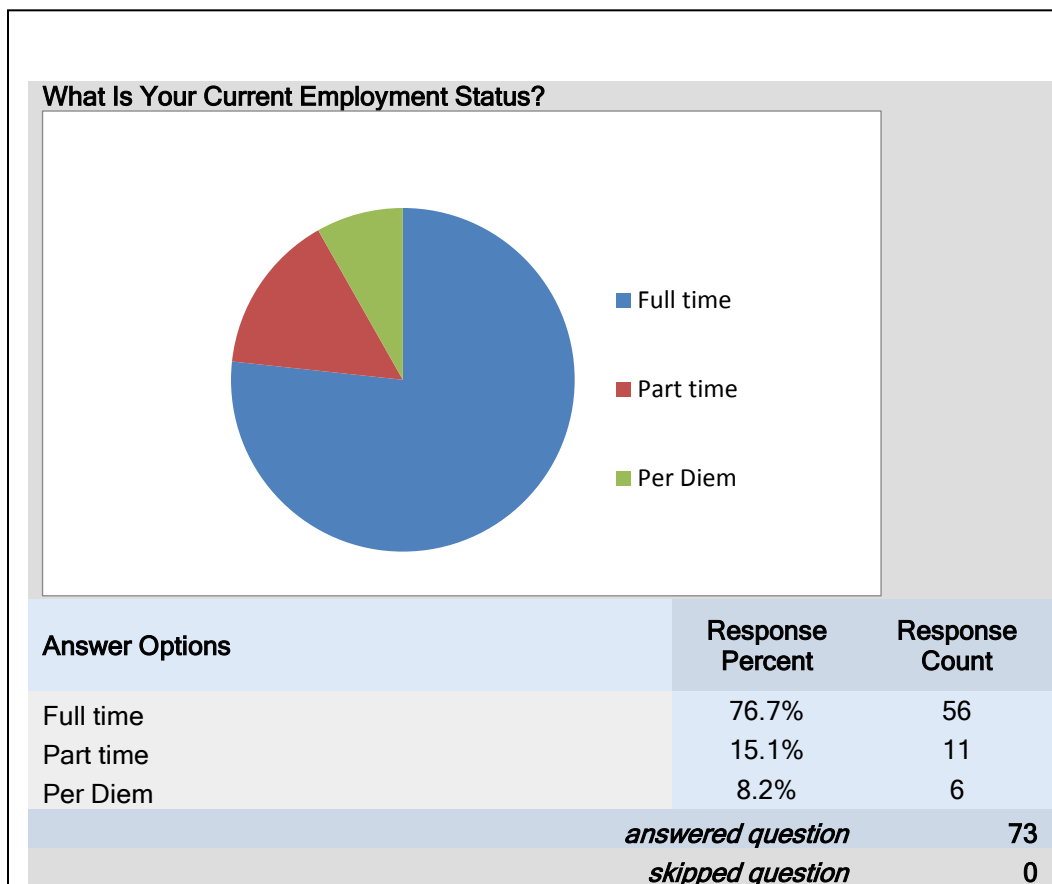
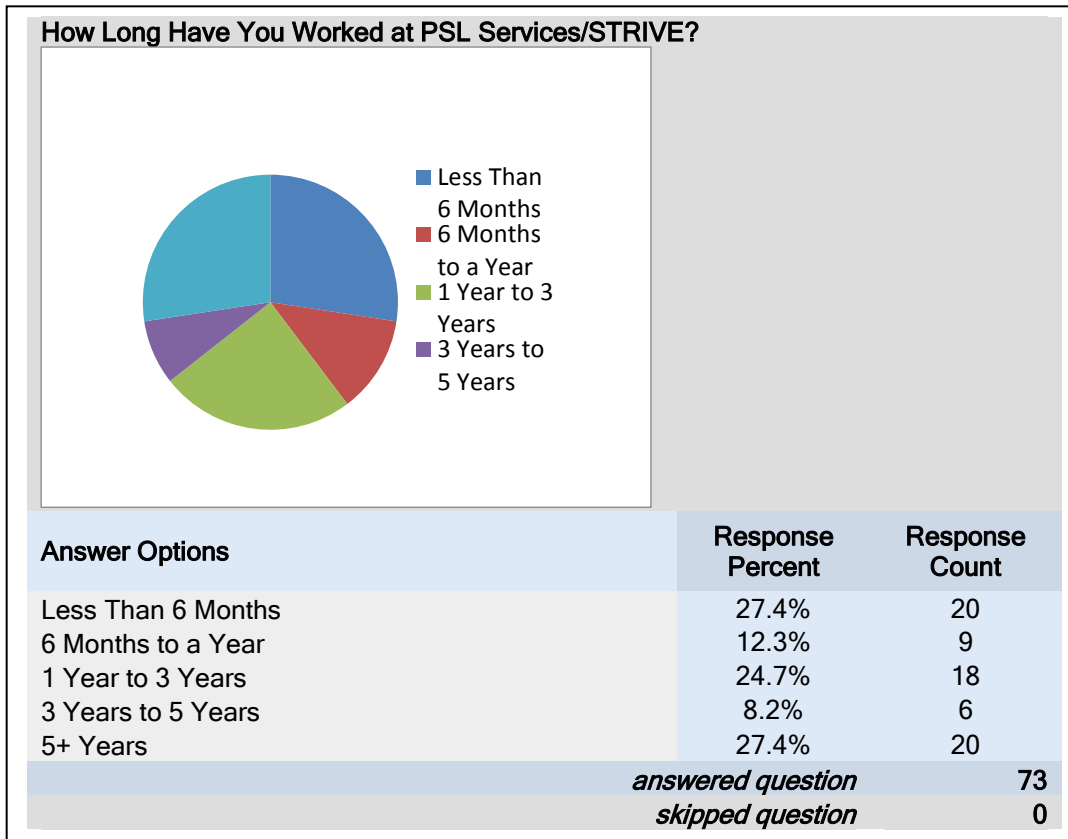
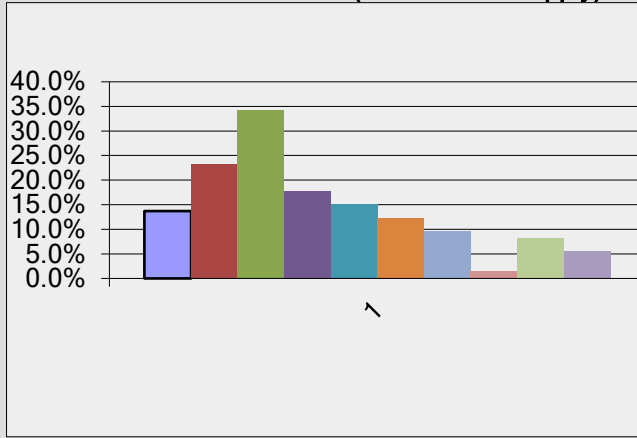


PSL Services/STRIVE Employee Satisfaction Survey 2016

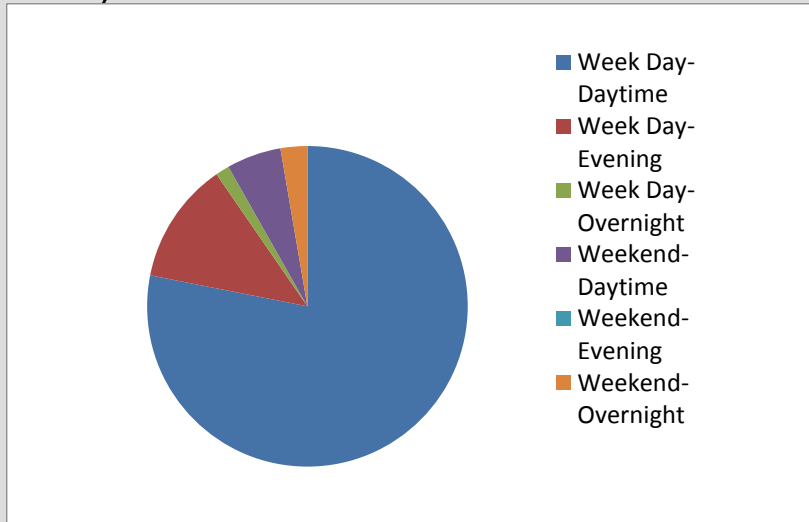


what is Your Work Location? (Check all that apply)



