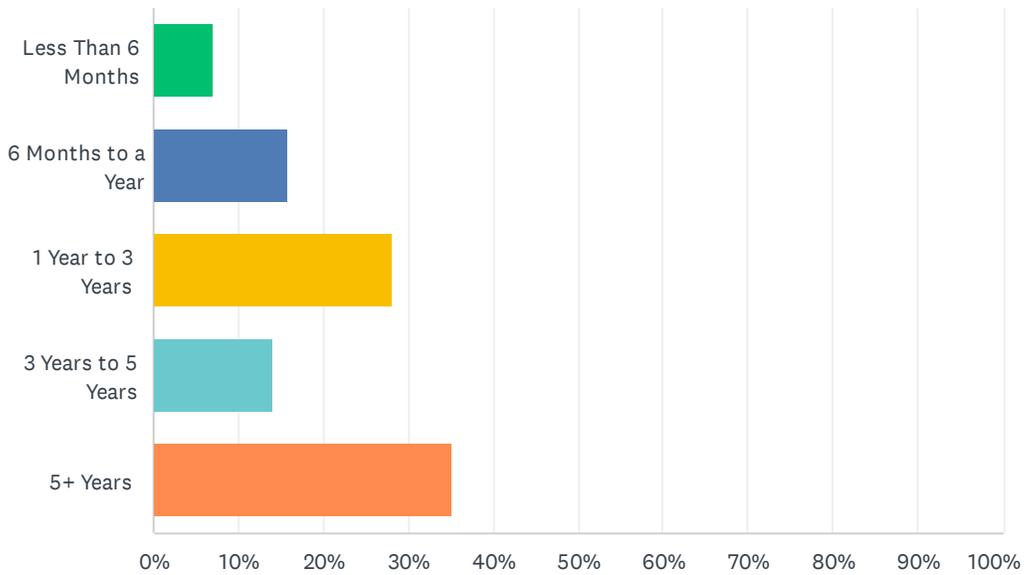


Q1 How Long Have You Been Working At PSL Services/STRIVE?

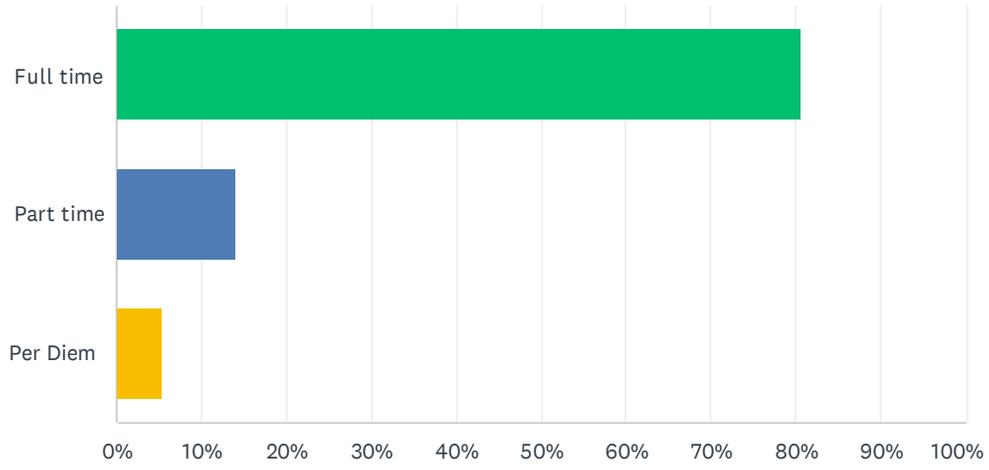
Answered: 57 Skipped: 0



ANSWER CHOICES	RESPONSES
Less Than 6 Months	7.02% 4
6 Months to a Year	15.79% 9
1 Year to 3 Years	28.07% 16
3 Years to 5 Years	14.04% 8
5+ Years	35.09% 20
TOTAL	57

Q2 What Is Your Current Employment Status?

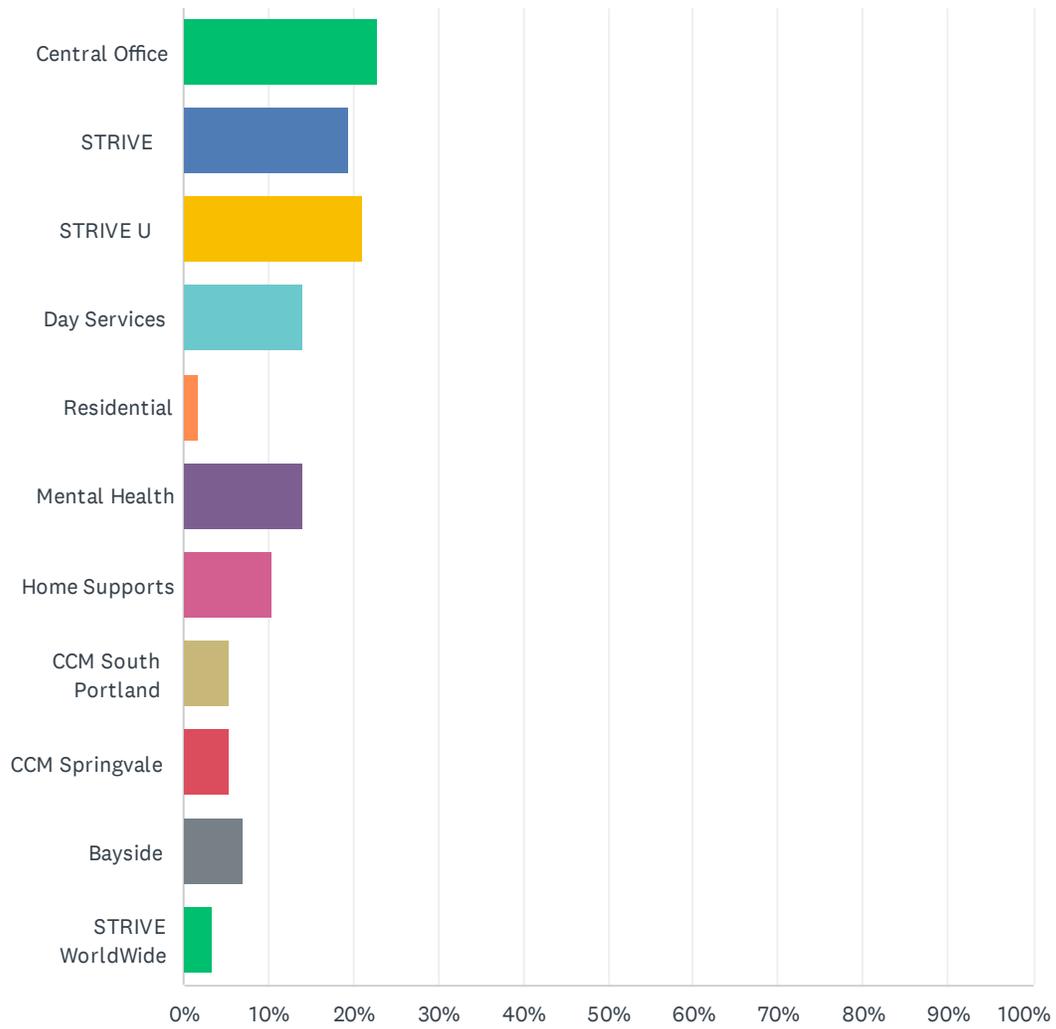
Answered: 57 Skipped: 0



ANSWER CHOICES	RESPONSES
Full time	80.70% 46
Part time	14.04% 8
Per Diem	5.26% 3
TOTAL	57

Q3 what is Your Work Location? (Check all that apply)

