

Application to Day 90

A Detailed Caregiver Retention Plan

Point in Timeline	Touchpoint
Caregiver applies	Automated text sequence scheduling a Zoom interview
1 day and 1 hour before scheduled interview	Reminder texts about the interview
Scheduled interview time	Zoom interview; if it goes well, recruiter extends conditional offer and schedules paid orientation
After interview	Recruiter sends text thanking the candidate for their time and reiterating time/day of paid orientation
Before orientation	HR staff complete background checks and other necessary pre-screening
1 day before orientation	Check-in phone call; ask if they have questions about orientation and if they have dietary considerations for lunch at orientation Supervisor asks how many weekly hours the caregiver needs to meet their financial goals and any other schedule questions
Paid orientation	Caregiver completes new hire paperwork Caregiver receives foundational non-client-specific training Caregiver meets staff and caregiver mentor/lead caregiver Caregiver is given first shift and care plan OR scheduled for paid shadowing shift if first shift is not yet available
Before first shift	Formal congratulatory welcome letter sent to caregiver
1 day before first shift	Supervisor, mentor, or lead caregiver calls to check in and answer any questions
First shift	Depending on caregiver's experience, supervisor may provide in-person introduction
After first shift	Quick check-in call with caregiver to see how it went and answer questions Check-in call with client or family - how did it go?
End of week 1	Check-in call with caregiver to answer any further questions, share positive feedback from client/supervisor etc.
End of first pay period	Check-in call about schedule - is this working for them? Are they getting the hours they need?
Day 30	30-day review: review client feedback, discuss any needs or goals for needed training or ongoing learning Remind/explain about employee referral program; ask for referrals
Between days 30 and 60	Facilitate opportunities to spend time with other caregivers and receive public recognition as appropriate
Day 90	Review client feedback; if satisfactory, provide small bonus or incremental raise Provide some type of physical token of congratulations Discuss caregiver's needs and goals Provide and talk through written path for the caregiver to increase their wages through certifications or other achievements

careswitch **AI**

THE AI-POWERED OPERATING SYSTEM FOR HOME CARE