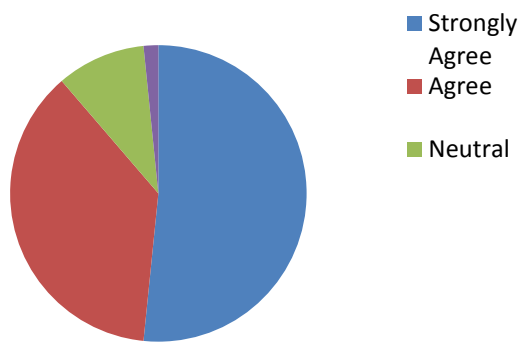
Answer Options	Response Percent	Response Count
Central Office	13.7%	10
STRIVE	23.3%	17
STRIVE U	34.2%	25
Day Services	17.8%	13
Residential	15.1%	11
Mental Health	12.3%	9
Home Supports	9.6%	7
CCM South Portland	1.4%	1
CCM North Berwick	8.2%	6
Bayside	5.5%	4
<i>answered question</i>		73
<i>skipped question</i>		0

Which Shift Do you Primarily Work?(Please choose option that most closely matches)



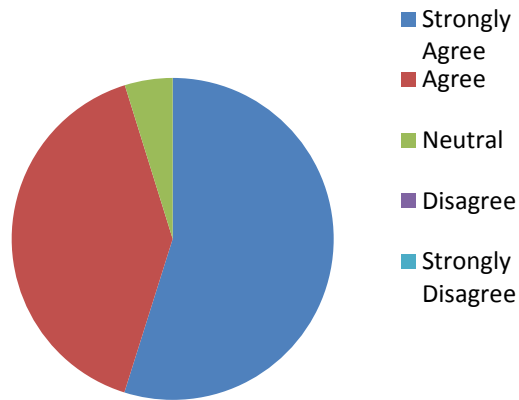
Answer Options	Response Percent	Response Count
Week Day- Daytime	78.1%	57
Week Day- Evening	12.3%	9
Week Day- Overnight	1.4%	1
Weekend- Daytime	5.5%	4
Weekend- Evening	0.0%	0
Weekend- Overnight	2.7%	2
<i>answered question</i>		73
<i>skipped question</i>		0

I like my job.



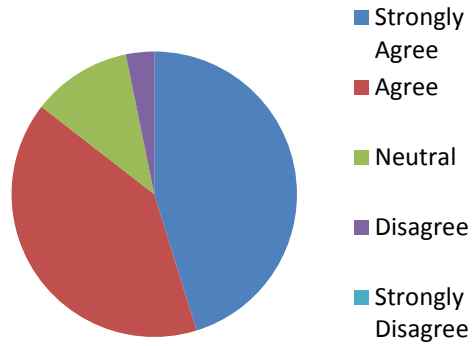
Answer Options	Response Percent	Response Count
Strongly Agree	51.6%	32
Agree	37.1%	23
Neutral	9.7%	6
Disagree	1.6%	1
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

I am productive in my job.



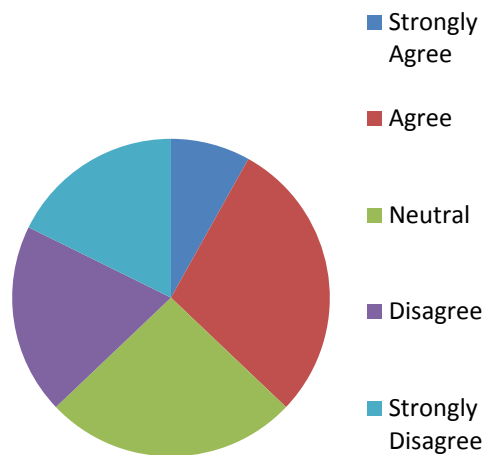
Answer Options	Response Percent	Response Count
Strongly Agree	54.8%	34
Agree	40.3%	25
Neutral	4.8%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

Overall, I feel this is a good place to work.



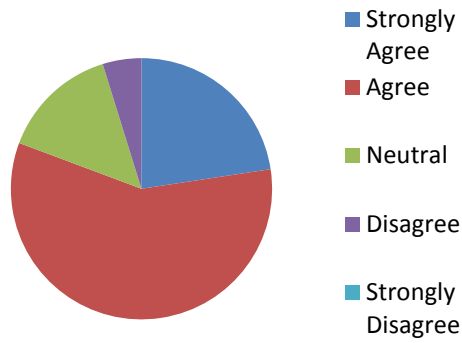
Answer Options	Response Percent	Response Count
Strongly Agree	45.2%	28
Agree	40.3%	25
Neutral	11.3%	7
Disagree	3.2%	2
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

I believe my compensation is competitive to the local marketplace.



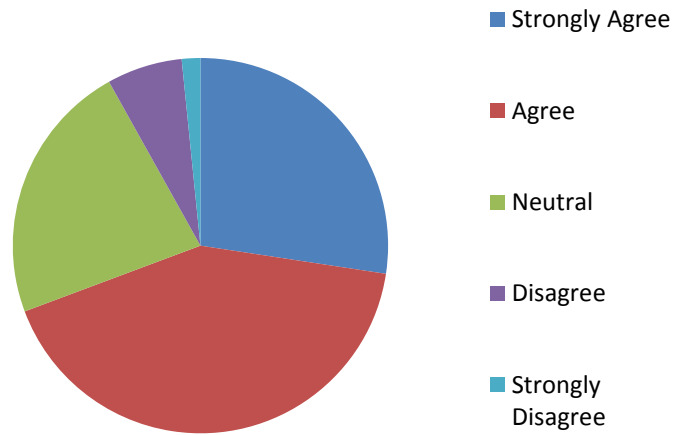
Answer Options	Response Percent	Response Count
Strongly Agree	8.1%	5
Agree	29.0%	18
Neutral	25.8%	16
Disagree	19.4%	12
Strongly Disagree	17.7%	11
<i>answered question</i>		62
<i>skipped question</i>		11

I understand how the compensation system works.



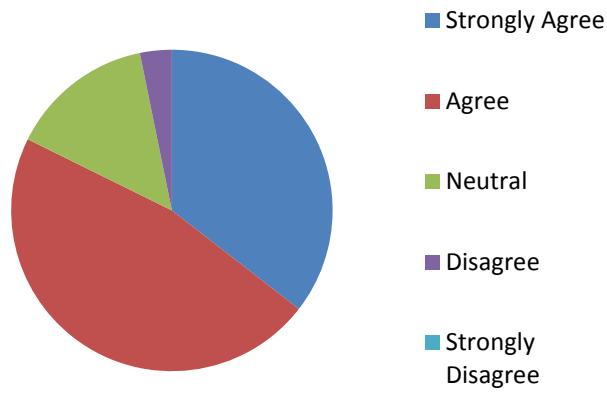
Answer Options	Response Percent	Response Count
Strongly Agree	22.6%	14
Agree	58.1%	36
Neutral	14.5%	9
Disagree	4.8%	3
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

I feel our benefits are competitive.



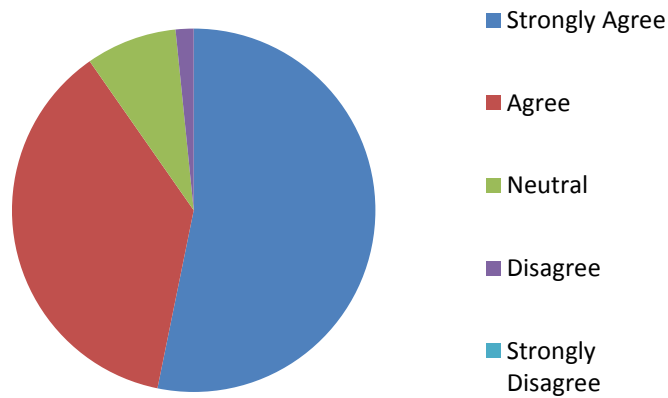
Answer Options	Response Percent	Response Count
Strongly Agree	27.4%	17
Agree	41.9%	26
Neutral	22.6%	14
Disagree	6.5%	4
Strongly Disagree	1.6%	1
<i>answered question</i>		62
<i>skipped question</i>		11

I have the information I need to do my job well.



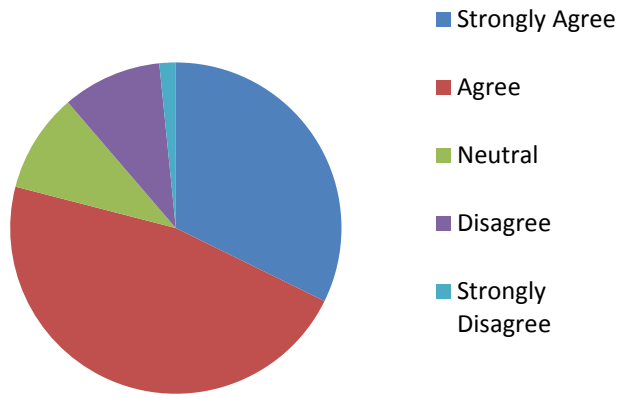
Answer Options	Response Percent	Response Count
Strongly Agree	35.5%	22
Agree	46.8%	29
Neutral	14.5%	9
Disagree	3.2%	2
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

I clearly understand the expectations of my job.



