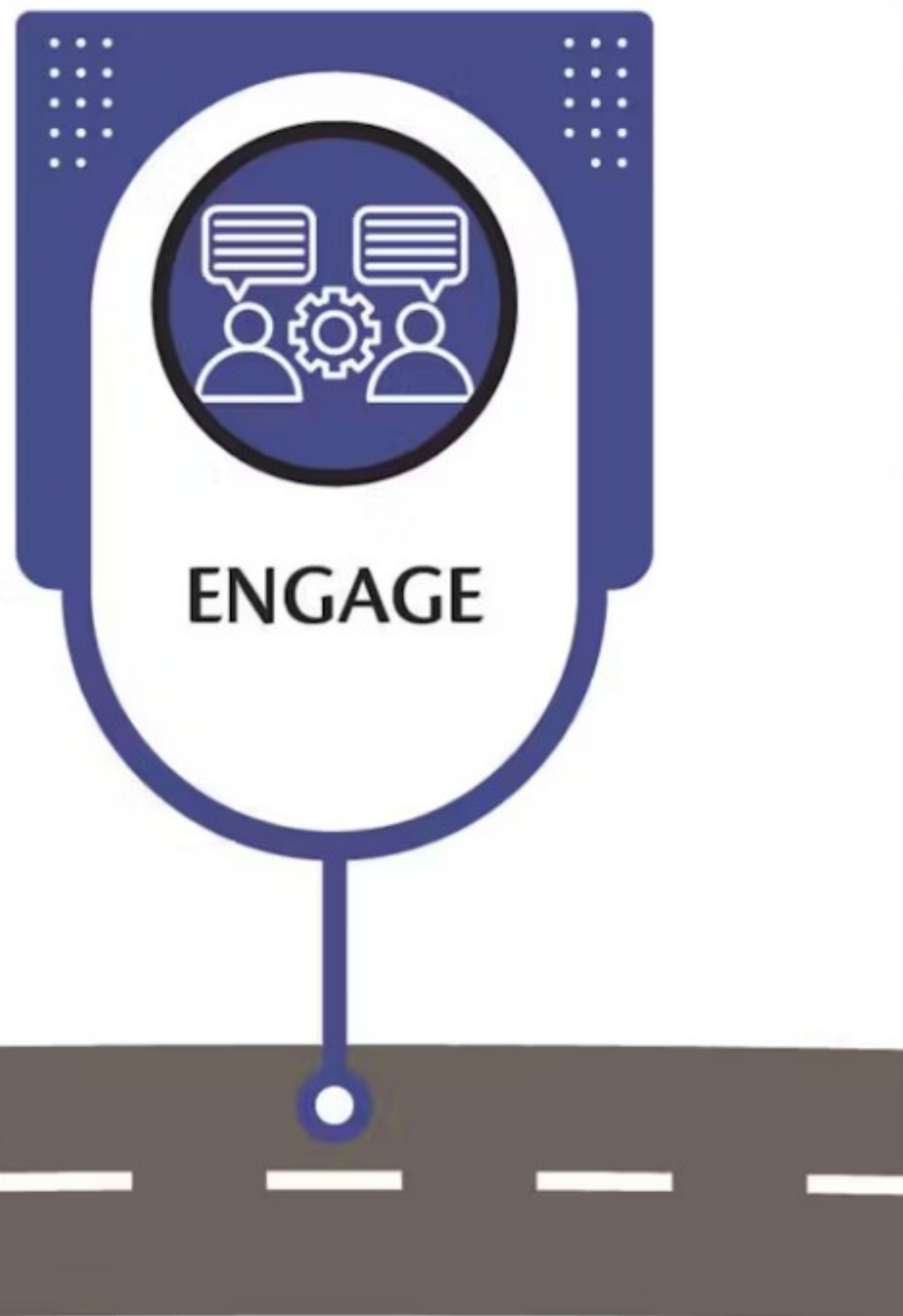
Whole Wellness Program











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HEALTHIER YOU CHALLENGE

MARCH 15 - JUNE 18

Whole Wellness is challenging you to *SPRING INTO A HEALTHIER YOU* just in time for summer. The top three weight loss champions will receive a wellness gift basket filled with tools to help you maintain a **HEALTHIER YOU!**
Winners will be announced at the end of the challenge.

INITIAL WEIGH-IN
March 15 - March 19

March Lunch Box Madness

**Be a part of the Whole Wellness Team
and join March Lunch Madness!**

Work of Art



October's Whole Wellness

Show Us Your

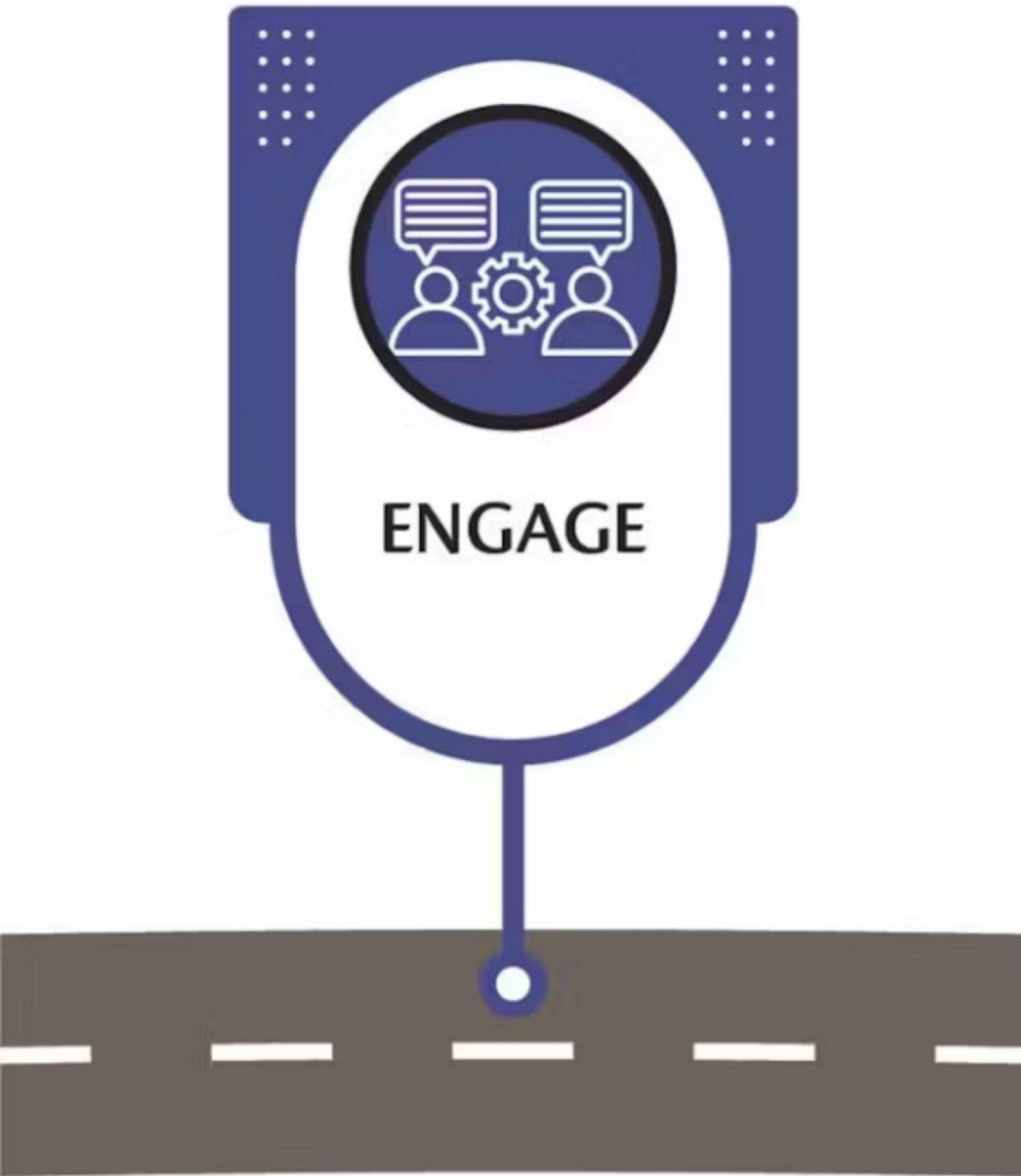
Healthy Selfie



Fall has arrived and the Holiday Season will be here sooner than we know. In an effort to promote *Whole Wellness* through the holidays, Occupational Health and Wellness invite you to participate in October's *Healthy Selfie Challenge*.







