

March 2018

Community Action Staff Newsletter



Employee Engagement Survey

Our Vision:
"Helping people, changing lives, and making communities a better place to live."

Our Mission:
"To provide essential programs that help individuals, families, and communities reach their fullest potential through advocacy and partnerships. Our dedicated staff provides access to opportunities in education, health, housing, nutrition, and transportation. These services empower people to make a positive difference in their lives and communities."

Every two years we ask staff to complete an Employee Engagement and Satisfaction Survey to provide feedback on a variety of agency topics. Please take a moment to complete and return the survey. To ensure staff anonymity, mail your completed survey in the postage-paid envelope provided. All answers and comments will be summarized as a group and reported back to staff and board this spring. The last Employee Engagement Survey was completed in July of

2016. Agency improvements based on staff feedback from that survey have included:

- ◇ Increasing Benefit Dollars for full-time staff starting January of 2018
- ◇ New Vision Insurance benefit offered in 2018
- ◇ Increasing staff tenure recognition and adding new items to the Token of Appreciation Program.
- ◇ Continuing All Staff Day training every two years
- ◇ Better communica-

tion and engagement of staff for agency short term and long term planning (Strategic Planning session completed at All Staff Day in April of 2017)

- ◇ All programs continue to make concentrated efforts to increase wages while staying within the funding parameters of our grant funding

We look forward to hearing your feedback for the 2018 survey! Please return the surveys by April 20th.

RYDE Transit Add New Routes

RYDE Transit continues to work towards improving transit effectiveness through the Mobility Management partnership. This is a statewide coalition organized by the Department of Roads that involves transit agencies, community leaders and human service agencies. Currently RYDE Transit provides services from Lexington to Gothenburg via Farnam every Tuesday. Eustis was lacking in transit services so RYDE Transit will now pick up and drop off residents in an expanded route each Tuesday.

The latest service to be offered by RYDE Transit is a twice monthly trip to North Platte. On the second and fourth Tuesday of each month, RYDE will make stops in Lexington, Cozad, Gothenburg, Brady and Maxwell to pick up and drop off residents wanting to travel North Platte. For more information contact (308) 324-3670.



Confidentiality in the Workplace

It is of vital importance to protect the privacy and confidentiality of our clients, as well as that of our fellow staff members. Each year, we provide staff with an annual update on maintaining confidentiality in the workplace.

In the course of our workday, we are privy to a substantial amount of information and it is imperative that as Community Action Professionals, we protect that information. Please take time to think about whether a tidbit of information you are about to share

with another staff member or person is appropriate and necessary to carry out your job duties and help the client.

Confidentiality of client information is a fundamental individual right upheld by Community Action Partnership of Mid-Nebraska Programs. All staff are expected to protect client confidentiality, privacy and security.

Privacy, Confidentiality, and Security definitions:

Privacy refers to the right of individuals to keep information about

them from being disclosed to anyone.

Confidentiality means we have an obligation to prevent others from accessing information about families without their permission.

Security means we control access to paper or computer files, which contain private information.

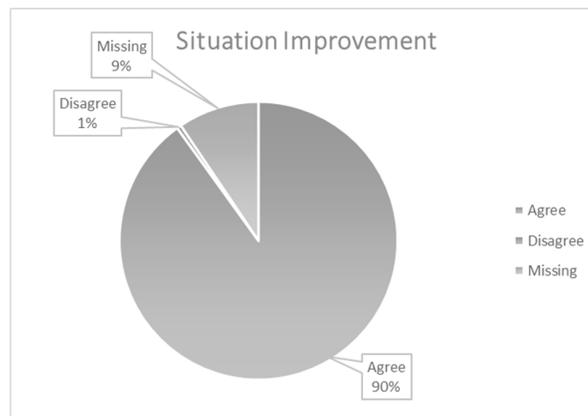
Confidentiality is a key component to our Community Action Code of Ethics and it is everyone's job to ensure we are protecting the confidentiality of our clients at all times.

Customer Satisfaction Survey Results

Each year, the agency distributes customer satisfaction surveys for all programs. It is vitally important we ask for feedback from the individuals and families we serve to ensure we are providing the highest quality services. Customer Satisfaction Surveys were distributed on Monday, October 13, 2017 and were then distributed to clients from October 13, 2017 to November 13, 2017. Within this time period, 1,017 satisfaction surveys were completed and turned in to Program Directors. This computes to a 48% return rate. The Customer Satisfaction Survey again yielded a very high satisfaction rate from our clients.

Clients reported that the quality of services was 'excellent' 77.8% of the time. 21.4% of clients reported that the quality of services was 'good' and only 0.5% of respondents reported service quality to be 'fair.' There were no reports of service quality being

'poor.' In addition to the quality of services, clients were also asked to indicate whether their situation had been improved after utilizing Mid program services. Only 0.5% of respondents said that their situation *was not*



improved with the remaining 99.5% of clients indicating an improvement in their situation after utilizing Mid program services.

Over the last three years, 'word of mouth' continues to be the most common means by which clients learn of our programs and services. On average, 62% of clients marked 'word of mouth' as

the way they learned of our programs. 1.9% of respondents marked 'internet' as the means by which they learned of Mid compared to 1% from 2016 to 2017.

Finally, data indicates that clients are consistently satisfied with the services they receive and most often indicate that their needs are being met. On average, 74.5% of survey respondents marked that 'almost all their needs had been met' by Mid services. There has been a steady increase in the percentage of clients who marked this option from 2015 to 2017, coupled with an overall decline (0.7%) in clients who feel their needs are not being met. **Kudos to all staff for a job well done!** The complete customer survey report is available at: <http://communityactionmidne.com/>

