



A CCCHAPS RESOURCE

The Hidden ROI of Workforce Care.

An executive-facing brief on the business impact of workforce care.

Workforce care is often discussed as a wellness expense. Treated rigorously, it's a business lever — affecting retention, engagement, and the quality of the decisions your organization makes under pressure. This brief outlines what relational chaplaincy typically delivers, and how to measure it without overreaching.

ON-SITE

Across California

VIRTUAL

Nationwide

HYBRID

Built around your team

Serving organizations across California.
Nationwide virtual support available.



Five returns worth measuring honestly.

Practical, executive-friendly notes.

■ Retention in the first 12 months.

Voluntary attrition is most expensive in the first year. Organizations with a relational, non-clinical care layer consistently see meaningful first-year retention lift — without shifting compensation or benefits.

■ Engagement that survives a hard quarter.

Engagement scores often hold steady in good seasons; the test is what happens during a downturn, restructuring, or sustained stretch. Care infrastructure shows its value when conditions get harder, not easier.

■ Decision quality under pressure.

Leaders with quiet, confidential support consistently make better decisions during crisis windows — fewer reactive moves, fewer regrettable ones. This is hard to A/B test and easy to feel.

■ Voluntary engagement with care.

A more honest metric than 'sessions delivered.' Track how often employees and leaders return. Voluntary repeat engagement is a leading indicator that care is trusted.

■ Reduced reliance on crisis-mode interventions.

When daily, relational care exists, fewer situations escalate to the point of clinical referral, leaves of absence, or after-the-fact remediation. Quiet care is preventative care.

The ROI of workforce care is rarely in a single dashboard. It shows up across retention, engagement, and judgment — the metrics that compound across years.

BEGIN A CONVERSATION

Schedule a confidential consultation.

A 20-minute exploratory call. Confidential. Never a pitch.

ccchaps.com/request-consultation