



MENDOCINO COUNTY

HEALTH & HUMAN SERVICES AGENCY (HHSA)

EMPLOYEE SATISFACTION SURVEY (2016) RESULTS

Presented by Tammy Moss Chandler, HHSA Director
and Anne Molgaard, Chief Operations Officer



INTRODUCTION AND METHODOLOGY

- Anonymous and voluntary
- Nine qualitative questions
- Forty three multi-part questions
- Agency wide
- 90% response rate



INTRODUCTION AND METHODOLOGY

In the fall of 2015, as a part of Mendocino County's HHSA Public Health Accreditation process, a Quality Improvement project was proposed consisting of an Employee Satisfaction Survey. The survey would allow Public Health employees to voice their opinions and to identify strengths and challenges within Public Health program areas. The survey was based on previous surveys conducted by Public Health in 2006 and 2010.

Around the time the survey was being proposed, HHSA underwent a change in upper-level management. As the survey was being prepared to release to Public Health employees in May 2016, the new HHSA Director suggested expanding the survey to allow all HHSA employees to participate.

The survey was voluntary, anonymous and confidential, and was available on-line for HHSA employees to complete from June 2016 to August 2016.

The survey consisted of a total of 43 categories, with multiple statements in each category. For 23 of the categories, respondents were asked to pick the answer that most closely resembled how they felt using a Likert Scale of 1 to 5; with "Strongly Disagree", "Disagree", "Neither Agree nor Disagree", "Agree" and "Strongly Agree" as choices. In the final analysis, categories 1 and 2, and 4 and 5 were combined to more clearly represent the trend of the responses in graphical form.

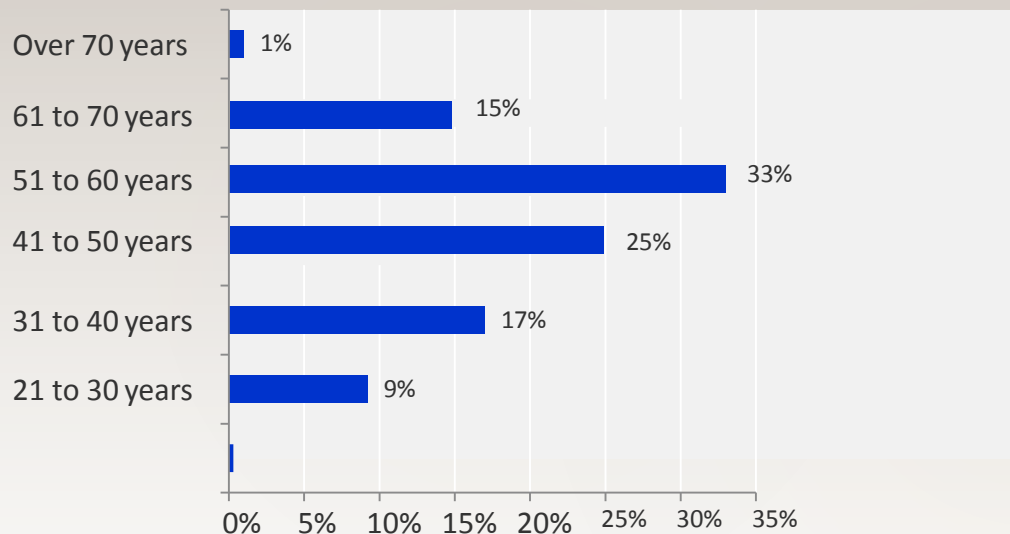
There were also 9 qualitative questions where employees could write in their answers. These questions were themed and put into categories when the survey results were analyzed to maintain confidentiality and anonymity.

At the end of the survey there were optional questions about demographics. In the final analysis, some of these categories were combined into "Other" categories to maintain confidentiality and anonymity.

The survey was responded to by 437 out of 489 HHSA employees in the summer of 2016