Answered: 57 Skipped: 0

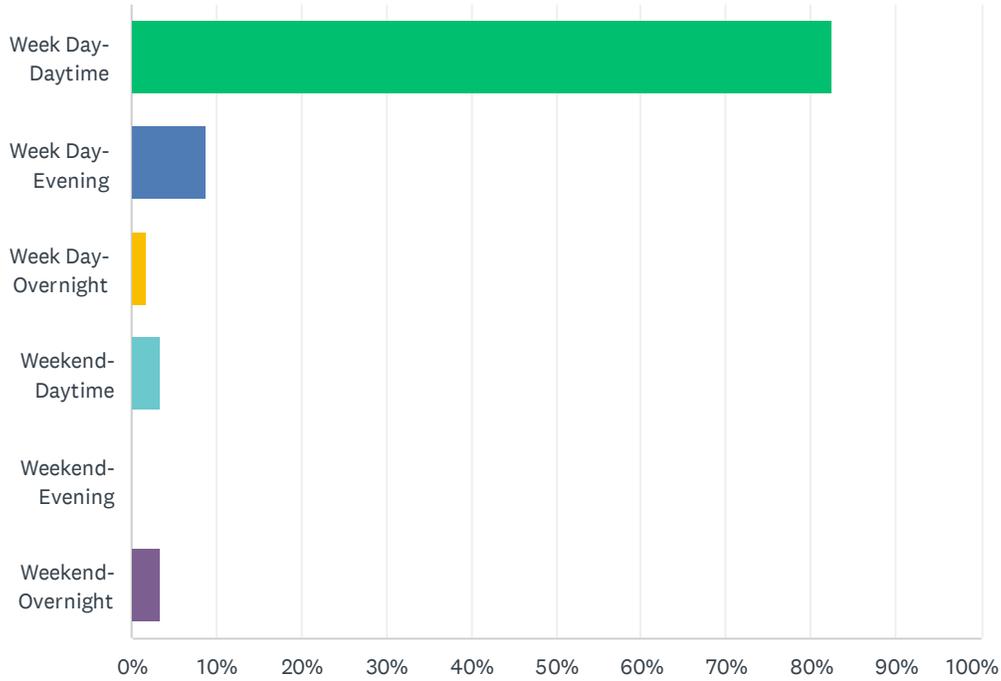


Employee Satisfaction Survey 2022

ANSWER CHOICES	RESPONSES	
Central Office	22.81%	13
STRIVE	19.30%	11
STRIVE U	21.05%	12
Day Services	14.04%	8
Residential	1.75%	1
Mental Health	14.04%	8
Home Supports	10.53%	6
CCM South Portland	5.26%	3
CCM Springvale	5.26%	3
Bayside	7.02%	4
STRIVE WorldWide	3.51%	2
Total Respondents: 57		

Q4 Which Shift Do you Primarily Work?(Please choose option that most closely matches)

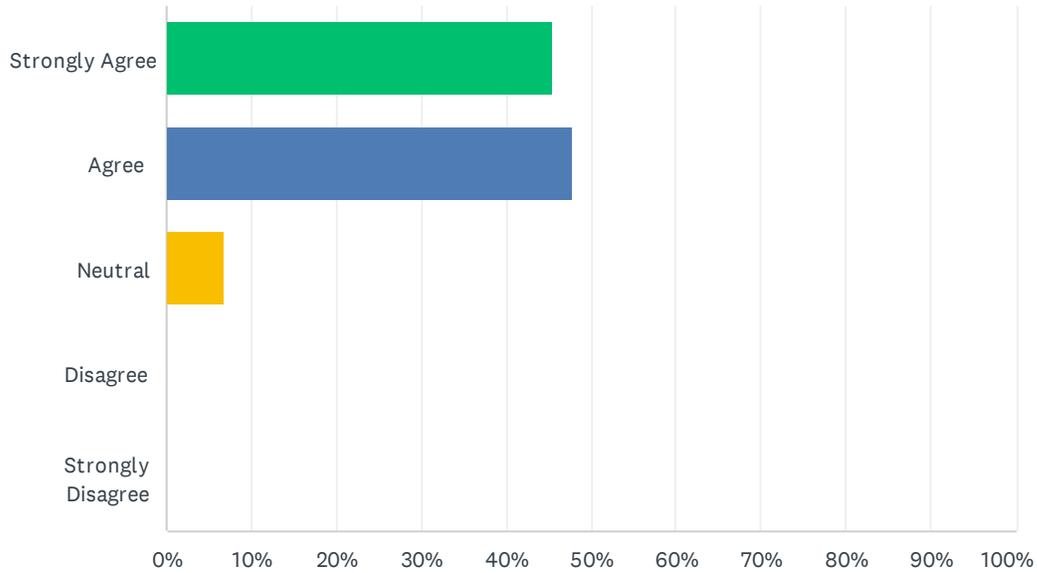
Answered: 57 Skipped: 0



ANSWER CHOICES	RESPONSES	
Week Day- Daytime	82.46%	47
Week Day- Evening	8.77%	5
Week Day- Overnight	1.75%	1
Weekend- Daytime	3.51%	2
Weekend- Evening	0.00%	0
Weekend- Overnight	3.51%	2
TOTAL		57

Q5 I like my job.

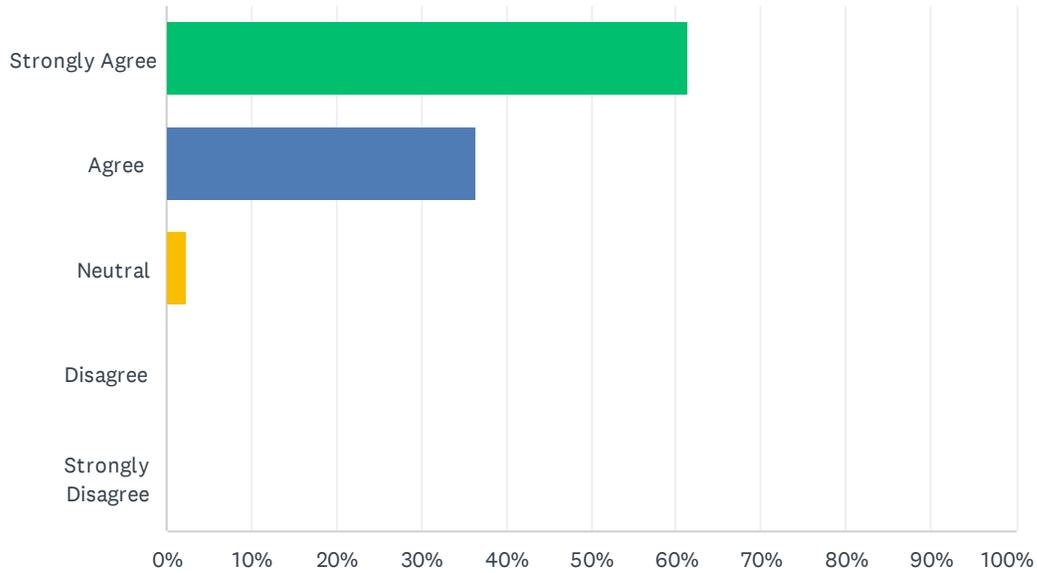
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	45.45%	20
Agree	47.73%	21
Neutral	6.82%	3
Disagree	0.00%	0
Strongly Disagree	0.00%	0
TOTAL		44

Q6 I am productive in my job.

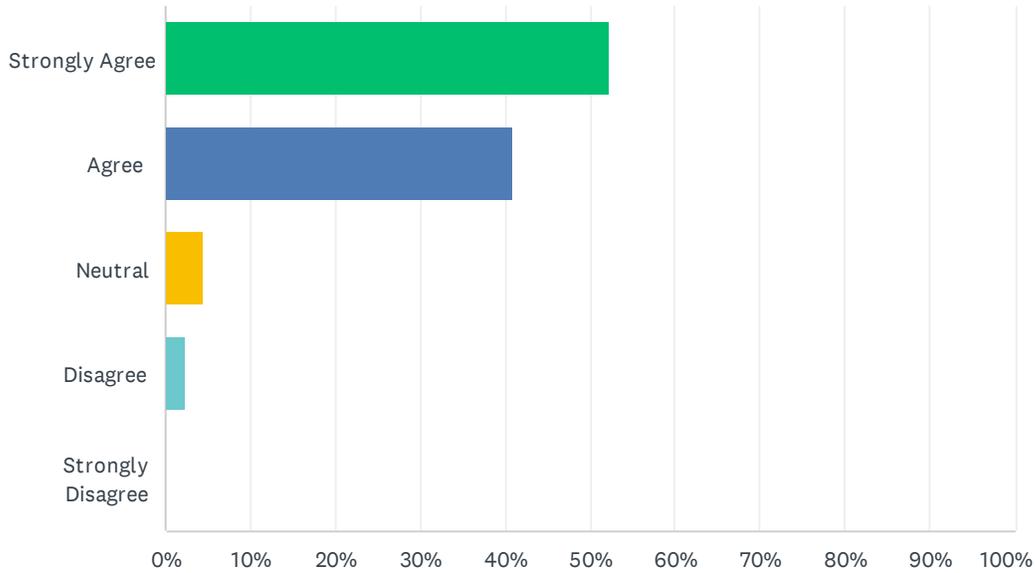
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	61.36%	27
Agree	36.36%	16
Neutral	2.27%	1
Disagree	0.00%	0
Strongly Disagree	0.00%	0
TOTAL		44

Q7 I clearly understand the expectations of my job.

