

## PROCEDURE

<b>Series:</b>	<b>HR-Practices</b>	<b>COA: HR 4.03, 4.04 CFOP:</b>
<b>Procedure Name:</b>	Satisfaction and Retention: Goals and Actions	
<b>Procedure Number:</b>	HR 2803	
<b>Reviewed Date:</b>	12/1/15, 4/16/24, 10/21/2025	
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<b>Effective Date:</b>	01/05	

**Applicable to:** All Family Partnerships of Central Florida (FPOCF), Staff

### PURPOSE:

FPOCF establishes personnel satisfaction/engagement and retention target goals on an annual basis for the agency. Agency turnover is analyzed on an annual basis, and an executive summary is prepared providing the turnover 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 encourage staff input regarding not only what is viewed positively but to determine any core areas of concerns that may exist so the agency can address and evaluate what strategies, plans, or changes may be appropriate to implement

### References:

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#### 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 Human Resources Senior Director including an executive summary report. These are provided to the President and Chief Executive Officer and Vice President and COO for initial review and questions.
3. The consolidated results are then presented to the Executive Team. This group evaluates the results and considers recommendations, plans, and strategies to address any major concerns or trends expressed. This protocol is employed for FPOCF.
4. Annually, these results, observations, and any specific strategies to address trends are also presented to the Board of Directors for the agency.
5. The Human Resources Senior Director presents the consolidated results of the agency survey to these employees at an all staff meeting after the material has been presented to the Board of Directors.
6. Annually the President and Chief Executive Officer determine the target satisfaction goal for the new year for each agency.

## Staff Retention

1. Staff turnover is determined and evaluated on an annual basis by the Human Resources Senior Director. Depending on agency activities, market conditions or other variables, this may be done on a more frequent basis.
2. The Human Resources Senior Director provides an executive summary to the President and Chief Executive Officer and Vice President and COO by agency which provides the consolidated agency turnover, delineates the "voluntary" and "involuntary" turnover and that which is considered "controllable" and "non controllable."
3. The report also provides information on trends that surfaced during the analysis of the data and from the combined voluntary exit interviews conducted.
4. This information is then disseminated to the Executive Team where actions are devised to address "controllable" turnover for the new year. Turnover data for FPOCF is evaluated by the President and Chief Executive Officer, Vice President and COO, and Human Resources.
5. Members of the Executive 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.
6. Annually the President and Chief Executive Officer and Vice President and COO determine the FPOCF target retention goal for the New Year.

BY DIRECTION OF THE PRESIDENT AND  
CHIEF EXECUTIVE OFFICER:



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PHILIP J. SCARPELLI  
President and Chief Executive Officer  
Family Partnerships of Central Florida

APPROVAL DATE: 11/14/2025