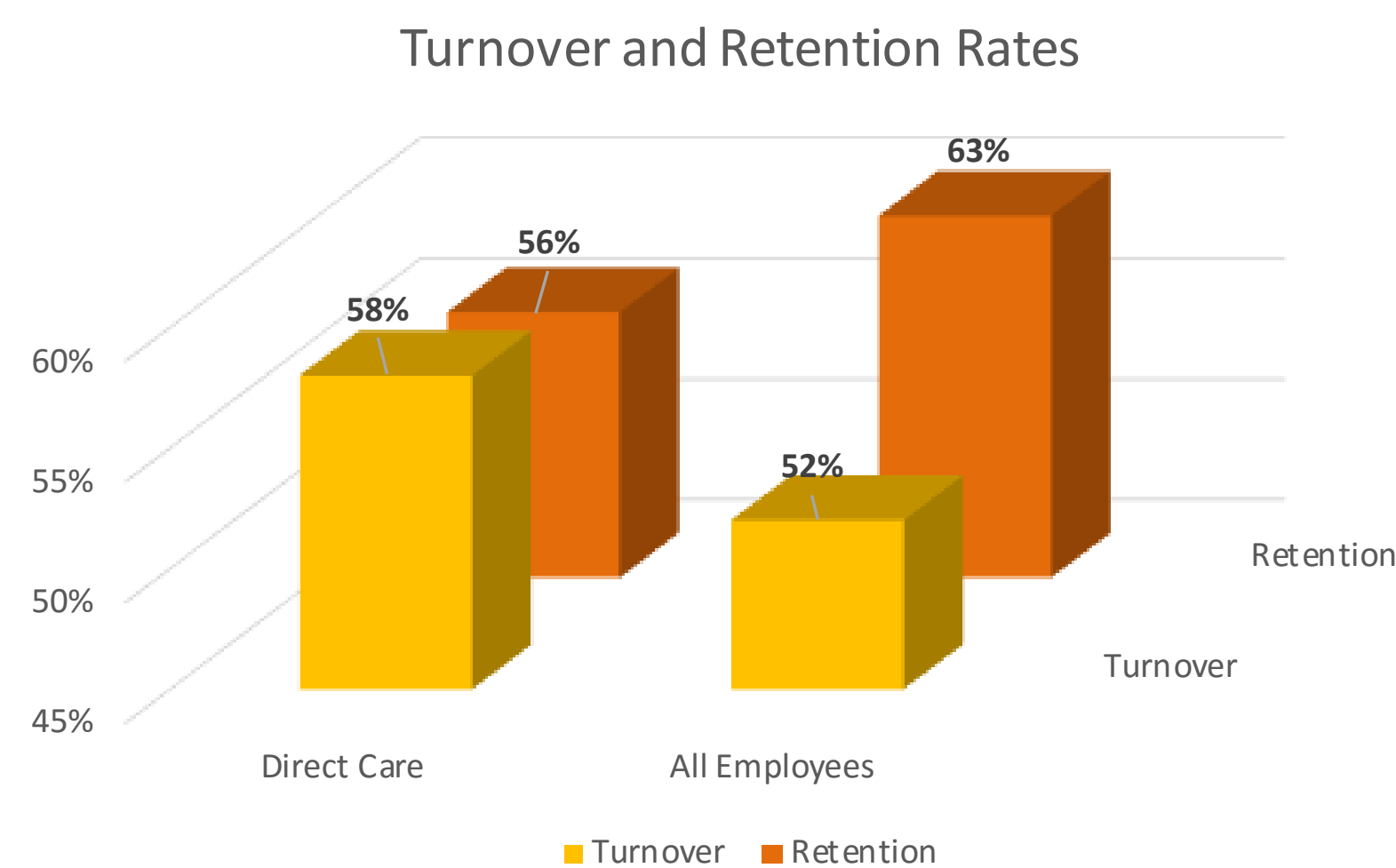




Improving Retention through Peer Mentor Program

Project Goals

- 1) Decrease employee turnover by 5% in Year One and 10% in Year Two of the grant period.
- 2) Retention for caregiving employees will improve by 5% in Year 1; 10% in Year 2.
- 3) 90% of new employees will find the PPM program helpful and will state it made a positive difference in their first 90 days.
- 4) 95% of Primary Peer Mentors will feel empowered, more confident.



Project Description

Grand Village has developed a Primary Peer Mentor (PPM) program to increase retention and decrease turnover rates, and to ensure that the primary focus of employees is on resident care. The purpose of the PPM program is to assure a consistent standard of high-quality training and support for new employees during their first 90 days, thereby ensuring a successful onboarding experience.

The impact of the program will be to 1) improve the retention and turnover of our new hires and 2) provide a career ladder in senior care for caregiving employees.

Progress Report

From February through June, 2017, we completed the following work:

- Six Peer Mentors selected and trained.
- A 'competency' assessment was designed to evaluate Peer Mentors during their first mentor experience.
- Implemented 10-day, 30-day, and 90-day check-in questionnaires.

Next Steps

- Develop and administer new employee survey questionnaire to evaluate program.
- Develop and administer Peer Mentor survey about the program.
- Establish monthly check-in with staffing coordinator and HR lead.

Project Team Members

Kyle Hedlund, Executive Director; Jennifer Juntunen, Human Resources Manager; Karen Kuntz, Staffing Coordinator