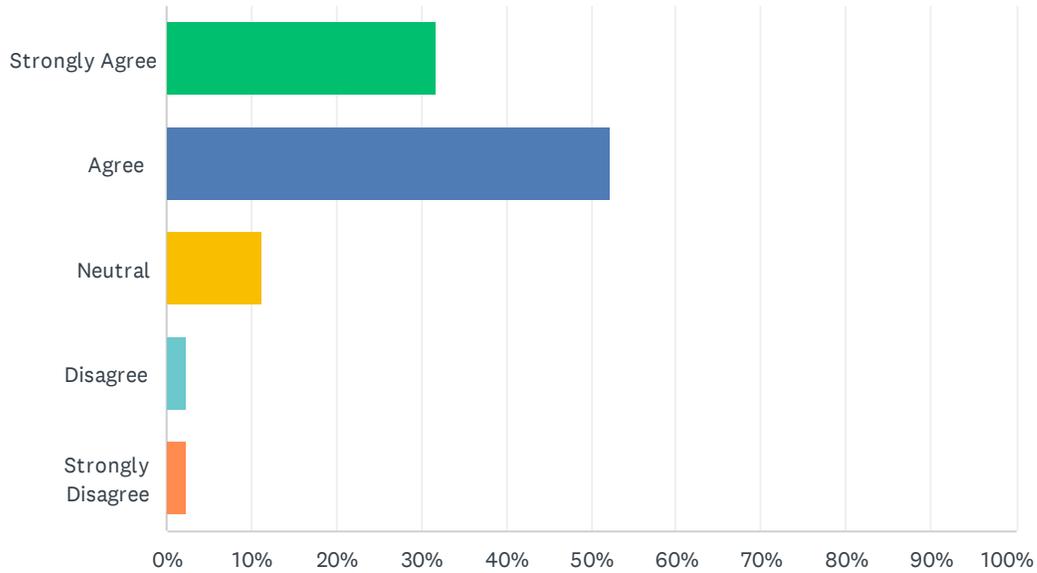
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	52.27%	23
Agree	40.91%	18
Neutral	4.55%	2
Disagree	2.27%	1
Strongly Disagree	0.00%	0
TOTAL		44

Q8 I have the information I need to do my job well.

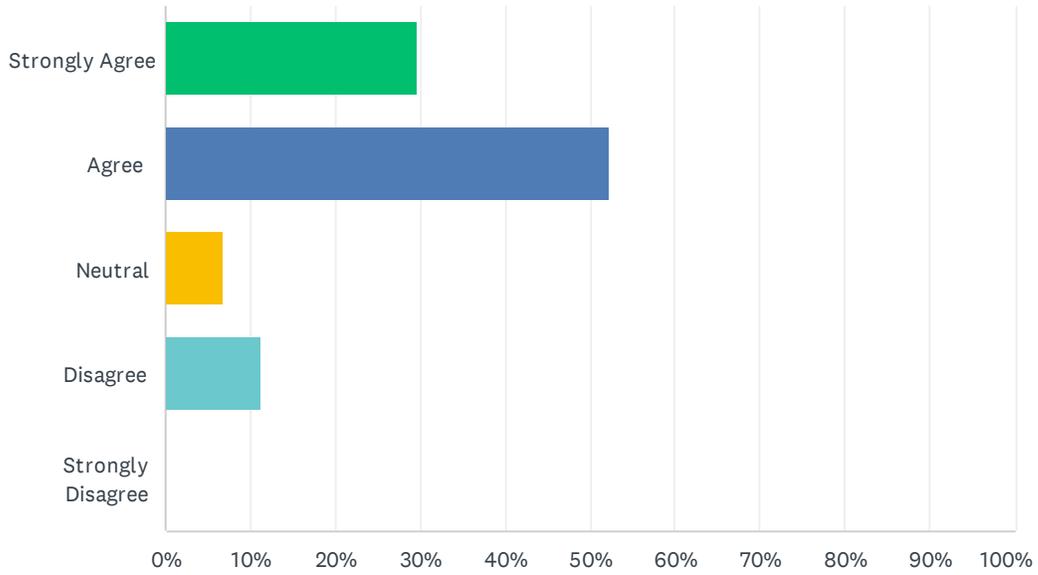
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	31.82%	14
Agree	52.27%	23
Neutral	11.36%	5
Disagree	2.27%	1
Strongly Disagree	2.27%	1
TOTAL		44

Q9 The workload expected of me is realistic.

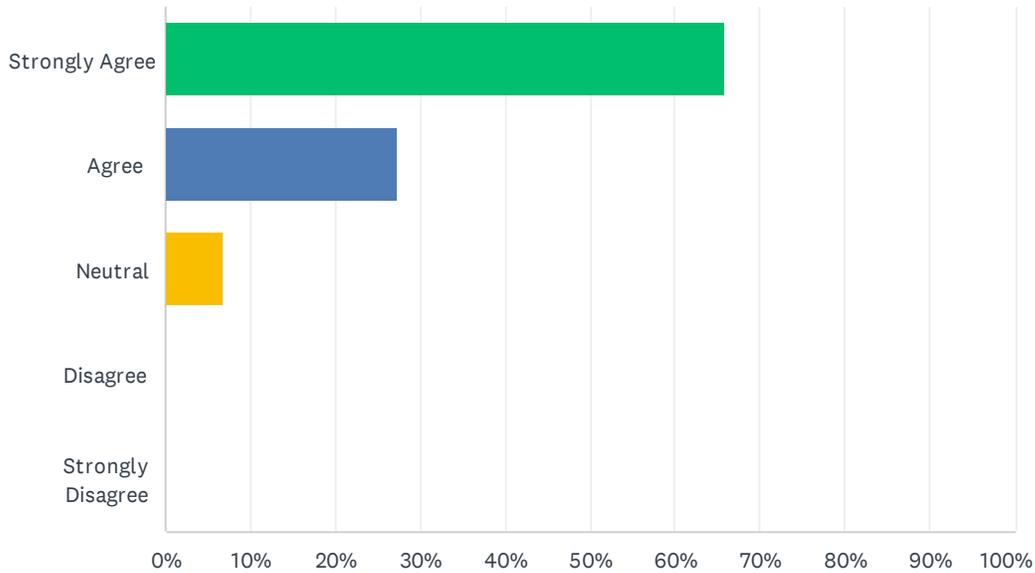
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	29.55%	13
Agree	52.27%	23
Neutral	6.82%	3
Disagree	11.36%	5
Strongly Disagree	0.00%	0
TOTAL		44

Q10 I know where to go or whom to ask if I have a question about my duties.

