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## **Oakland Family Services Reduces Turnover for Employers**

**Pontiac, MI** – Oakland Family Services' Effective Employee Retention Project again demonstrated significant impact on an employer's costly staff turnover. Following success in reducing the turnover rate of a targeted work group at a local hospital system, the program expanded to the long-term care market. Since February 2009, Oakland Family Services has been working with Trinity Senior Living Communities Sanctuary at Bellbrook, a multi-level of care campus in Rochester Hills, MI to address a turnover rate of 26%.

Within one year, the turnover rate had been reduced to 17%, significantly below the industry average. The project began with the training of supervisors, managers and nurses on factors that enhance employee retention. Managers worked on a goal and practiced improving specific behaviors over the next 90 days. The managers were also coached on a regular basis. When goals were successfully achieved, new goals were developed to maximize benefits of the program.

According to the Sanctuary at Bellbrook's Executive Director, Becky Lund, "The process helped strengthen relationships within our work teams and ultimately furthered our commitment to excellence when it comes to serving seniors. I am pleased that Sanctuary at Bellbrook had the opportunity to participate in this retention program."

Julie Thomas, Human Resources Director at the Sanctuary at Bellbrook said, "The management training from Oakland Family Services assisted our associates in more successfully leading a diverse population by raising awareness of employee issues and understanding techniques to address conflict and praise success."

Employee turnover is one of the largest expenses in organizations, yet it is one of the most unknown. The Society for Human Resource Management estimates that it costs \$3,500 to replace one \$8.00 per hour employee when all expenses – recruiting, interviewing, hiring, training, and reduced productivity are taken into consideration. Other sources provide estimates as high as 30-50% of the annual salary of an entry-level employee, 150% of middle level employees and 400% of specialized high-level employees.

The Effective Employee Retention Project is offered by Oakland Family Services' Employee Assistance Services under funding from the United Way for Southeastern Michigan. "Job retention is critical to financial stability", states Kim McAuliffe, Director of Employee Assistance Services. "Workers who stay employed are presented with greater opportunities for wage gains and promotions at work, as well as increased overall stability in their lives."

Oakland Family Services is a private, nonprofit, human service agency providing prevention, education, support and treatment programs to families and individuals throughout Oakland County and Southeastern Michigan since 1921. For more information about the Employee Retention Project, contact Kim McAuliffe at (248) 858-7766 ext 227.

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