

# 2016 Friedman Place Employee Survey

In the fall of 2016, an electronic survey was sent to all employees; the responses were anonymous.

Of the eight questions asked, the first six were compared to the results of a 2016 national survey of employees in all industries. That survey was conducted by the Society for Human Resource Management. The remaining two questions, *feeling respected by residents* and *satisfaction with the physical environment* were not included in the national survey.

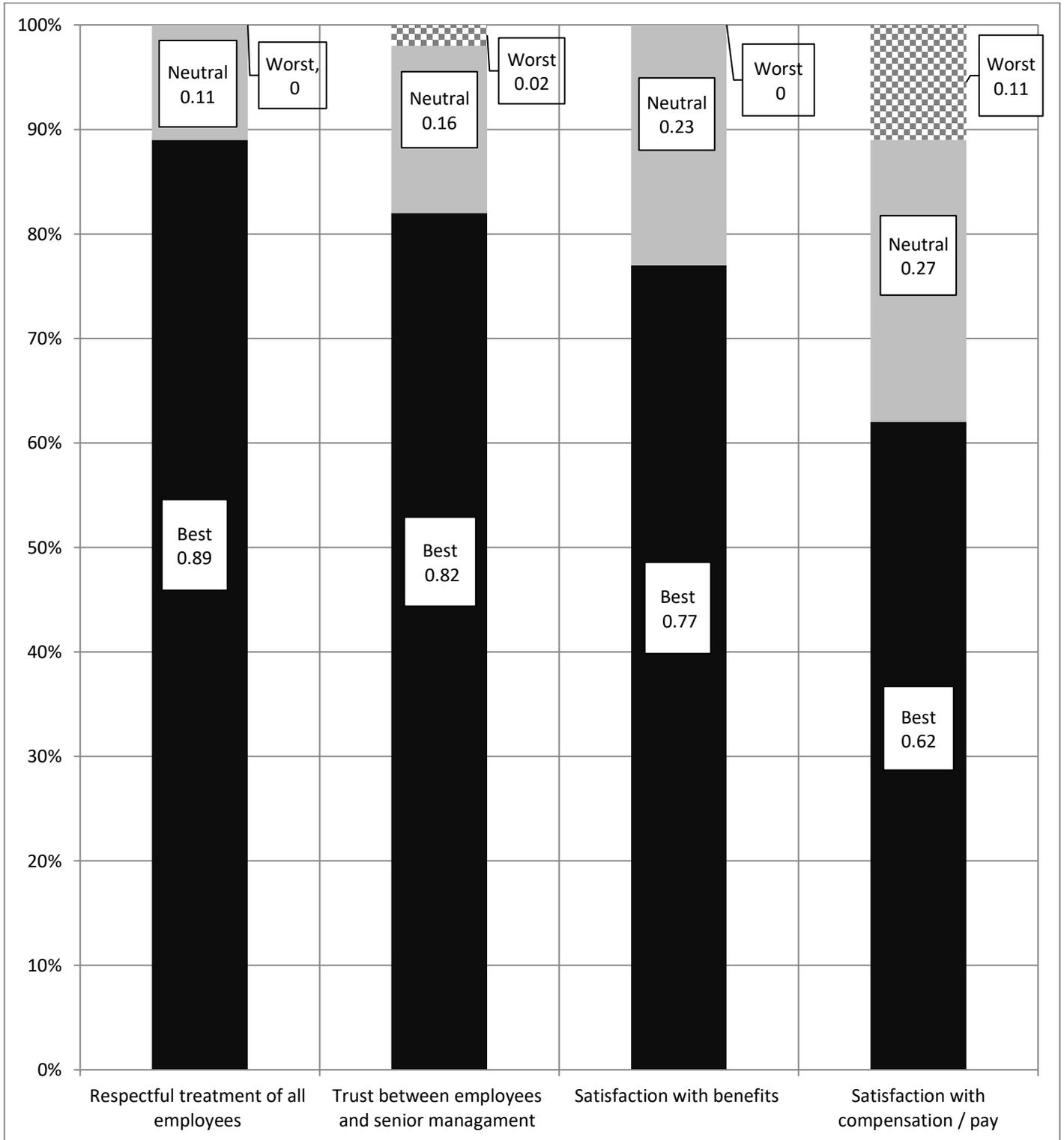
All questions offered five possible answers from best to worst on a Likert scale. For example with the question “How satisfied are you with your compensation / pay?” the options were: 1. Very satisfied; 2. Satisfied; 3. Neither satisfied nor dissatisfied; 4. Dissatisfied; 5. Very dissatisfied

