


● Improve Employee Retention

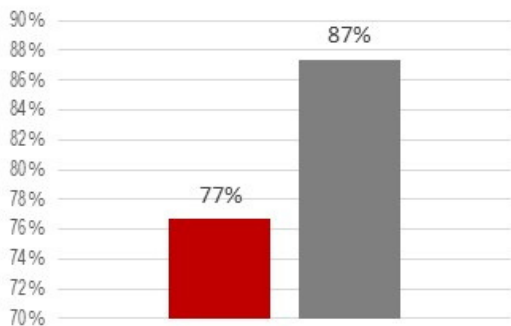
Seven agencies of the Summit County Developmental Disabilities Board implemented the Success Coach initiative to proactively engage staff to strengthen relationships within the organization and address retention issues.

Success Coaches met once a week with new hires to address challenges that could affect employee performance and retention.






“ I think every job should have a Success Coach because sometimes all you need is that one person's extra push to keep you going at your job.”

30 Day Retention Rates Jump 10%!



Retention Rates **Without a Success Coach** and **With Success Coach**

What Success Coaches Do

-  Connect with new staff in an intentional and regular manner
-  Identify and resolve issues by connecting staff to community resources
-  Provide feedback to leadership



Success Coaches help to foster a sense of connection between the organization and the staff



Success Coaches resolve issues that could lead to decreased availability and/or staff separation



Success Coaches provide the organization with valuable feedback concerning its practices through the lens of workers

● Issues Addressed

Personality conflicts with managers and staff
Scheduling issues
Access to affordable and quality childcare

Transportation to get back and forth to work
Sources to assist with rent and utilities
Work-life balance

A special thank you to Summit DD and agencies for being innovative in your approach to address a critical workforce challenge; Kent State University for their research and evaluation expertise; and The Fund for Our Economic Future and the National Fund for Workforce Solutions for their generous support of this initiative.