



RETENTION CASE STUDY

Boise Police Department
Caldwell Police Department
Meridian Police Department
Mountain Home Police Department

- Idaho, Feb 2024



Background

From February 6 to May 6, 2023, four agencies in the Boise Metro Area participated in a 3-month pilot of Performance Protocol's Career Development Program (CDP) to address employee retention and turnover. The participating agencies permitted self-selection into the program, which included both sworn officers and civilian employees. Data presented in this report indicates that the CDP serves as an effective strategy for reducing turnover.

The Challenge

Although Idaho is a frequent destination for lateral transfers across the United States, agencies statewide continue to face retention difficulties, particularly among younger employees, such as Millennials and Generation Z. Acknowledging that increased compensation and material incentives were insufficient, leadership from the participating agencies sought an alternative approach to improve retention.

The Solution

In January 2023, command staff from each of the four agencies attended a 1-hour briefing on Performance Protocol's CDP Platform and its methodology. The briefing highlighted the potential of the CDP as a practical and scalable solution for supporting employees at greatest risk of leaving. Consequently, all four agencies agreed to implement a simultaneous 90-day pilot of the CDP Platform to evaluate its effectiveness.

The Approach

Each agency allocated a limited number of seats for their staff in the pilot program. Employees were invited to opt in after viewing a brief explainer video, with participation determined on a first-come, first-served basis. Selected employees attended a 1-hour, in-person onboarding session, where they were introduced to the CDP, the platform, and initial steps for participation. Following onboarding, participants chose their preferred coach(es) and scheduled one-on-one virtual sessions. Employees received unlimited access to the platform for 90 days, which included an optional Cardiometabolic Health Screen (Precision Health Report blood test). Personal and professional metrics were assessed for each participant at the start of the program and again after 90 days. The results outlined in this report reflect changes observed over the 3-month period.

Enrollment Stats

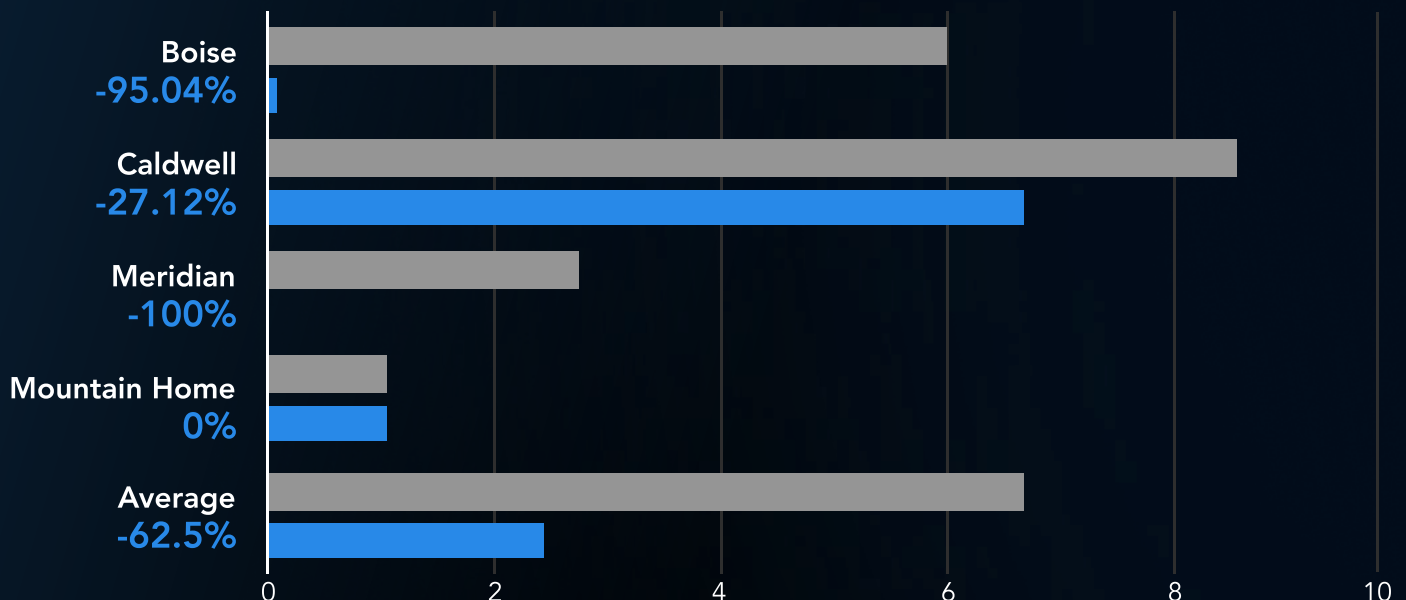
- Total Participant Size: **39**
- Boise PD Enrollment: **13**
- Meridian PD Enrollment: **11**
- Caldwell PD Enrollment: **7**
- Mountain Home PD Enrollment: **8**
- Completed Sessions: **172**
- Completed PHR Blood Tests: **22** (56% Of Group)
- Average Usage: **4.42 Sessions/Month**
- Avg No. Of Used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