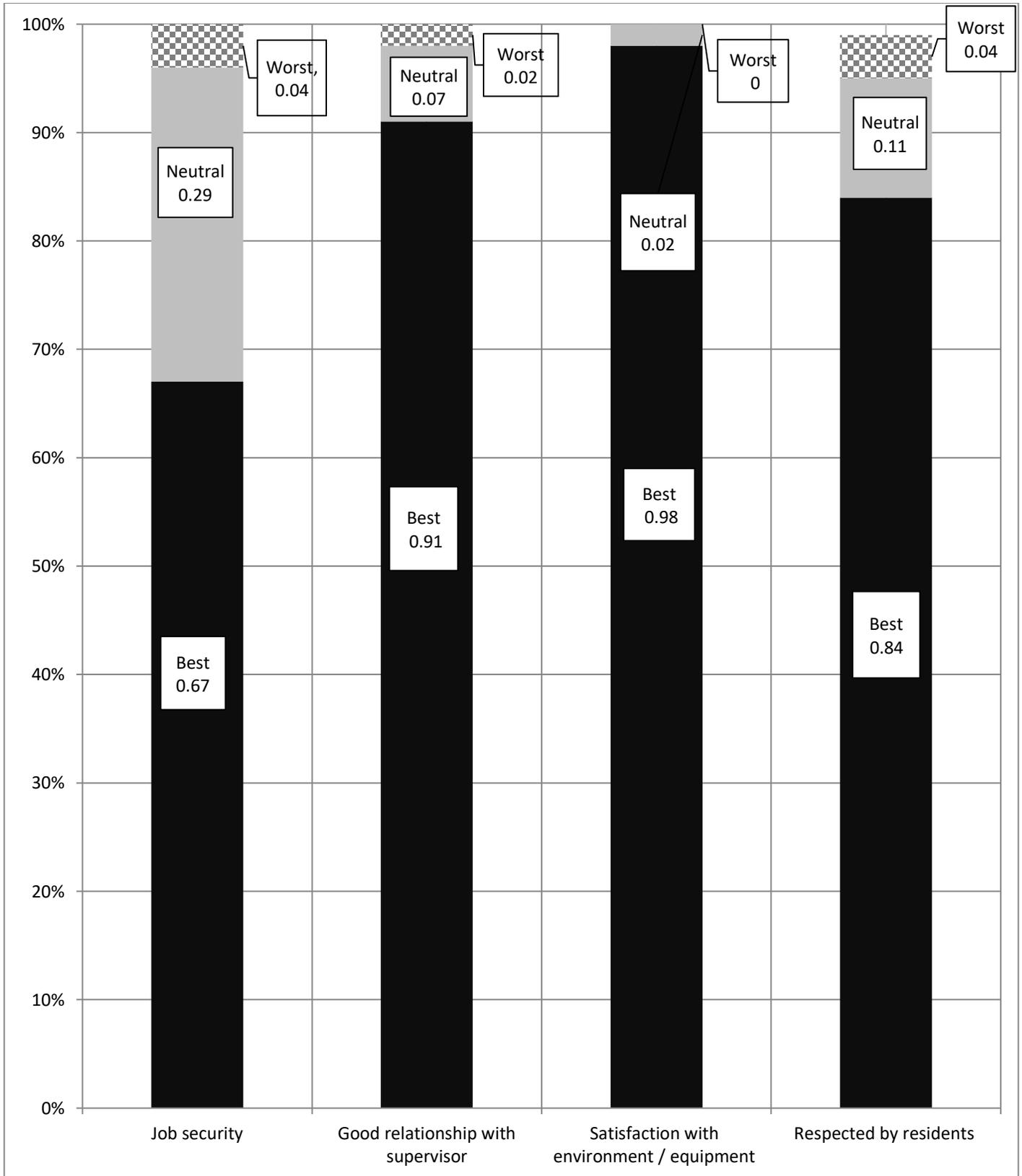
## SUMMARY & CONCLUSIONS

- **STAFF ARE EXTREMELY SATISFIED OVERALL**
  - Of all the individual answers given, 80% were the best (e.g., satisfied or very satisfied) 17% were neutral, and only 3% were negative. Regarding the small number of negative answers, only 0.6% were answered “very” negative.
  
- **STAFF ARE MORE SATISFIED THAN LAST YEAR OVERALL**
  - Last year’s already high scores improved in all but one question (satisfaction with pay / compensation, which went from 63% last year to 62% this year, and job security).
  - Those questions that had better scores than last year showed an average increase of 10%, while the single question that showed a decrease went down by only 1%.
  - Of all the individual answers given, 80% were positive (an increase of 7 points from last year), 17% were neutral (a decrease of 3 points from last year) and only 3% were negative (a decrease of 4 points from last year - and regarding negative answers, only 0.6% were answered “very” negative, a reduction of 0.4 points from last year).
  
- **STAFF ARE MORE SATISFIED THAN THE AVERAGE EMPLOYEE IN THE NATION**
  - Of the six questions that can be compared, the ratings of four were higher than the national scores, and by an average of 12%. The two that had lower ratings – satisfaction with pay / compensation and job security - were lower by an average of only 4%.
  - When Friedman Place and National total scores are compared (i.e., overall satisfaction), Friedman Place scores 9% higher than National.
  
- **FRIEDMAN PLACE ACHIEVED THE STAFF SATISFACTION GOALS THAT WERE SET LAST YEAR**
  - All three goals were achieved or exceeded 1) Seventy-five percent of the staff took part in the survey 2) four of the questions received scores of at least 75% (in fact, 6 questions met this level), and 3) changes were made to the paid time-off benefit to be at least above-average when compared to comparable nonprofits.

