**SUMMARY**

There are many different factors that lead to turnover and low retention rates and it slowly becomes problematic for any social service organization. As more and more people find themselves seeking the help through the services of nonprofits it is clear that nonprofit organizations must find a way to retain already trained employees. Retention of qualified employees is becoming a challenge for nonprofit agencies providing human services around the country. Low wages, heavy caseloads and not enough support from the leadership team are causing employee dissatisfaction, and in turn, increased turnover. A qualitative method was used and semi-structured interviews including a focus group were conducted with a Nevada nonprofit staff and leaders, to identify the most effective strategies that could be implemented by nonprofit organizations to retain employees.

**PURPOSE**

The purpose of this research is to explore the factors that impact retention rates in social service organizations to achieve their mission, positively and negatively. Employee retention is an essential part of strategic leadership as it assists the organization to better achieve its mission. Therefore, keeping talented individuals that have a high desire to help others and are well trained, is important to ultimately create value within the community.

**RESEARCH**

**RQ1. Why do social services organizations have such high turnover rates?**

**RQ2. What Strategies are nonprofit leaders using in order to retain their employees longer?**

**RQ3: Are nonprofits fostering an environment that breeds high performance, retention and engagement?**

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**METHODS**

- Peer-reviewed articles.
- Executive Director
- Program Director
- Former employees
- Tenured employees
- New current employees

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**DATA AND ANALYSIS**

**TURNOVER**

Voluntary: Initiated by the employee  
Involuntary: Initiated by the organization

Functional: Harmful to the organization  
Dysfunctional: Harmful to the organization

Unavoidable: Stress from causes over which the organization has no control  
Avoidable: Stress from causes the organization may be able to influence

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**STAFF DEVELOPMENT**

- Trainings  
- Education opportunities  
- Mentors  
- Leadership  
- Feedback

**CULTURE**

- A supportive environment  
- Fun  
- Appreciation  
- All managers make us feel welcomed.

**SAFETY**

- Better insurance options.  
- Safety trainings  
- Safety guidelines

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**STRATEGIES IN PLACE**

- Incentives  
- Employee appreciation events  
- Shadowing opportunities  
- Community trainings  
- "Our goal is to let the employees decide what they want to learn."

**LEADERSHIP TEAM**

- "We believe our culture continues to improve day by day, we want employees to feel welcome, supported & happy to be here."

**REFERENCES**

