

## 2021 Employee Survey Results

As we continue to ramp up our services by bringing back more staff and clients, it is important to continue to ensure we are meeting employee engagement expectations. While the last year has definitely presented a variety of challenges, some expectations were met and others we can continue to improve upon. This year we did see a slight increase (2%) in participation from 2020, however we are still not meeting our participation goal of 75% or equaling pre-pandemic participation.

The following information will review the areas we are continuing to meet and exceed employee expectations. In addition to the areas where we can look at how we can improve. Regardless of the results it is important to continue to monitor all areas, to ensure we continue to meet and hopefully exceed our employee's expectations for the work we do.

Overall, we did see a slight decrease in agreement across the survey from 2020 to 2021. However, even though we saw this decrease from last year to this year, we are still seeing a positive trend up from the results in 2019.

Some of the questions that saw only a slight increase or a drastic decrease in agreeance between 2020 and 2021 are Q2, Q3, Q6, Q9, Q10, Q11, Q12, Q13, and Q18. (highlighted in blue)

Questions:	
1	I am paid fairly for the work I do.
2	WACOSA pays competitively with similar jobs in the area.
3	WACOSA's insurance benefits meet my needs (i.e. health, dental, life, short-term disability).
4	Overall, I am happy with the elective benefit options offered by WACOSA's Exchange.
5	I am happy with the additional fringe benefits (i.e. retirement, employee assistance, PTO, referral bonuses, etc.)
6	I feel WACOSA's leadership does a good job keeping me informed on issues concerning WACOSA.
7	I am well informed as to how my job fits in with WACOSA's total organization.
8	I feel my work here at WACOSA is meaningful.
9	The amount of work expected of employees in my area is reasonable.
10	I am encouraged to come up with new and better ways of doing things.
11	Leadership listens to my ideas.
12	I have the opportunity to provide feedback and input for key decisions.
13	I receive an appropriate amount of performance feedback from my supervisor.
14	I am provided the training and development I need to successfully perform my job.
15	I am provided the information I need to successfully preform my job.
16	I am confident leadership has the organization and clients' best interests in mind.
17	I am confident Leadership exemplifies THE WACOSA WAY and Top 20.
18	I am confident employees have adopted and follow THE WACOSA Way and Top 20.
19	I believe employees have a strong sense of personal responsibility for the performance of their department and the performance of WACOSA.
20	I believe people are focused on solutions, rather than blame.
21	I believe people are concerned about what is good for the entire organization instead of what is good for themselves or their group/department.
22	I would recommend WACOSA to my friends and family as a good place to work.

WACOSA staff continue to wear many hats and perform additional work in order to bring clients back. We did complete a market pay adjustment prior to this survey and overall there was positive feedback from staff. Some of the lower agreement responses come from no longer having weekly calls with staff to provide them with an update on the status of WACOSA. As staff are back onsite, HR has been providing a bi-weekly 'HR Corner' to staff to touch on not only COVID related topics, but other topics that impact staff.

While there was a slight drop these are all areas we can continue to review and look for ways to be as transparent as we can with staff, clients, and other stakeholders.

Overall, the results we received would provide a great opportunity for WACOSA to continue to work to provide the best possible environment for our staff and clients. We will continue to review wages and look for ways to encourage staff to share their ideas, along with providing feedback.