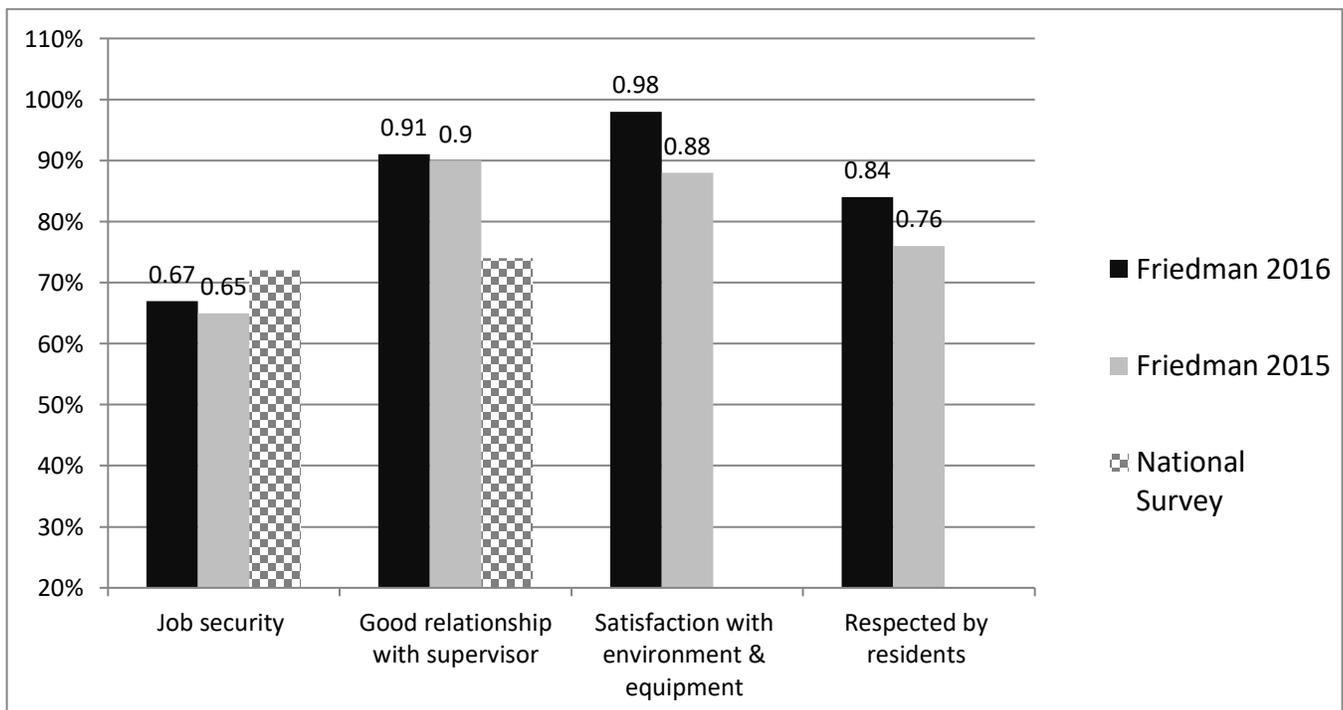