EMPLOYEE DEMOGRAPHICS

EMPLOYEE AGE



84% of HHSA employees are women

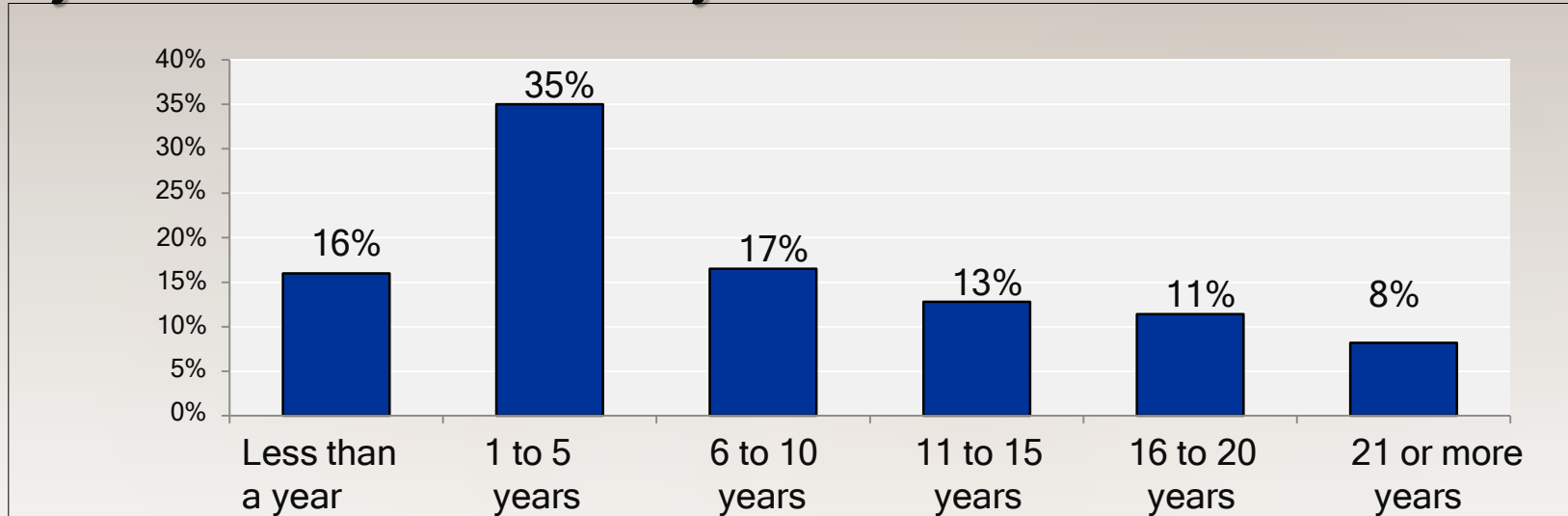
77% of HHSA employees are white

23% are a race other than white or
are more than 1 race

Answered: 306 Skipped: 131

Answered: 323 Skipped: 114

Q3: How many years you have been employed by Mendocino County?



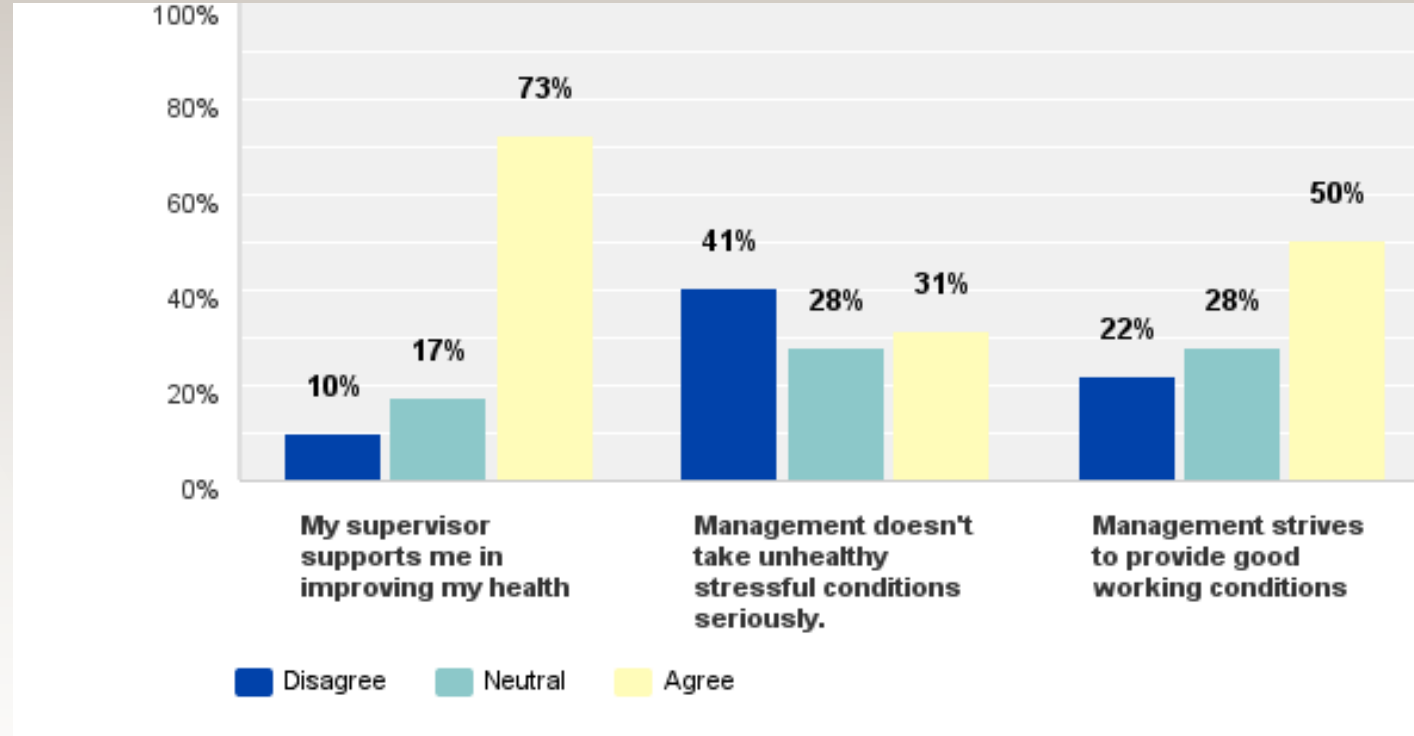
NEW EMPLOYEES AND RETIREES

Out of 437 respondents to the survey, 86 HHSA employees stated they were over 51 years of age and had been with the County for 16 years or more. These are potential retirees – almost 20% of the respondents.

In addition, 56% of HHSA employees have been with the county for less than 5 years.

