

### DSP Retention and Recruitment

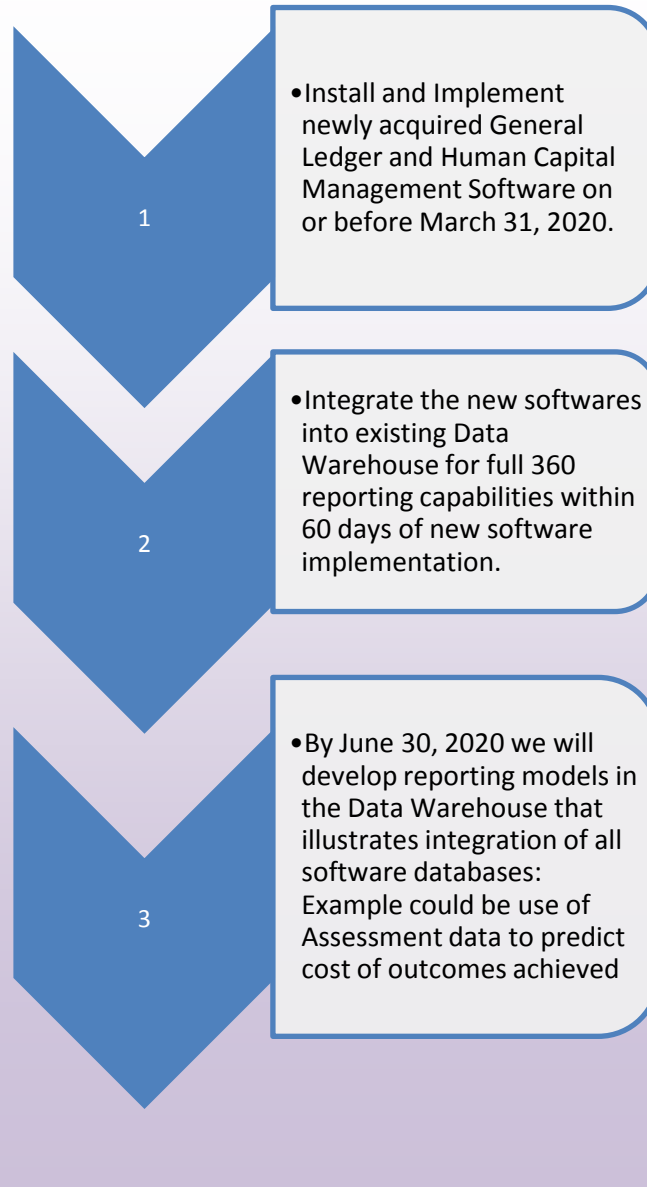
Grafton will maintain or improve on the ratio of number of DSP hired vs. leaving employment in FY2020 vs. FY2019

Grafton Human Resources Department will utilize FY 2020 to identify critical elements of employment to hiring and retention of staff. Examples of inquiry will be shift models, benefit models and related costs, compensation levels, needed support etc. By May 31, 2020 will present findings and suggestions to the Grafton GOAL team.

Training Support Managers will follow-up with all DSP new hires hired beginning July 1, 2019 in relation to their on-boarding experience, through a systematic process of data collection. Updates will be delivered each quarter with a final report delivered by May 31, 2020.

Grafton Training Department will increase internal focus in relation to TIC, Ukeru Training, Grafton Model implementation, and the Foundational 5 in order to achieve decreased reportable events and decreased staff injuries from FY 2019 data.

### Organizational readiness for value based contracting



### Employee Development

Need for education and development of Grafton Staff:

- i. By December 31, 2019, Grafton will create introductory training on all clinical treatment methods.
- ii. By June 30, 2020 Grafton will have provided the introductory trainings on the clinical model to 90% of all direct service professionals employed for more than 6 months as of that date;
- iii. On or before May 31, 2020, Grafton will have established the new Grafton Organizational Leadership Development training.

### Employee Engagement/Satisfaction

Employee Engagement/Satisfaction Survey will be conducted and Grafton will maintain/improve scores across the major areas of the survey.