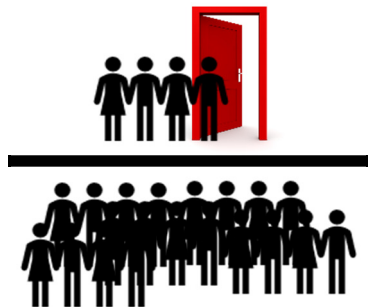




Employee Turnover in LTSS

Employee turnover can be costly – it is estimated that it costs about \$2,500 to hire a new worker in LTSS. Those costs can add up in an environment where turnover is high. High levels of turnover have also been correlated to reduced outcomes for the people being served in LTSS.

Measuring overall turnover provides some measure of workforce stability and is a basic metric for many organizations. To measure overall turnover, divide the number of people who left (resigned or fired) your organization by the number of people working at the end of the measurement period (usually a year) and multiply by 100.


$$\frac{\text{Number of people who left}}{\text{Number of people working at the end of the measurement period}} \times 100 = \text{Turnover Rate}$$

Going Beyond the Basics

By examining turnover more closely you can gain additional insight:

- If most turnover is occurring within the first six months after hire, it could be telling you that your hiring or onboarding process need to be reviewed.
- Higher levels of turnover in a particular job classification, on a particular shift, or in a particular location can each indicate that something is occurring that merits further examination.
- Organizations may want to define the time period in which turnover is being measured to best align that with business information needs – calendar year, fiscal year, or previous twelve month periods may all be considered.

It costs at least \$2,500 to replace one direct care worker.



Sage Squirrel Consulting can help your organization develop strategies to measure and manage employee turnover. Contact us for assistance!