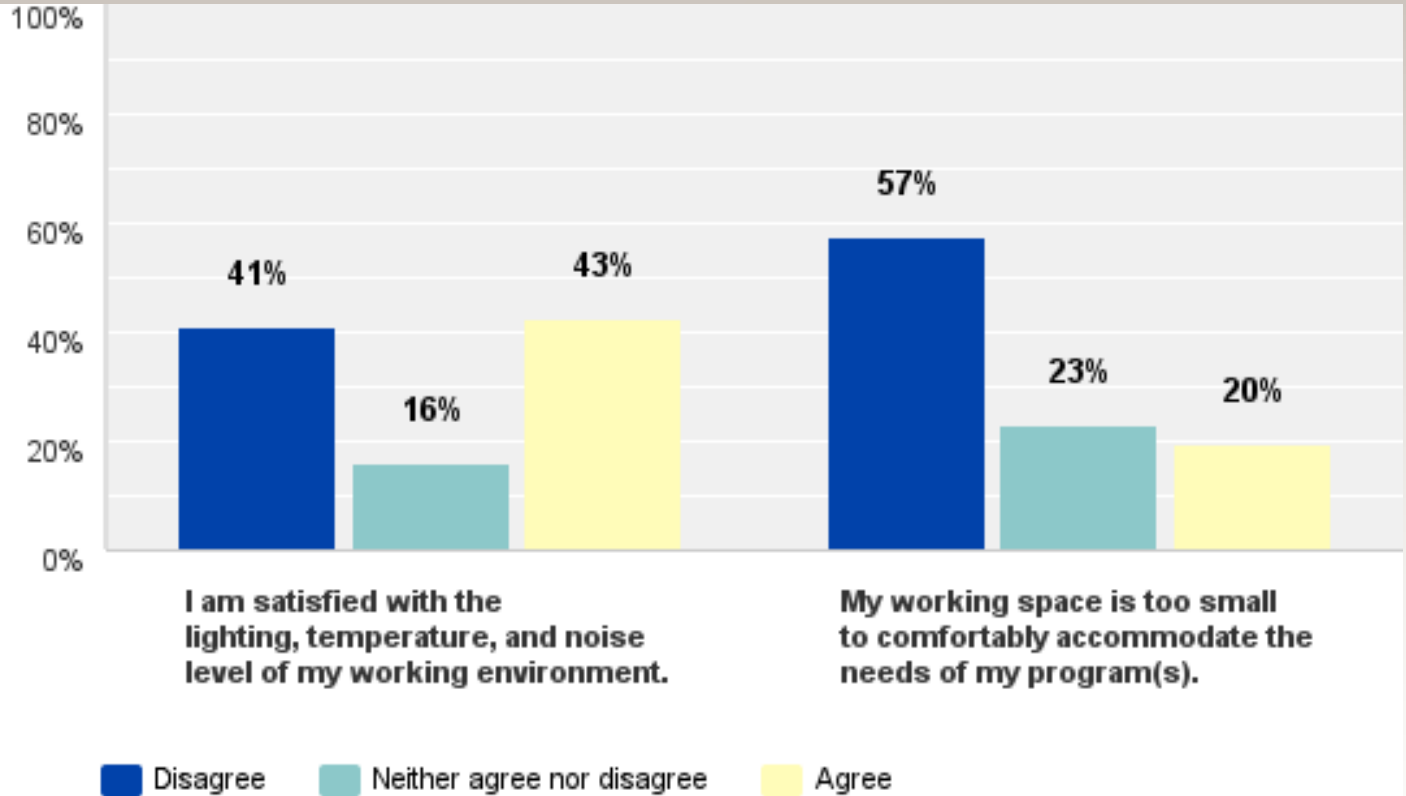
Q6: Management Support

Answered: 375 Skipped: 62



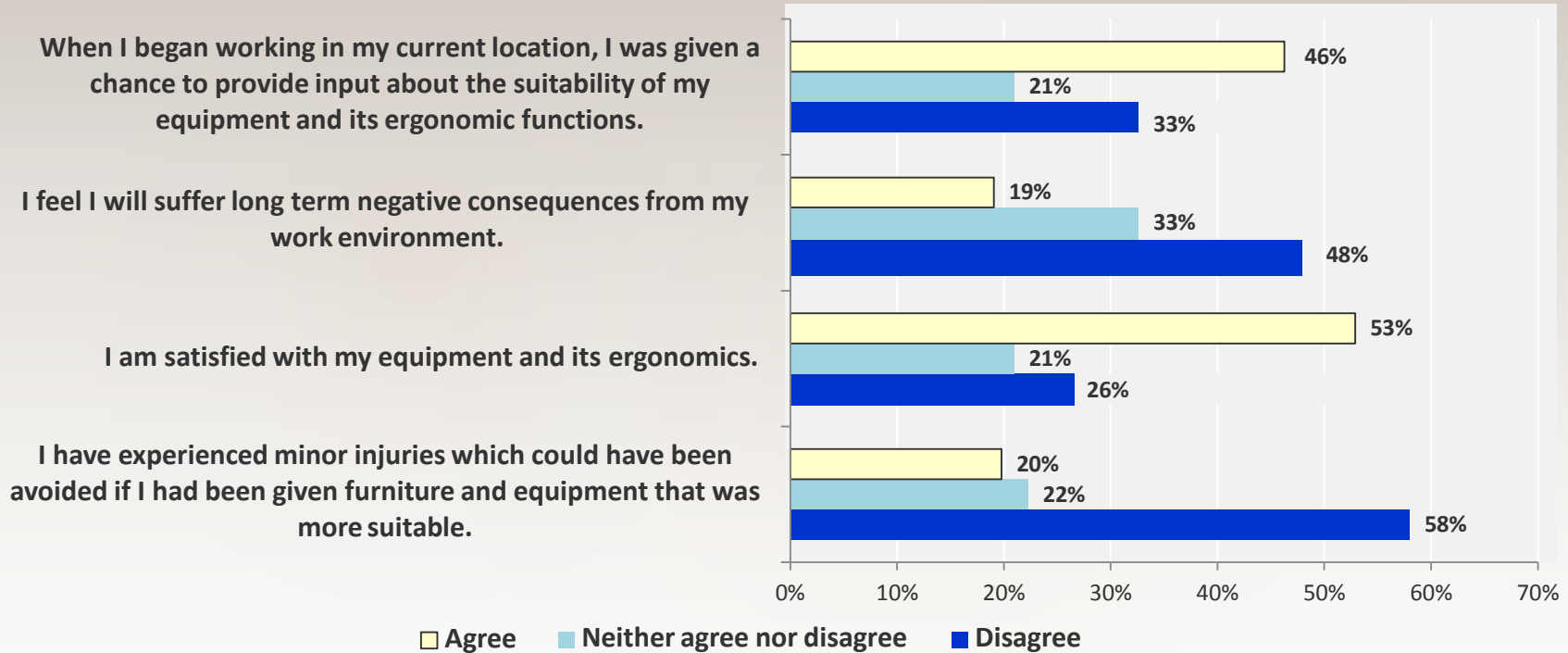
Q16: Environment - Work Conditions

Answered: 364
Skipped: 73