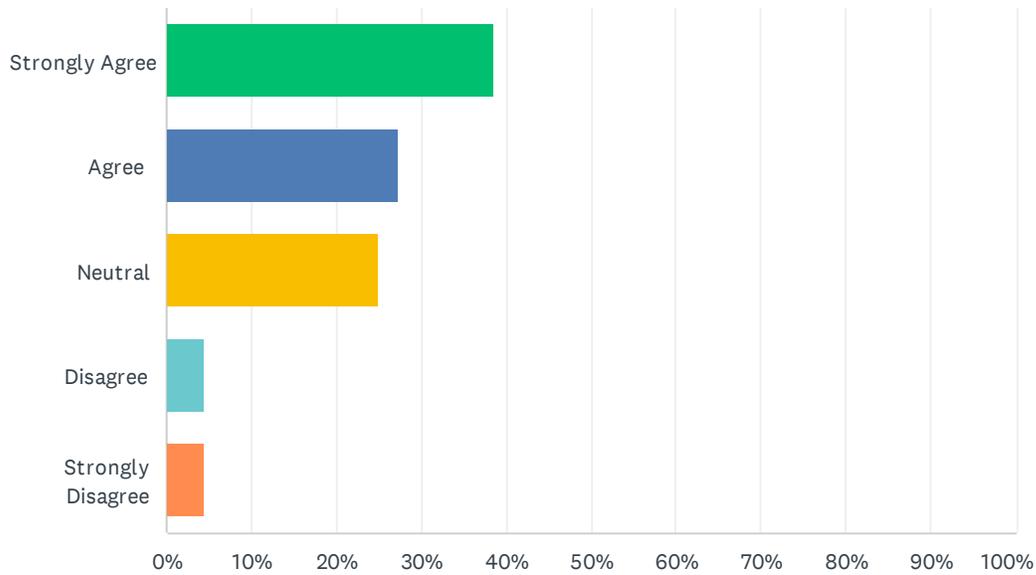
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	65.91%	29
Agree	27.27%	12
Neutral	6.82%	3
Disagree	0.00%	0
Strongly Disagree	0.00%	0
TOTAL		44

Q11 I am involved in making decisions that affect my job.

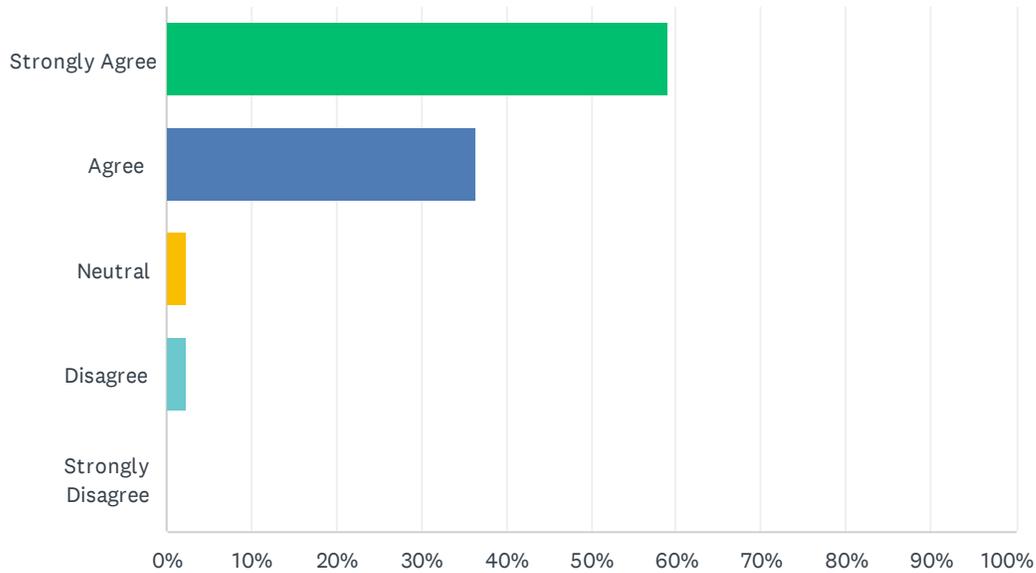
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	38.64%	17
Agree	27.27%	12
Neutral	25.00%	11
Disagree	4.55%	2
Strongly Disagree	4.55%	2
TOTAL		44

Q12 I have a clear understanding of the company’s mission, vision, values and objectives.

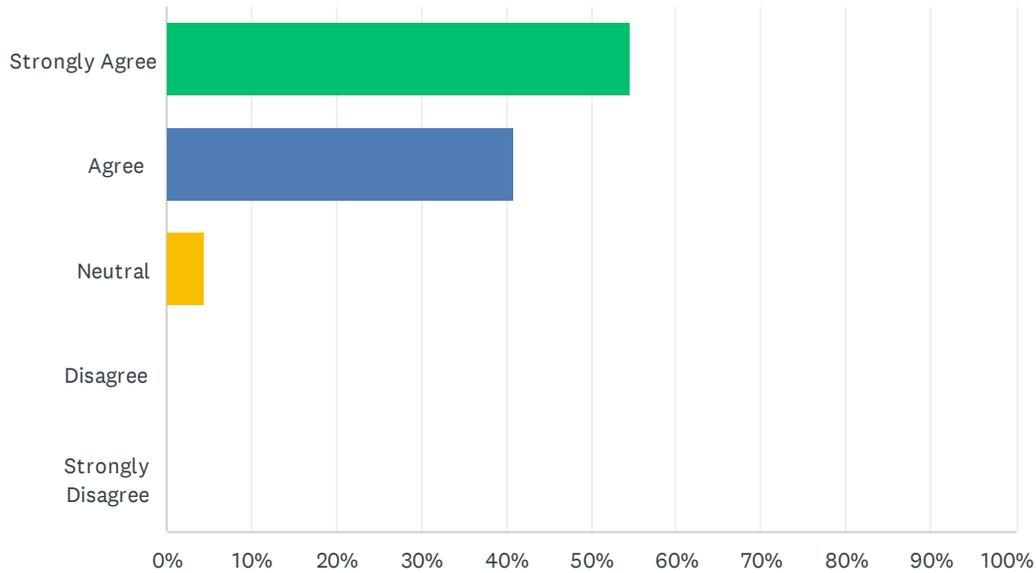
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	59.09%	26
Agree	36.36%	16
Neutral	2.27%	1
Disagree	2.27%	1
Strongly Disagree	0.00%	0
TOTAL		44

Q13 I understand how my efforts contribute to PSL Services/STRIVE's mission.

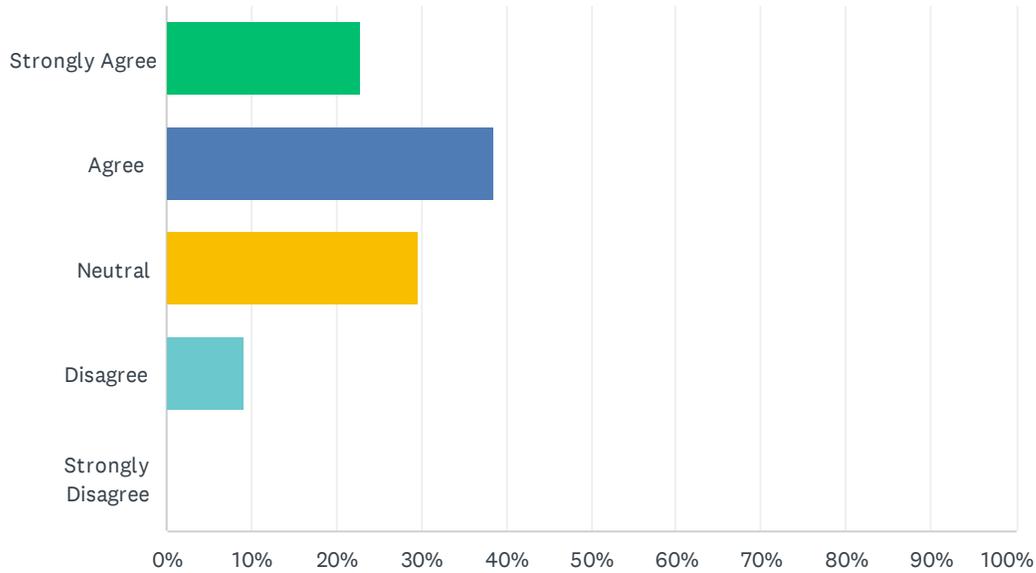
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	54.55%	24
Agree	40.91%	18
Neutral	4.55%	2
Disagree	0.00%	0
Strongly Disagree	0.00%	0
TOTAL		44