Pillars of Wellness









Nutrition
Purpose
Balance
Mindfulness
Physical
Financial
Community
Social
CARE



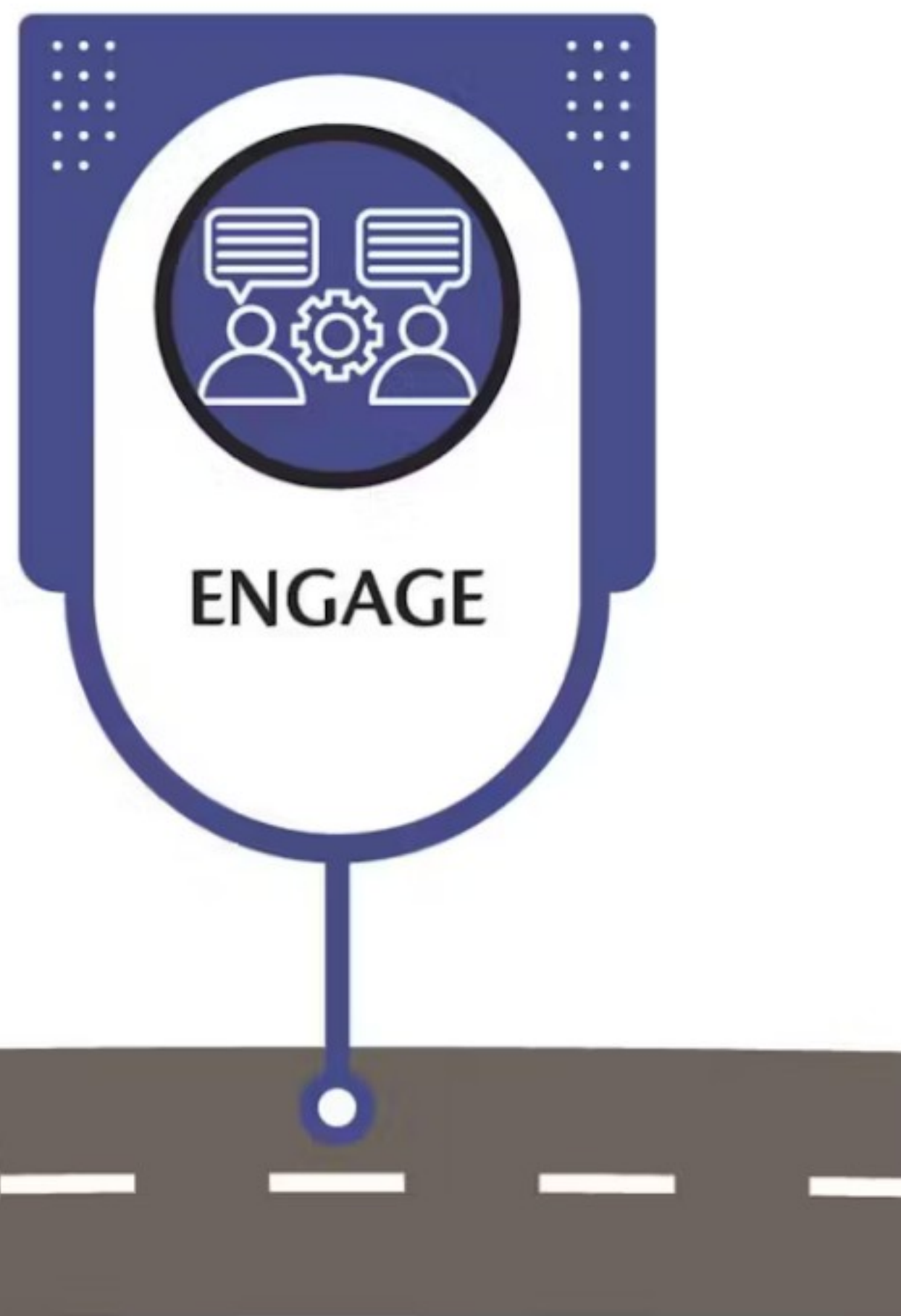


CHCS Whole Wellness Program

Complete program activities to earn wellness credits. The CHCS whole wellness program is designed to enhance the well-being of our employees through participation in healthy activities. Each year, CHCS staff, hired BEFORE December 1, 2023, will need to participate in activities to earn **100 points** by **July 31, 2024**.

Name	Status	Points	
Nutrition			
 Share a Healthy Recipe	Not Complete	10	Complete This
 Think About Hydration	Not Complete	15	More Info
Purpose			
 Volunteer Opportunity	Not Complete	0 / 40	Complete This
 2024 Community Health Awareness in Adolescent Trends (CHAAT)	Completed 4 of 4	40 / 40	View Responses
 UHC Lunch & Learns	Completed 3 of 6	15 / 30	Complete Again 
 Mental Health First Aid Class	Not Complete	20	Complete This
 Behavioral Health & Wellness Conference	Not Complete	10	Complete This

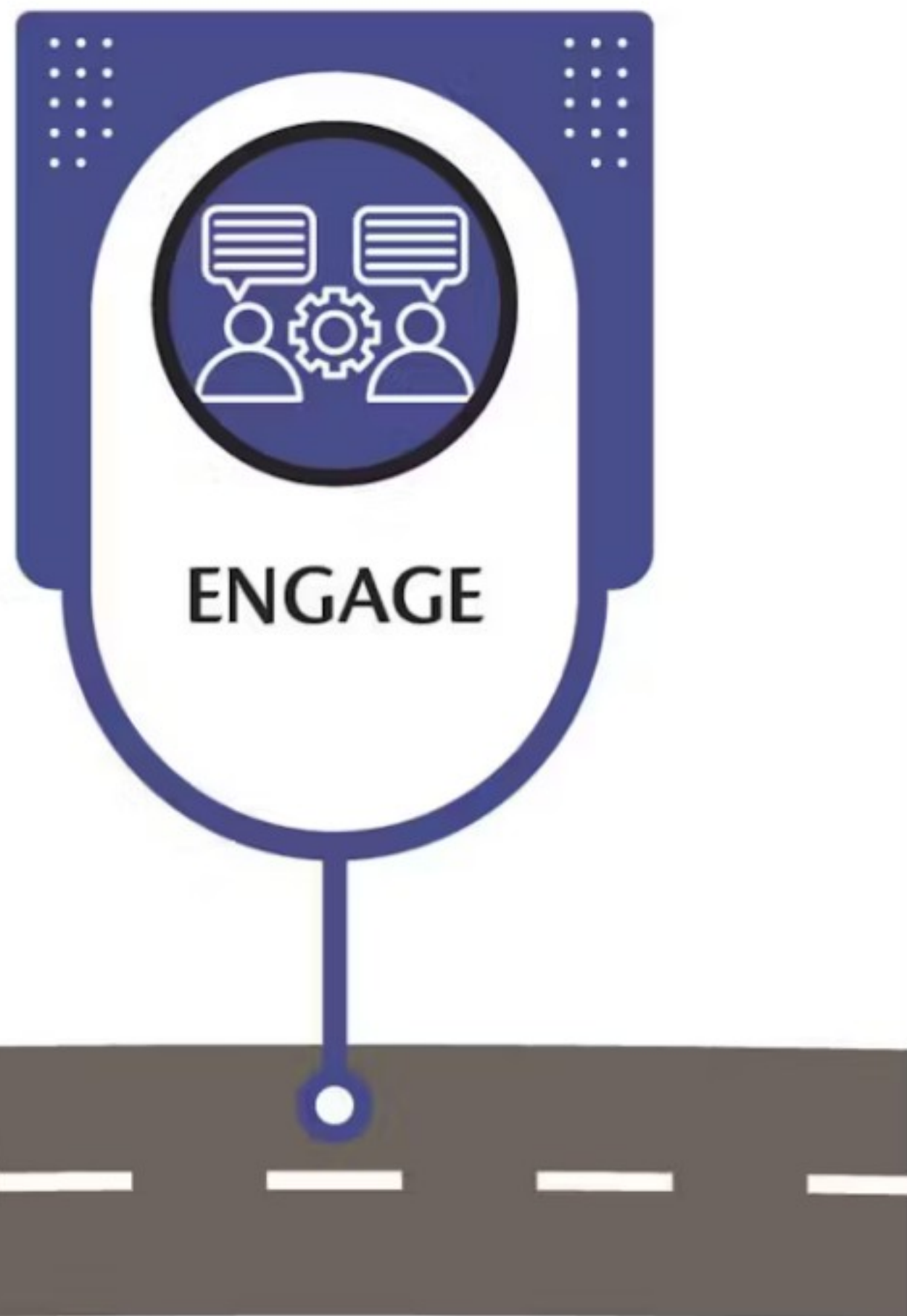




CHCS Core Value Activities

 Community Core Value: Give Back	Completed 1 of 3	20 / 60	Complete Again 
 Accountability Core Value: Personal Challenge	Not Complete	0 / 40	More Info
 Resilience Core Value: Wellbeing Survey (HRA)	Not Complete	20	Complete This
 Excellence Core Value: Video Learning Course	Not Complete	0 / 40	More Info
 Thriving Together	Not Complete	0 / 30	More Info