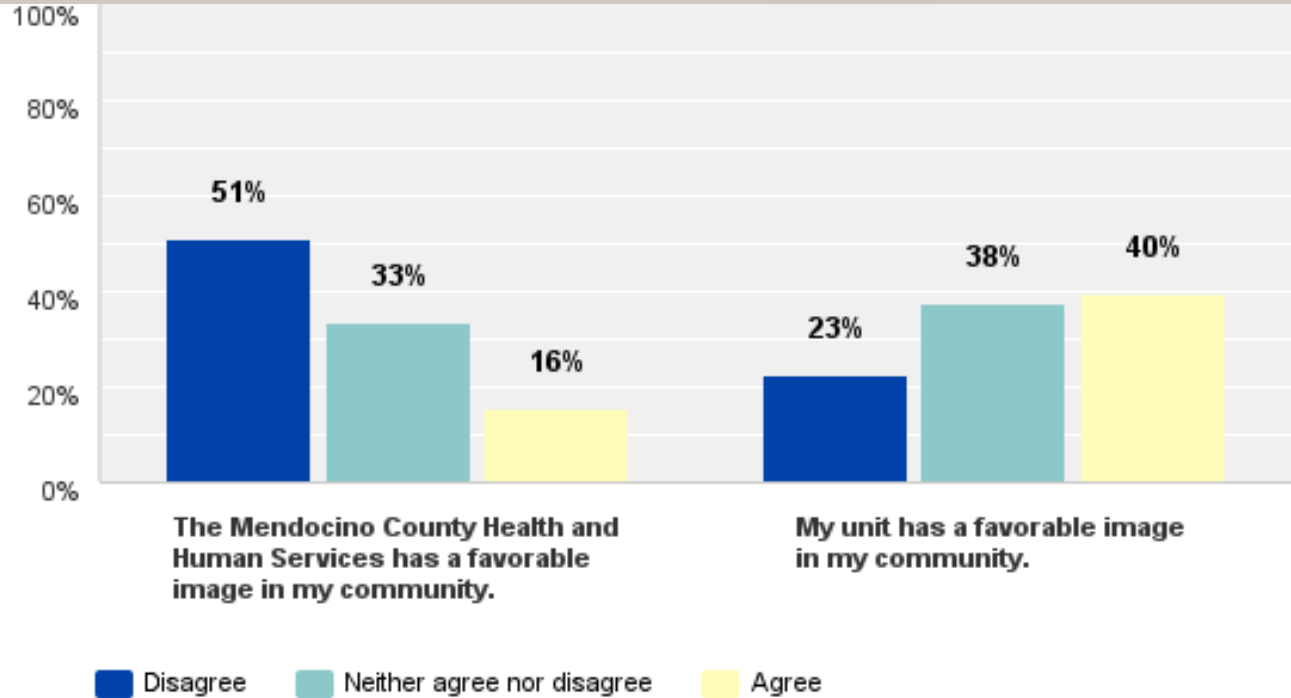
Q17: Equipment and Ergonomics

Answered: 364 Skipped: 73



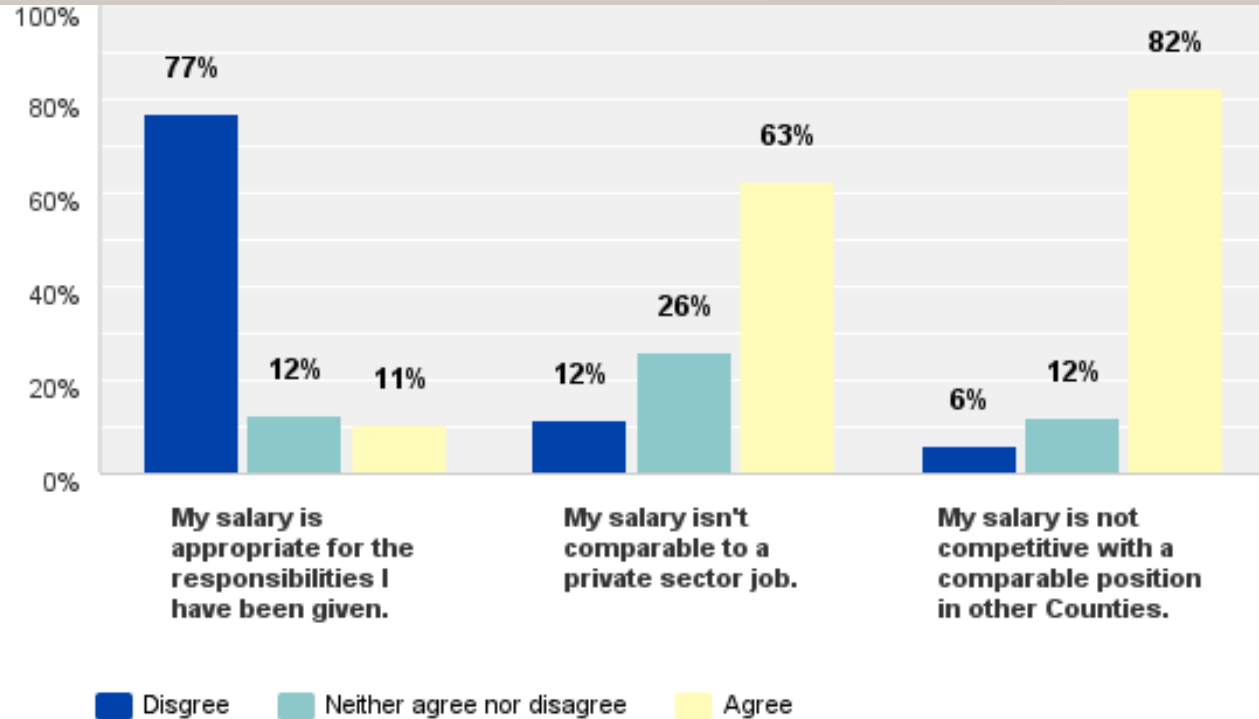
Q18: Public Image

Answered: 364 Skipped: 73



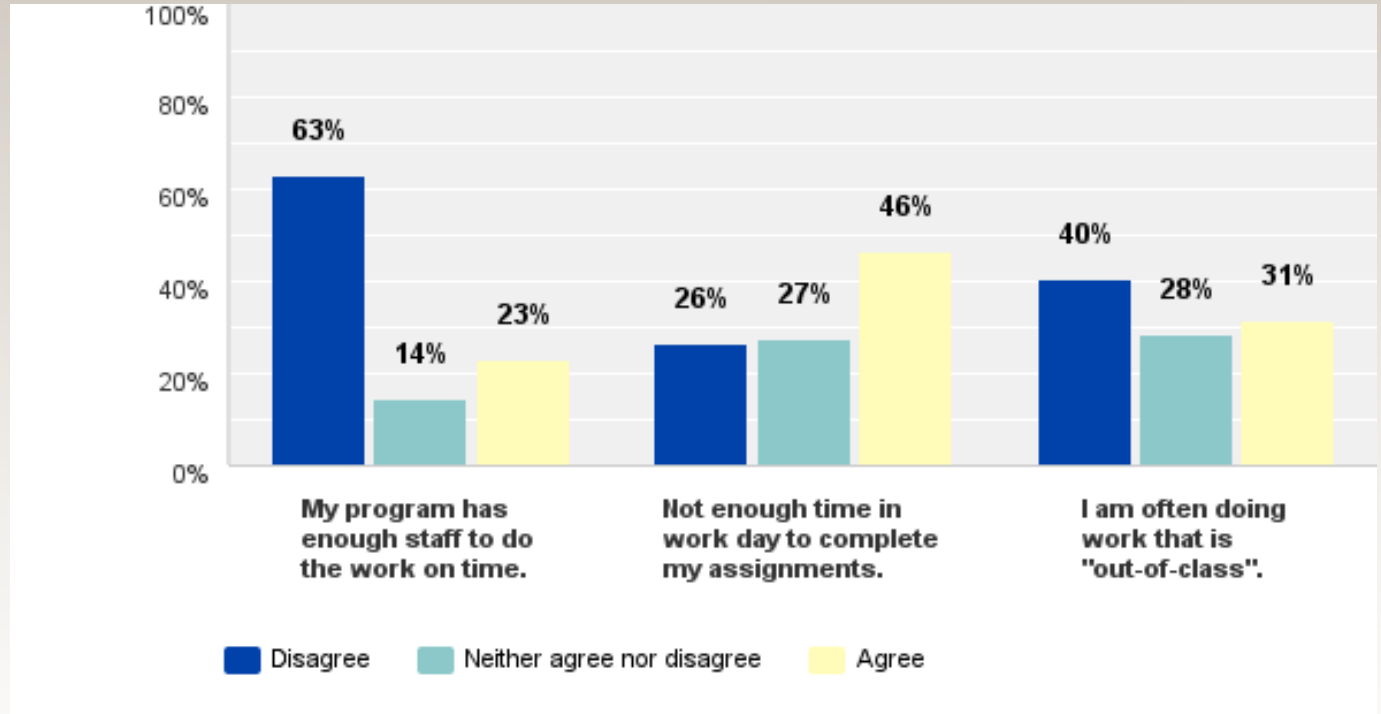
