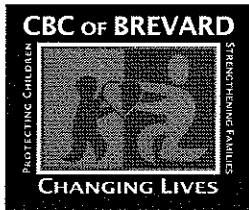


Community Based Care of Brevard, Inc. Policy and Procedure Manual



Series: HR- Satisfaction & Retention COA: HR 4.03, 4.04
CFOP: NA

Procedure Name: Satisfaction & Retention Goals & Actions

Procedure Number: HR – 2803

Revision #/Date: (2)3/07 (3)2/09

Effective Date: 1/05

Applicable to: All CBCB Staff

SUBJECT: Satisfaction & Retention Target Goals and Actions

PURPOSE: The Agency establishes personnel satisfaction/engagement and retention target goals on an annual basis. On an annual basis the Agency turnover is analyzed and an executive summary is prepared providing the rate as well as trends revealed through the data and exit interviews with staff. Employees are also surveyed on an annual basis to measure satisfaction and engagement. This is done to ensure on-going communication and to provide the Agency with staff input regarding not only what is viewed positively but to determine any core areas of concerns may exist so the Agency can address and evaluate what strategies, plans or changes may be appropriate to address these

PROCEDURE:

References

(to be added as applicable)

Employee Satisfaction

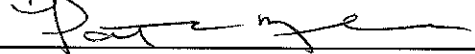
1. Annually the Agency conducts an employee survey which is focused on satisfaction resulting from employee engagement.
2. The survey is sent to all employees, via an on-line tool and the data is collected and consolidated by the Chief Compliance and UM Officer for initial review by the Chief Executive Officer.
3. The Chief Compliance and UM Officer and Chief Executive Officer then share the consolidated results with the Strategy Team. This group evaluates the results and considers recommendations, plans and strategies to address the major concerns expressed.
4. The Chief Executive Officer also presents the consolidated results to the Leadership Team and engages this group to provide input to address areas of concern.

5. Annually, the summarized responses of the survey are presented to all staff at the monthly all staff meetings.
6. Generally the Chief Executive Officer or designee will then convene meetings with department staff to review the results. The Chief Executive Officer reviews each category and provides an overview of the combined results. Where there are areas for improvement each group is provided with the steps and actions the Agency will be implementing to address these concerns.
7. At these meetings employees are also requested to provide feedback on the proposed plans to address the areas of improvement and other suggestions they have.
8. Annually the Chief Executive Officer in concert with the Strategy Team determines the target satisfaction goal for the New Year.

Staff Retention

1. Staff turnover is determined and evaluated on an annual basis by the Chief Personnel & Administrative Officer. Depending on Agency activities, market conditions or other variables, this may be done on a more frequent basis.
2. Reports are generated for the Chief Executive Officer which provide an analysis of departmental turnover.
3. The Chief Personnel & Administrative Officer provides an executive summary which provides the consolidated Agency turnover, delineates the "voluntary" and "involuntary" turnover and that which was "controllable" and that which was "non controllable."
4. The report also provides information on trends that surfaced during the analysis of the data and from the combined voluntary exit interviews conducted.
5. This information is then disseminated to the Strategy Team where actions are devised to address "controllable" turnover for the new year.
6. Members of the Strategy Team may also share this information with their management staff to address areas identified as needing improvement and to develop plans and strategies to improve specific "controllable" areas or trends.
7. Annually the Chief Executive Officer determines the target retention goal for the New Year.

BY DIRECTION OF THE CHIEF EXECUTIVE
OFFICER:



DR. PATRICIA NELLIUS-GUTHRIE
Chief Executive Officer
CBC of Brevard, Inc.

APPROVAL DATE: 3/5/09