



A Look at our Year 2017 Outcomes!

GSIL has instituted many organizational strategies to impact the recruitment and retention of the ACW workforce.

Our Metrics tell us:

- We have **decreased** the annual ACW Turnover Rate by approximately 7% - the lowest since the year 2015!
- We have **decreased** the annual ACW Turnover rate during the 0-6-month employment period by 4%.
- **On Boarding** (Oct-Dec 2017) The average time it takes from when an applicant completes the new hire paperwork is 10 days



A Special Thank you to the Recruitment Retention Team, Human Resource Team, our Long-Term Support Coordinators, and Consumers for their efforts and support provided to our ACW's and the On-boarding service.

Annual Turnover Rate – Lower than 2015 and later years!

Metrics:

- 2017 -63.1%.
- 2016 – 70%
- 2015-69%

The Annual Turnover Percentage of ACW's who leave within the designated time period-3 months / 0-6-month time:

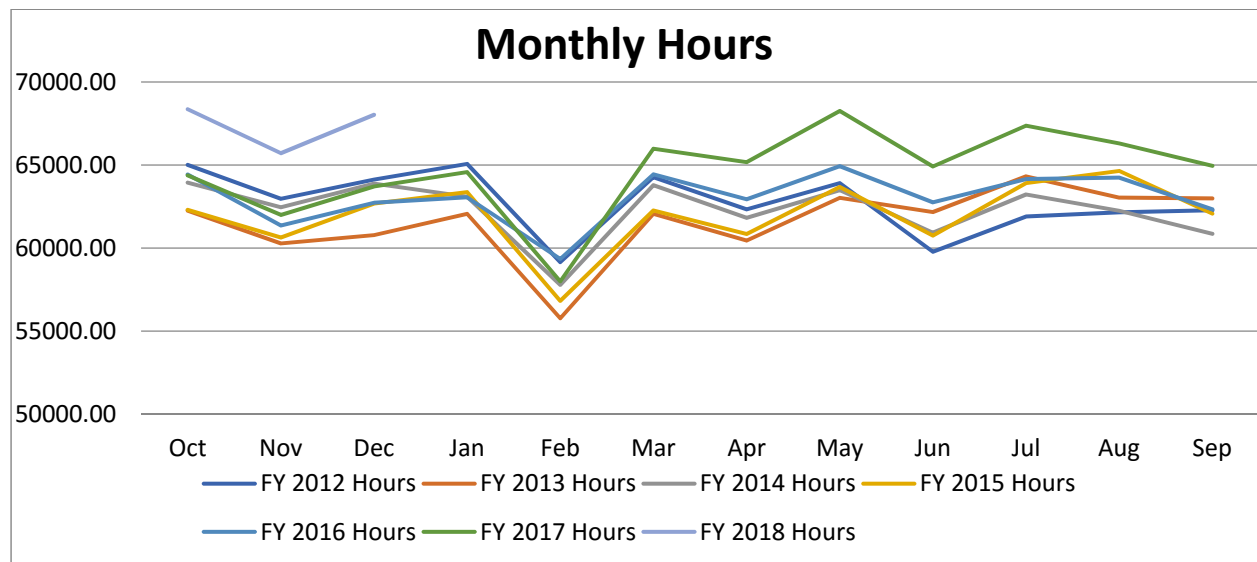
ACW Turnover Rate			
Year	0-3 months	4-6 months	0-6 months
2017	16%	8%	24%
2016	21%	7%	28%
2015	21%	8%	29%
2014	18%	8%	26%

*data captured 1/12/18, may not have all data in December

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The results for this year reflect that the two-week touch after an ACW is hired may be positively influencing the reduction in turnover for the 1st three months of hire, other variables maybe attributed to a better prescreening and matching process implemented. The turnover percentage during the 0-3-month time for employment is the lowest, given data back to 2014. Overall, the 2017 annual data is yielding a reduction in turnover by 4% from last year, and the lowest in years prior. Continual efforts will be made to influence the retention for our ACW's by focusing on training opportunities and strategies for engagement of our ACW workforce.