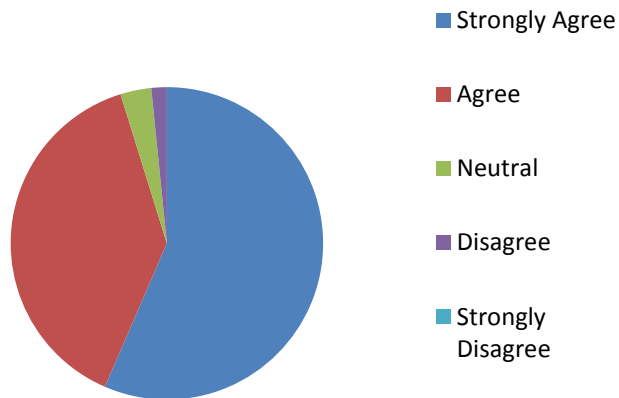
Answer Options	Response Percent	Response Count
Strongly Agree	53.2%	33
Agree	37.1%	23
Neutral	8.1%	5
Disagree	1.6%	1
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

The workload expected of me is realistic.



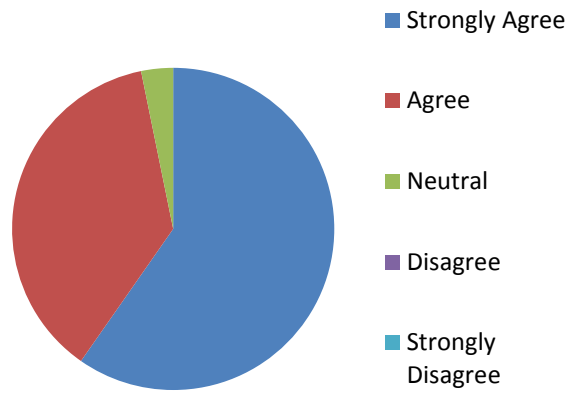
Answer Options	Response Percent	Response Count
Strongly Agree	32.3%	20
Agree	46.8%	29
Neutral	9.7%	6
Disagree	9.7%	6
Strongly Disagree	1.6%	1
<i>answered question</i>		62
<i>skipped question</i>		11

I know where to go or whom to ask if I have a question about my duties.



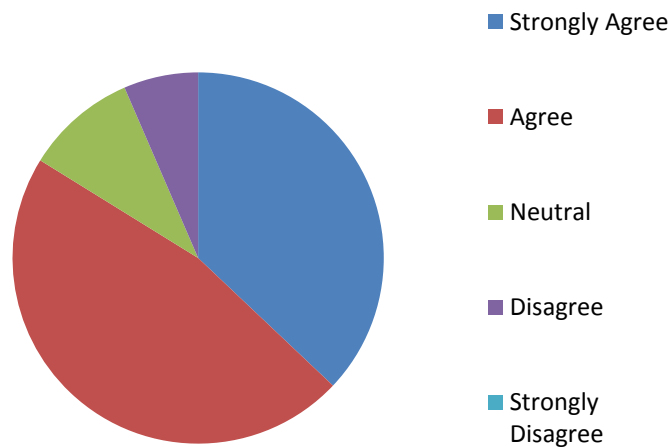
Answer Options	Response Percent	Response Count
Strongly Agree	56.5%	35
Agree	38.7%	24
Neutral	3.2%	2
Disagree	1.6%	1
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

I understand how my efforts contribute to PSL Services' mission.



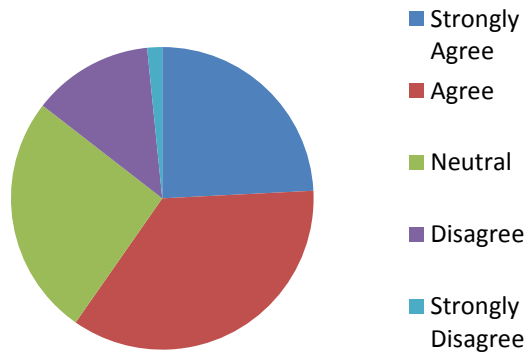
Answer Options	Response Percent	Response Count
Strongly Agree	59.7%	37
Agree	37.1%	23
Neutral	3.2%	2
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

I know what I need to do to improve my performance.



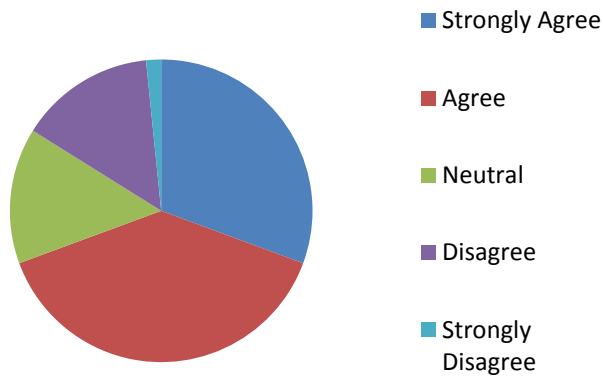
Answer Options	Response Percent	Response Count
Strongly Agree	37.1%	23
Agree	46.8%	29
Neutral	9.7%	6
Disagree	6.5%	4
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

The performance appraisal process is fair and consistent



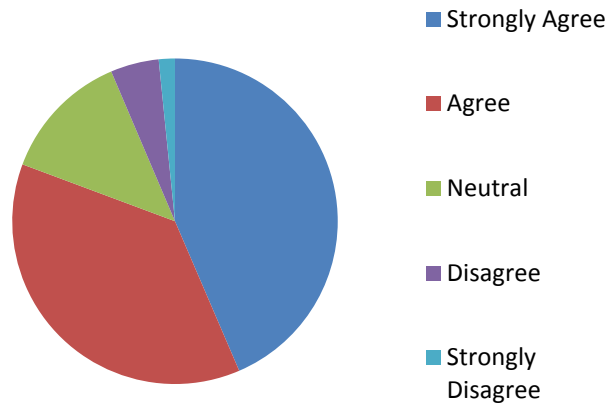
Answer Options	Response Percent	Response Count
Strongly Agree	24.2%	15
Agree	35.5%	22
Neutral	25.8%	16
Disagree	12.9%	8
Strongly Disagree	1.6%	1
<i>answered question</i>		62
<i>skipped question</i>		11

I receive adequate feedback on performance.



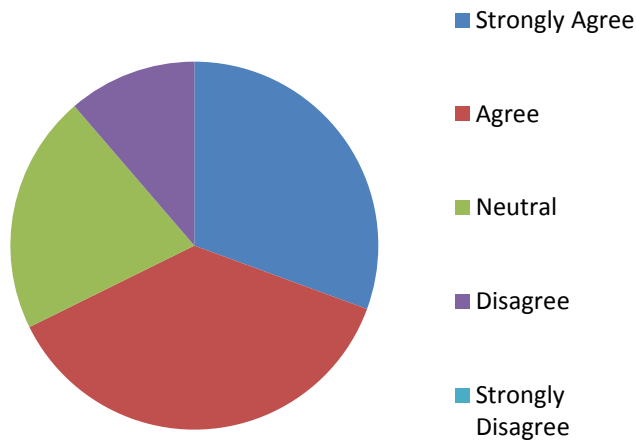
Answer Options	Response Percent	Response Count
Strongly Agree	30.6%	19
Agree	38.7%	24
Neutral	14.5%	9
Disagree	14.5%	9
Strongly Disagree	1.6%	1
<i>answered question</i>		62
<i>skipped question</i>		11

My supervisor recognizes me for the work I do.



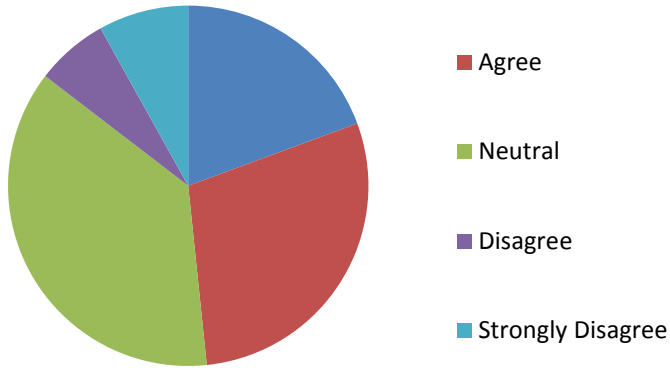
Answer Options	Response Percent	Response Count
Strongly Agree	43.5%	27
Agree	37.1%	23
Neutral	12.9%	8
Disagree	4.8%	3
Strongly Disagree	1.6%	1
<i>answered question</i>		62
<i>skipped question</i>		11

I get the training that I need.



