



Case Study



Introduction

At Arbor Acres, early-stage turnover and onboarding gaps were creating friction, but instead of waiting for things to improve, they took action! They knew if nothing changed, things would only get worse. So they made a choice to act. With Drive, they identified what was holding their culture back and implemented a targeted strategy to strengthen leadership, engage their Artists, and deliver an even better resident experience.

Outcome 1	Outcome 2	Outcome 3
50% reduction in early-stage employee turnover , creating a more stable and engaged workforce.	Increased occupancy and resident satisfaction , driven by a culture of commitment and excellence.	Recognition as a World's Best Culture , affirming Arbor Acres as a leader in workplace experience.

Strategy

- **Culture Values Assessments**
Arbor Acres didn't guess what was wrong, they measured it. Annual culture assessments pinpointed actionable data that was holding the culture back and prioritized where to focus next.
- **Leadership Team Values Assessment**
This powerful tool aligned leaders around a shared culture strategy, removing silos and creating consistency across departments to drive real results.
- **Focus Groups**
Drive facilitated honest conversations with team members that uncovered the priorities so leadership could act on what mattered most.

Key Takeaways

Arbor Acres didn't just *talk* about culture, they used it as a *strategy* to solve real business problems.

By developing stronger leaders, aligning values with action, and listening to their workforce, they saw measurable improvements in retention, resident satisfaction, and team performance.

Their results prove a critical point: **Culture isn't a "nice to have" it's a business tool!**

If your organization is facing staffing challenges, leadership gaps, or inconsistent care, Arbor Acres shows what's possible when culture becomes part of your operational strategy.

In Their Words

"After years of using staff engagement surveys, I never felt like we were getting to the real issues. Reports we received seemed like a list of symptoms with no actionable diagnosis. Drive's simple, yet brilliant, values assessment tool has led us to identify concrete steps to move our culture ahead, slowly, but intentionally."

~ Andrew Applegate, CEO and President ~

Serious About Solving Your Workforce Issues?

The results at Arbor Acres weren't a fluke. They were the product of a proven strategy, the right tools, and a leadership team ready to act.

If you're committed to building a workforce that stays, leaders that inspire, and a culture that drives performance, [Book an Appointment with Drive](#) today and let's explore if we're the right fit to help you get the results you deserve!

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