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***2023 Relentless Focus on Retention & Revenue***

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Retention

* **Improve PRO Retention**
  + Overall PRO attrition at or below 10%
  + PRO Appreciation/Morale Boosters
    - Each Program to share their monthly mission
* **Survey Squad**
  + PRO Satisfaction Survey Results
    - BIG 3
      * *Scheduling, Communication, and Pay*
  + CLIMB Survey🡪 *New Need to Create*
  + Huddle Survey🡪 *New Quick 3 Questions*
  + Exit Survey🡪 *Need to Revamp*
    - All housed in PBI
* **Team Retention**
  + Professional Development
  + Meaningful Performance Reviews
  + Communication
    - Monthly Team Meetings
    - Quarterly Huddles with Leadership Team
  + Morale Boosters

Revenue

* **Increase Existing Program Revenue by 11% *(****Going to be tight- balance will be key projecting 8%)*
  + Biggest growth opportunities on existing accounts
    - *ALG, BioTel, TurboTax, FedPoint, Credentia*
* **No Hours Left Behind**
  + Need to meet/exceed 90% Work Adherence
* **Scalable Solutions**
  + Improving Team Efficiency by 25%
  + Shared Services
  + On Demand Support
  + Automation🡪 Strong focus on Program Assistant needs
* **Target Margin Health**
  + Need to meet/exceed 85% success
* **Winning The Work**
  + High Performing Teams Win
    - Need to meet/exceed 95% of all Program KPI’s
    - Find additional revenue streams and opportunities with current clients
    - Sharing program success stories and gaining client testimonials

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