Q14 The performance appraisal process is fair and consistent

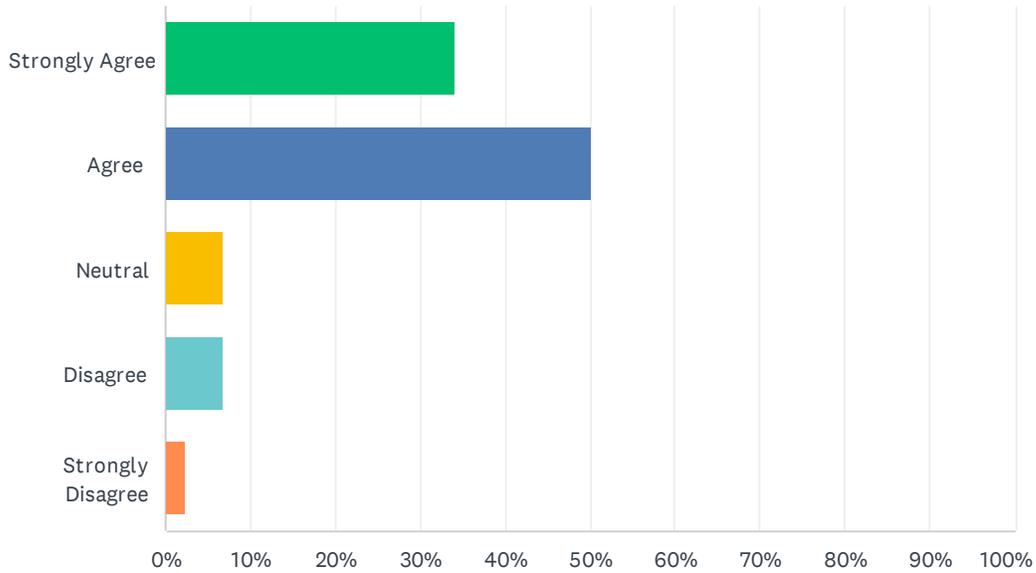
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	22.73%	10
Agree	38.64%	17
Neutral	29.55%	13
Disagree	9.09%	4
Strongly Disagree	0.00%	0
TOTAL		44

Q15 I receive adequate feedback on performance.

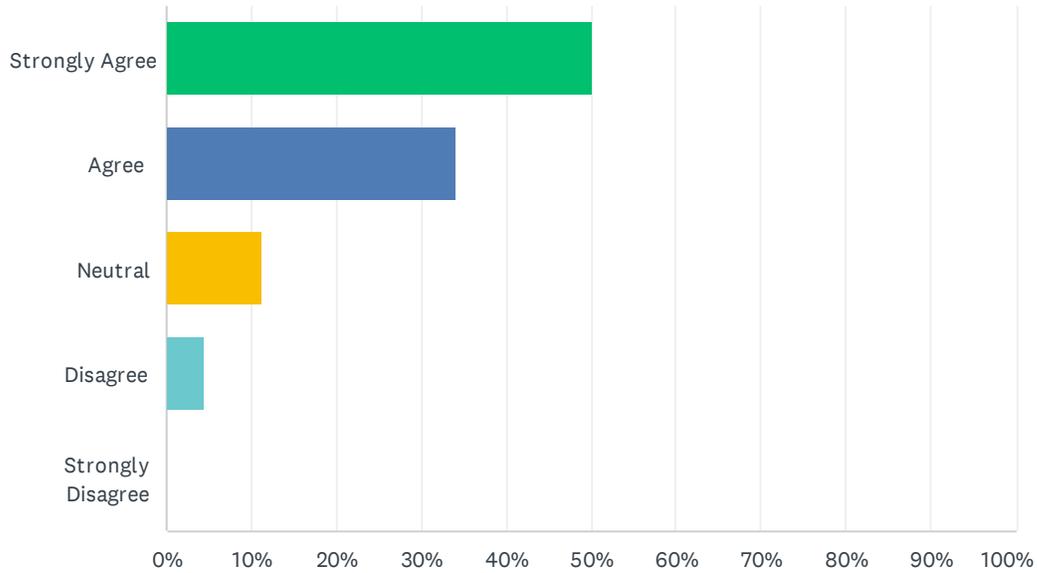
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	34.09%	15
Agree	50.00%	22
Neutral	6.82%	3
Disagree	6.82%	3
Strongly Disagree	2.27%	1
TOTAL		44

Q16 My supervisor recognizes me for the work I do.

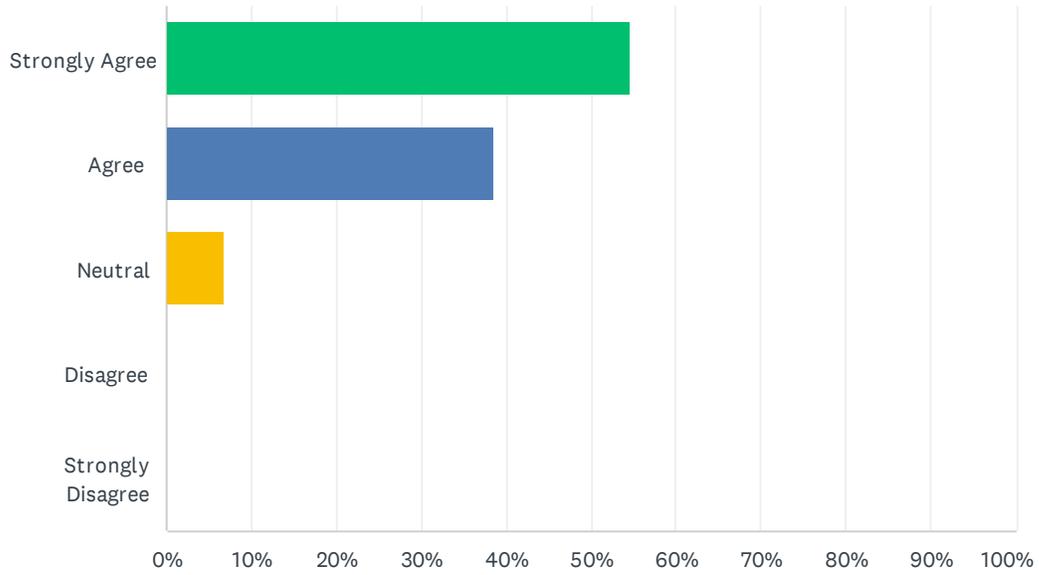
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	50.00%	22
Agree	34.09%	15
Neutral	11.36%	5
Disagree	4.55%	2
Strongly Disagree	0.00%	0
TOTAL		44

Q17 My supervisor is fair and honest.

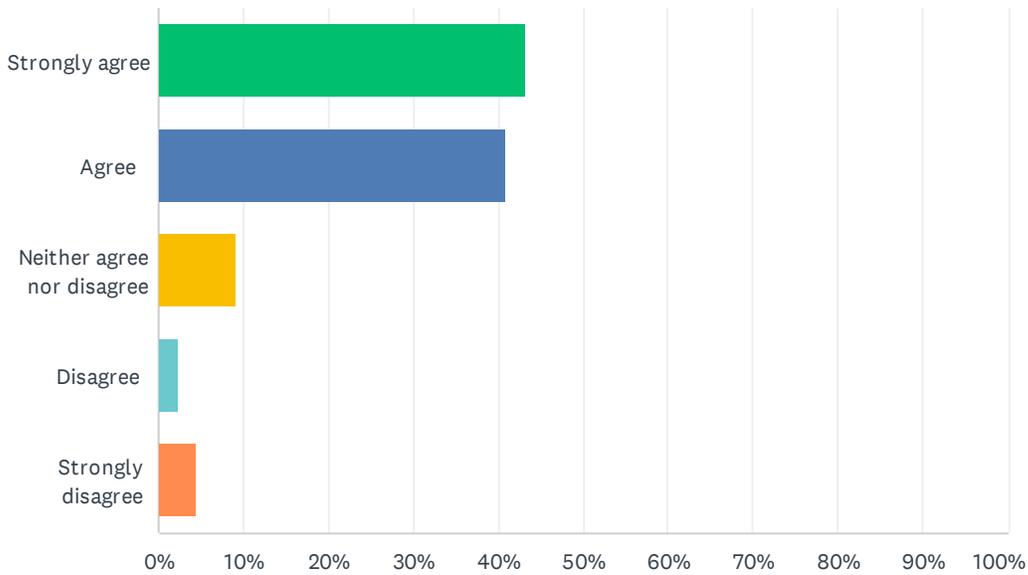
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	54.55%	24
Agree	38.64%	17
Neutral	6.82%	3
Disagree	0.00%	0
Strongly Disagree	0.00%	0
TOTAL		44

Q18 My supervisor provides me with regular supervisions.

