

Missouri Department of  
**SOCIAL SERVICES**



Missouri Department of  
**Corrections**

**24/7  
FACILITY  
STAFFING**



Missouri Department of  
**MENTAL HEALTH**



Missouri Department of  
**Public Safety**

# MEET OUR TEAM



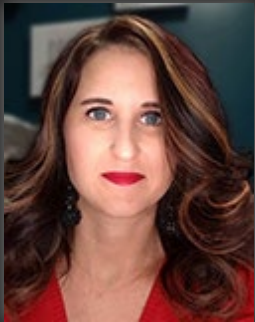
**Kelli Smith**  
DSS



**Jeffrey Collins**  
DPS



**Kyle Kempker**  
DOC



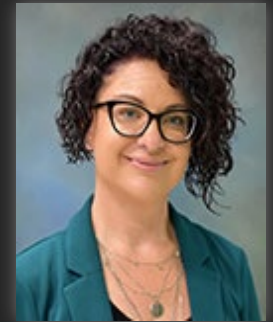
**Miranda Warren**  
DMH



**Richard Powell**  
DOC



**Mimi Nazu**  
DOC



**Tanya Henry**  
DHSS

# MISSION, VISION AND VALUES

Maintaining adequate staffing in congregate care facilities is essential in order to provide quality services and a safe environment for Missouri citizens and State of Missouri team members.

DSS, DOC, DPS and DMH reference the safety of Missourians in their mission, vision and/or values.



# CRITICAL STAFFING SHORTAGE

## Turnover by Job Class

Support Care Assistant	76%
Youth Services Worker	66%
Corrections Officer	61%
Food Service Worker	60%

## Vacancy Rate by Job Class

Food Service Worker	69%
Support Care Assistant	62%
Corrections Officer	42%
Youth Services Worker	39%

“Looking back on all the family and community time that I lost and will never get back, it makes me wonder why anyone would choose this job for a career.”

Source: OA DOP Talent Management Dashboard



# PAY ADJUSTMENT CONSIDERATIONS

## Shift Differential Pay

- Evening
- Holiday
- Night
- Weekend

## Tenure Pay Plan

- 1.5% of base pay for every 2 years of service
- Capped at 26 years of service



# SCHEDULING SOFTWARE

Improve scheduling practices through the implementation of Humanity software



**31%** Fewer Employee Callouts

**16%** Less Turnover

**86%** Increase in Employee Satisfaction

**23%** Drop in Overtime Costs

Source: Shiftboard



# RECOMMENDATIONS

- Dedicated Team/Externship
- Shift Differential Pay
- Tenure Pay Plan
- Scheduling Software
- Opt-out Incentive - Health Insurance Benefit
- Incentive for Meeting Attendance-Based Criteria
- Increase Comp Time/Overtime Payout Frequency



# THANK YOU!

“

We can't stop employees from leaving, unless we have a plan to make them stay.

”

Indra Nooyi  
Former PepsiCo CEO