ZACHARY BULLARD

29 days ago •



👍 2 LIKES

💬 1 COMMENT



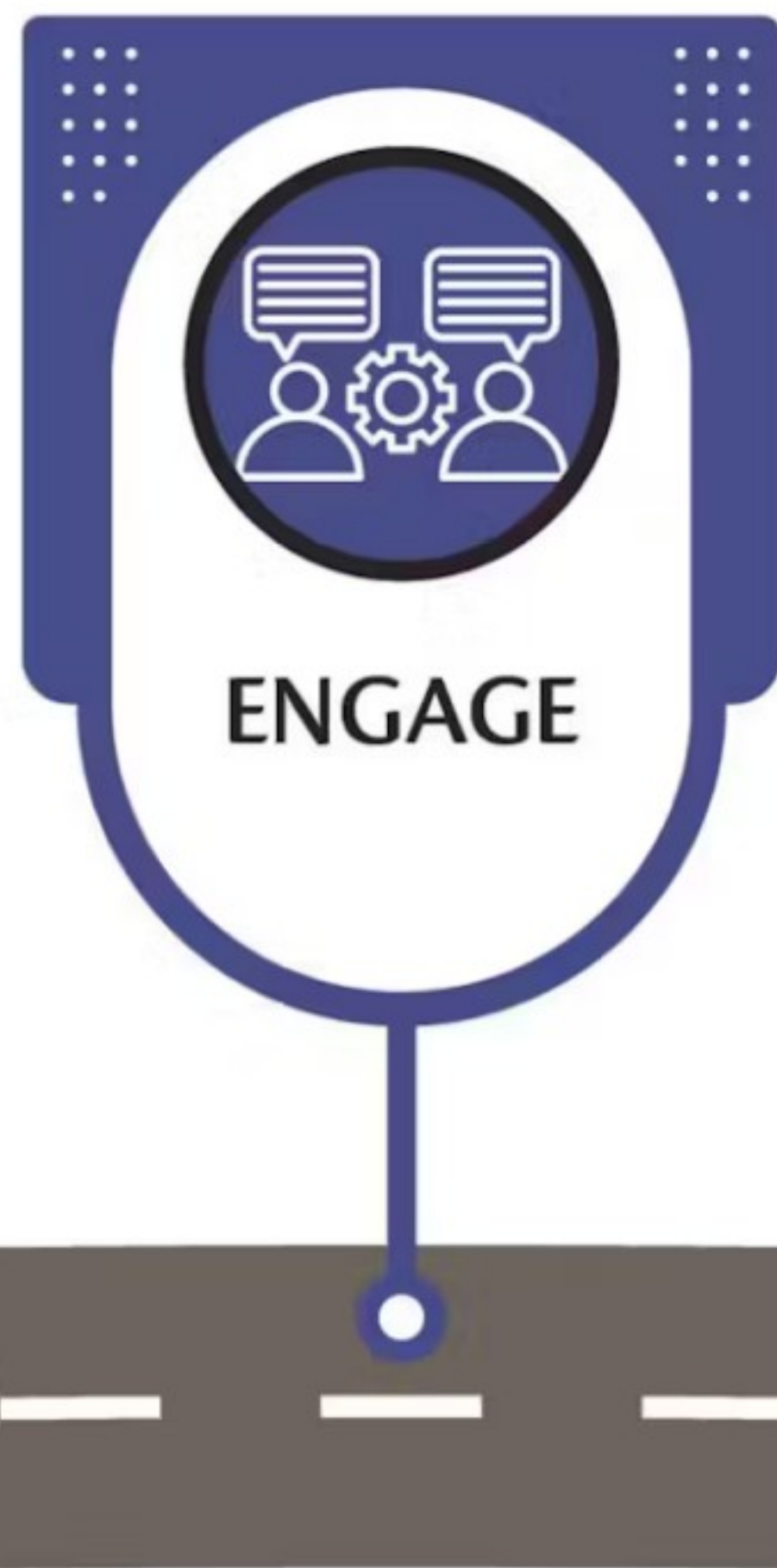
LAUREN RODRIGUEZ-THOMPSON 🗑️

less than a minute ago

I love this!!!





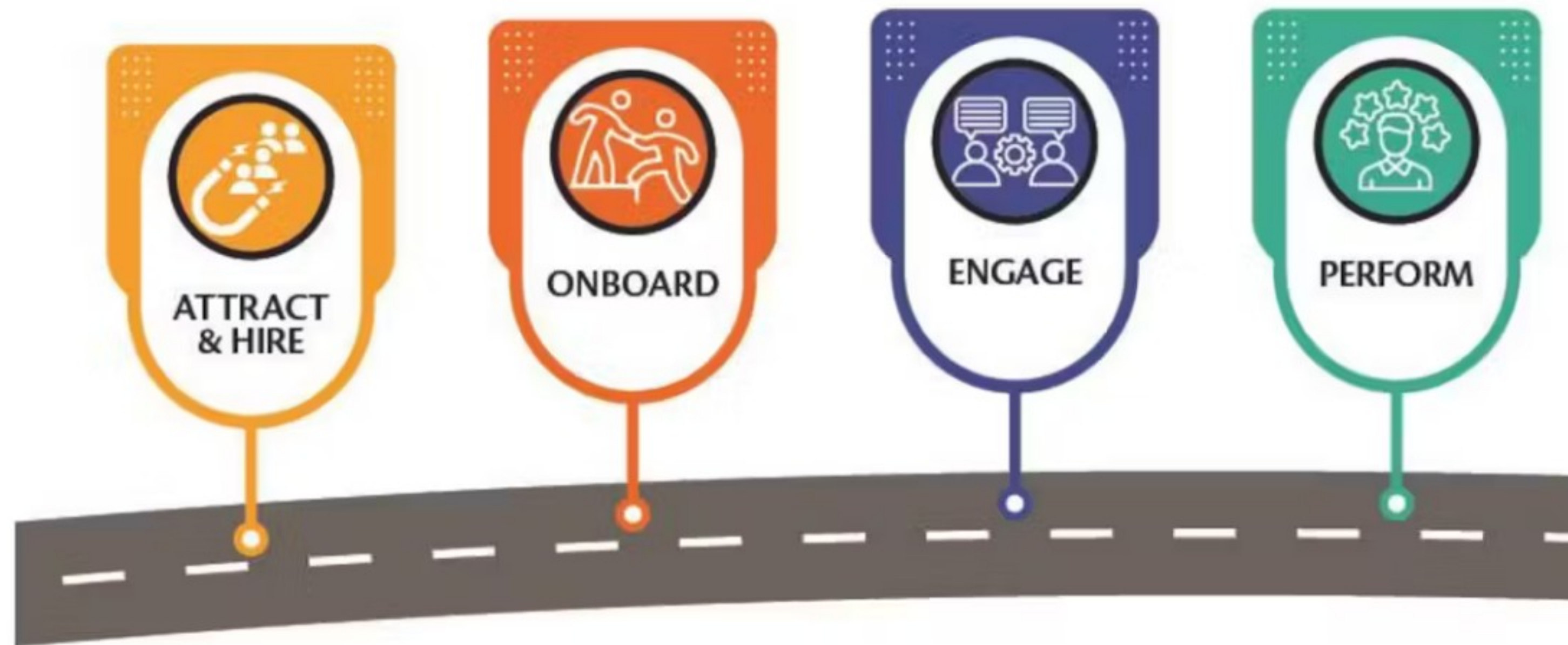


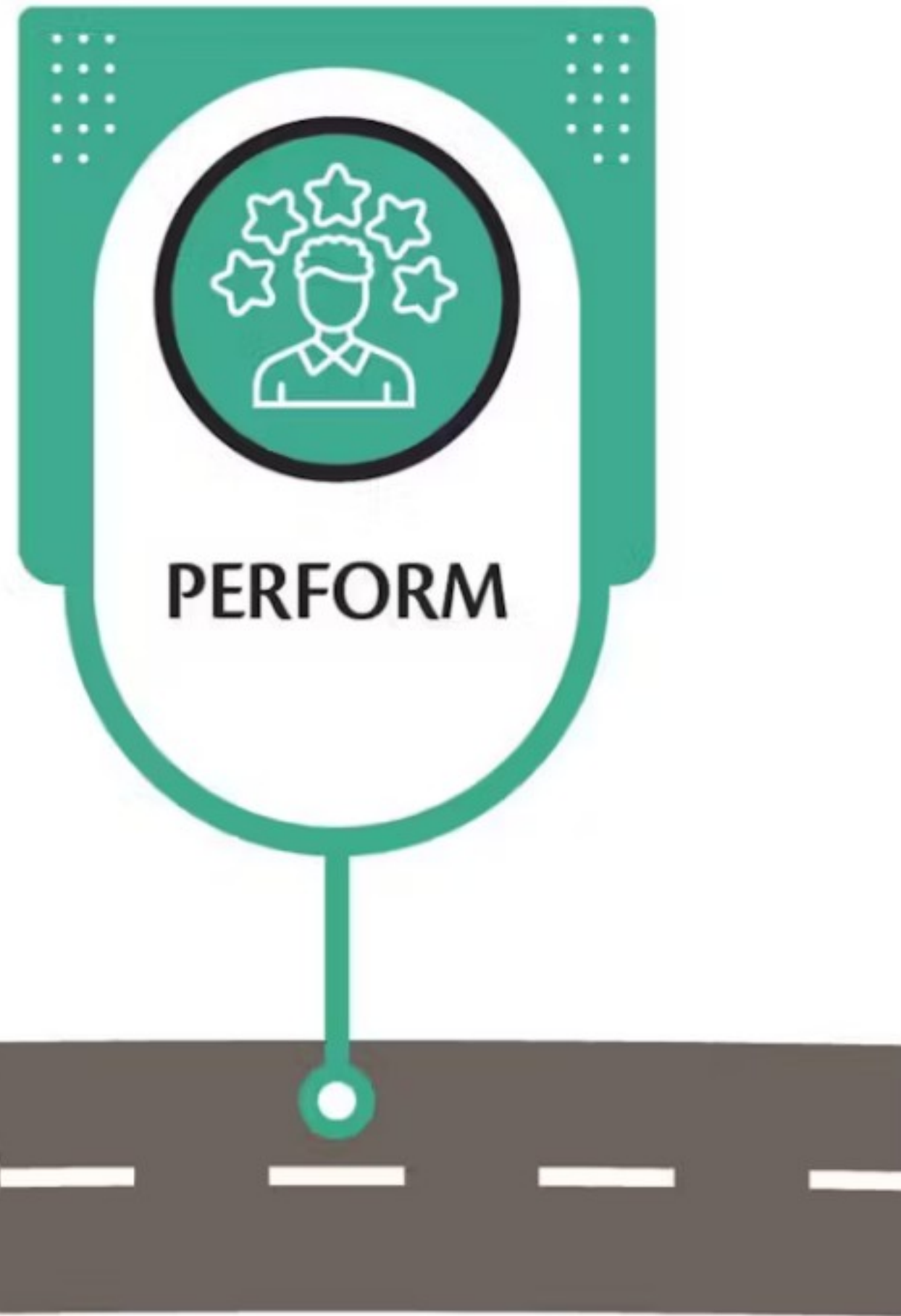




What does your Center do to foster a positive and productive environment?