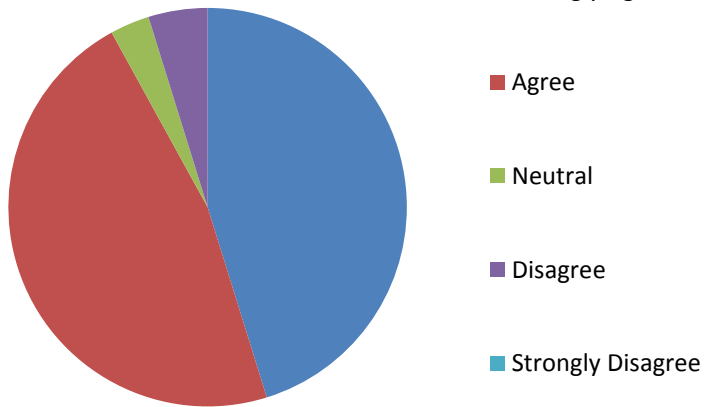
Answer Options	Response Percent	Response Count
Strongly Agree	30.6%	19
Agree	37.1%	23
Neutral	21.0%	13
Disagree	11.3%	7
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

I have opportunities for advancement.



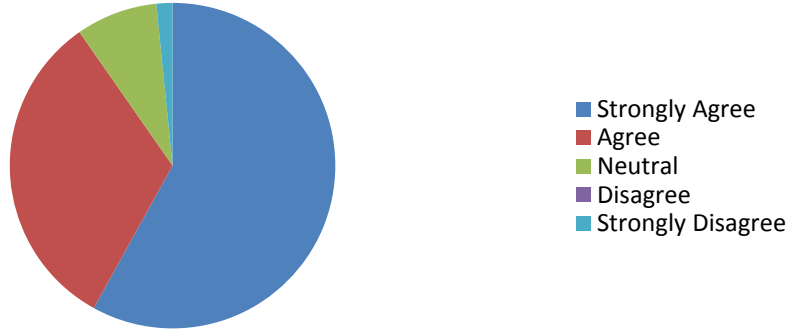
Answer Options	Response Percent	Response Count
Strongly Agree	19.4%	12
Agree	29.0%	18
Neutral	37.1%	23
Disagree	6.5%	4
Strongly Disagree	8.1%	5
<i>answered question</i>		62
<i>skipped question</i>		11

I feel safe while performing my job.



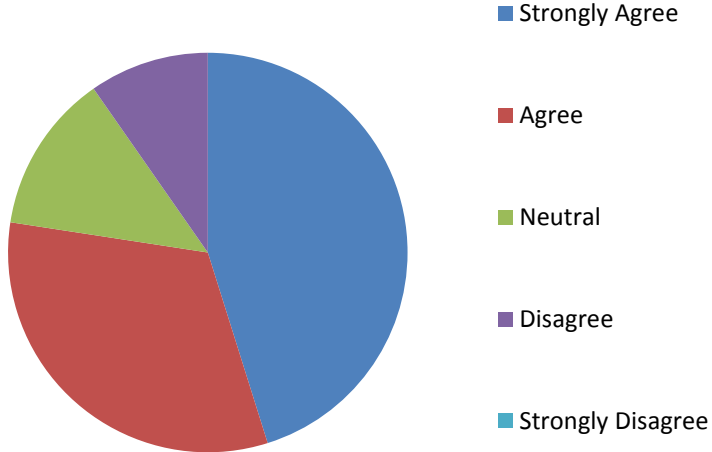
Answer Options	Response Percent	Response Count
Strongly Agree	45.2%	28
Agree	46.8%	29
Neutral	3.2%	2
Disagree	4.8%	3
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

I am proud to work at PSL Services



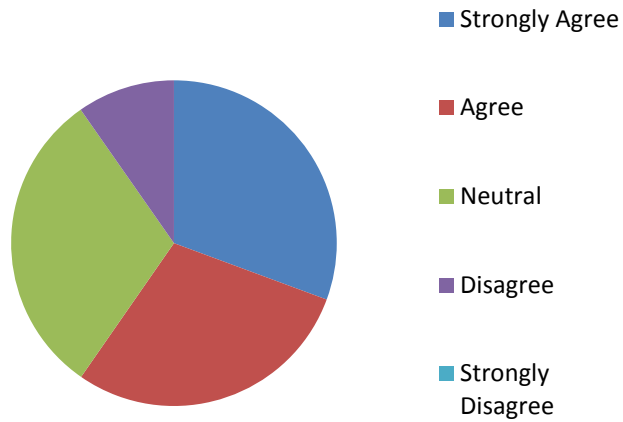
Answer Options	Response Percent	Response Count
Strongly Agree	58.1%	36
Agree	32.3%	20
Neutral	8.1%	5
Disagree	0.0%	0
Strongly Disagree	1.6%	1
<i>answered question</i>		62
<i>skipped question</i>		11

My supervisor pays attention to my ideas or suggestions.



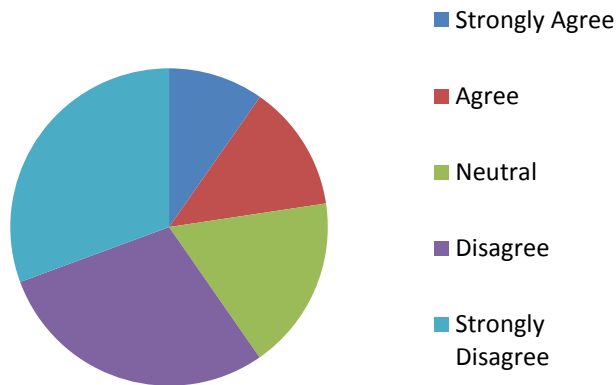
Answer Options	Response Percent	Response Count
Strongly Agree	45.2%	28
Agree	32.3%	20
Neutral	12.9%	8
Disagree	9.7%	6
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

I am optimistic about my future growth and success in the company.



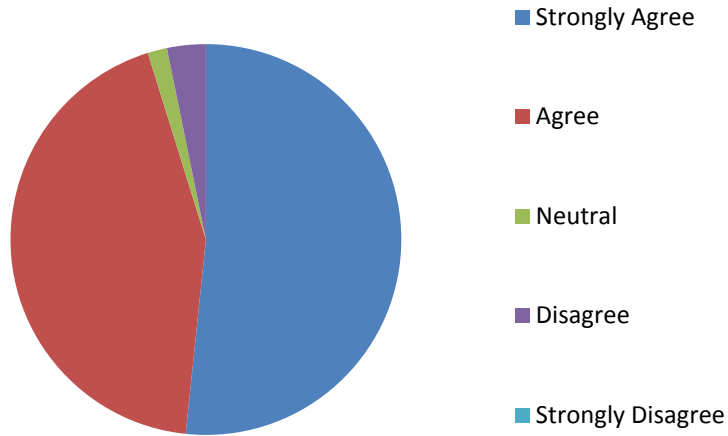
Answer Options	Response Percent	Response Count
Strongly Agree	30.6%	19
Agree	29.0%	18
Neutral	30.6%	19
Disagree	9.7%	6
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

I have seriously considered looking for a new job in the last few months.



Answer Options	Response Percent	Response Count
Strongly Agree	9.7%	6
Agree	12.9%	8
Neutral	17.7%	11
Disagree	29.0%	18
Strongly Disagree	30.6%	19
<i>answered question</i>		62
<i>skipped question</i>		11

I have a healthy relationship with co-workers.



Answer Options

Response Percent

Response Count

Strongly Agree

51.6%

32

Agree

43.5%

27

Neutral

1.6%

1

Disagree

3.2%

2

Strongly Disagree

0.0%

0

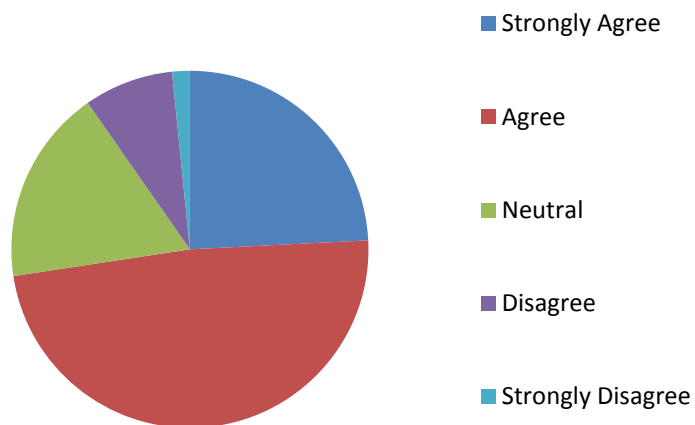
answered question

62

skipped question

11

I believe the morale among my co-workers is positive.