Results

All four participating agencies reported high levels of employee engagement in the CDP. On average, each participant scheduled 4.42 sessions per month, equivalent to approximately one session per week. Notably, participation in the CDP was entirely optional, voluntary, and initiated by the employees themselves. Additionally, more than half of the participants (56%) elected to complete the optional Cardiometabolic Health Screen (PHR blood test), with one employee describing the results as an “eye-opening wake-up call.” Most critically, the pilot revealed substantial reductions in key indicators of turnover across all agencies. Specifically, participants demonstrated a significant decrease in their intention to leave the profession, desire to change roles within their agency, and interest in transferring to a different agency altogether.

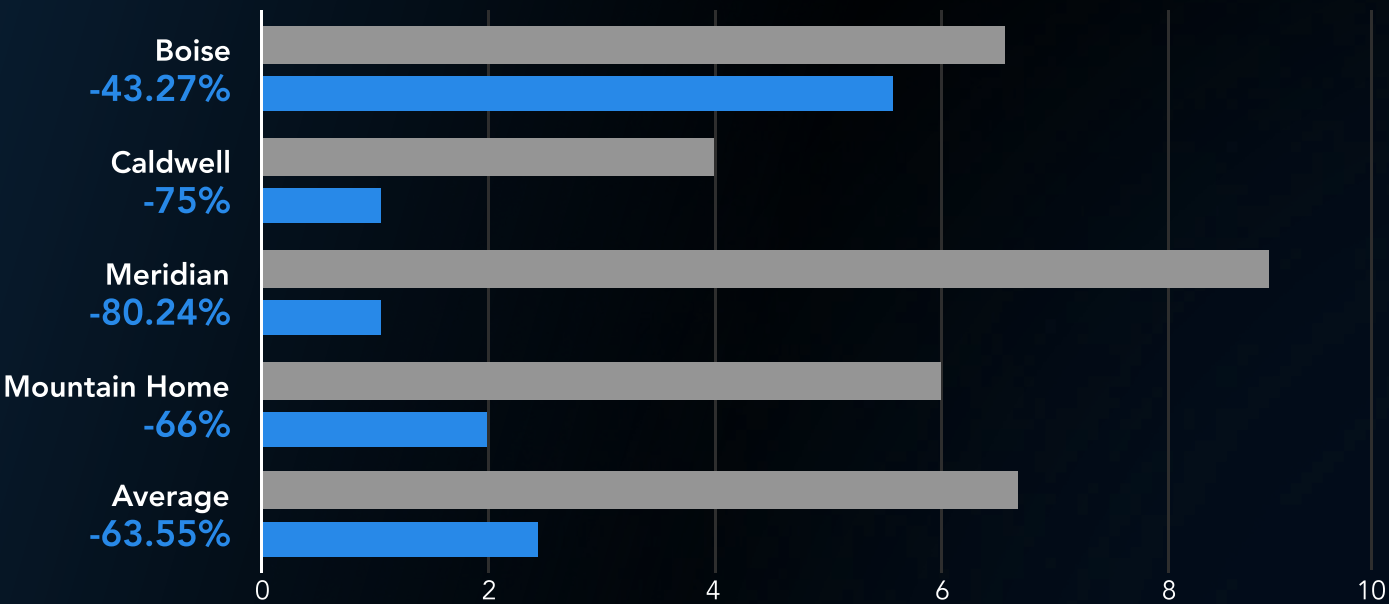


Desire To Quit / Leave Law Enforcement:

