

## MEMORANDUM

**TO:** House Committee on Health Care

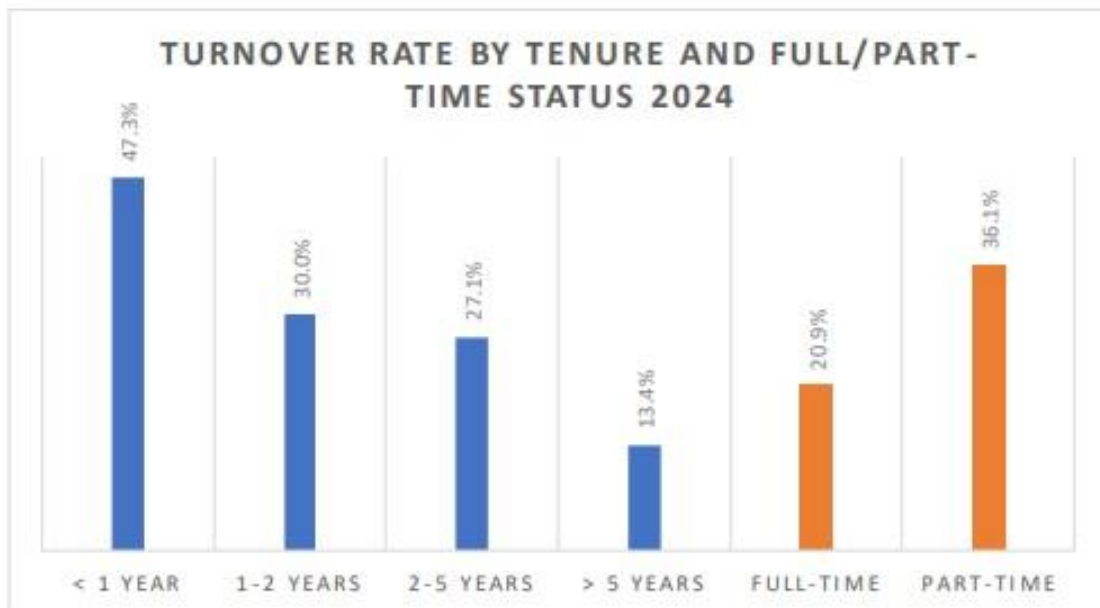
**FROM:** Emily Hawes, Commissioner, Department of Mental Health

**DATE:** January 31, 2025

**RE:** Follow-up to January 29<sup>th</sup> Testimony: Workforce Incentives

*During the Department's (DMH's) January 29<sup>th</sup> testimony, the Committee requested data regarding the effectiveness of recruitment and retention incentives on the Designated and Specialized Service Agency (DA/SSA) workforce, particularly any available data on retention and length of employment.*

1. Data indicates that retention of employees increases as length of employment increases, with turnover decreasing substantially when an employee reaches 1 year of tenure, and again when an employee reaches 5 years of tenure.



*Turnover by Program Shown in Percentage Source: Vermont Care Partners*



Across the DA/SSA agencies, the highest turnover rate was for staff who had less than 1 year tenure, with the highest rate at 73.3% and the lowest at 23.3%. The lowest turnover rate was 5.8% for staff with over 5 years' tenure, and 11.3% for staff with 2-5 years' tenure. Part-time staff had a significantly higher turnover rate at 36.1%, with full-time staff at 20.9%.

2. 2023 data on the Vermont Care Partners Employee Investment Program indicated that 96% of the 500 employees who received tuition assistance or loan repayment fulfilled their 6-month commitment. The Department does not collect data on length of employment for recipients beyond the fulfillment of the 6-month commitment period.
3. Distributions from the Employee Investment Program are currently utilizing the \$6.9M in funds allocated by the General Assembly in 2023. DMH will receive the first outcome report related to these funds in early February and can share that data with the Committee.