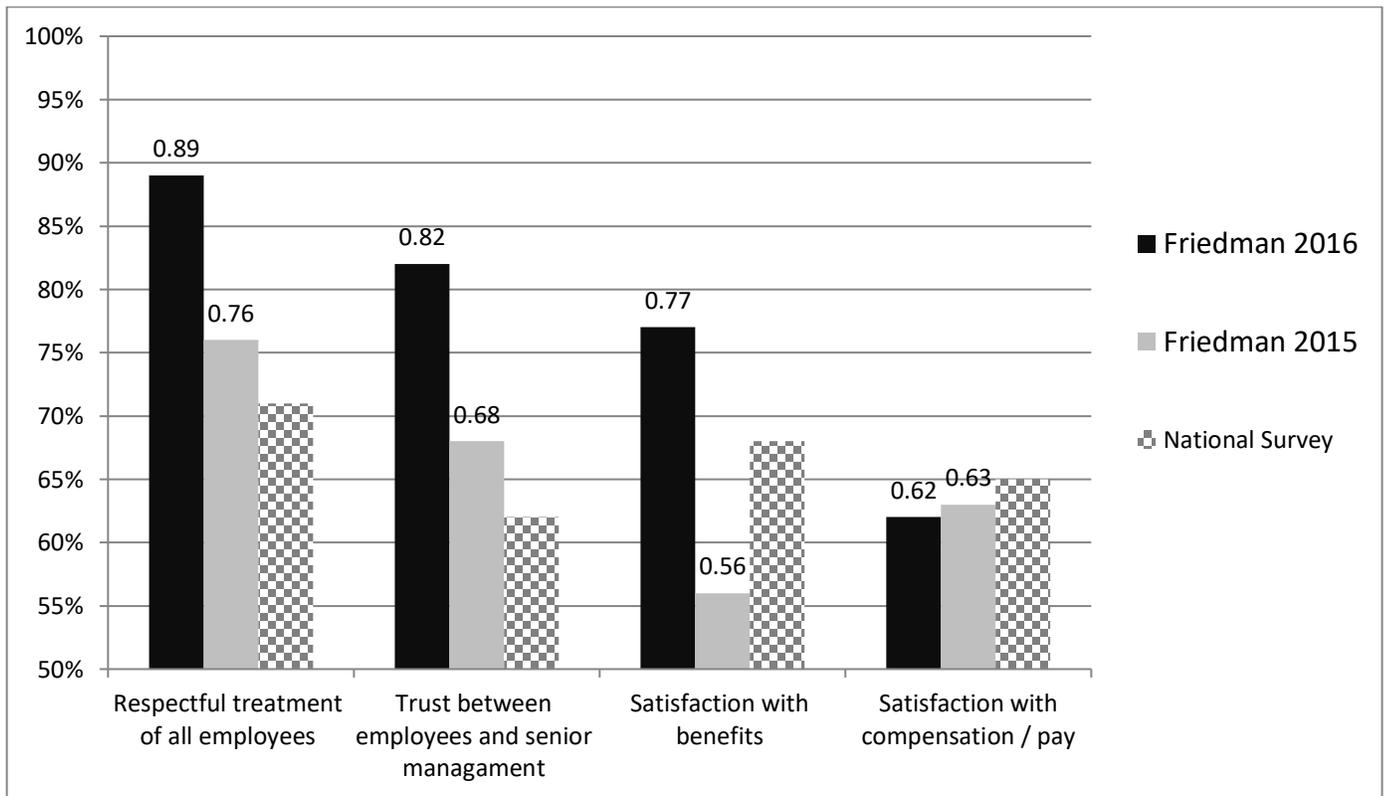
## RESULTS

