



RETENTION CASE STUDY

Boise Police Department
Caldwell Police Department
Meridian Police Department
Mountain Home Police Department
- Idaho, Feb 2024



/Background:

From February 6th to May 6th 2023, four agencies in the Boise Metro Area engaged in 3-month pilot of Performance Protocol's Coaching Platform in an attempt to address employee retention and turnover. All four agencies allowed self-selection into the program. Participants were a mix of sworn officers and civilian employees. The data shown here demonstrates coaching as an effective tool to safeguard against turnover.

/The Challenge:

Despite Idaho being a popular destination for lateral transfers nationwide, agencies throughout the state still experience the same challenges with retention, particularly amongst its younger employees (Millennials & Gen Z). Recognizing that more money and "stuff" wasn't the solution, the participating agencies and their leadership decided a different approach was needed.

/The Solution:

In January 2023, Command Staff from each of the four participating agencies attended a 1 hour briefing on Performance Protocol's Coaching Platform and approach. It was understood that coaching could be a viable and scalable solution to working with employees most likely at risk for quitting. All four agencies agreed to pilot the Coaching Platform for 90 days simultaneously to measure impact.

/The Approach:

Each agency allotted a select number of seats to their staff. All employees were given the opportunity to opt into the pilot program by responding to a short explainer video. Employees were selected on a first come, first served basis. Once identified, employees attended a 1 hour, in-person onboarding where they learned about coaching, the platform, and how to get started. From there, they selected the coach(es) they wanted to work with and began booking one-on-one virtual coaching sessions. Employees were given unlimited access to the platform for 90 days, which also included an optional Cardiometabolic Health Screen (PHR blood test). Lastly, employees were measured on a variety of personal and professional metrics before beginning, and again 90 days later upon completion. Results found in this report are reflective of any changes which occurred during this 3 month period.

/Enrollment Stats:

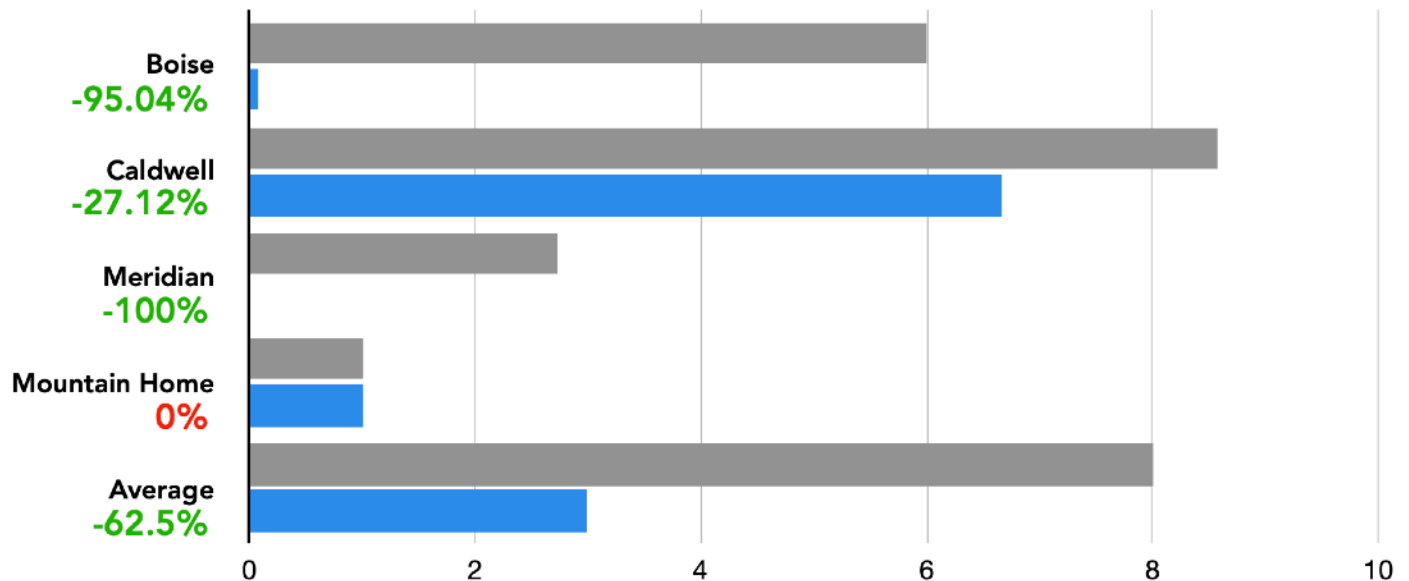
Total Participant Size: 39	Completed Sessions: 172
Boise PD Enrollment: 13	Completed PHR Blood Tests: 22 (56% of group)
Meridian PD Enrollment: 11	Average Usage Cadence: 4.42 Sessions / Month
Caldwell PD Enrollment: 7	Average No. of Used Coaches: 1.43 / Employee
Mountain Home Enrollment: 8	Average Satisfaction Score: 84/100

