

KUDOS. CASE STUDY

# KidsPeace

How KidsPeace creates connection across care teams with Kudos.





Working with the Client Success Team at Kudos has been a genuinely great experience. They consistently listen to our needs and respond with thoughtful, effective solutions tailored to our workforce. Their support has made the recognition process quick, and enjoyable; something that's invaluable to us.

**Jessica Huaman**

*Communications and Engagement Specialist,  
KidsPeace*



## Client Profile

### NAME

KidsPeace

### LOCATION

Schnecksville, PA

### INDUSTRY

Mental & Behavioral Healthcare

### SIZE

2,000+ Employees across 7 U.S. states

### KUDOS PROGRAM

- Recognition & Rewards
- Kudos client since 2017

## The Challenge: Staying Connected in Emotionally Demanding Work

KidsPeace has been providing mental and behavioral health services for more than 140 years. Its work is meaningful, but also emotionally and mentally demanding. Associates support children, adults, and families through some of the most difficult moments in their lives.

The organization operates across seven states, with many associates working in frontline, non-desk, or remote roles. This made it hard to consistently recognize people, communicate across locations, and help associates feel connected to the larger organization.

Like many healthcare organizations, KidsPeace faced a few key challenges:

- Helping associates feel valued and supported in high-stress roles
- Creating consistent recognition across locations and job types
- Connecting teams who rarely work in the same place or on the same schedule
- Reinforcing values in daily work, not just in written statements

Leaders knew that supporting KidsPeace's mission long-term meant doing more to empower and recognize the people behind the work.

## The Solution: Making Recognition Simple, Timely, and Part of Everyday Work

KidsPeace introduced Kudos to make recognition easier and more consistent across the organization.

Rather than running recognition as a separate program, KidsPeace built Kudos into existing workflows and routines:

- **Onboarding:** New hires are introduced to Kudos during New Associate Orientation, so recognition starts from day one
- **Peer recognition:** Associates can quickly recognize each other for teamwork, care, and living KidsPeace's values
- **Leadership support:** Leaders actively encourage and model recognition
- **Ongoing reminders:** Weekly tips and internal messages help keep Kudos top of mind

For teams spread across locations and roles, Kudos helped create a shared space for appreciation, especially for people who don't see each other every day.

## Why Kudos®

KidsPeace values several Kudos features that make recognition easier and more engaging:

- **Public recognition wall:** Teams can see recognition from across the organization, helping good work stand out and spread



- **AI-powered message support:** Helps people write clear, meaningful recognition messages
- **GIFs:** Adds personality and makes recognition feel more human

Kudos also supports connection across diverse teams and locations, helping recognition reach people who may otherwise feel overlooked.



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## The Results: Higher Engagement and Lower Turnover

Since rolling out Kudos, KidsPeace has seen clear improvements in both engagement and retention.



Kudos has had a meaningful and measurable impact on our organization, particularly in strengthening employee recognition and retention. One of the most notable outcomes has been a significant reduction in nurse turnover, from 15.38% to just 3.85%, indicating increased engagement and satisfaction among our nursing staff.

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When people feel appreciated, they're more likely to support each other—and that shows up in the care we provide.

**Jessica Huaman**

*KidsPeace Associate*

### Recognition Engagement & Adoption

- 90% Kudos platform activation rate
- Over 95% recognition reach across the organization
- Recognition used regularly across departments and locations

### Retention

- Nurse turnover reduced from 15.38% to 3.85%

### Culture Impact

- Associates report feeling more recognized and appreciated
- Teams report feeling more connected across locations
- Recognition happens more often and in real time

Leaders see recognition as a practical way to support morale, and help associates stay motivated in demanding roles.

# The ROI Story Behind the Results

The impact of recognition at KidsPeace shows up in areas that matter:

- Lower turnover helps reduce hiring and training costs
- Higher engagement supports resilience in high-stress roles
- Stronger connections improve teamwork across locations
- Early recognition helps new hires settle in faster

Kudos usage data helps leaders track adoption and understand how recognition supports these outcomes.





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