Q20: Salaries

Answered: 364 Skipped: 73



Q23: Workload

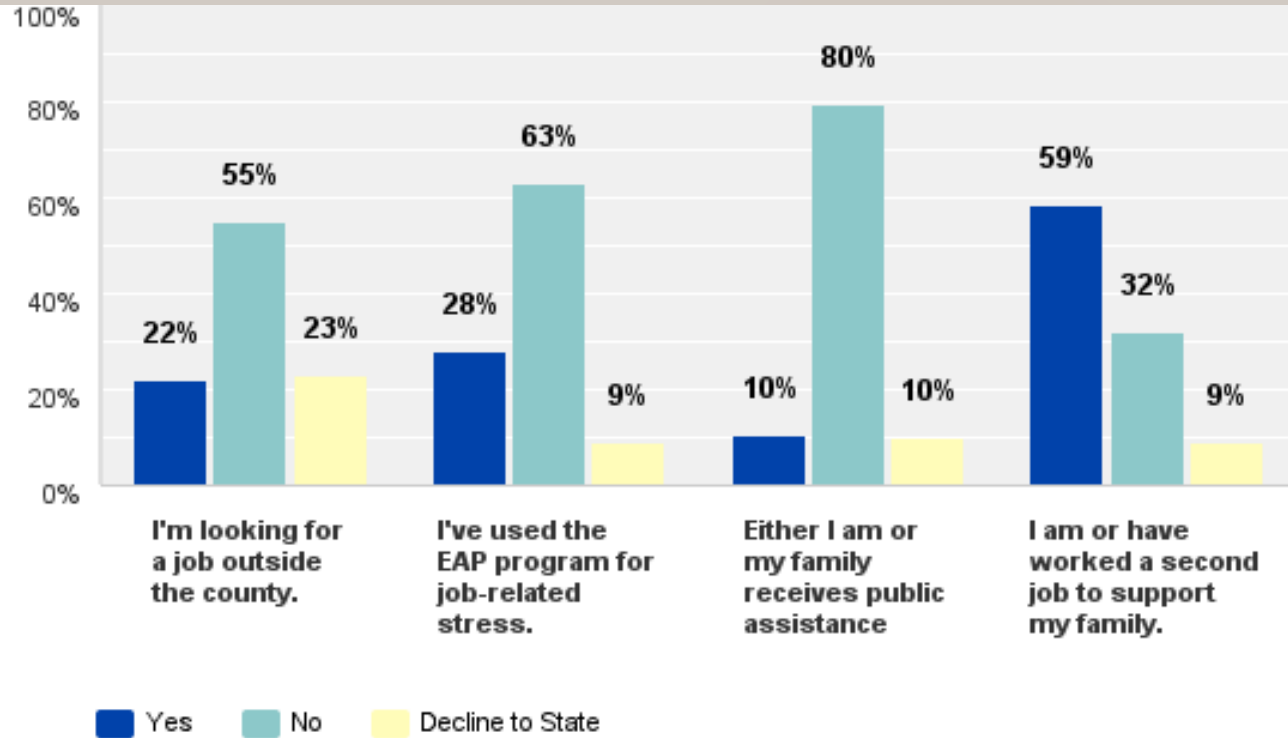
Answered: 364 Skipped: 73



Q28: Other employment and workforce issues

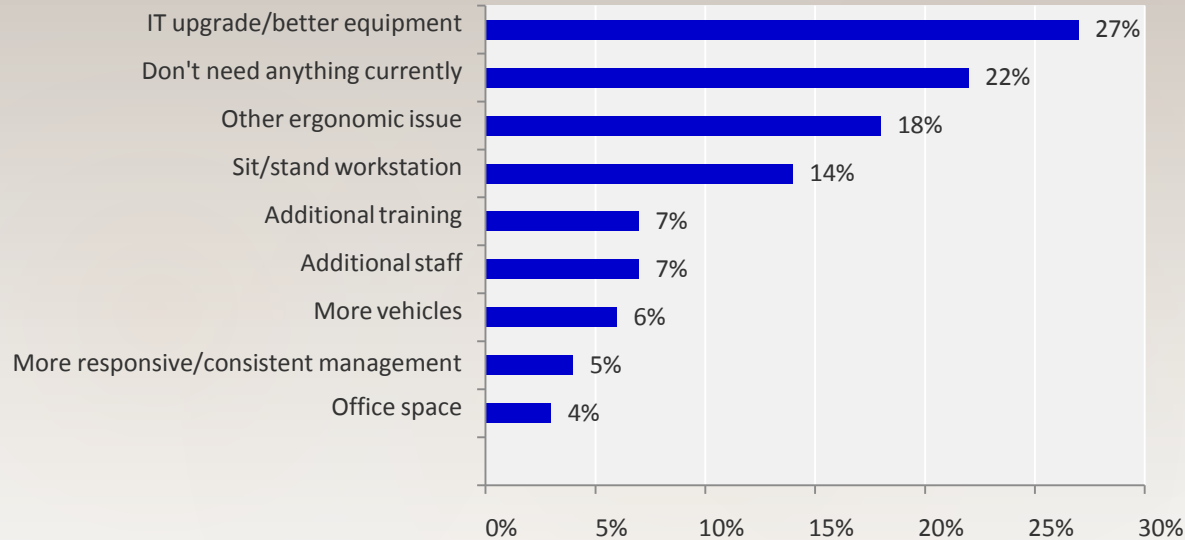
Answered: 364