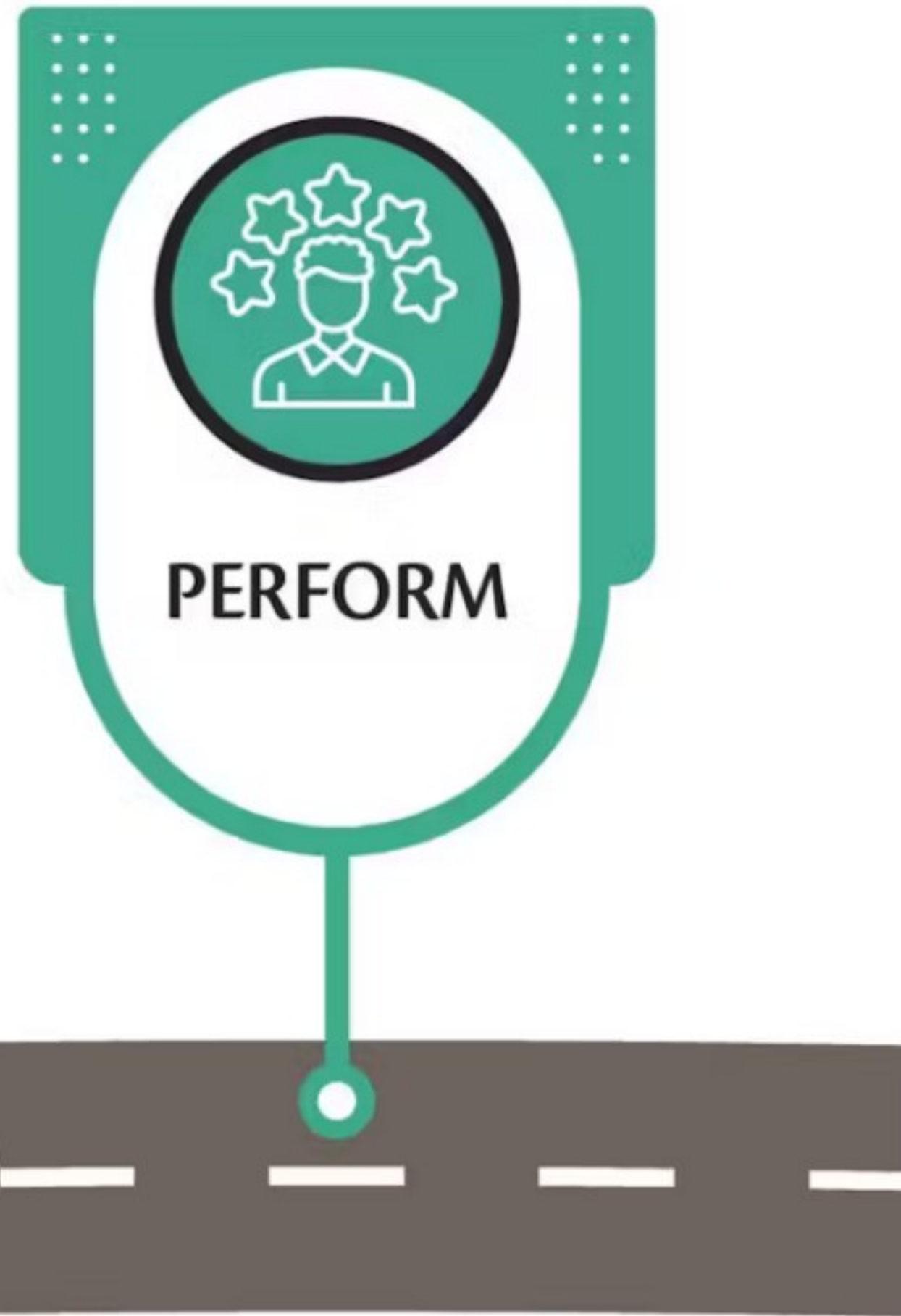






**Empowering employees to
reach their full potential**





- **Regular Feedback**
- **Business Plan & Metrics**
- **Communications Meetings**
- **Pay programs**

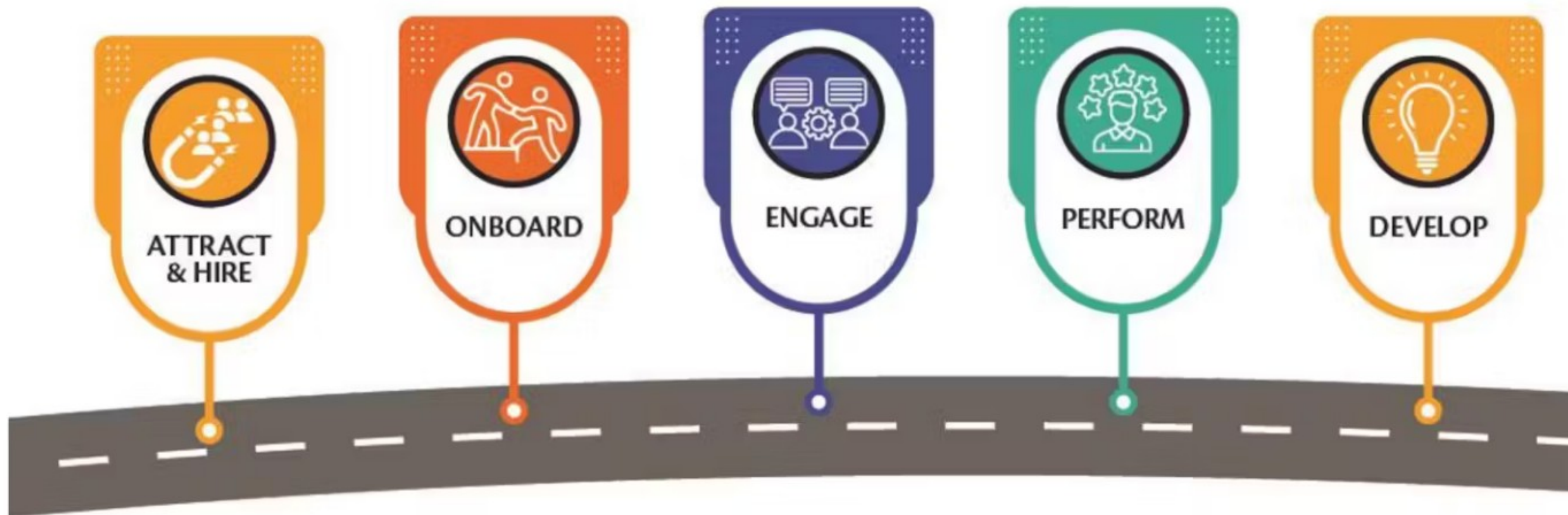


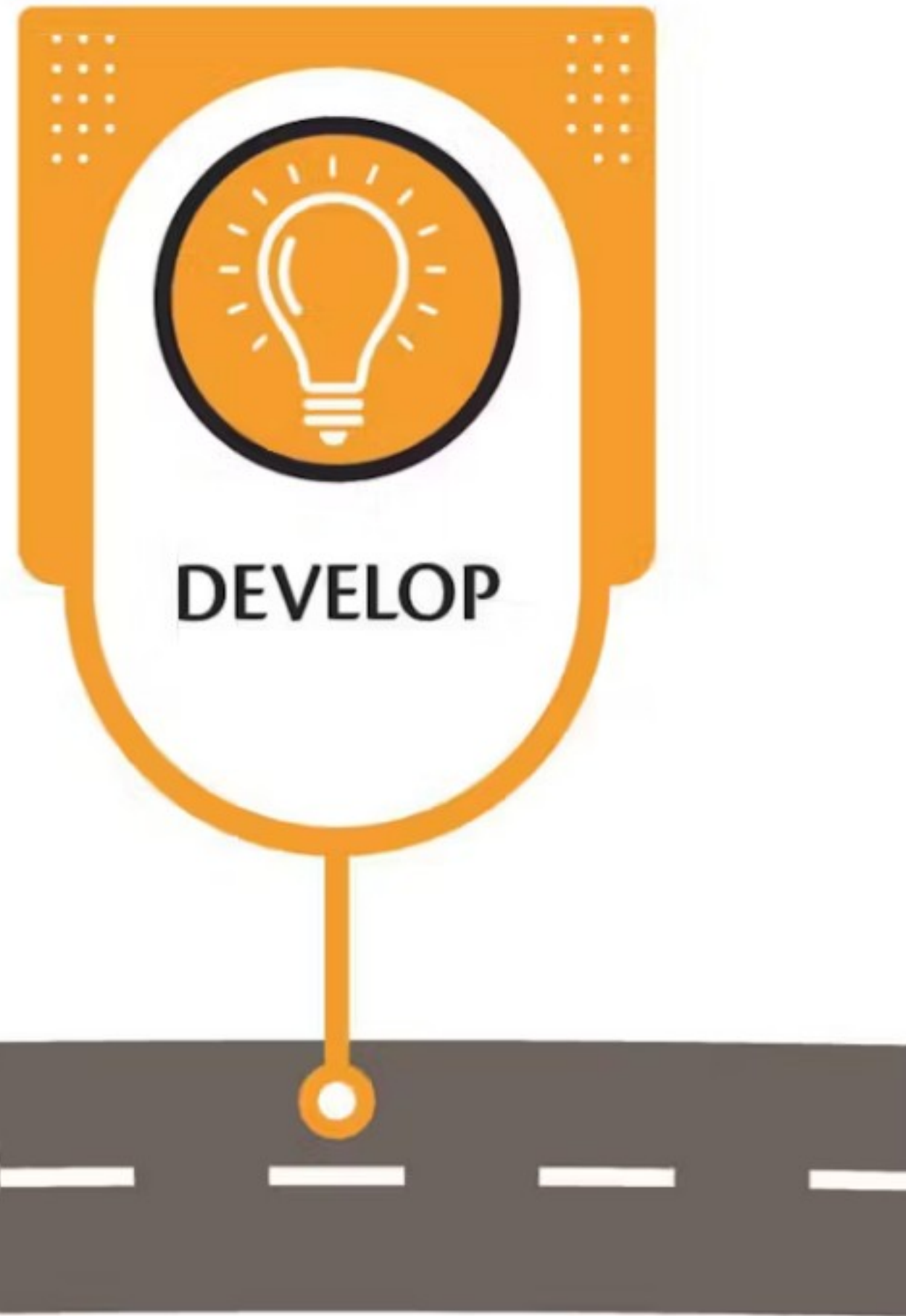




What does your Center do to empower employees to meet their full potential?