The charts below shows the percentage of two “best”, “neutral”, and two “worst” scores, given as percentages.





The charts below show the percent of staff that gave one the two best answers, compared with the results from last year and from a survey of employees nationwide. All of the questions except those regarding “feeling respected by residents” and “satisfaction with the physical environment” were those that the national survey indicated were most important to employees.



## COMMENTS

- I think Friedman has a great benefit package set up for their employees - life insurance, health insurance, IRA and other things as well.
- I am very satisfied with the benefits and work environment. I feel that many substantial improvements have taken place in the past three years.
- I feel my immediate supervisor provides the right balance of guidance and trust that I can complete my job duties competently and effectively.
- Our supervisor has an open door policy we are welcome to email call or come into the office to talk about anything at any given time.
- I love my job and would love to retire from there but with so many budget cuts the government has been doing I just pray that they continue to help Friedman doors remain open.
- I appreciate the changes in the past year to include me in the network computer system and to recognize and provide an extra level of privacy in my work environment in which I can conduct private conversations with applicants/residents.
- Blue Cross Blue Shield was the best! :( (note: the agency switched from Blue Cross to Aetna in the spring of 2016)
- I feel respected by the residents for the most part but there's always some residents who are rude, very demanding or want things done immediately
- You guys should listen to the residents sometime you don't listen to them enough.
- I feel very much respected by residents (at least to my face/in public settings). I have no reason/evidence to believe this respect does not extend into residents' private conversations. Residents are usually quick to assist when I ask, for example, to serve as tour guides/resident hosts for visiting applicants/guests.
- It would be nice if work was distributed evenly. It seems like in every department there are employees who work more than others. But that might be just up to the employee and not to the supervisor
- The practice of creating an environment where residents are provided with too much help doesn't allow them to understand and appreciate or respect the services and programs available, let alone the staff that provides them. A sense of entitlement doesn't allow the residents to understand how to be respectful.
- I love love love working at Friedman Place.

## ANNUAL GOALS

In response to last year's Staff Survey and feedback from staff on what they felt was most important, the following goals were set.

<b>Goal</b>	<b>Result</b>
Staff will rate at least four of the eight questions with at least a 75% "best" score.	<b>ACCOMPLISHED &amp; EXCEEDED</b>  Six of the eight questions resulted in scores of at least 75% "best". Only "satisfaction with compensation / pay (62%) and "job security (67%) scored lower than 75%.
At least 75% of staff will complete the Annual Staff Satisfaction Survey.	<b>ACCOMPLISHED</b>  75% of employees completed the survey.
Paid time-off benefit will be at least above-average when compared to comparable nonprofits.	<b>ACCOMPLISHED</b>  Data from eight comparable not-for-profits in the Chicagoland area was obtained and the following adjustments were made in the spring of 2016 so that Friedman Place would provide above-average time-off: <ul style="list-style-type: none"><li>• Increased PTO for newer employees (0 – 4 years) from 18 days per year to 20.</li><li>• Increased the number of PTO hours that can be carried over from the end of one fiscal year (June 30) into the next from 48 (6 days) to 80 (10 days).</li><li>• Increased the Leave benefit to below the government-mandated FMLA threshold so that part-time and newer employees can benefit by lowering the eligibility from 1,250 hours worked in the last year to 1,000.</li></ul>