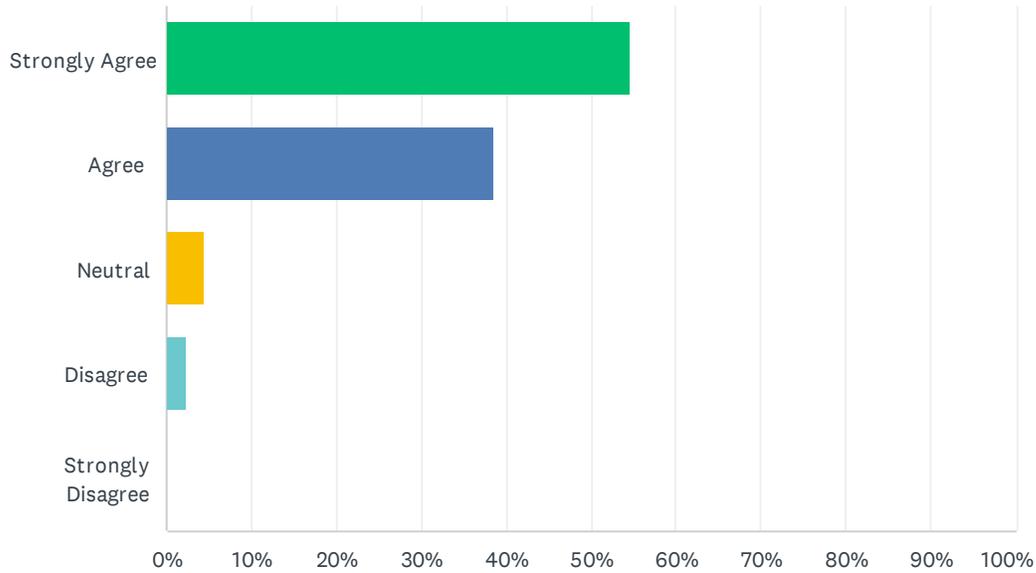
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly agree	43.18%	19
Agree	40.91%	18
Neither agree nor disagree	9.09%	4
Disagree	2.27%	1
Strongly disagree	4.55%	2
TOTAL		44

Q19 My supervisor is knowledgeable of the company's policies.

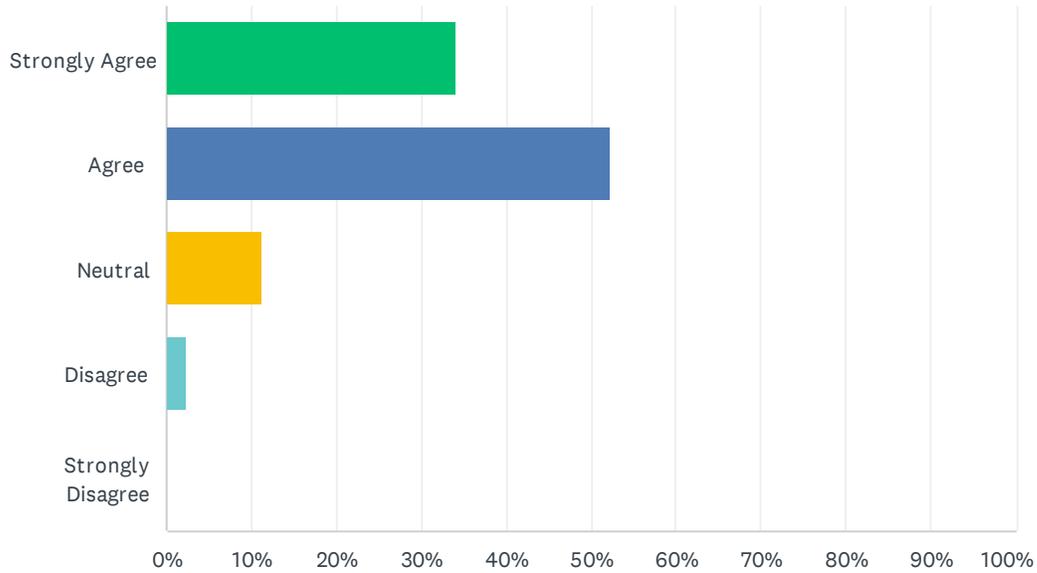
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	54.55%	24
Agree	38.64%	17
Neutral	4.55%	2
Disagree	2.27%	1
Strongly Disagree	0.00%	0
TOTAL		44

Q20 I get the training that I need.

Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	34.09%	15
Agree	52.27%	23
Neutral	11.36%	5
Disagree	2.27%	1
Strongly Disagree	0.00%	0
TOTAL		44

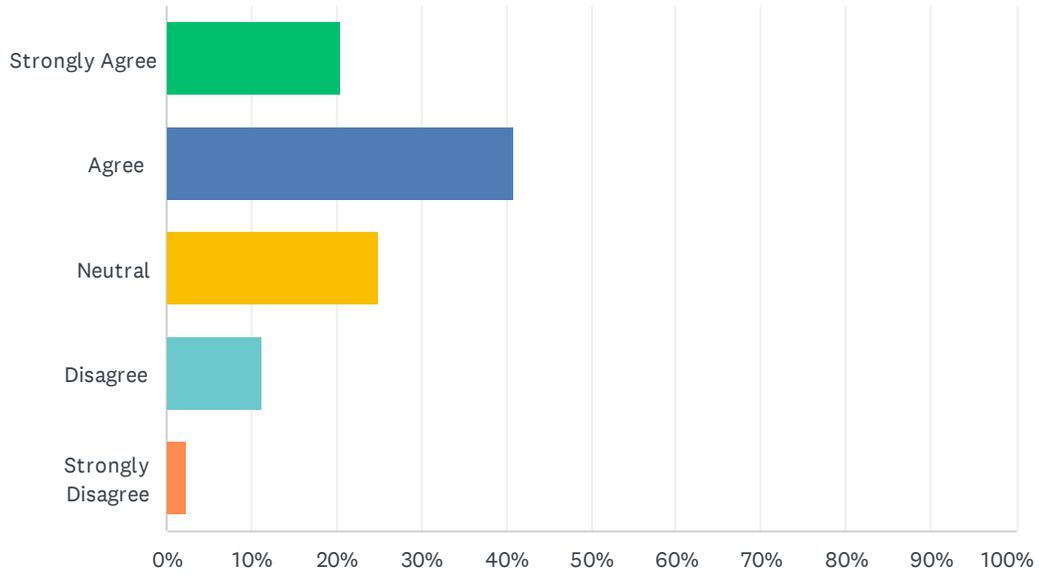
Q21 What other training and/or skill development opportunities would you like to see offered by PSL Services/STRIVE? Are there any changes you would recommend to our training program?

Answered: 19 Skipped: 38

Answers summarized at end of survey.

Q22 I have opportunities for advancement.