Answer Options

Response Percent

Response Count

Strongly Agree

24.2%

15

Agree

48.4%

30

Neutral

17.7%

11

Disagree

8.1%

5

Strongly Disagree

1.6%

1

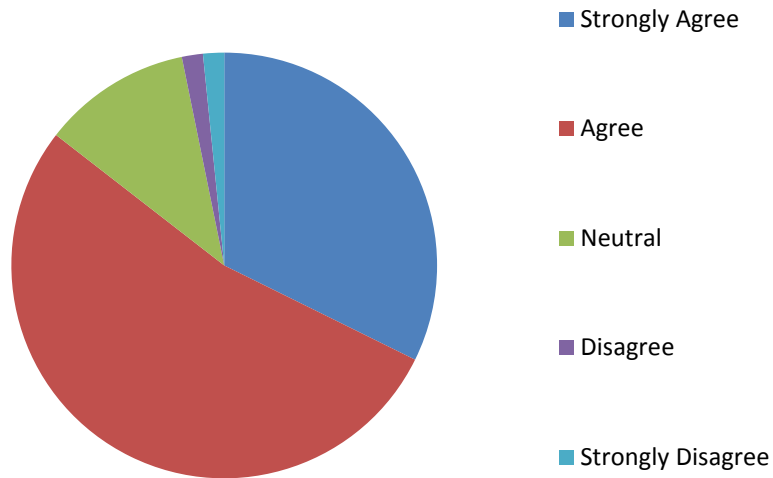
answered question

62

skipped question

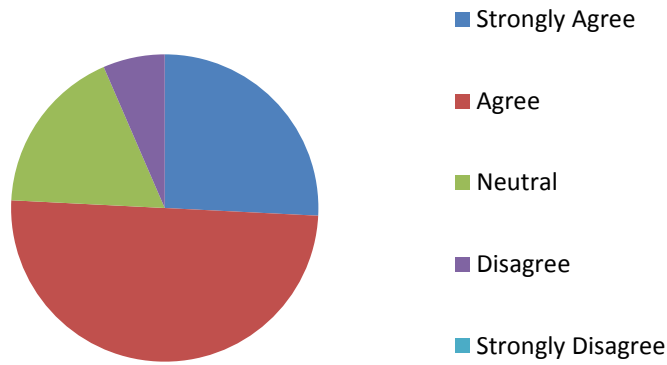
11

I feel comfortable reporting concerns.



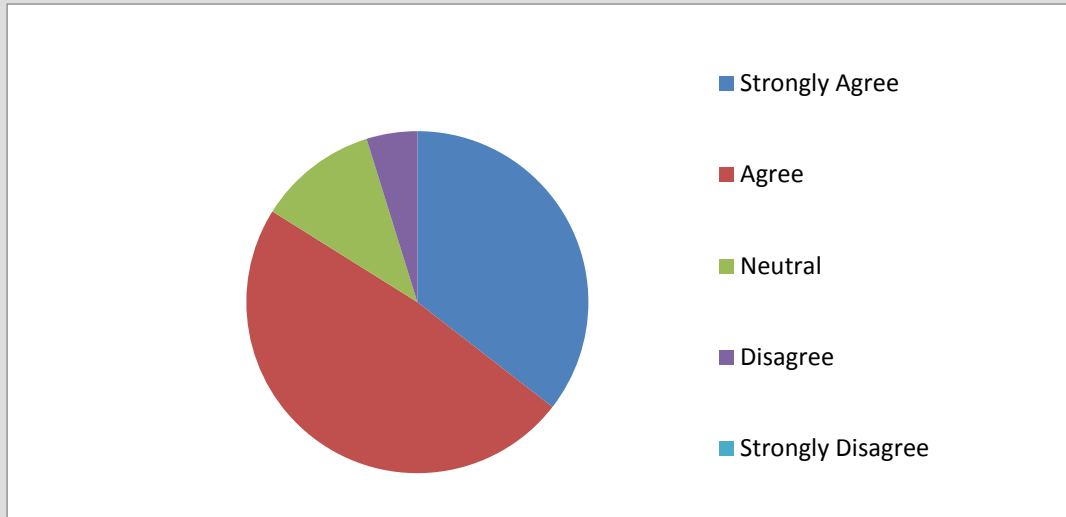
Answer Options	Response Percent	Response Count
Strongly Agree	32.3%	20
Agree	53.2%	33
Neutral	11.3%	7
Disagree	1.6%	1
Strongly Disagree	1.6%	1
<i>answered question</i>		62
<i>skipped question</i>		11

Employee workplace issues are addressed in a manner that fairly resolves them.



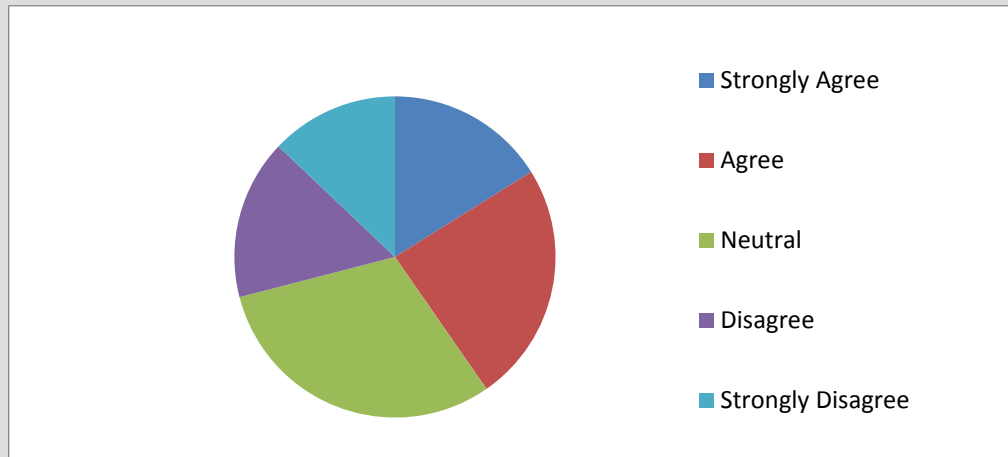
Answer Options	Response Percent	Response Count
Strongly Agree	25.8%	16
Agree	50.0%	31
Neutral	17.7%	11
Disagree	6.5%	4
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

Employees and Managers of PSL/STRIVE are focused on solutions, rather than blame.



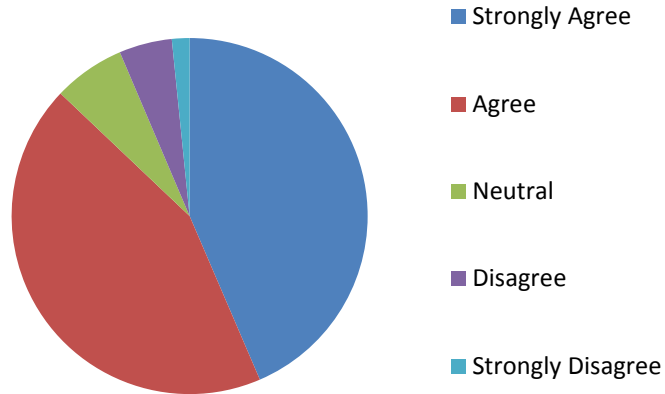
Answer Options	Response Percent	Response Count
Strongly Agree	35.5%	22
Agree	48.4%	30
Neutral	11.3%	7
Disagree	4.8%	3
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

Communication among departments is well coordinated.



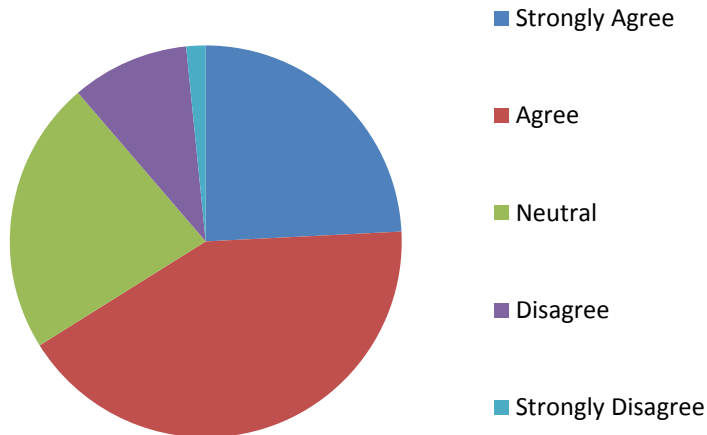
Answer Options	Response Percent	Response Count
Strongly Agree	16.1%	10
Agree	24.2%	15
Neutral	30.6%	19
Disagree	16.1%	10
Strongly Disagree	12.9%	8
<i>answered question</i>		62
<i>skipped question</i>		11

My supervisor helps me learn from my mistakes.



