

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

April 12, 2010

M E M O R A N D U M

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| <u>What's Inside:</u> Survey of Employee Engagement |
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TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND
CHILDREN'S DIVISION STAFF

FROM: PAULA NEESE, DIRECTOR

SUBJECT: ANNUAL EMPLOYEE SURVEY

DISCUSSION:

The purpose of this memorandum is to invite and encourage staff to participate in the upcoming Survey of Employee Engagement (SEE). The SEE is similar to the previously administered Survey of Organizational Excellence (SOE) which the Children's Division participated in during 2002 through 2008. ([Results of the Survey of Organizational Excellence from 2002-2008](#) may be reviewed on the CD Intranet). Beginning April 19 through May 07, 2010 every staff person in the Children's Division will have the opportunity to participate in this employee survey. This includes clerical and other support staff whose duties are performed within the Children's Division.

The SEE is an online survey designed to link scores on the survey to issues impacting the Children's Division. Survey questions are drawn from empirical and theoretical literature on organizations and examine key dimensions of life within our organization: Supervision, Team, Job Satisfaction Employee Engagement, Employee Development, Pay, Benefits, Information Systems, Internal Communication, External Communication, Physical Environment, Strategic, Diversity and Quality.

Administration of the SEE

On April 19, 2010, all Children's Division staff will receive an email from the University of Texas inviting them to take the SEE. The email will contain a link to the survey site. Staff may take the survey anytime from April 19 through May 07, 2010. Feel free to complete the SEE on work time or from home or any other location which has internet access. The survey takes approximately 20 minutes to complete.

Circuit Managers and Regional Directors are expected to encourage all levels of staff to participate in the survey. This includes ensuring staff have access to a work computer and are allowed sufficient time and privacy in which to take the survey in a confidential manner.

Confidentiality of Responses

Anonymity is the key to receiving honest and forthright responses on the survey. All responses are **completely confidential** and to assure anonymity, no identifying information is collected. The SEE is administered by the University of Texas (UT). UT does not send any data to the division on any question in which there are fewer than five responses, therefore, **it is not possible to associate any item on the survey with any individual staff person**. Additionally, if an individual is uncomfortable answering any of the questions on the survey, they may choose to not answer that particular question.

Why Assess Employee Satisfaction?

Assessment of employee satisfaction is a way to gather vital information from our organization's most valuable resource, our employees. The SEE allows us to obtain detailed and comprehensive information from all staff in the Children's Division to use in the development of strategies to improve identified areas of need.

How will Information from the SEE Be Utilized?

The assessment of employee satisfaction is connected to a larger purpose, the development of strategies to improve identified areas of need. Current survey results will be reviewed by the Division Director, Regional Administrators, Circuit Managers, and frontline staff. SEE data will be used in a variety of ways to evaluate circuits and programs. Measurable objectives will be defined for identified areas needing improvement and strategies implemented. Progress will be shared with staff and HRC. Additionally, current results will be compared to previous surveys to measure improvement and to identify areas of on-going concern. Additionally, the Department will be identifying one area of focus for all DSS Divisions, and a steering team will draft recommendations to address the focus areas for consideration by the DSS Executive Team. Each Division will be responsible for quarterly updates to the Department regarding progress on the identified area(s) of focus.

Data from the SEE will be posted on the intranet by July 1, 2010. All levels of staff have the responsibility to review these findings in their CQI meetings and recommend local, regional or statewide strategies which address identified areas of need. Additionally, regional QA Specialists will develop regional presentations on the SEE results.

An Open Invitation

We are very excited about utilizing the SEE to obtain feedback about the Children's Division from all levels of staff. The decision to continue participation in this process is driven by our ongoing commitment to improve the quality of organizational life for our employees as well as the quality of services that we provide to children and families. As with any other type of survey, please feel free to complete the SEE during work time. Your thoughtfulness and honesty in your responses are critical to our organizational improvement.

Any questions regarding the SEE or its administration should be addressed to [your regional survey representatives](#) or to the survey liaison for this year, Meliny Staysa, at (573) 751-4832 or via email.

NECESSARY ACTION

1. Review this memorandum with all Children's Division staff and Clerical Support staff.

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| <p>2. Regional Directors and Circuit Managers are expected to encourage all levels of staff to participate in the survey. This includes ensuring staff have access to a work computer and are allowed sufficient time and privacy in which to take the survey in a confidential manner.</p> <p>3. Any questions regarding the survey should be directly addressed to this year's survey liaison, Meliny Staysa.</p> | |
| <p>QUALITY ASSURANCE UNIT MANAGER: Meliny Staysa 573-751-4832 Meliny.J.Staysa@dss.mo.gov</p> | <p>DEPUTY DIRECTOR Susan Savage 573-751-4920 Susan.K.Savage@dss.mo.gov</p> |
| <p>CHILD WELFARE MANUAL REVISIONS N/A</p> | |
| <p>FORMS AND INSTRUCTIONS N/A</p> | |
| <p>REFERENCE DOCUMENTS AND RESOURCES N/A</p> | |
| <p>RELATED STATUTE N/A</p> | |
| <p>ADMINISTRATIVE RULE N/A</p> | |
| <p>COUNCIL ON ACCREDITATION (COA) STANDARDS PA-PQI 1.02 PA-PQI 2 PA-PQI 3.03 PA-HR 4</p> | |
| <p>CHILD AND FAMILY SERVICES REVIEW (CFSR) N/A</p> | |
| <p>PROTECTIVE FACTORS (Link applicable factors and enter N/A if not applicable.) Parental Resilience N/A Social Connections N/A Knowledge of Parenting and Child Development N/A Concrete Support in Times of Need N/A Social and Emotional Competence of Children N/A</p> | |
| <p>FACES REQUIREMENTS N/A</p> | |