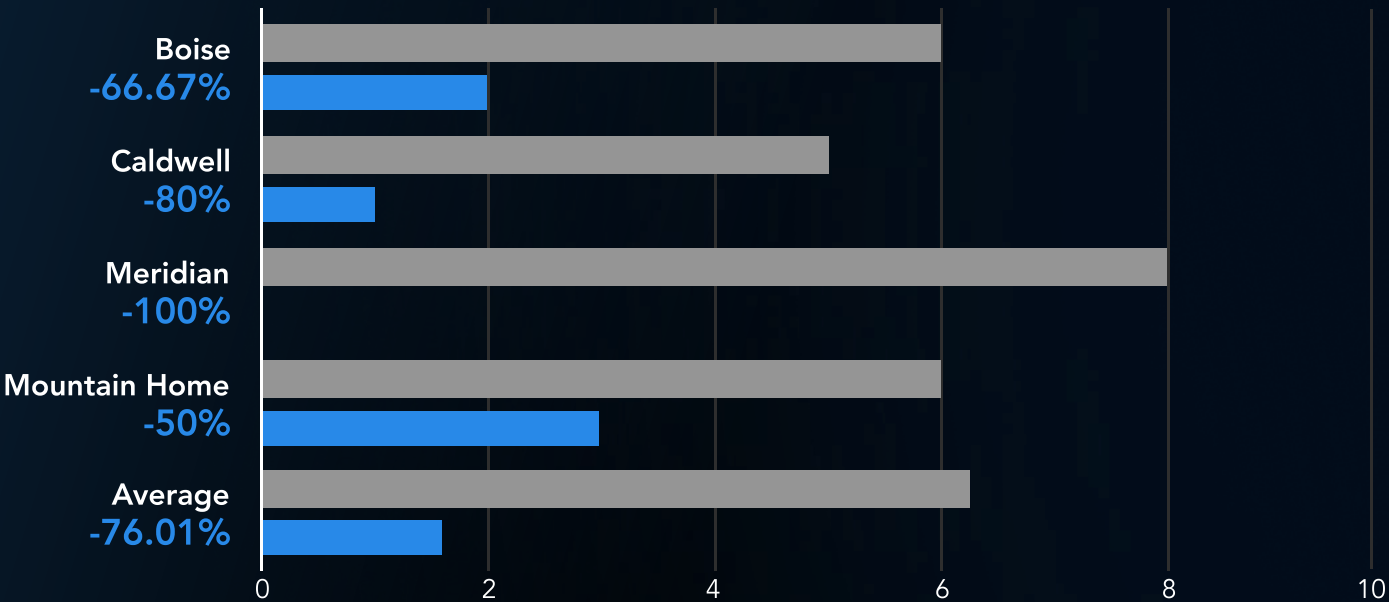


Results Cont.

Desire To Change Roles Within Agency:



Desire To Change / Transfer To A Different Agency:



Key Lessons Learned

The Boise, Caldwell, Meridian, and Mountain Home Police Departments significantly enhanced employee retention among pilot participants through Performance Protocol's CDP. The success of the program can be attributed to three primary factors:

1

Empowerment Through Opt-In Program Design

The opt-in structure of the program fostered enthusiasm and engagement, as participants felt empowered by voluntarily choosing to join.

2

Behavioral Impact And High Engagement

The CDP encouraged personal accountability and behavioral change, reflected in the high engagement levels and an average session frequency of 4.42 sessions per month—a notable achievement within law enforcement.

3

Enhancing Retention Via Innovative Solutions

The program provided officers with a fresh perspective, demonstrating that solutions to workplace frustrations could be found through personal growth rather than leaving their roles or transferring to other agencies. This innovative approach not only improved retention but also enhanced officers' overall well-being and commitment to their roles.

Conclusion

Performance Protocol's Career Development Program proved effective in increasing employee retention among law enforcement officers in the participating agencies. These findings align with broader evidence that career development initiatives are valuable tools for improving retention across various industries. The data from this pilot underscores the need for the Career Development Program in law enforcement, highlighting its potential as a transformative strategy for fostering commitment and job satisfaction among police officers and civilian personnel.

Want to see what Performance Protocol can do for your agency?

To explore how Performance Protocol's Career Development Program will benefit your agency, visit www.performance-protocol.com or contact us to schedule a discovery call for details on our full suite of recruitment and retention services.

Contact Us

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PERFORMANCE PROTOCOL
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