

TESTIMONIALS

Netcare Access (Columbus, 246 employees)

"In the prior year, our turnover rate hit a high of 51% after being in the 30's for some time. The MHA review gave us the opportunity to identify some areas that we could work on in a targeted approach. By incorporating many of the recommendations contained in the report, we reduced our 2016 turnover rate to 38.7%. We are continuing to utilize the recommendations in order to reduce turnover to even more manageable levels in 2017 and beyond. Working with MHA was easy from an administrative standpoint and did not tax our staff or our resources. Highly recommend without reservation."

- King Stumpp, President & CEO
-

The Centers for Families and Children (Cleveland, 506 employees)

"The study and its methods were key in helping us to understand some progress we had made in the last couple years as well as the work we must do to continue to increase wellbeing for our team. The study has placed important emphasis on key action items only some of which we might have come to through thoughtful reflection and observation, but others which we might not have got to the root of and indeed not so quickly. Now having this focus allows us to allocate already limited resources to the best places for results. Thank you for your candor and professionalism. I'm not sure this letter or any other can adequately complement the soft yet emphatic approach you take in your consultation. It is much appreciated."

- Kerry Bohas, PHR, SHRM-CP, Vice President, Human Resources
-

Alta Care Group, Inc. (Youngstown, 189 employees)

"The entire process was well organized, flexible to accommodate our staff and schedule needs, and completed with an outstanding level of both verbal and written communication. This study turned out to be an incredible management tool for our 200 employees. It was a comprehensive process that included staff surveys, on-site staff focus groups, and review of a significant amount of our data (e.g. exit interviews, turnover rates). In the end, the very detailed report provided us with a deep level of understanding of those contributors to staff turnover intention, as well as very practical strategies to proactively promote staff retention. Thank you MHA of Franklin County!"

- Joe Shorokey, LPCC-S, CEO
-

UMCH Family Services (Columbus, 52 employees)

"We have found the process and the outcomes to be an effective tool to better understand our staff and then involve them in improving our circumstances together. I would recommend this process to anyone attempting to better understand their staff's wellbeing and identify ways to work together to reduce turnover."

- Sean Reilly, Executive Director

Child Focus, Inc. (Cincinnati, 315 employees)

"Our agency found the assessment to be extremely valuable to senior leadership and staff. Understanding what experiences and priorities our staff value most helps us understand how to have a healthy, happy workforce and a workforce that remains with Child Focus! Thanks to Kenton Beachy we now have a direction to proceed in. Before this assessment our efforts with respect to retention, wellbeing and engagement may have taken us in multiple directions. However, armed with the data from the survey and focus groups we now know how to position our sails. Child Focus highly recommends this assessment to other agencies who are vested in the wellbeing of their staff."

- Jeff Finke, Human Resource Director
-

Concord Counseling Services (Columbus, 83 employees)

"The information from the study helped us in deciding what we could and should look at to improve retention at Concord. In particular, we have looked at ways to provide more feedback to line staff and to push decision making down to the manager level. Without the information provided by the study, it is doubtful we would have realized how important these and other changes could be."

I also want to thank you and your staff for the professionalism and consideration you demonstrated throughout the process. At the end you had to deliver some results that needed a "diplomatic" touch. You were patient and tactful at all times and throughout the entire process. I highly recommend this process for any organization interested in improving their workplace wellbeing!"

- Connie Emerson, LISW-S, Executive Director
-

FrontLine Services (Cleveland, 322 employees)

"The plan of action has been very helpful in guiding the agency's decision making. We have used your input in creating professional development for senior and middle management. The staff interviews gave us real insight into the struggles the staff were going through. It was helpful to have an outside group come in to get real feedback."

Also, all of your follow-up after the project was above and beyond. You extended yourself and offered additional help and clarification of the survey results. I highly recommend this process for employers that really want to hear what the staff are saying and want to make real changes in the workplace."

- Meredith Black, Director of Human Resources