Hours of Services Provided:



On Boarding: The time it takes to hire on an applicant from receipt of application. There are many variables which influence the timeliness for when the applicant is 'all -set' to begin working. The variables include the type of program the applicant is desiring to begin working in and the related prerequisites delineated in the rules of each program type. The below data reflects the dates from

October to December 2017

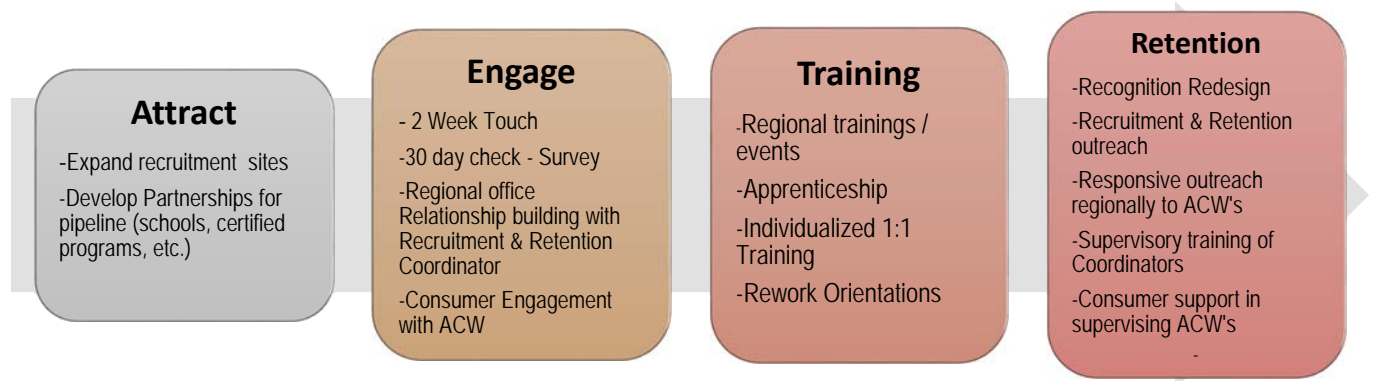
Average number of days from packet received to all-set **10***

(All- set means the applicant has completed the prerequisites for hire given a specific program)

*13 packets took 15+ days to get all missing forms due to TBs not being done by ACW, out of state criminal checks, risk assessment meetings needed due to criminal checks, etc.; which increases the average number of days from packet received to all set. If these situations are removed, the average number of days from packet received to all set is 6.

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Year 2018 – Our Framework



Organizational Strategies Implemented Last Quarter

Attract ACW's. Continual expansion of recruitment sites, Jobs, Indeed & beginning partnership with local NH Works.

Registry Update. Maintaining an active and full registry has been a significant challenge in today's workforce and economic times, applicants are no longer willing to 'wait' for work which impedes our ability to keep a viable registry. One area of a focus is to attract our existing workforce who are looking for more hours sporadically versus a stable work schedule. Specific recruitment efforts have been tried to seek workers from other employers in similar industries who may not be able to obtain the hours they would like; however, this has not yielded results. GSIL will continue to seek different approaches and worker demographics to attract applicants for the registry. Please reach out to our Recruitment & Retention team if you have any suggestions.

Beginning in February, every two months information will be distributed to our ACW workforce to engage workers who may want to be on the registry and updates of the information on the registry will occur. Our processes are being redefined to best educate new applicants of the registry, with the intent to build a 'registry hub' to meet consumer recruitment needs.

Regional Recruitment & Retention Coordinator Structure

Regional Recruitment & Retention (R &R) Teams are being aligned and processes are being redefined. Given that **R & R is GSIL's Number One Priority**, we have developed this team through the realignment of existing roles and a new position.

Please welcome our statewide Recruitment and Retention Team

JoAnn Brown, R & R Manager (statewide)

R &R Coordinators

Julia Olson, (East – Towns from the Dover and Concord offices);

Deb March, (West -Towns covering the Claremont, Manchester, Nashua, Keene offices)

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Lorraine Henry, Coordinator of Support Services (North Country - Area in Littleton and Berlin offices. All areas covered from a line across the state at Plymouth, the Littleton and Berlin offices cover all towns north to the Canadian border).

Recruitment & Retention Team

JoAnn Brown, Recruitment & Retention Manager – email: jbrown@gsil.org or phone: (603) 892-4654.

Deb March, Recruitment & Retention Coordinator – email: dmarch@gsil.org or phone: (603)496-2006.

Julia Olson, Recruitment & Retention Coordinator – email: jolson@gsil.org or phone: (603) 568-4930.

Lorraine Henry, Coordinator of Supports & Services – email: lhenry@gsil.org or phone: (603)931-0714.

ACW Retention & Recognition Efforts

-This year GSIL provided a \$50 bonus to 298 of our ACW (who met the eligibility criteria).

-GSIL provided a \$10 gift card to all our ACW who worked Christmas Day



Please share your suggestions and/ or comments to improve our Recruitment and Retention efforts and outcome to Joy Sabolevski, Vice President of Long Term Support Services – email: jsabolevski@gsil.org or phone: (603) 410-6546.