

PCCS STAKEHOLDER SATISFACTION RESULTS 2023

Employees:

In August of 2023 PCCS provided both online and paper choices for an employee to rate their experience working for PCCS and the people we serve. 96 surveys were returned for a return rate of 20%. This is an excellent improvement over 2022 of 14%, and slight improvement from 2021 of 17%.

While only two surveys were on paper in 2022 (3%), 45 surveys were completed on paper this year (47%), so it will be important to continue to offer paper and online options in the future.

It is interesting to note, that while there was a significant increase in respondents, the total combined average for surveys equaled 4.08 out of 5 in 2023 was the same average was found in 2022. The score of 4.08 is the highest score over the past ten years.

2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
3.90	3.98	4.01	3.96	4.05	4.04	3.97	4.01	4.08	4.08

Comments on the surveys in both 2022 and 2023 indicate high satisfaction with bonuses and raises provided in both years.

Scores per department on each question are provided below:

2023 PCCS EMPLOYEE SATISFACTION SURVEY

Total Respondents		96								
Combined score		4.08								
		ADMIN	CLS	SGL	GC HAB	GW HAB	WC	SUPP	Unknown	TOTAL
		6	55	9	3	3	1	2	17	96
Q1	General Sates	4.33	4.45	4.33	5	4.67	5	4.5	4.47	
Q2	Improvement	3.6	3.47	3.89	3	3.33	3	4	3.76	
Q3	Supervisor	4.33	4.52	4.44	4.33	4.33	5	4	4.35	
Q4	Co-Workers	4.17	3.85	3.78	4.67	4	3	4	3.88	
Q5	Training	4.17	3.92	3.78	4.67	3.67	5	4.5	4	
Q6	Benefits	3.67	3.78	3.44	4.33	2.67	3	3.5	3.35	
Q7	Needs of Cons.	4.83	3.9	4.11	4.67	4	5	4	4.47	
Q8	Safety	4.67	4.15	4.11	5	4.33	5	4	4.35	
Q9	Reputation	4.67	3.85	4.33	5	4	5	4.5	4.59	
Q10	PCCS as workplace	4.5	4.34	4	5	4.33	5	4	4.35	
		4.294	4.023	4.021	4.567	3.933	4.4	4.1	4.157	
		25.764	221.265	36.189	13.701	11.799	4.4	8.2	70.669	4.08

All departments scored a 4 or higher on the 5-point scale indicating an above average satisfaction from their employees with the exception of the Greenwood Day Services, which was almost a 4 (rounded it would be). The lower score in Greenwood Days is mostly contributed to a concern that benefits are not affordable or adequate. NO other department shared this concern enough to lower the benefits score below 3.5 (or average/rounded above average).

Historically, Benefits have always been the lowest scoring item on these surveys. PCCS should continue to try and lower insurance costs for the individual if budgets allow. Additionally, if new funds in 2023 allow, it should be considered to increase the PTO provided to Direct Care staff. This is a request on many returned surveys.

PCCS continues to score high on PCCS as good place to work. Safety and needs of the person served continue to receive high scores.

A comment found on many surveys relates to co-worker interactions (Q 4): Co-workers need to focus on their jobs and not petty gossip or personal problems. It may be helpful to provide tips for good worker relations in the monthly newsletter/online posting.

Other comments for improvement requested streamlined/shorter training requirements for seasoned employees. PCCS current training is what is required for all employees by the State of Indiana regardless of tenure. PCCS is working with the trade association INARF and the State as they are attempting to overhaul the training requirements required by IAC 460. PCCS will be an active participant in the development of an Request of Proposal for a comprehensive training program developed for the Home and Community Based Waivers.

Recommendations for the 2023-24 survey:

1. Continue to offer survey returns in a variety of formats
2. Seek to improve respondent rate. Contests may assist in excitement over the process.
3. Seek to increase Benefits provided direct care, esp. lower cost/easier access healthcare insurance
4. Included a town hall option during the 2024 strategic plan to gather even more information on the employee experience
5. Provide helpful tips on a regular basis throughout the year on creating/maintaining positive co-worker relationships.

Persons Served and Community Stakeholders:

In October of 2023 PCCS provided both online and paper options to have the people we serve and our community stakeholders rate PCCS as a service provider. While we had no returns from Community Stakeholders (see recommendations below), there were a total of 68 returned surveys. This is a return rate of 21%.

6 responses came from online and the remaining 62 were returned on paper. This was the first year to provide an online option. This should be continued next year to see if there is an increase in those utilizing that choice.

Ten Year Review of Scores for Person Served:

2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
4.12	4.44	4.13	4	4.27	3.84	3.85	3.46	4.1	3.98

While 2023 combined results are .13 less than last year's score (3.98 vs 4.1) there is still an upward trend in satisfaction since a lowest score in 2021 of 3.46. That score was during the middle of the pandemic efforts and the suspension of a lot of activities. It will be important to maintain an ever-improving score and more input should be sought through town hall meetings during the 2024's Strategic Planning Session.

PCCS PERSON SERVED SATISFACTION SCORES 2023:

Persons Served	Out of 5	
33 Res. CLS	4.27	VERY SATISFIED
8 Res HAB	3.41	SATISFIED
11 Res WC	3.78	VERY SATISFIED
12 Res GH	3.99	VERY SATISFIED
4 Supported	3.68	VERY SATISFIED
TOTAL	3.98	VERY SATISFIED

The Community Living Department scored the highest satisfaction (CLS) and had the highest response rate. The lowest score, while still "satisfied" was for the Habilitation (HAB) n programs. The HAB program has had a lot of turnover in the past year, but seems to be stabilizing in late 2023. A mid-year satisfaction survey may be helpful to help guide leadership and staff in providing a better service for the participants. Comments did not lead to explanation for the lower score, and conversely more comments came from higher scoring surveys.

The most common request was for more local activities for the folks not residing in the Greencastle area. This has been a repeated concern for many years, and much effort has been made to have an equal amount of planned events in Greenwood as we do in Greencastle. Despite these efforts, the concerns are noted every year. PCCS should continue to try an expand/equal activity available outside of Greencastle/Putnam County area.

Of note: a few surveys (2) indicated less than satisfied in the area of "My concerns are addressed by my staff". Since the surveys are anonymous, we are not able to clearly identify who is concerned, but PCCS should continue to strive to provide and promote a place for feedback from persons served.

1. Provide Mid-Year feedback session for HAB participants to see if satisfaction improves as staffing stabilizes, and more activities are developed in the community and the center.
2. Provide a town hall setting for 2024 Strategic Plan to include person served feedback and suggestions.
3. Ensure persons served are made aware of their ability to raise concerns and expect action or explanation in a timely manner. This should be addressed at each annual and quarterly meeting.
4. Self-Advocacy should be a focus of consumer interactions and should be promoted throughout all services.

Respectfully Submitted, Andrew Ranck Executive Director Emeritus