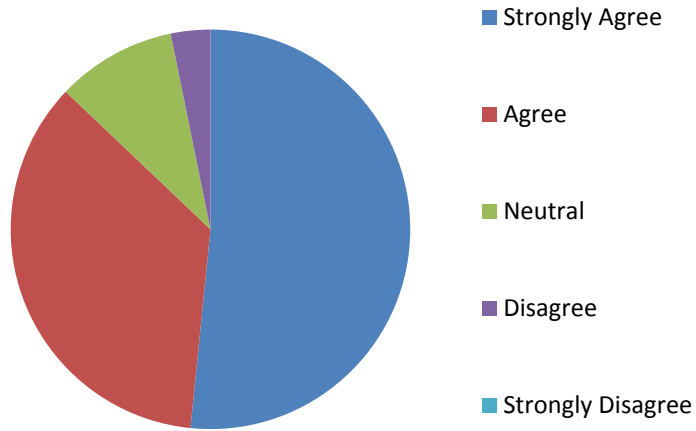
Answer Options	Response Percent	Response Count
Strongly Agree	43.5%	27
Agree	43.5%	27
Neutral	6.5%	4
Disagree	4.8%	3
Strongly Disagree	1.6%	1
<i>answered question</i>		62
<i>skipped question</i>		11

I am involved in making decisions that affect my job.



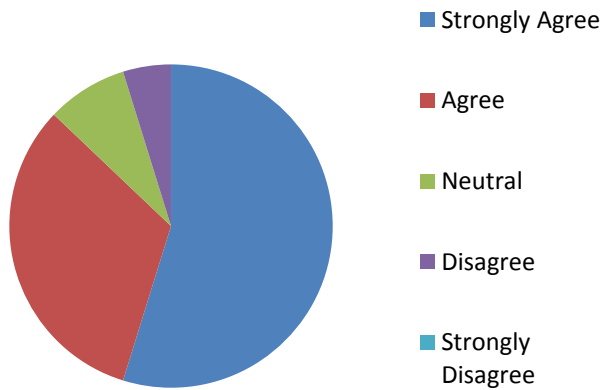
Answer Options	Response Percent	Response Count
Strongly Agree	24.2%	15
Agree	41.9%	26
Neutral	22.6%	14
Disagree	9.7%	6
Strongly Disagree	1.6%	1
<i>answered question</i>		62
<i>skipped question</i>		11

My supervisor is fair and honest.



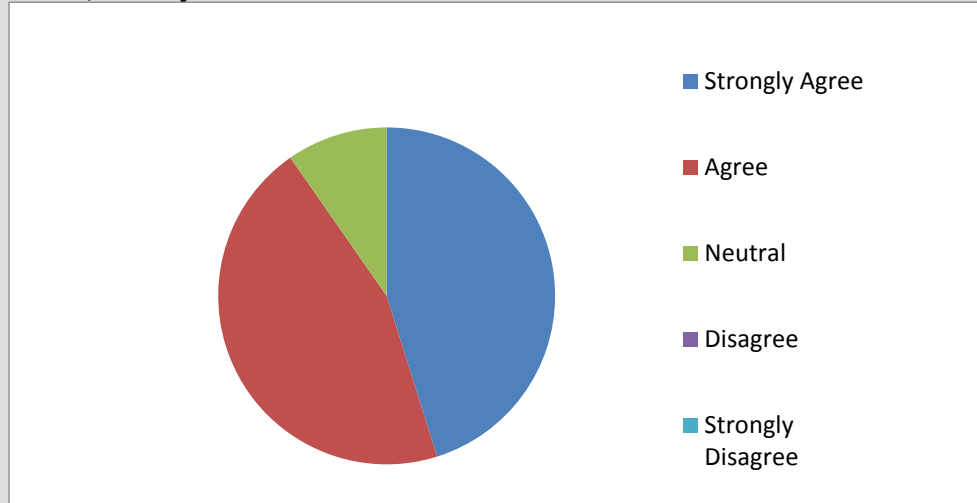
Answer Options	Response Percent	Response Count
Strongly Agree	51.6%	32
Agree	35.5%	22
Neutral	9.7%	6
Disagree	3.2%	2
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

My supervisor is knowledgeable of the company's policies.



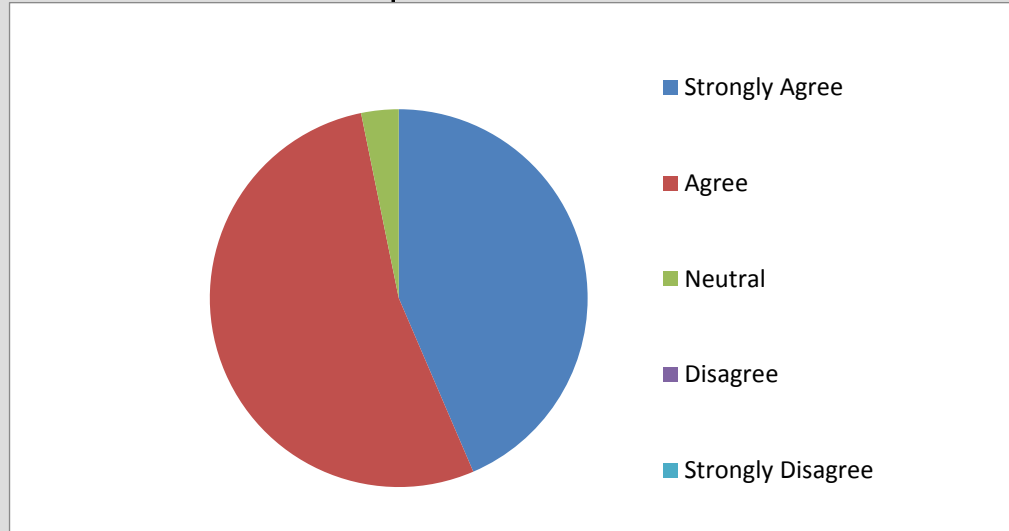
Answer Options	Response Percent	Response Count
Strongly Agree	54.8%	34
Agree	32.3%	20
Neutral	8.1%	5
Disagree	4.8%	3
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

I believe management is committed to work towards the company's mission, vision, values, and objectives.



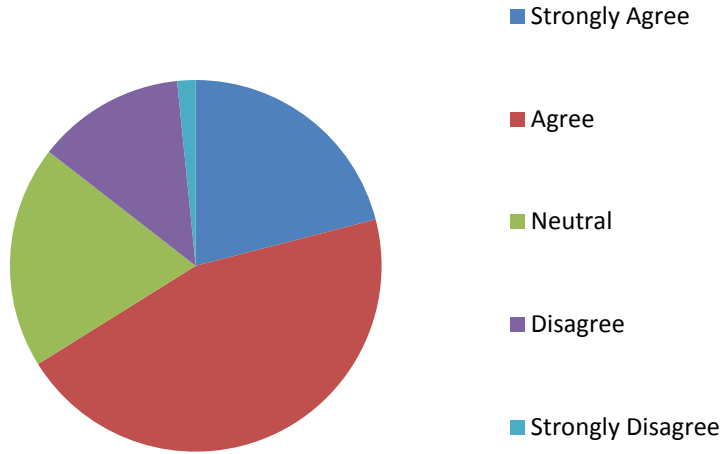
Answer Options	Response Percent	Response Count
Strongly Agree	45.2%	28
Agree	45.2%	28
Neutral	9.7%	6
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

I understand our work rules and policies.



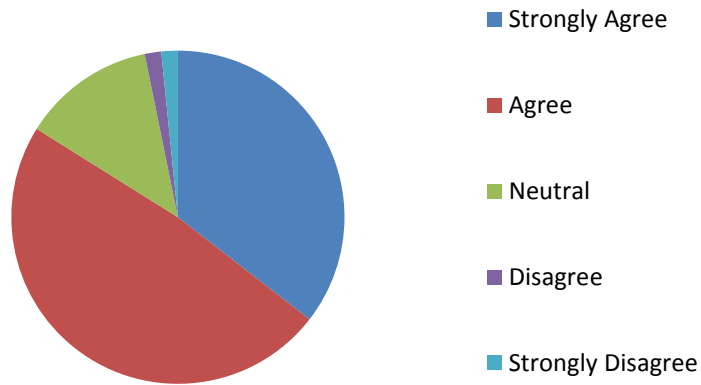
Answer Options	Response Percent	Response Count
Strongly Agree	43.5%	27
Agree	53.2%	33
Neutral	3.2%	2
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

PSL Services focuses on developing people and helping them grow professionally.