/Results:

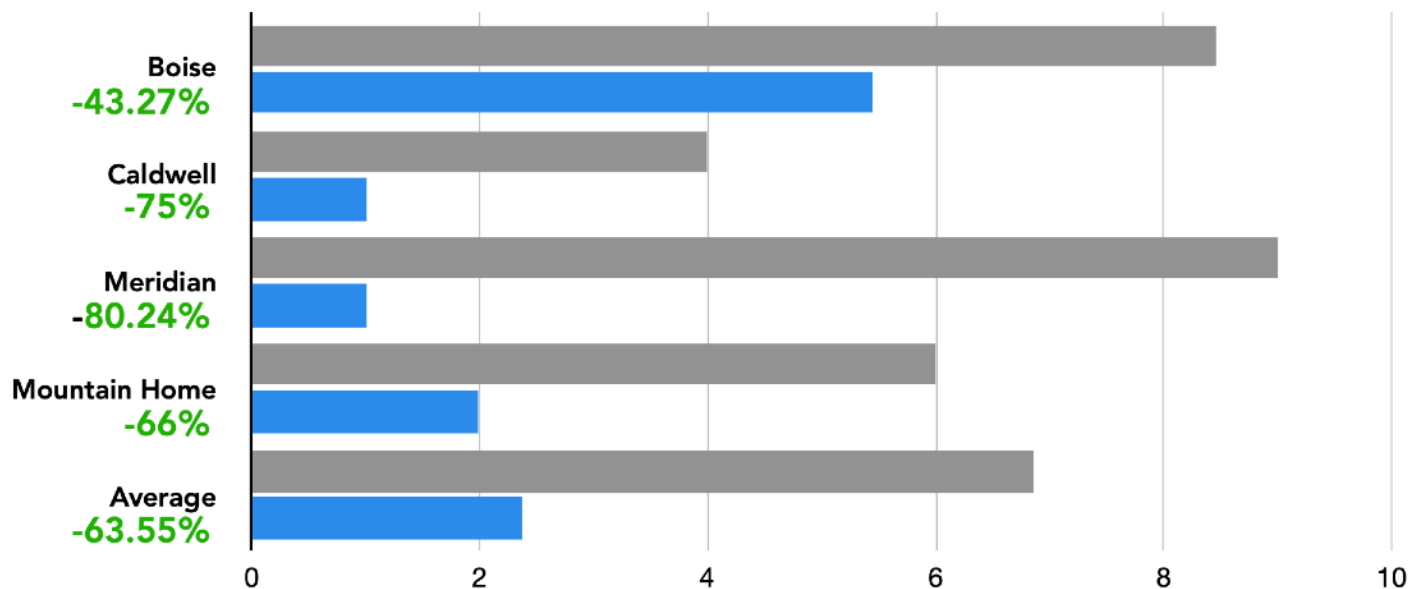
All four participating agencies saw very high levels of employee engagement, with each employee booking an average of 4.42 sessions per month, or about once per week. Keep in mind, participation in this program was completely optional, voluntary, and done on each employees' own accord. Furthermore, more than half of the participant group opted for the blood test, which provided an "eyeopening wakeup call," as one employee put it. But the most important factors discovered during the pilot was the significant decrease across the board in intention to quit the profession, desire to change role within the agency, and desire to change agencies all together.