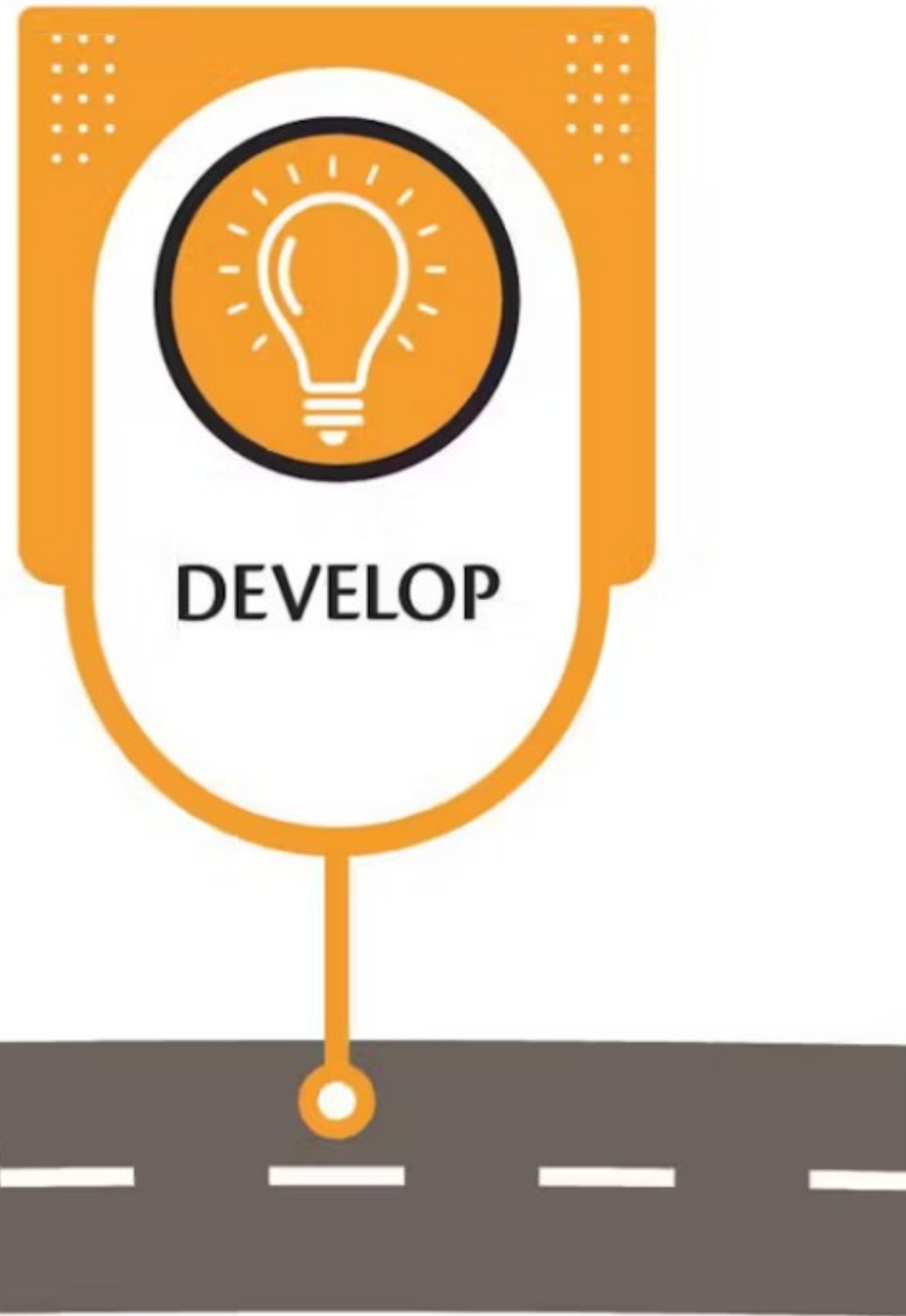






Investing in employee growth and career advancement





- Learning events and resources
- Centers of Excellence
- Progression ladders and lattices
- Succession planning
- Tuition reimbursement
- Loan forgiveness









The Center for Health Care Services
Brown Bag Lunch Learning Series
Presents:

UTILIZING DBT IN THE RECOVERY SECTOR

Presented By:

Chelsea Petty, LMFT



Friday, April 19, 2024



Noon - 1 p.m.

Free Online Webinar

Learning Objectives:

- Discuss Dialectical Behaviour Therapy (DBT) history and principles
- Review the use of DBT in a Substance Use Disorder primary Intensive Outpatient Program setting
- Explore DBT integration with other modalities and therapeutic philosophies

This presentation is eligible for 1 CEU for Licensed Social Workers, Licensed Professional Counselors, Licensed Marriage and Family Therapists, and Licensed Chemical Dependency Counselors.

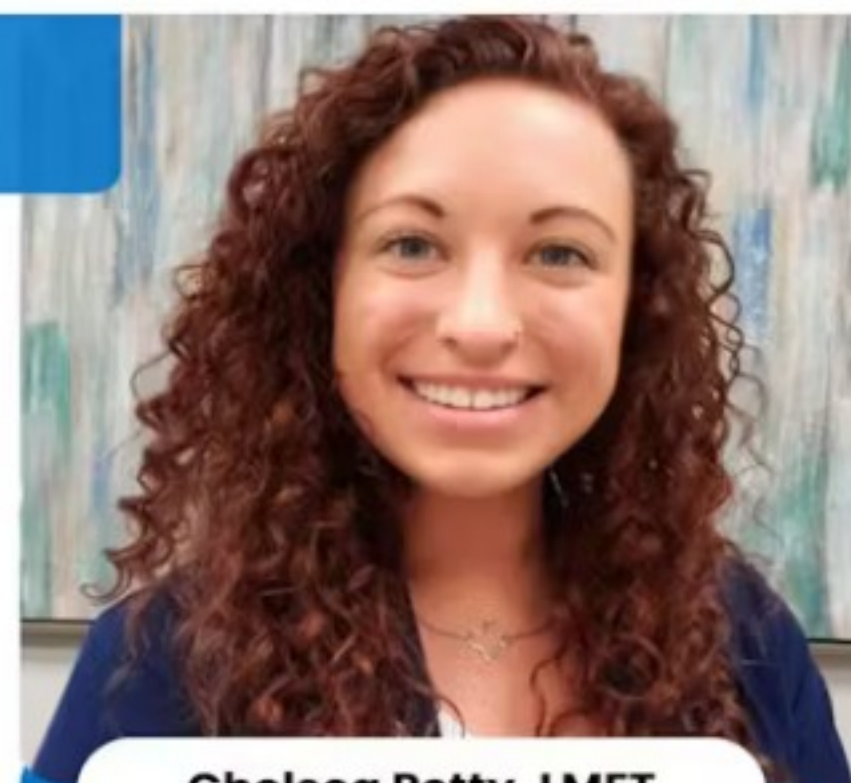
All employees are welcome to attend regardless of CEU eligibility.

[CLICK HERE TO RSVP](#)

For more information: Please email Paul D. Renaud at
academiccoordinator@chcsbc.org



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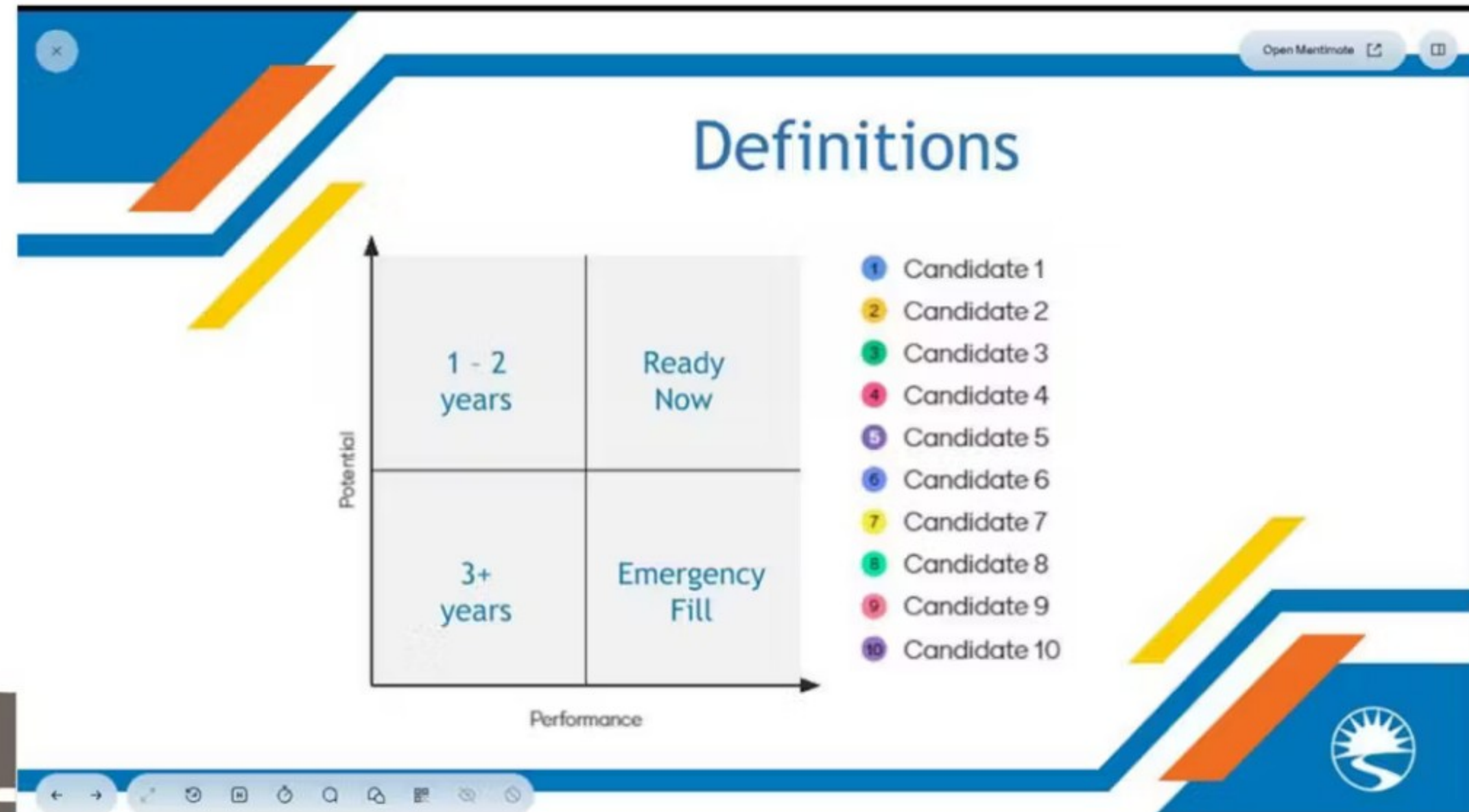
Chelsea Petty, LMFT