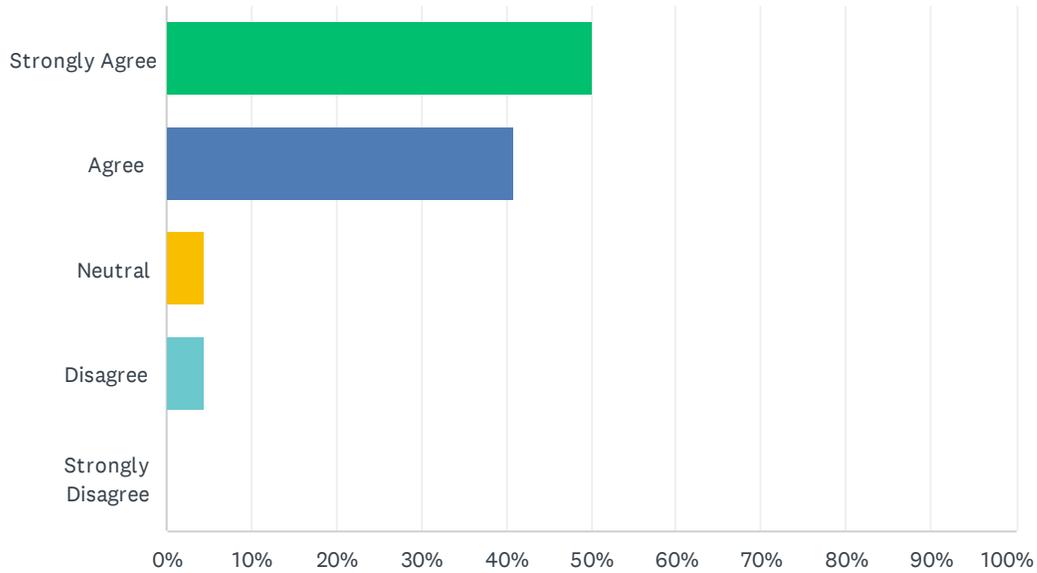
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	20.45%	9
Agree	40.91%	18
Neutral	25.00%	11
Disagree	11.36%	5
Strongly Disagree	2.27%	1
TOTAL		44

Q23 I feel safe while performing my job.

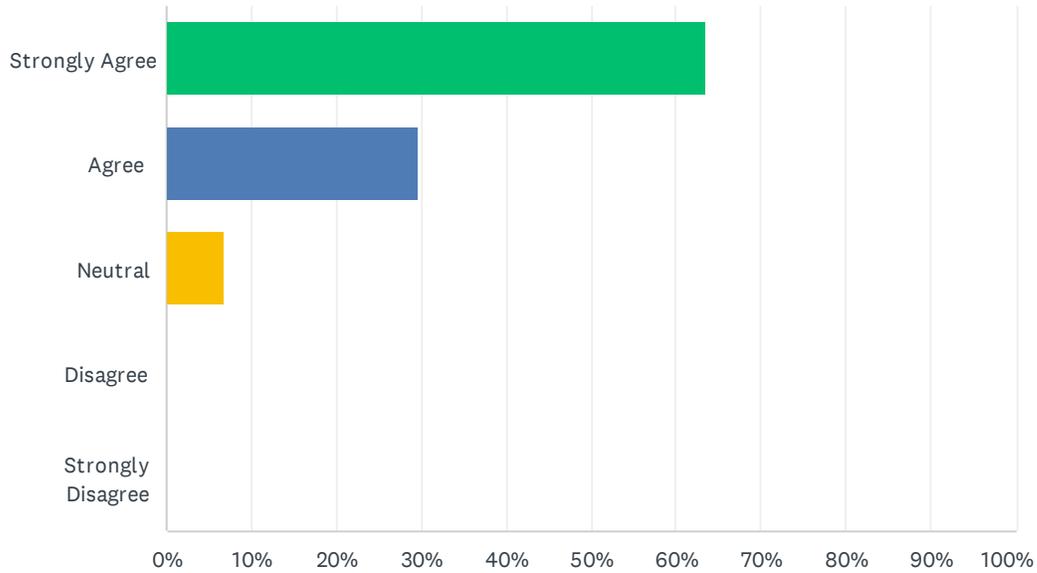
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	50.00%	22
Agree	40.91%	18
Neutral	4.55%	2
Disagree	4.55%	2
Strongly Disagree	0.00%	0
TOTAL		44

Q24 I am proud to work at PSL Services/STRIVE.

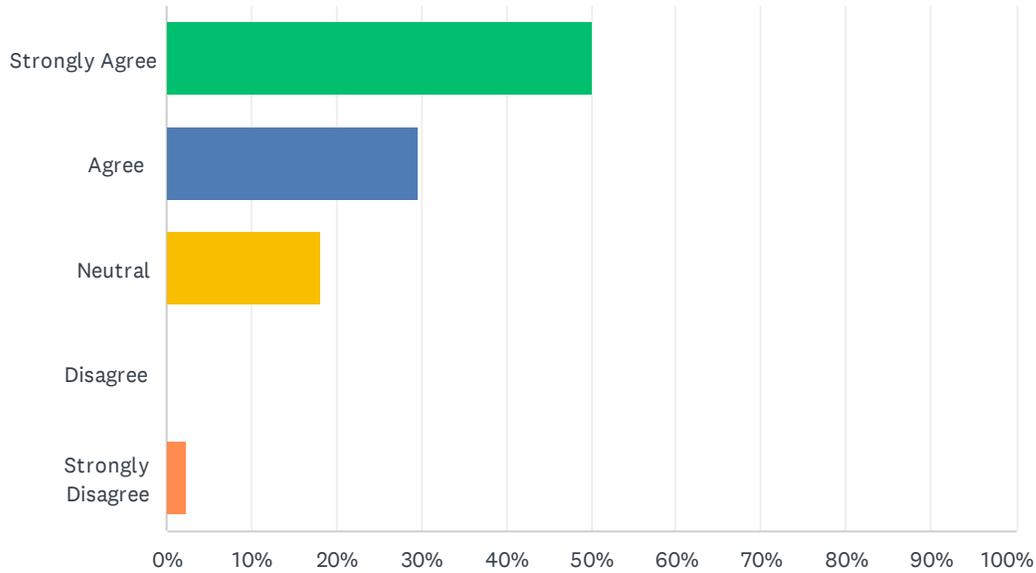
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	63.64%	28
Agree	29.55%	13
Neutral	6.82%	3
Disagree	0.00%	0
Strongly Disagree	0.00%	0
TOTAL		44

Q25 My supervisor pays attention to my ideas or suggestions.

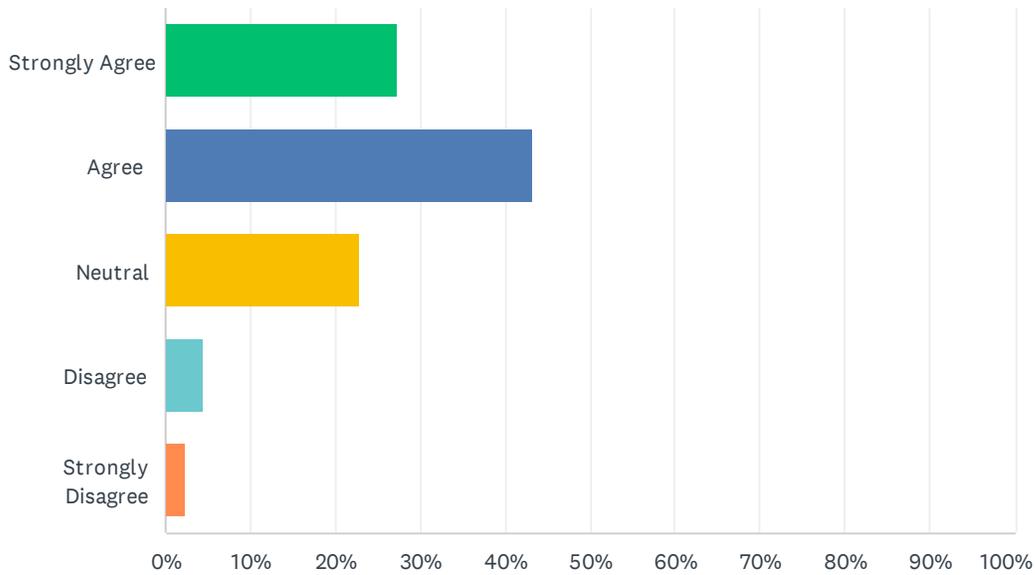
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	50.00%	22
Agree	29.55%	13
Neutral	18.18%	8
Disagree	0.00%	0
Strongly Disagree	2.27%	1
TOTAL		44

Q26 I am optimistic about my future growth and success in the company.

