

EMPLOYEE SATISFACTION



In November 2016, we conducted an Employee Satisfaction Survey for all employees. The participation rate was an impressive 72% versus 2016 which was 60%. The findings were valuable and have provided insights into how we can continue to make our organization an employer of choice. We want to share the themes we heard from you and what we are doing or have done with your valuable input. Thank you for participating in this very important process. It is our open communication and feedback that makes Volunteers of America Mid-States (VOA MID) such a special place to work.

CAREER ADVANCEMENT:

Training & Development, Performance Evaluation

- **We have developed a Professional Development Plan (PDP)**, wherein all employees will be given an opportunity to create a plan to identify career, education or training needs and goals. This will be rolled out in July 2017.
- **New Evaluation Process** that aligns every employee with the same 5 goals (Core Values, Safety/Wellness, Financial, Customer and Employee Satisfaction) to ensure we are all working towards agency success.

MANAGER/EMPLOYEE RELATIONS:

Fairness/Favoritism, Discrimination, Treatment by Management, Control/Decision Making

- **VOA MID implemented a 24/7 confidential Ethics Hotline**, which allows employees to report discrimination or other unfair acts by management. We encourage employees to utilize their Supervisor and VP of Program to resolve non-ethical situations.
- **Employees are encouraged to join committees, participate in D2 calls and "Day in the Life"** so they can have more decision making opportunities.

WAGE/BENEFITS: Better Wages and Benefits

- **In 2017, VOA MID incurred all medical, dental, and vision increases** to keep costs the same as 2016 for all employees. VOA MID increased company premiums and also introduced Teladoc as a FREE benefit for all employees and all in their household. A FREE benefit flyer was sent to all employees to ensure employees are utilizing the benefits.
- **We granted a portion of the Patricia Cummings Wellness Scholarship to thirteen employees** to assist with gym memberships, time off, medical bills and other self-care activities through May 2017. This scholarship remains open to employees who wish to apply that have been employed for one year and in good standing with VOA MID.
- **We are currently completing a salary leveling project** that has reviewed all employee salaries. This process included: evaluating equity in pay for all positions and looking at the competitive pay for each position and the geographic location. A salary range (minimum/midpoint/maximum) has been established for all positions.

STAFFING:

Scheduling, Staffing/Increased Workload, Onboarding

- Initiating referral bonuses for employees and bonuses for DD homes that are able to reduce overtime.
- Create better candidate pool by partnerships, job fairs, newspapers and newsletters targeting diverse audiences, etc.
- New onboarding project for HR process and the first 90 days for a new employee at their location will be launched in July.

CULTURE/ENVIRONMENT:

Employee Appreciation, Communication

- We currently reward an Employee of the Month with a \$200 gift card and an Employee of the Year with a \$400 gift card.
- Service Awards for 5 year increments
- Monthly themed give-a-ways to 15 employees selected at random
- Employee perks/National discounts
- D2 calls/Conduct A Day in the Life / Join a committee

We will continue to work on all of these opportunities and value your input on how we can improve employee satisfaction. **We want you to know that we hear you, we value your input and we are committed to creating Volunteers of America Mid-States as the employer of choice. Together we can accomplish even more!**