Chelsea received her Bachelor of Psychology from Texas Tech University and her Master of Science in Marriage and Family Therapy from Our Lady of the Lake University. During scholarly pursuits, Chelsea discovered her passion for working with individuals and their families to foster long-lasting growth in multiple areas within a support system.

Before working with Arise Recovery Centers, Chelsea gained experience working in domestic violence shelters, public schools, university counseling, and inpatient substance use settings. Chelsea's therapeutic approach stems from Family Systems and Strengths-Based models, which honor the full scope of one's context and strengths during the healing process. She primarily uses solution-focused and narrative approaches and believes clients can elicit the change(s) they wish to see. The foundation of Chelsea's core beliefs surrounding healing and growth are rooted in her favorite mantra: "Life begins at the end of your comfort zone" -Neal Donald Walsch.

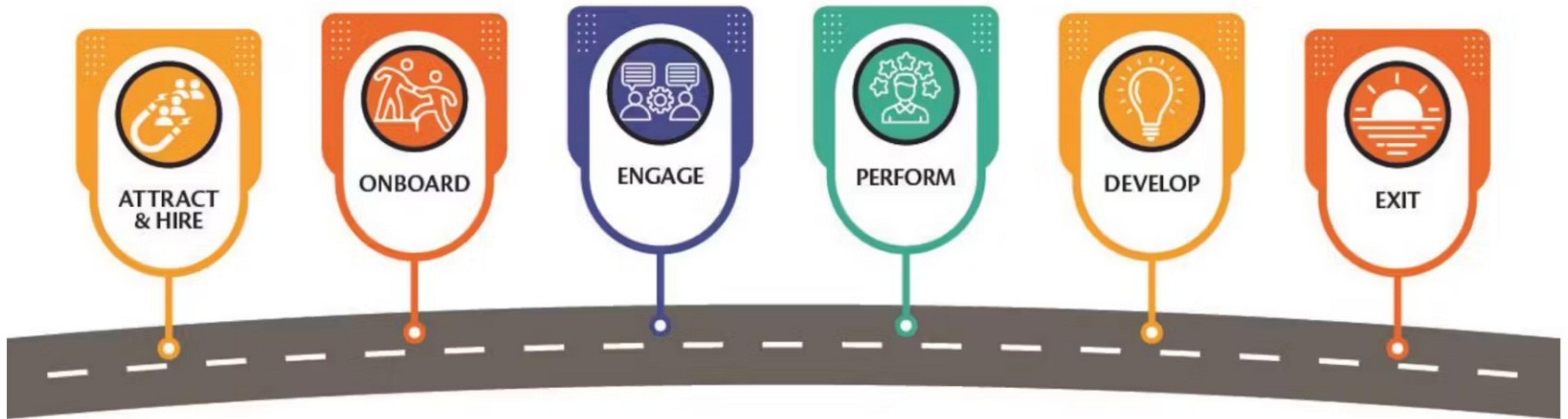


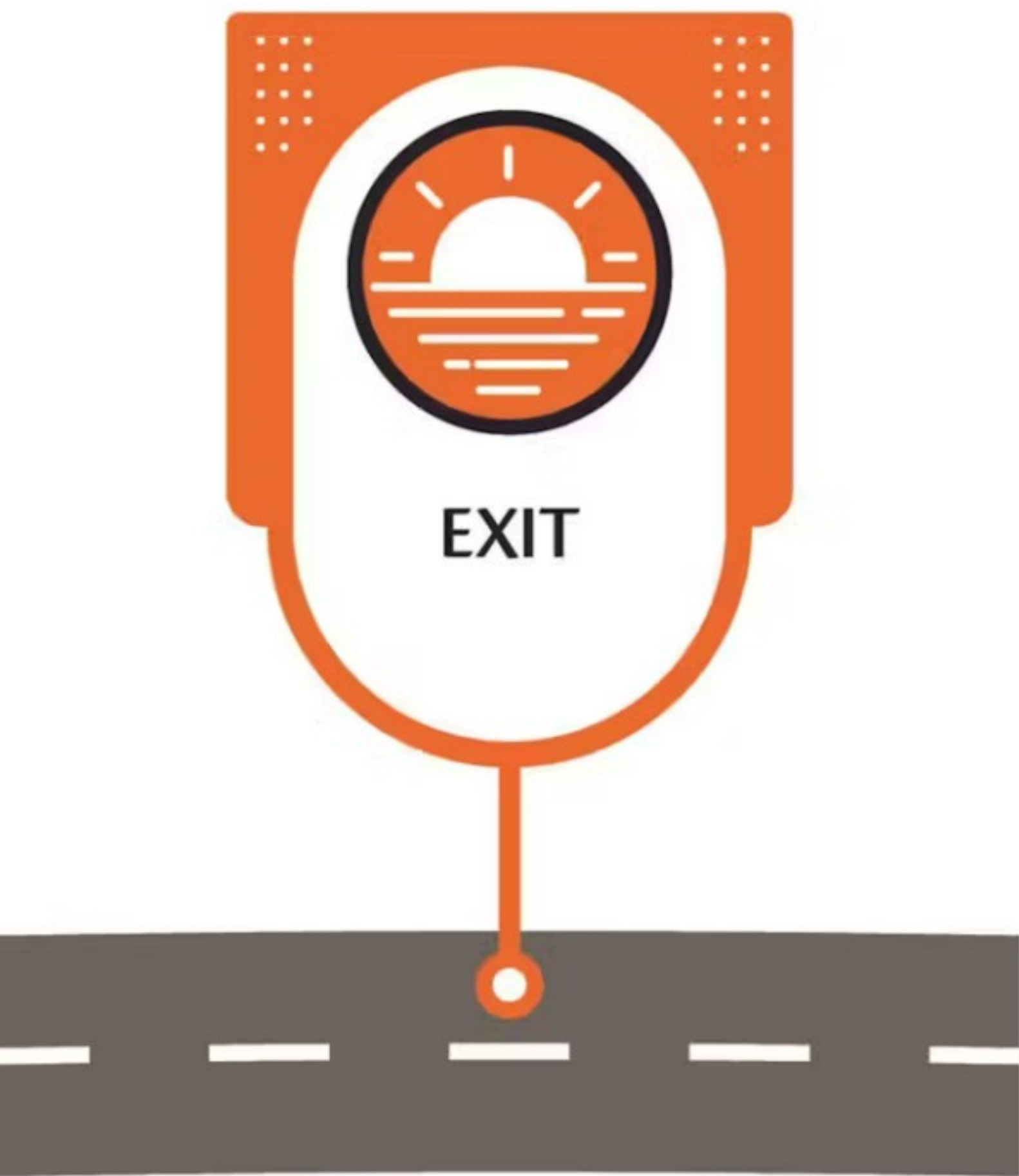




What does your Center do to invest in employee growth and advancement?