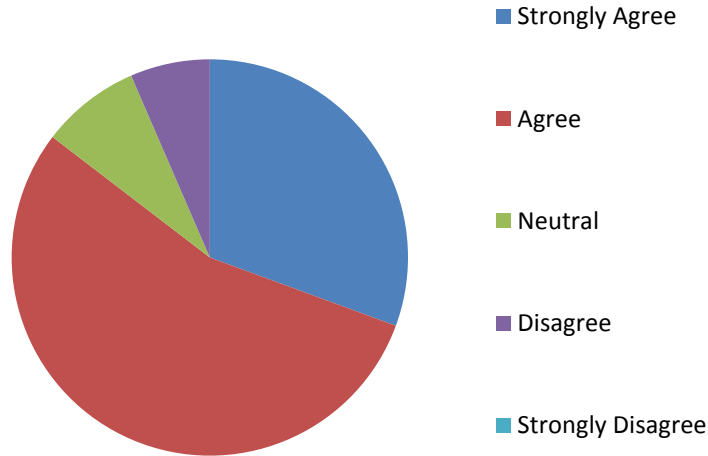
Answer Options	Response Percent	Response Count
Strongly Agree	21.0%	13
Agree	45.2%	28
Neutral	19.4%	12
Disagree	12.9%	8
Strongly Disagree	1.6%	1
<i>answered question</i>		62
<i>skipped question</i>		11

PSL Services is headed in the right direction.



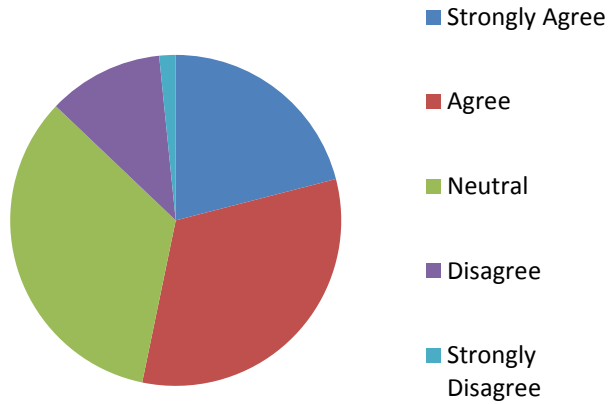
Answer Options	Response Percent	Response Count
Strongly Agree	35.5%	22
Agree	48.4%	30
Neutral	12.9%	8
Disagree	1.6%	1
Strongly Disagree	1.6%	1
<i>answered question</i>		62
<i>skipped question</i>		11

Our policies and rules are applied consistently and fairly.



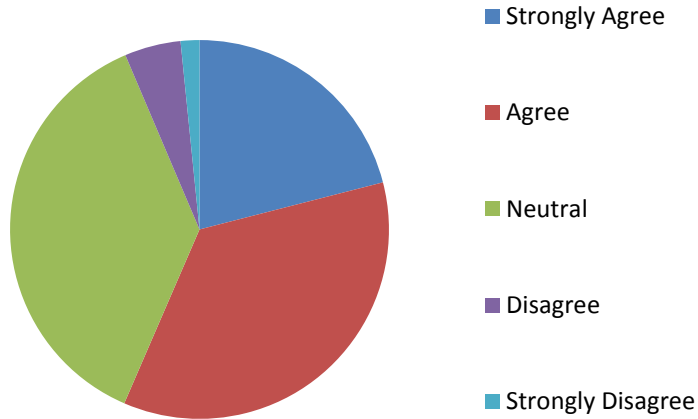
Answer Options	Response Percent	Response Count
Strongly Agree	30.6%	19
Agree	54.8%	34
Neutral	8.1%	5
Disagree	6.5%	4
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

PSL Services promotes people based on performance.



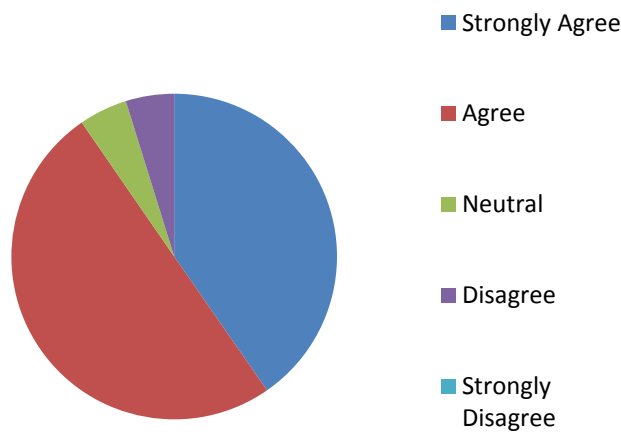
Answer Options	Response Percent	Response Count
Strongly Agree	21.0%	13
Agree	32.3%	20
Neutral	33.9%	21
Disagree	11.3%	7
Strongly Disagree	1.6%	1
<i>answered question</i>		62
<i>skipped question</i>		11

I am kept informed about what's going on in the company.



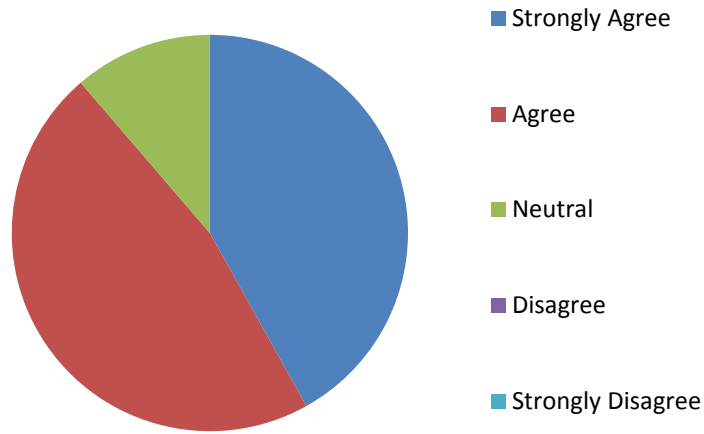
Answer Options	Response Percent	Response Count
Strongly Agree	21.0%	13
Agree	35.5%	22
Neutral	37.1%	23
Disagree	4.8%	3
Strongly Disagree	1.6%	1
<i>answered question</i>		62
<i>skipped question</i>		11

I have a clear understanding of the company's mission, vision, values and objectives.



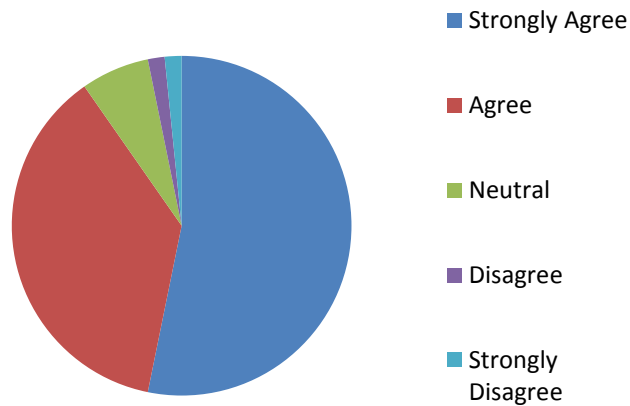
Answer Options	Response Percent	Response Count
Strongly Agree	40.3%	25
Agree	50.0%	31
Neutral	4.8%	3
Disagree	4.8%	3
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

I feel I have job security.



Answer Options	Response Percent	Response Count
Strongly Agree	41.9%	26
Agree	46.8%	29
Neutral	11.3%	7
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		62
<i>skipped question</i>		11

I am happy with the decision to work at this company.



Answer Options	Response Percent	Response Count
Strongly Agree	53.2%	33
Agree	37.1%	23
Neutral	6.5%	4
Disagree	1.6%	1
Strongly Disagree	1.6%	1
<i>answered question</i>		62
<i>skipped question</i>		11

ADDITIONAL COMMENTS:

I would like to see managers put more effort into training and equipping their team.
Residential morale is low.

There isn't enough staff to cover shifts and we are getting burnt out.

Thank you!

As a new employee I see many positive things about PSL that make me glad I chose PSL

#44 explanation: co workers get along well, however there is a lot of negativity that is easily spread out sometimes. Mostly venting about frustrations with the job itself

I am so grateful to be able to work for this organization, and definitely recommend it to my friends looking for part time jobs in the field while they finish school!

THANK YOU.

I have worked in this field for 6+ years now and this is by far the best company I have worked for top to bottom, my only major complaint about PSL is that the pay is sub par compared to other places I have worked at. I have enjoyed working for this company but a wage increase is important to keep the good quality of employees working here.

PSL services can't keep anyone because of issues with pay and fairness

STRIVE U is a great program that does great things for young adults. I am proud of the work we do. There is a need for improvement with in the program, particularly around communication and staff morale.

Veerle is the best supervisor ever!

Great communication both up and down the ladder.

Well I love my job here I would like to move up in the company and believe I have proved myself but really no where to move up. I am still happy being a CCM and this is the nicest and best company I have ever worked for and I am 62 I have been around a long time. PSL is the best.
I really like working here and I want to continue to work here for a long time but sometimes it's tempting when I see how much other organizations pay for the same amount, or less work than I do here. Ultimately what keeps me here is knowing that I'm helping people with the work that I do.