Skipped: 73



Q29: What tools and/or equipment do you need to improve your work performance? (Qualitative question)

Answered: 245 Skipped: 192



This was a qualitative question where respondents filled in their answers. The answers were categorized into general areas.

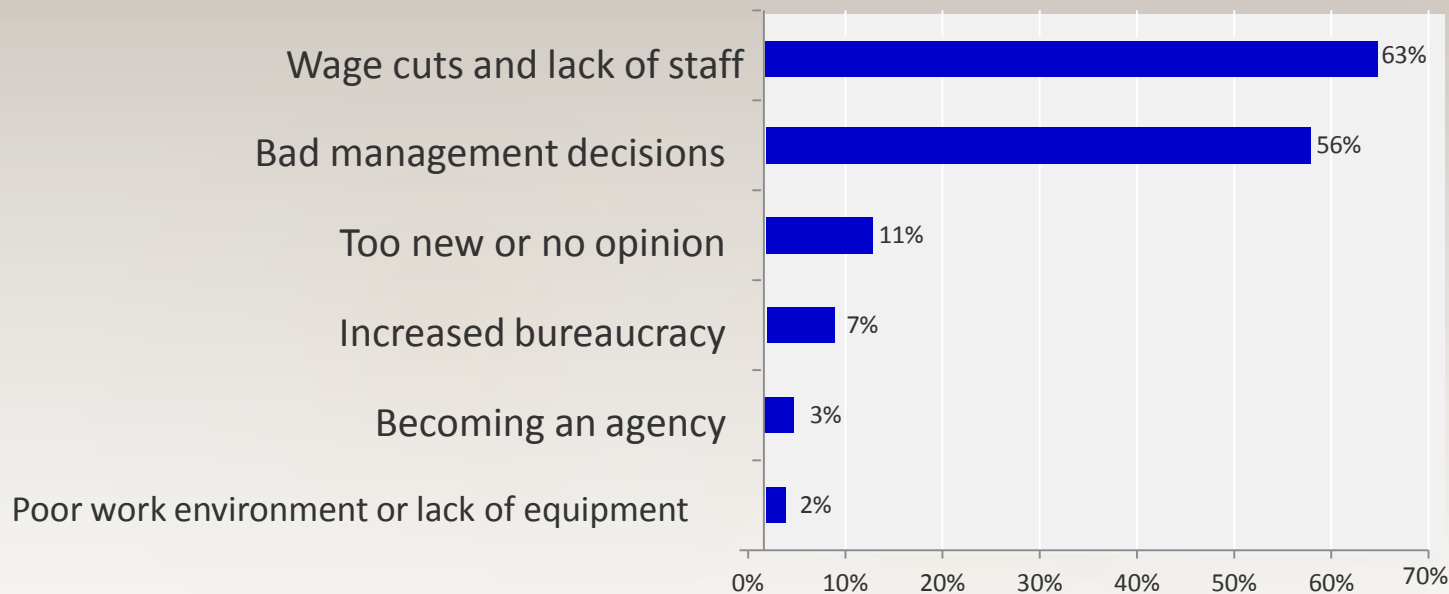
Q32: One thing Mendocino County HHSA could do to increase my job satisfaction would be... (Qualitative question)

