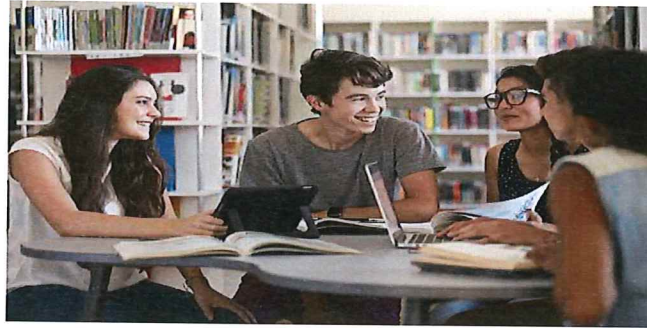


In-Pact, Inc.



Staff

Satisfaction

Survey of 2020

Summary of Staff Satisfaction Survey of 2020

We had 95 staff participate in our staff satisfaction survey for the year 2020. The first category on the survey that had the highest percentage of people circle “highly agree” was, “I have enough contact with my supervisor (verbally and at my work site)”. 52% of the staff highly agreed with this statement. The second highest rated category was, “My supervisor is a good professional role model”. 42% of the staff completing the questionnaire rated this highly agree. Third highest was, “Direction is always provided by my supervisor”. 41% of the staff highly agreed with this statement. Next in line with 36% of the staff answering highly agree was the question, “I receive enough training to do my job with confidence”. And in the middle of the pack with 34% of the respondents answering “Highly Agree” is the statement, “When appropriate, my supervisor challenges me and provides immediate feedback during supervision as to foster my professional growth”. All these answers seem to indicate that we are on the right track in providing quality services to our individuals.

There were several areas or statements on the survey that staff highly disagreed with which means they are areas of need for improvement. These areas included, “I feel that In-Pact does enough to recognize its employees for a job well done” (29% highly disagree). This was by far the statement or question that had the most highly disagree with responses. “I feel like an important part of In-Pact’s team” scored 6% highly disagrees. And third was the statement, “The agency keeps me informed about important issues within the organization” with a 6% highly disagree rating. A summary of all ten statements (questions) asked on the survey and the responses given by staff are listed on the following page. A list of the responses to the two questions asked at the end of the survey are also on the following pages.

Staff Satisfaction Survey of 2020

Category	Highly Agree	Agree	Somewhat Agree	Somewhat Disagree	Highly Disagree	Total
1. Direction is always provided by my supervisor.	39 41%	35 37%	12 13%	6 6%	3 3%	95
2. I feel like an important part of In-Pact's team.	27 28%	27 28%	22 23%	13 14%	6 6%	95
3. My supervisor is a good professional role model.	40 42%	32 34%	13 14%	5 5%	5 5%	95
4. I receive enough training to do my job with confidence.	34 36%	39 41%	18 19%	2 2%	2 2%	95
5. I have enough contact with my supervisor.	49 52%	27 28%	11 12%	5 5%	3 3%	95
6. The agency keeps me informed about important issues.	22 23%	32 34%	20 21%	15 16%	6 6%	95
7. I feel In-Pact does enough to recognize its employees.	11 12%	16 17%	14 15%	26 27%	28 29%	95
8. Supervisor challenges me and immediate feedback.	32 34%	35 37%	18 19%	6 6%	4 4%	95
9. Values individuals & tries to provide best possible services.	21 22%	36 38%	22 23%	12 13%	4 4%	95
10. Disciplinary process consistent & appropriate.	14 15%	37 39%	19 20%	20 21%	5 5%	95

What do you think is working well at In-Pact?

1. Programs
2. The clients
3. Most things work well, just a little more value
4. My presence being there
5. Nothing, if we can all work together
6. Nothing, too much lack of communication
7. Obvious care to remind and reproof staff of pilcy and procedures
8. The NEO training is done very well
9. Mail
10. Communication
11. A lot
12. Not much
13. Food and shelter
14. Teamwork
15. Everything
16. Overall, In-Pact is a wonderful agency to be a part of
17. The staff keeps them in line the best they can
18. I like it very much
19. In-Pact use to be a great place to work
20. Keeping us informed on what is going on with the company

What do you think could be improved at In-Pact?

1. Hourly pay
2. Pay, appreciation
3. Value employees throughout the year
4. Increase in pay
5. The pay and some type of bonus
6. The pay, the way some co-workers work together and supervisors actually listening to the main issues
7. Let someone who cares give the training to staff
8. Having a boss who actually cares and listens to what we have to say
9. The way some co-workers work together and supervisors actually listening to the main issues
10. Consistency to policy and procedures followed by everyone
11. The pay scale should be increased to make the job more attractive for people that have experience
12. Many things
13. A lot
14. Reliable staff
15. Hazard pay
16. More professional help and training
17. In-Pact should have given us a raise or bonus during this pandemic.
18. Increase in pay and recognition
19. Recognizing employees more often
20. Better observations by manager
21. More activities outside for them during COVID-19 pandemic
22. Office staff should listen to direct care staff regarding issues in the home instead of talking over them
23. Maintenance issues should not take literally years to address
24. People use phones at work all of the time
25. People are late all of the time for work

