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How 10KC Helped Spring Health Scale Mentorship and Decrease Attrition of Diverse Talent by Over 50%

Spring Health

Turning employee feedback into action

[Spring Health](#), a comprehensive mental health solution for employers and health plans, identified a concerning trend. Attrition rates for Black and Hispanic or Latino employees were about 3x higher than the company average. Through employee listening sessions, a recurring theme emerged: the desire for a mentorship program to support career development and foster a sense of belonging. So, Spring Health successfully launched a small mentorship pilot program.

The problem? Relying on emails, spreadsheets, and manual matching hindered expansion and org-wide results. They needed a scalable platform to automate their mentorship program while prioritizing DEI goals.

Streamlining mentorship at scale

To address the scalability and efficiency challenges, Spring Health selected the 10KC platform to streamline their "Sprout with Spring" mentorship program. The platform's matching algorithm automated the pairing process, saving valuable time and ensuring optimal, unbiased mentor-mentee matches. Features such as off-the-shelf conversation guides and micro-learning opportunities enriched the mentoring experience for participants.

> "10KC really made the process seamless. The curriculum was fantastic - very plug and play. The product and the platform itself are very intuitive, making it easy to understand who's in the program and how matches were made. We were able to pre-determine selection criteria, which was fantastic! It was also really flexible."
>
> **Michelle Rojas**
> Director of DEI & People Business Partner, Spring Health

Smart-match algorithm
Saved time and ensured unbiased mentor-mentee matches

Office Hours
Provided interactive micro-learning opportunities

Transforming employee retention and satisfaction

The impact of integrating 10KC was transformative for Spring Health. "Sprout with Spring" scaled from 42 team members to over 600 employees globally within half a year. Spring Health's attrition rate dropped from 32% to a remarkable 15%, reflecting significant improvements in employee retention and satisfaction.

Scaling Mentorship with 10KC

Hear directly from Michelle Rojas, Director of DEI & People Business Partner at Spring Health.

SCALE
Grew mentorship program from 42 team members to 600+

RETENTION
Shrunk attrition of diverse talent from 32% to 15%

BELONGING
Facilitated development and relationship building in a remote-first environment

See how 10KC helps manage mentorship programs:

Get a Demo →

Drive performance, retention, and development with 10KC

Book a demo to learn more

First Name*
Last Name*
Work Email*
Job title*
Company size*
Company Name*

GET A DEMO