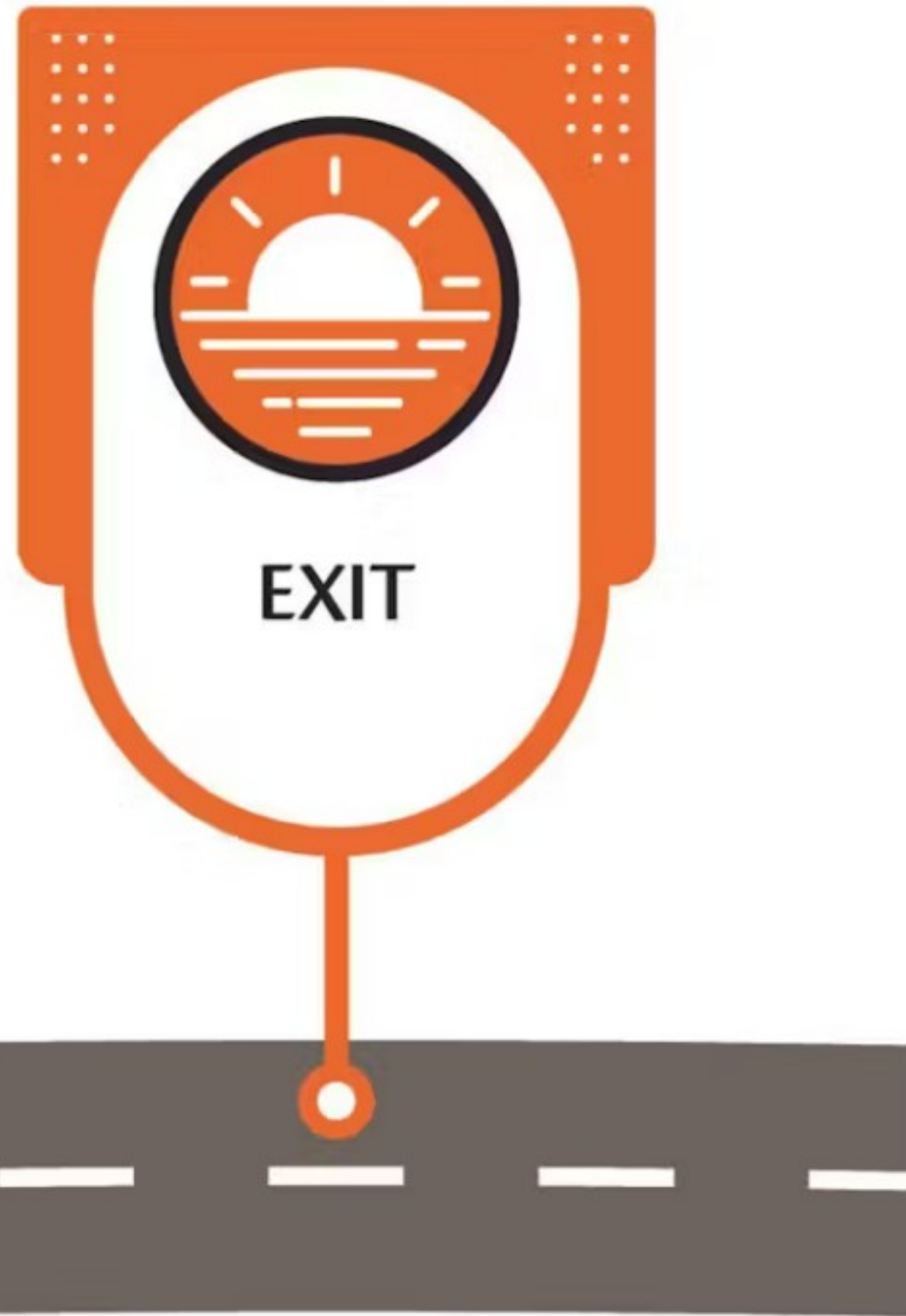






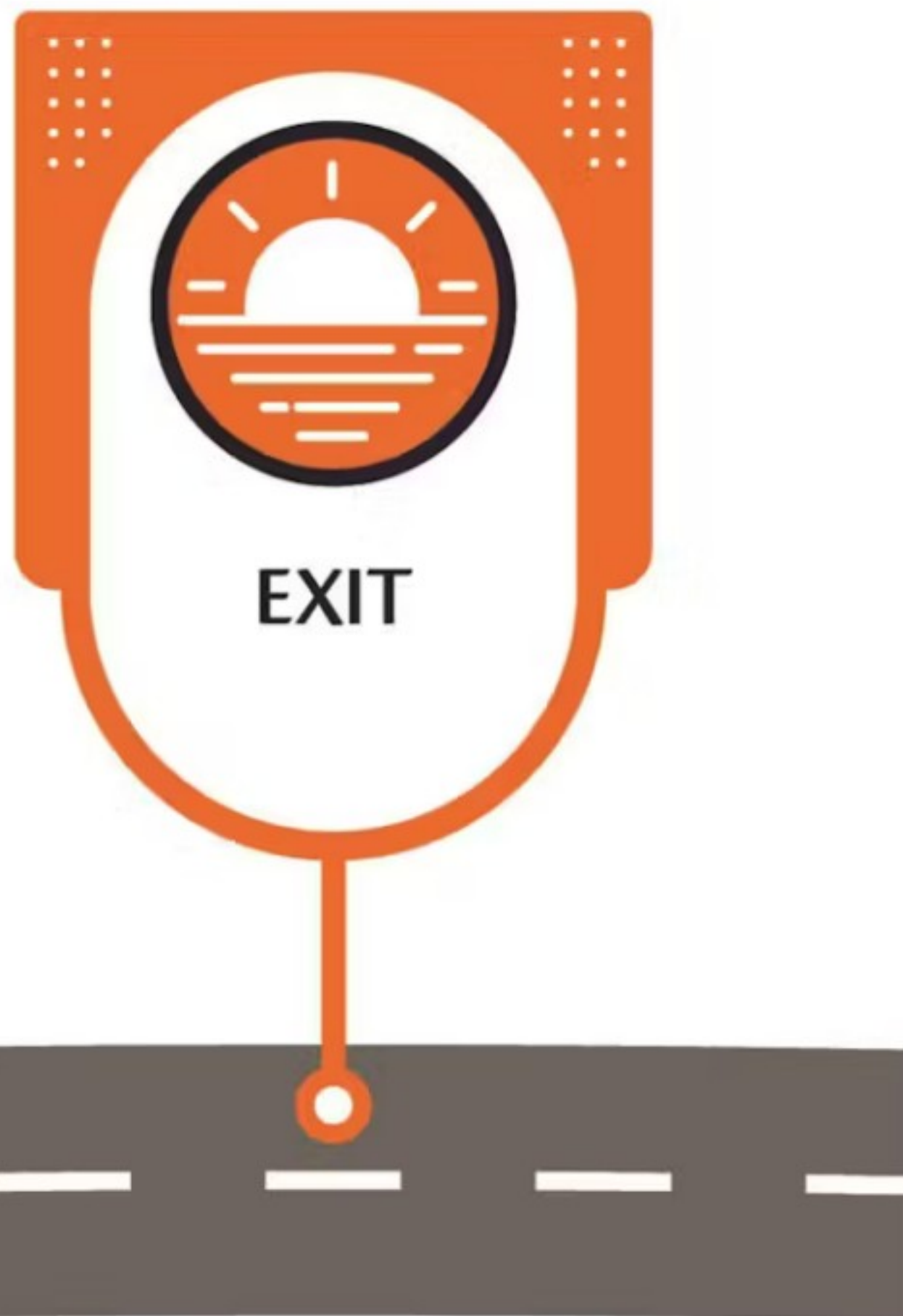
**Ensuring a smooth and
positive departure**





- **Exit Surveys & Interviews**
- **Data Trend Analysis**
- **Send-off Celebrations**





EXIT QUESTIONNAIRE

Personal Information

Name: _____ Date: _____
Position: _____ Department: _____

Questionnaire

Question #1: How would you rate your overall experience working at CHCS?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

Please provide details for your selected rating. _____

Comments: _____

Question #2: What were the aspects of your job that you enjoyed the most? _____

Comments: _____

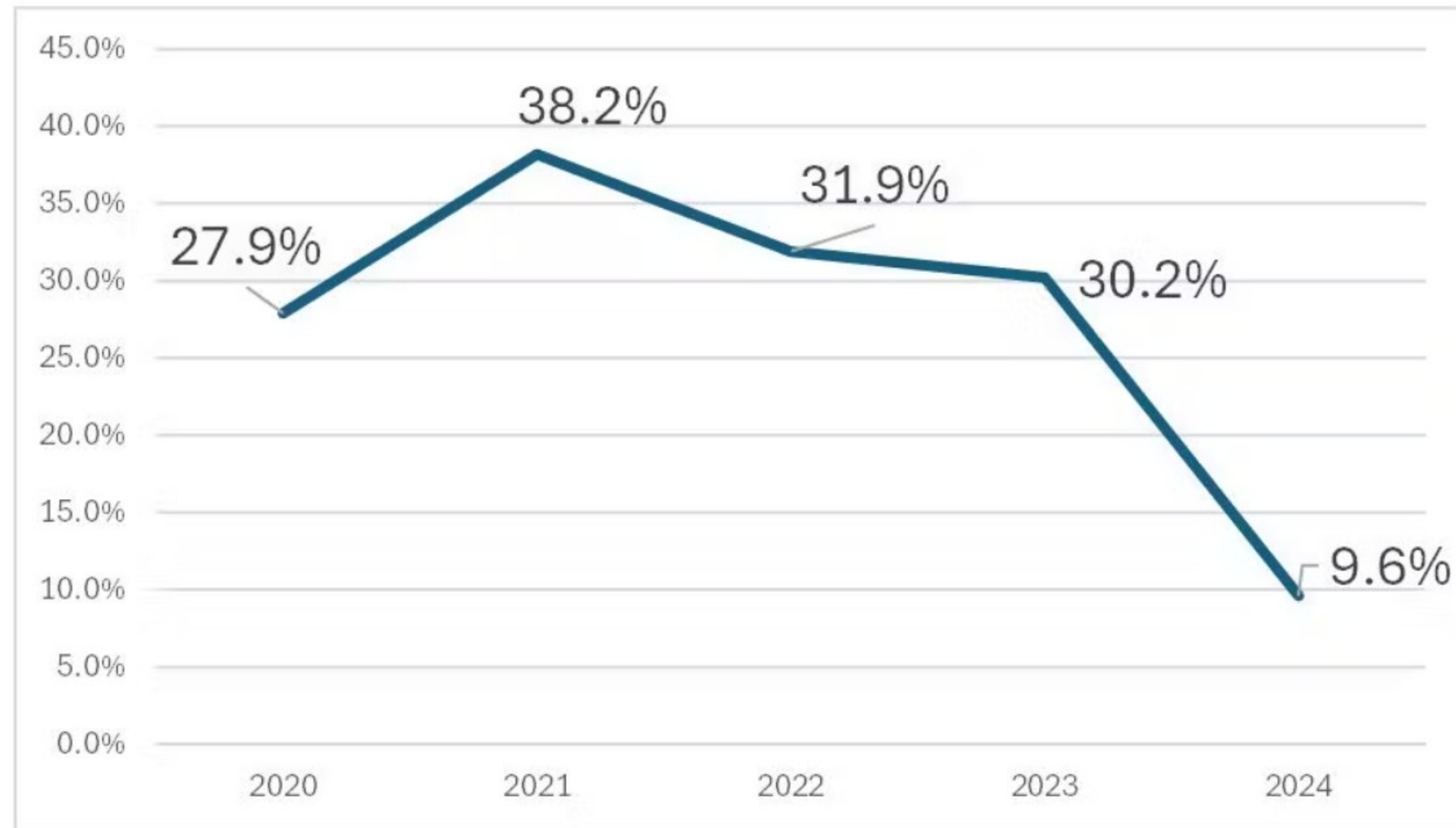
Question #3: Were there any aspects of your job that you found challenging or unsatisfactory? If yes, please elaborate.

