

AGENCY ADVISORY COUNCIL
February 19, 2010

Staff Survey – Spring 2009

The Agency Advisory Council reviewed the results from the Association Staff Survey.

1. What can we learn from this survey?
2. What are the obvious areas of focus?
3. What are 2 or 3 things to work on as next steps?

March 5, 2010 - Agency Advisory Council Agenda

- Flush out next steps – actions
- Look at ideas from the efficiency survey and add response

Breakout Groups

1. Obvious areas of focus -
 - There is a great deal of cooperation with colleagues.
 - Morale low – how can we increase the morale in light of the budget cuts?
 - We are being heard but our voices are not being acted on. Our comments are falling on deaf ears.

2. Obvious area of focus -
 - Morale issues – what would improve the morale?
We would like to explore where and why people answered in a negative.
Where do people feel like decision making is not happening?
Where are resources not distributed appropriately?
Which work loads need to be reviewed?
How should we gather input?

 - Develop quality lines of communication
Employees need to take ownership of their day and make a personal choice to work in a positive and supportive manner.

3. Obvious areas of focus -
 - Decision making
 - Workload and Morale
 - Communication
Develop an organizational chart – who is in charge of what and why.
Layers of decision making – all using decision criteria and what does it look like.
Making decisions closest to the problem with the people involved
Avenue of looking at problem-solving.
Filter information about a decision down to those affected by the decision.
Communication chart – consistent process of communication up and down.
Initiatives – what are they and how are they communicated?

Undercover boss – examine the problems from the staff level to increase morale and increase the willingness to understand other layers of service.
Staff are being listened to but there is no action. The RAs care about the staff but they don't understand the barriers caused by logistical problems.

4. 15 questions scored at least 50 positive responses

Obvious areas of focus –

Communication – not being heard in relation to their job

How to resolve is problematic. People are feeling the outcome is agreeable.

What decision – does it affect day-to-day responsibility or agency?

Being heard is different than having the decision go your way. How is that communicated? Is the communication respectful?

Aimed to relationship with direct supervisor some toward Agency Administration and Board.

16 and 17 – look at work loads – efficiency

Consider the hiring process. OT, PT, classified staff – the hiring process is a long involved process and we lose staff while we move through the steps (classified hiring – there are still barriers)

Replicate the HR/Business satisfaction survey for all departments

Need Positive Behavior Supports at GWAEA

Strive to achieve # 14.

5.

- Opinions / input / value / morale / communication / climate
- Work load / materials / assignment /
- Compensation / leadership / advancement