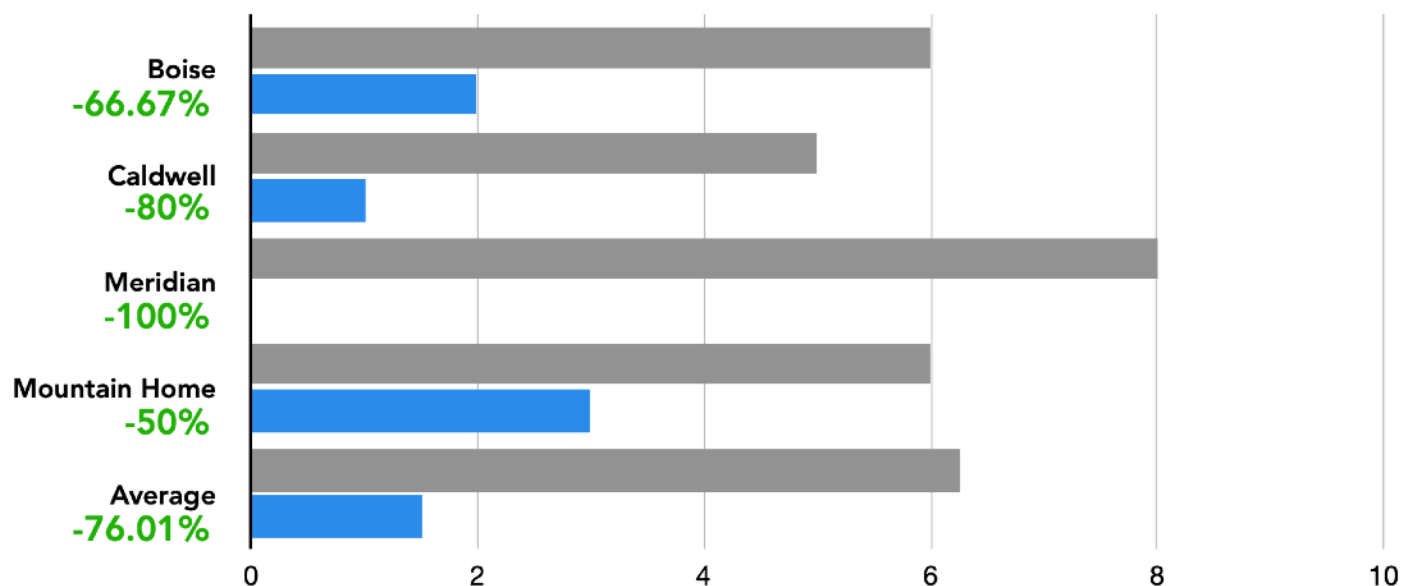
/Desire to quit / leave law enforcement.



/Desire to change roles with agency.



/Desire to change / transfer to a different agency.



/Key Lessons Learned:

The Boise, Caldwell, Meridian, and Mountain Home Police Departments have all significantly improved employee retention amongst the enrolled pilot participants through Performance Protocol's Coaching program. The success is attributed to three main factors:

- 1) The program's opt-in nature increased enthusiasm and engagement, as officers felt empowered by choosing to participate.
- 2) Coaching promoted personal accountability and behavioral change, evident in the high engagement and session frequency, a rare achievement in law enforcement.
- 3) It offered officers a new perspective, showing that solutions to their frustrations lay in personal growth, not in quitting or changing jobs. This innovative approach has not only bolstered retention but has also enhanced the overall well-being and commitment of the officers.

/Conclusion:

Performance Protocol's Coaching Program has demonstrated its efficacy in boosting employee retention among participating law enforcement officers. This outcome reinforces the broader understanding that coaching is an effective tool for employee retention across various industries. The data from this initiative clearly shows that the principles and benefits of coaching are not only transferable but also highly relevant to law enforcement agencies, underlining the program's potential as a transformative approach for enhancing commitment and job satisfaction among police officers.

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