



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
*Aging and Long-Term Support Administration*  
*PO Box 45600, Olympia, Washington 98504-5600*

May 19, 2023

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**LAUNCH OF CARELEARN RETENTION TOOLKIT**

Dear Provider/Administrator:

This letter is to let you know about free supervisory tools and resources available to you through CareLearn, a provider of training and resources for direct care staff. This new Retention Toolkit helps supervisors and managers of direct care staff address retention issues, reduce high turnover rates, and continue providing quality care. The toolkit will be initially available to supervisors of staff who are not members of the Service Employees International Union (SEIU).

The toolkit includes online courses and other resources covering various topics related to leadership, management, and retention. Modules that will launch are Onboarding, Communication, Recognition, and Wellness. Additional modules will be added in the future.

In late May 2023, you can access this free leadership tool. Set up a free account and access the toolkit by visiting [www.carelearnwa.com](http://www.carelearnwa.com). The toolkit and training package are designed to help supervisors and managers of direct care staff to:

- Build solid and supportive relationships with their staff.
- Foster a positive and inclusive workplace culture.
- Improve communication and collaboration among staff.
- Address performance issues and provide effective feedback.
- Create opportunities for professional growth and development.
- Develop and implement effective retention strategies.

If you have any questions, please contact [Stephanie Marko](#), Workforce Development, Retention Program Specialist, at (360) 725-3238.

Sincerely,

Amy Abbott, Director  
Residential Care Services

DSHS: "Transforming Lives"