Comments: _____









Boomerang Effect

Year	Total Hires	Rehires	Rehire %
2022	478	24	5.02
2023	423	39	9.22
2024	144	22	15.28





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Local Mental Health Authority, Bexar County
6800 Park Ten Blvd, San Antonio, TX 78209

Clinic Hours:
MWF: 08:30 - 17:30
TTH: 08:30 - 17:30

Patient's Name: _____

Sex: _____ Age: _____ Date: _____

R_x



The impact of employee turnover on your organization



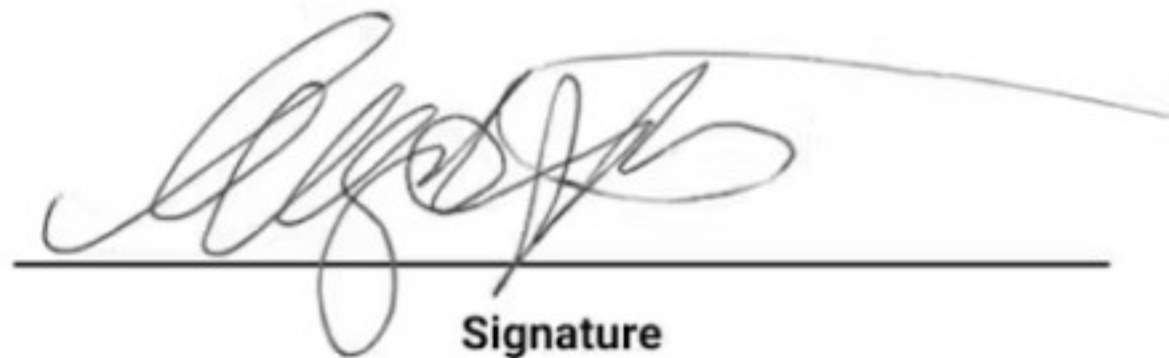
Strategies to attract, retain & engage top talent



How to create a workplace where employees feel valued & appreciated

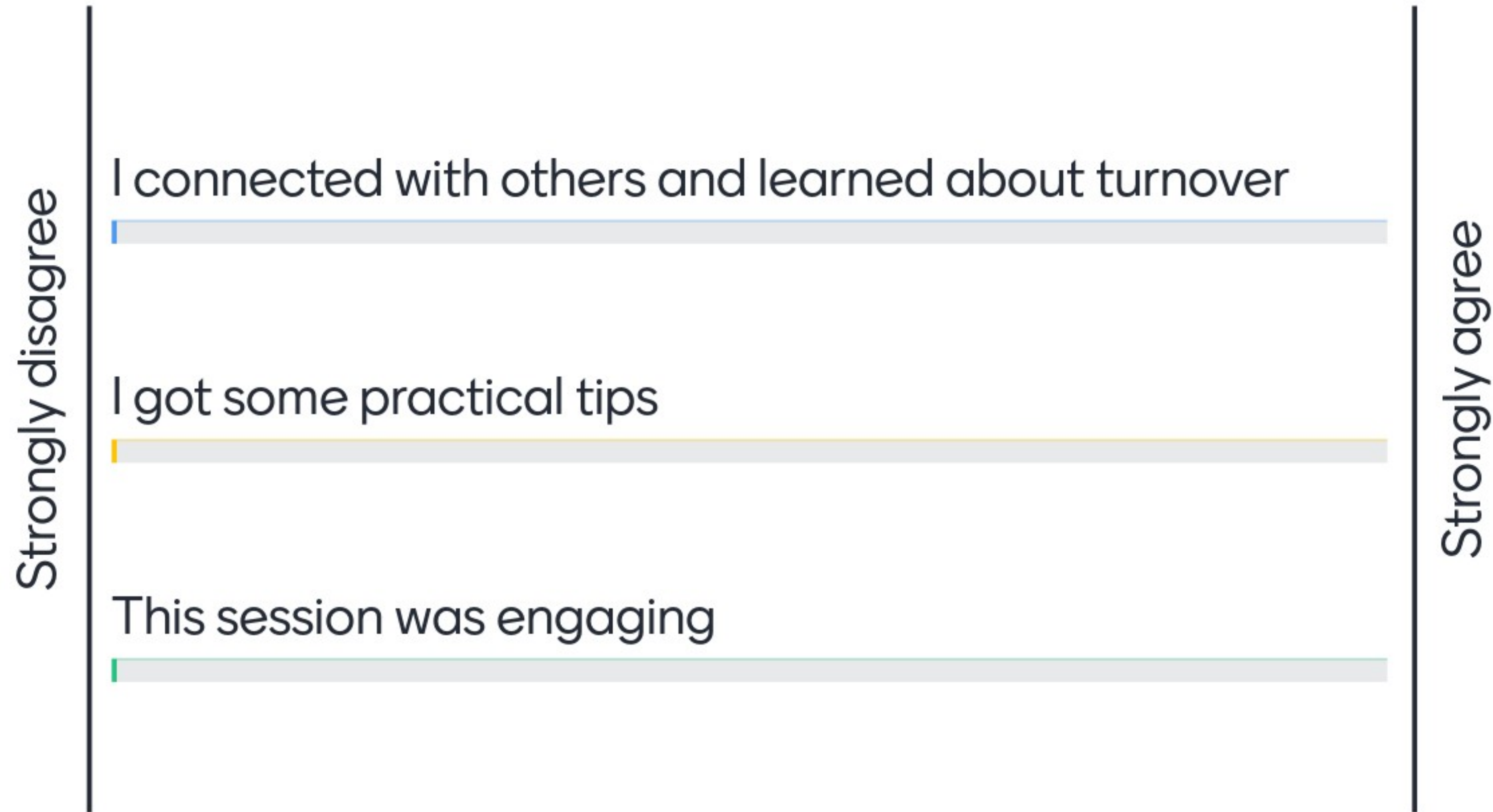


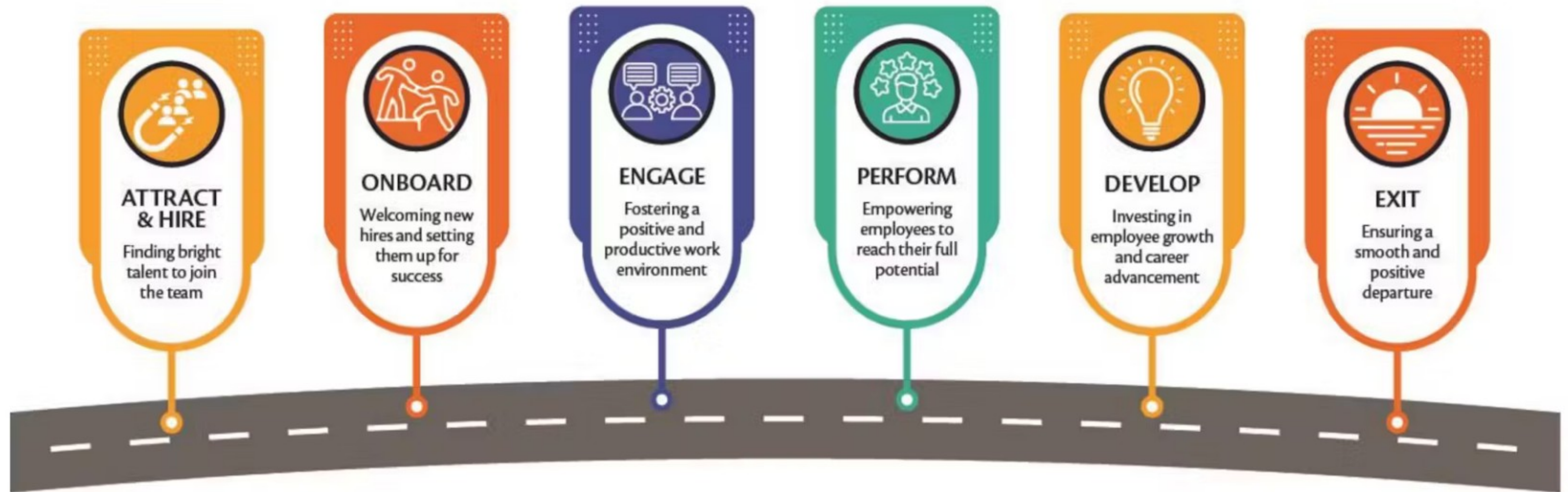
Practical tips to implement right away


Signature



Did we meet our objectives?





Works Cited

- [Global Indicator: Employee Retention & Attraction - Gallup](#)
- [US Engagement Hits 11-Year Low](#)
- [Factors Influencing Turnover and Attrition in the Public Behavioral Health System Workforce: Qualitative Study](#) National Library of Medicine
- [Gallup meta-analysis: employee engagement](#)