2020 Tally of Clubhouse Staff Satisfaction Survey

13 Staff Participated

	Highly Agree	Agree	Somewhat Agree	Somewhat Disagree	Highly Disagree
Question 1 Direction always provided by supervisor	5 38%	4 30%	2 15%	1 8%	1 8%
Question 2 Feel important	4 30%	4 30%	3 23%	3 23%	0 0%
Question 3 Supervisor a good professional role model	3 27%	5 38%	2 15%	1 8%	0 0%
Question 4 Enough training	6 46%	5 38%	2 15%	0 0%	0 0%
Question 5 I have enough contact with my supervisor	6 46%	6 46%	1 8%	0 0%	0 0%
Question 6 Agency keeps staff informed on important issues	3 27%	7 54%	2 15%	1 8%	0 0%
Question 7 In-Pact does enough to recognize good work other than \$	1 8%	3 23%	2 15%	4 30%	3 23%
Question 8 When appropriate, supervisor challenged me/immediate feedback for growth	5 38%	5 38%	2 15%	1 8%	0 0%
Question 9 In-Pact values the individuals and provides the best services possible	3 27%	6 46%	2 15%	2 15%	0 0%
Question 10 Understand the disciplinary process & feel it's used consistently & appropriately	1 8%	4 30%	4 30%	4 30%	0 0%
Total	37	49	22	17	4

Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10			
1	3	1	1	2		4	4	1	3	3		
2	2	2	2	1		1	2	1	1	1		
1	1	1	1	1		1	1	1	1	1		
3	3	3	3	3		3	3	3	4	4		
2	2	2	2	2		2	2	2	2	2		
2	3	3	2	2		2	4	2	2	2		
1	2	1	3	1		3	5	1	1	1		
3	3	3	2	3		4	4	4	3	4		
2	3	2	2	2		2	4	2	2	2		
2	3	2	2	2		2	4	3	2	2		
3	3	2	4	3		4	4	3	2	3		
1	1	1	1	1		3	1	1	1	1		
2	2	2	2	2		2	2	2	2	2		
1	1	1	1	1		1	1	1	1	1		
1	3	1	1	1		0	0	1	4	2		
2	2	2	2	1		3	4	2	2	2		
1	1	1	1	1		1	1	1	1	1		
1	1	1	1	1		3	5	1	3	5		
1	1	1	1	1		1	5	1	1	1		
1	5	2	2	1		2	5	1	4	1		
1	1	1	1	1		1	1	1	1	1		
1	1	1	1	1		1	5	1	4	1		
1	1	1	1	1		1	5	1	2	2		
2	2	2	2	2		5	5	2	3	2		
2	3	1	2	1		3	4	2	3	3		
2	3	2	1	1		3	5	2	3	3		
1	0	1	2	1		4	4	2	2	2		
1	1	1	2	1		2	3	1	1	2		
1	1	1	1	1		1	3	2	1	2		
2	3	2	2	2		5	5	3	4	5		
4	4	4	3	4		3	5	3	3	3		
1	5	2	1	1		1	5	1	2	1		
3	2	2	3	4		3	5	3	2	4		
2	3	2	2	2		3	5	2	2	4		
1	3	2	2	1		5	4	8	3	2		
2	3	2	2	3		2	4	3	3	5		
1	2	1	1	1		2	1	1	1	1		
2	1	2	1	1		2	2	3	2	2		
1.66	2.21	1.68	1.74	1.61	1.78	2.39	3.47	1.97	2.21	2.26	2.46	2.12
Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Average		

Average Satisfaction per staff surveyed

- 2.3
- 1.5
- 1
- 3.2
- 2
- 2.4
- 1.9
- 3.3
- 2.3
- 2.4
- 3.1
- 1.2
- 2
- 1
- 1.4
- 2.2
- 1
- 2.2
- 1.4
- 2.4
- 1
- 1.7
- 1.6
- 2.7
- 2.4
- 2.5
- 1.9
- 1.5
- 1.4
- 3.3
- 3.6
- 2
- 3.1
- 2.7
- 3.1
- 2.9
- 1.2
- 1.8

Designates Manager satisfaction 1.78

Designates Agency satisfaction 2.46

Designates overall department satisfaction 2.12

- 1= Highly Agree
- 2= Agree
- 3=Somewhat Agree
- 4=somewhat didagree
- 5 highly disagree

Questions #7 had the lowest satisfaction score of all the questions overall. Supported Services Staff feel that they are not recognized enough in ways that are not monetary. Supported Services Management will discuss ways to increase satisfaction in this area. We want our staff to know they are important and recognize them for all their hard work and effort during COVID 19.

Another Area where In-Pact Staff were somewhat dissatisfied was whether they understood the disciplinary policy adequately enough. They learn the disciplinary action policy in New Employee Orientation, and they have it explained to them each time there is a disciplinary action received. We will work to put in writing an easy to understand explanation of the disciplinary policy.

Another Area of dissatisfaction was Question #6 regarding agency communication. About half of the staff felt that In-Pact as an agency did not keep them informed of important issues pertaining to their jobs and issues from outside the agency that may pertain to their jobs. The Supported Services Management strives to keep staff informed with written communication several times per month. Supported Services will work to be more consistent and provide better overall communication to all employees in the future.

A large number of staff surveyed felt that they had enough contact with their particular site manager either via phone or face to face at the site. Even during COVID we have encouraged our managers to be at the sites as much as they can so that staff feel like they have a manager who is taking a hands on approach.

Most staff agree in question #1 that their supervisor/manager provides consistent direction to them on the performance of their everyday duties and functions.

Question#2 shows that most staff feel like they are an important part of In-Pact's team.

In 2020 overall satisfaction has dropped slightly. In 2018 overall satisfaction was 1.74 and in 2019 overall satisfaction was 1.82. In 2020 overall satisfaction was 2.12 which still shows that most staff agree. It is clear that with the onset of COVID 19 staff did not feel as appreciated as they usually do, and that they feel that there has been a lack of communication from agency to Direct Care Staff.

Overall conclusion is that the agency and management staff need to do a better job communicating to staff issues that effect the agency and how that relates to their jobs and how they do their jobs.