How would you like to be recognized for your work?

Occasional verbal praise

Current system of acknowledgements in CCM meetings works well

Through the newsletter

verbally

More responsibility and autonomy.

I have been recognized for my work by different program areas and feel like that is sufficient.

Bonus Incentives

Pay increase

Performance reviews

I like employee of the month recognition in the newsletter...

Verbal feedback

I would like to receive supervision/feedback

Just a thank you is enough.

cash bonus

I like constructive criticism and evaluations.

Frequent Review Feedback

n/a

I would just like to be able to use my vacation time.

Good job

I would appreciate it if my super visors actually responded to my ideas at team meetings

.

Positive feedback if something is done correctly.

n/a

Verbal recognition when positive outcomes with challenging clients

I like it when they say great job

bonuses, pay raise, verbal acknowledgement

Bonus if work is superior

N/A

increase in pay

doesn't matter

acknowledgement of it, a simple wow, that was fast, or good job on that!

general acknowledgement is great. pay raises or bonuses are great too!

Pay raise or bonuses

Increase in pay

I think it has been going great overall!

I'm already recognized by simple "Thank you and a job well done." I have a great supervisor.

Supervisor appreciation is most appreciated

Pay increases, dialogue about opportunities for advancement, and being heard about personal professional development goals- and acted upon in the future if performance is great.

promotion

N/A

Pay increase

A thank you, extra paid, raises

There is very little feedback for the staff at STRIVE U (negative or positive) regarding work performance. Communication in general is a huge issue here.

Verbal acknowledgement and pay increase after it is earned. I want opportunity for professional advancement within the company: being able to move up etc.

Fine as it is now

Weekly supervision meetings which outline the duties for the week and provide feedback on the week previous

First of all, I would like a job description. I would like regular supervision. The "supervision form" is vague and could be tailored specifically to each department/program across PSL. I feel these things would more clearly define my job and lead to recognition of my work. Recognition does not need to be much, just a simple compliment, maybe note in the newsletter, a gift card (\$5) or mentioned at a staff meeting.

Doesn't matter

"Thank you" from a supervisor is sufficient

Program employee of the month in addition to the company wide one.

Continued discussions with supervisor during supervision/ review time

annual review and annual raise based on performance

I like how I am recognized already

As they are accomplished and a review of the work over the past year at an annual performance appraisal.

I am already recognized for my work at PSL for staff appreciation bonus's, family comes first attitude and a raise in January 2017

Highlights

Second employee appreciation event

What are your ideas for improving the Employee Wellness program?

When eating with or in front of clients, all staff should model healthy eating habits.

Offering wellness programs at other program sites and with all programs, including staff and participants.

Keeping the environment clean to promote wellness. Program times should be flexible to accommodate all different schedules.

Make it more available to the DSP's , give out more incentives for staff who are working extra hard.

More info out more often

This is a second job, does not apply to me.

allow people the flexibility to decide how they would like to use the 30 minutes/day of non-work exercise/walk activities.

The wellness program doesn't seem to be very inclusive of or accessible to STRIVE U staff

Qigong and Taichi exercises

reminders to put in for gym membership reimbursement at the end of the year/periodically. I don't think they get used as much since people tend to forget about them
none at this time

I believe our program is on the threshold of pioneering employee wellness - no other employers have been this focused on promoting wellness

All programs are during office hours when many of your employees do not work or are with clients and can't attend

Strive softball team and/or a team for a mud run

Make wellness opportunities available to all employees, not just those at the Central Office. Not all of us can get there to participate.

Partnership with YMCA fitness programs or discount.

offer the fitness membership benefit to all employees

Maybe a paid membership at a gym.

a competition program among locations- like most miles walked/run/biked etc. in a given time frame. we could compete for a cash bonus or extra vacation time or something. since some locations are bigger than others we could compete on teams like CCM vs. Adim or something.

What other benefits would you like to see offered by PSL Services?

Lower insurance payments for families and spouses.

There are many benefits to working at Central Office, many of the residential employees do not get to participate in these activities.

higher mileage reimbursement

More opportunities for in house advancement

Help with maintenance on vehicles

the ability to take time off that I've accrued by having a solid pool of relief people

I think a tuition partnership with more schools would be great, including USM.

College level social service courses

merit based pay rather than across the board raises.

Include alternative and functional medicine in health plan.

will have to think on this question

weight loss incentive or reimbursement for weight reduction plan membership

Short term disability, paid maternity leave

competitive pay

Counseling services provided to employees as part of an employee assistance program.

Gym memberships instead of reimbursement

Increase the mileage reimbursement rate!!!!!!!!!! \$0.54/mile is the 2016 IRS standard for business travel, just sayin'.

None

I really can't think of any we get so much at PSL maybe a membership at a local gym

AAA

What other trainings would you like to see offered by PSL Services/STRIVE?

Peer training. Staff who are particularly adept at a skill and teaching it, can give a class to other staff who want to become better at that skill.

I would like to be able to attend conferences and other opportunities throughout the country to continue to provide top quality support.

ASL

Higher level of detail on different types of disabilities.

Training on specific topics (positive reinforcement, autism)

better training upon hire

ASL training

mindfulness training

Workshops/trainings/conferences about postsecondary ed and transition for folks with disabilities

Addiction training

DHHS courses

support with classes to go toward higher education

more education on behavior (not just CSS)

Diploma and Certificate programs through colleges and universities

I think a bit more shadowing/training before starting with a new program within the agency could be helpful for per diem workers or other staff members who might bounce around a bit within the agency.

staff needs behavior management skills, safety is an issue.

More trainings about the participants we work for! There is a huge, expanding, fascinating and passionate field that we are apart of, in which there are so many trainings and even topic fields that we should be participating in and talking about as an agency.

Work education in years equating to the next level in a requirement for a position

N/A

Extra education for advancement

Trainings that are specific to the people we serve. Autism trainings, task analysis trainings, nonverbal communication, benefits trainings

Heartsaver/CPR trainings held more frequently

I would like to take a CRMA course

Microsoft programs, marketing, lunch and learns about what's relevant in the field (newest research/ hot topics) concerning our population

Training specific to providing home support. Training to translate MaineCare regs into plain English and explain how the regs determine what services we can and cannot provide. Training on the DSP code of ethics . . . discussion of what a DSP is and does and why it's such an important job.

I would like to see more accountability, ownership and responsibility placed on staff (myself included).

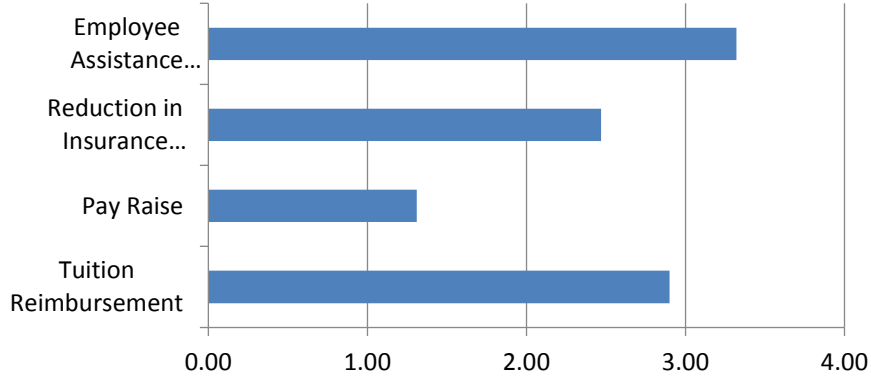
Defensive driving.

on the job training opportunities that may be outside the agency

I have the ability to gain my LCPC I would like to see PSL support that in some way.

I beleive I have the training I need.

If there were greater funds and I were to receive further benefits, I would prefer (please rank the following propositions):



Answer Options	1	2	3	4	Rating Average
Tuition Reimbursement	5	14	25	18	2.90
Pay Raise	52	5	1	4	1.31
Reduction in Insurance Weekly Co-pay	3	34	18	7	2.47
Employee Assistance Program	2	9	18	33	3.32

answered question
skipped question

Are you aware that PSL Services/STRIVE offers the following wellness opportunities:



Answer Options	Yes, I Knew About This	I Would Like More Information	No, I Did Not Know about This	Rating Average	Response Count
Free 5k Running/Walking group	53	4	5	1.23	62
Site-Specific Wellness Initiatives (e.g. Central Office Wellness Walks)	47	5	10	1.40	62
Lunch N Learn Lecture Series	51	4	7	1.29	62
Fitness Membership and Healthy Eating Financial Incentives through Harvard Pilgrim	43	9	10	1.47	62
				<i>answered question</i>	62
				<i>skipped question</i>	11