Answered: 274 Skipped: 163



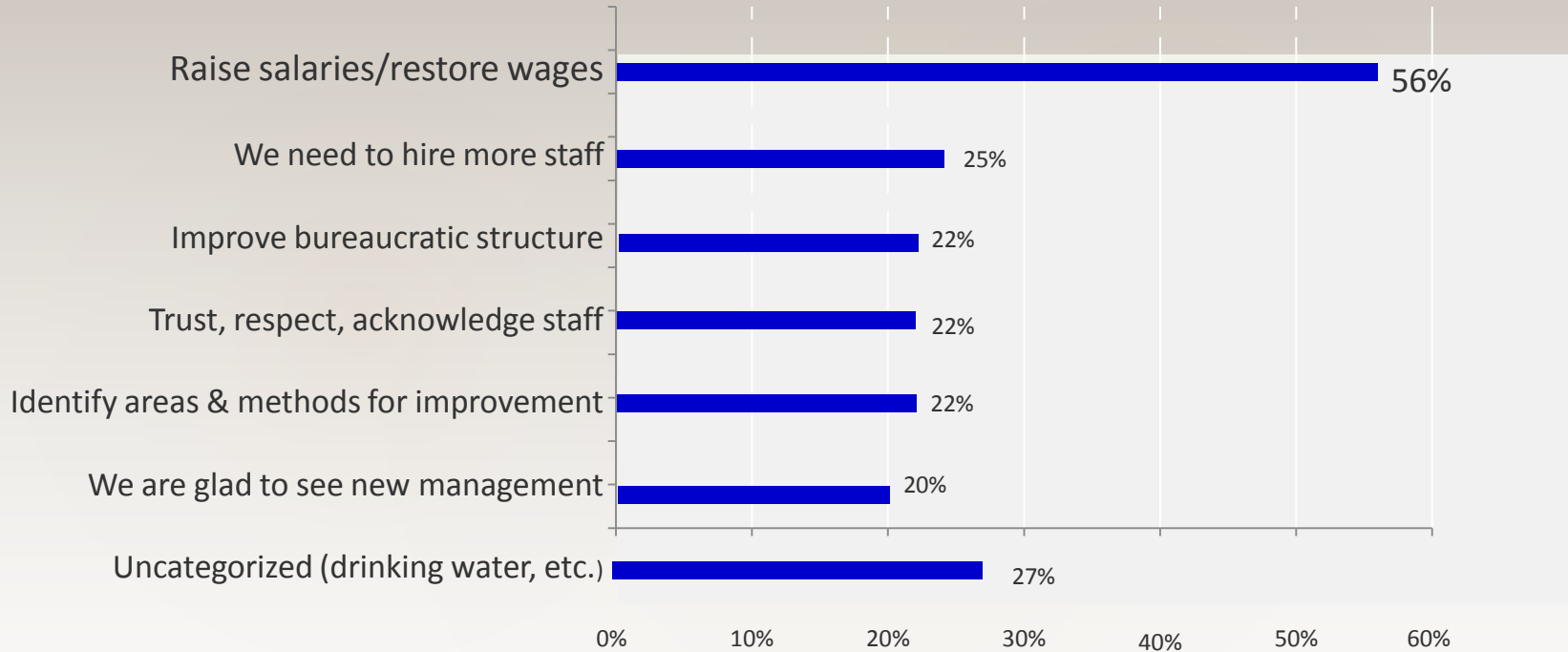
This question was a qualitative question where respondents filled in their own answers. The answers were categorized into general areas.

Q35: What things do you feel have negatively changed within your workplace since you have worked for HHSA?



Answered: 261 Skipped: 176

Q36: Your comments or suggestions (Qualitative question)



This question was a qualitative question where respondents filled in their own answers. The answers were categorized into general areas.

Answered: 170 Skipped: 267

In Conclusion:

The Employee Satisfaction Survey revealed challenges such as salaries and staffing, improving communication and upgrading equipment. And it also revealed the strengths and great dedication of HHSA employees to helping the people of Mendocino County.



The survey was a “snapshot-in-time” of staff opinions during a period of change within HHSA. The survey will be conducted again in 2018.

Other Opportunities for Employee Input & Discussion

- Employee Meetings: Ukiah, Fort Bragg, Willits
- HHSA Supervisor Meetings
- Agency Management Team
- Agency Executive Team Meetings & Leadership Development



Development of HHSA's 7 Goals for 2017

HHSA's 2017 Goals

Goal 1: Improve employee retention and salaries

Goal 2: Streamline the hiring process

Goal 3: Improve internal communication

Goal 4: Enhance the public image of our agency

Goal 5: Assure employees have the equipment and tools to do their jobs safely and competently

Goal 6: Increase HHSA's employee engagement

Goal 7: Assure our employee's training needs are met



HHSA's 2017 Goals

- Goal 1:** Improve employee retention and salaries
- Goal 2:** Streamline the hiring process
- Goal 3:** Improve internal communication
- Goal 4:** Enhance the public image of our agency
- Goal 5:** Assure employees have the equipment and tools to do their jobs safely and competently
- Goal 6:** Increase HHSA's employee engagement
- Goal 7:** Assure our employee's training needs are met

Mendocino County's Leadership Philosophy

In order to achieve effective leadership at all levels and excellence in public service, we believe:
Trust and integrity are essential;
In departments working together as one organization;
In employees being involved in key program and policy decisions that impact the organization; and,
that investing in and supporting employee development results in the retention and promotion of quality employees.

Goal Alignment: FY 2017-18 Budget Priorities

- Fiscal Stability: Ongoing revenue to support HHSA Goals
- Fiscal Leveraging and Financial Stability: Prudent reserves and implementation of new funding strategies to better leverage State and Federal revenue
- Organizational Development: Leadership development, training, and innovation
- Support for Emergency Services: Public Health Preparedness, Emergency Medical Services, Disaster Response Team, Protective Services, Crisis Response



Goal Alignment: FY 2017-18 Budget Priorities

- Homelessness and Housing: Targeted funding, special populations, short-term and long-term interventions, workforce recruitment and retention
- Support Community Partners:
 - Collaborative leadership
 - Systemic coordination across public and private entities;
 - Intra-agency and inter-departmental collaborations, service integration and expansion; community based services





VISION: *Healthy People, Healthy Communities*

MISSION: In partnership with the community, the Health and Human Services Agency will support and empower families and individuals to live healthy, safe, and sustainable lives in healthy environments, through advocacy, services and policy development.