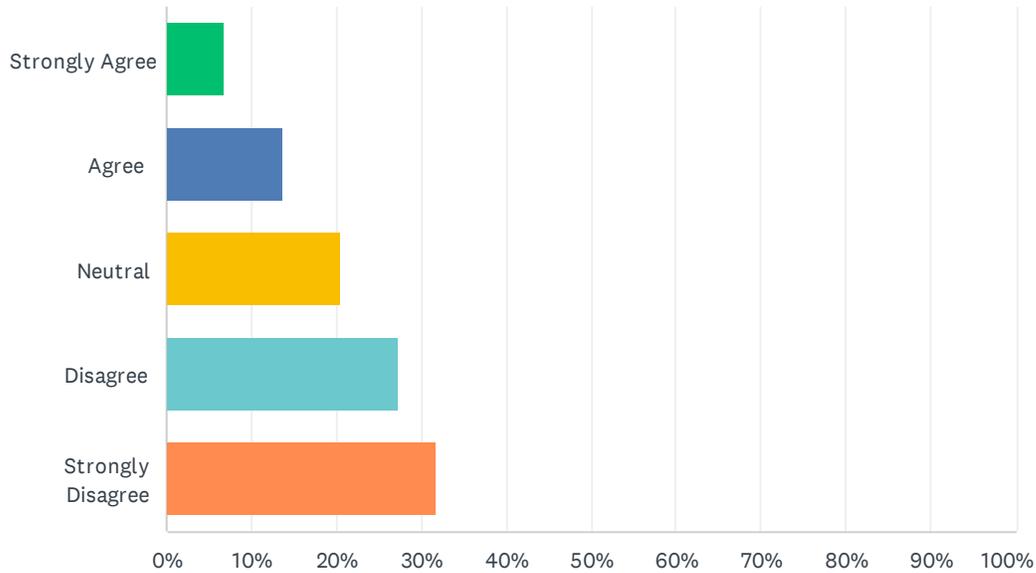
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	27.27%	12
Agree	43.18%	19
Neutral	22.73%	10
Disagree	4.55%	2
Strongly Disagree	2.27%	1
TOTAL		44

Q27 I have seriously considered looking for a new job in the last few months.

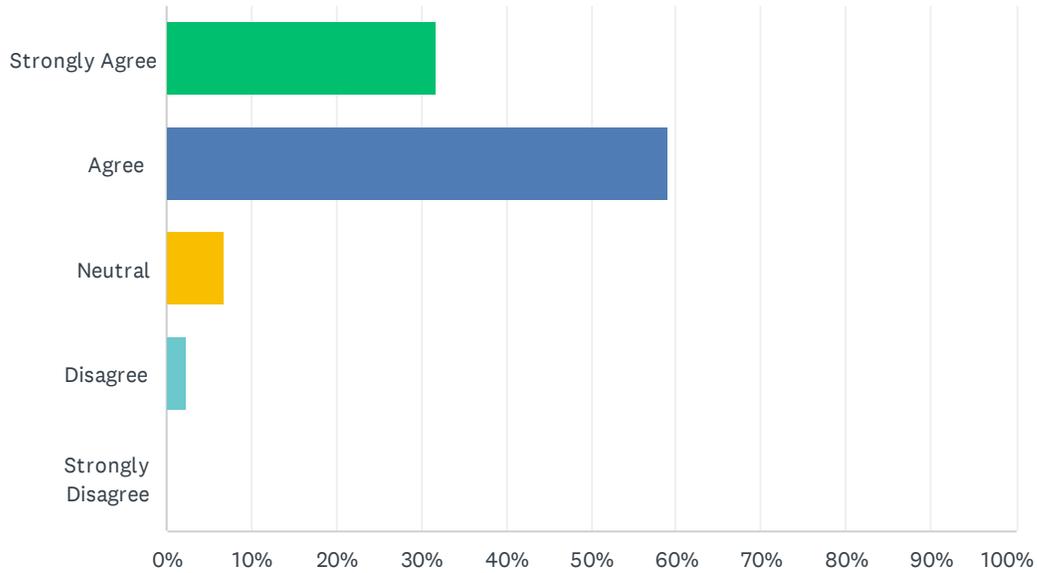
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	6.82%	3
Agree	13.64%	6
Neutral	20.45%	9
Disagree	27.27%	12
Strongly Disagree	31.82%	14
TOTAL		44

Q28 I have a healthy relationship with co-workers.

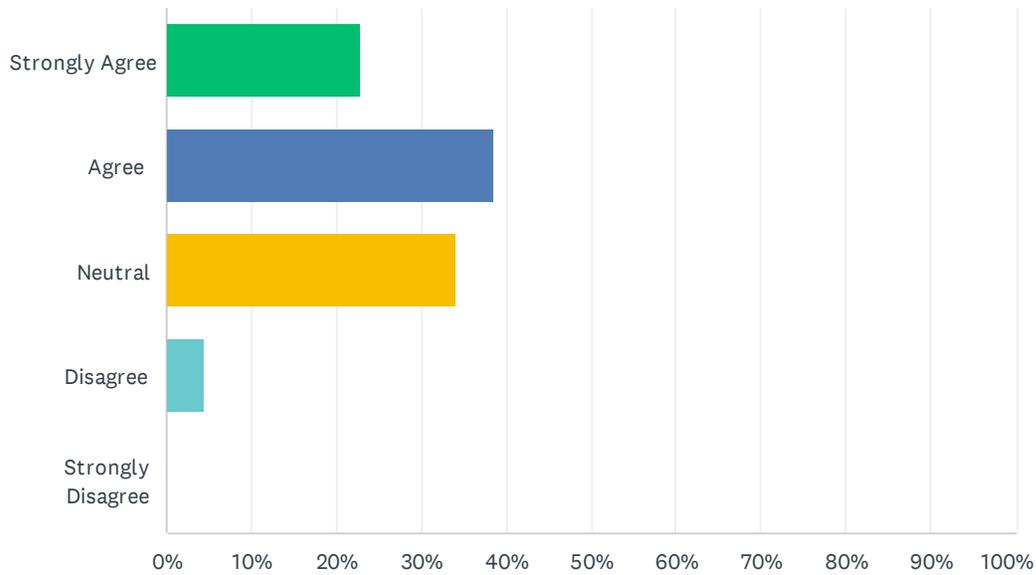
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	31.82%	14
Agree	59.09%	26
Neutral	6.82%	3
Disagree	2.27%	1
Strongly Disagree	0.00%	0
TOTAL		44

Q29 I believe the morale among my co-workers is positive.

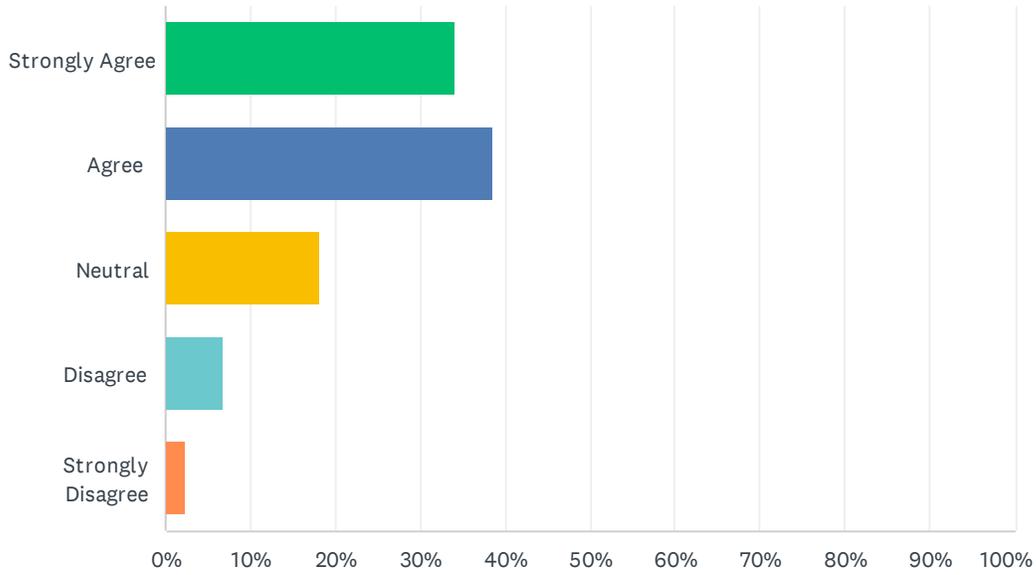
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	22.73%	10
Agree	38.64%	17
Neutral	34.09%	15
Disagree	4.55%	2
Strongly Disagree	0.00%	0
TOTAL		44

Q30 I feel comfortable reporting concerns.

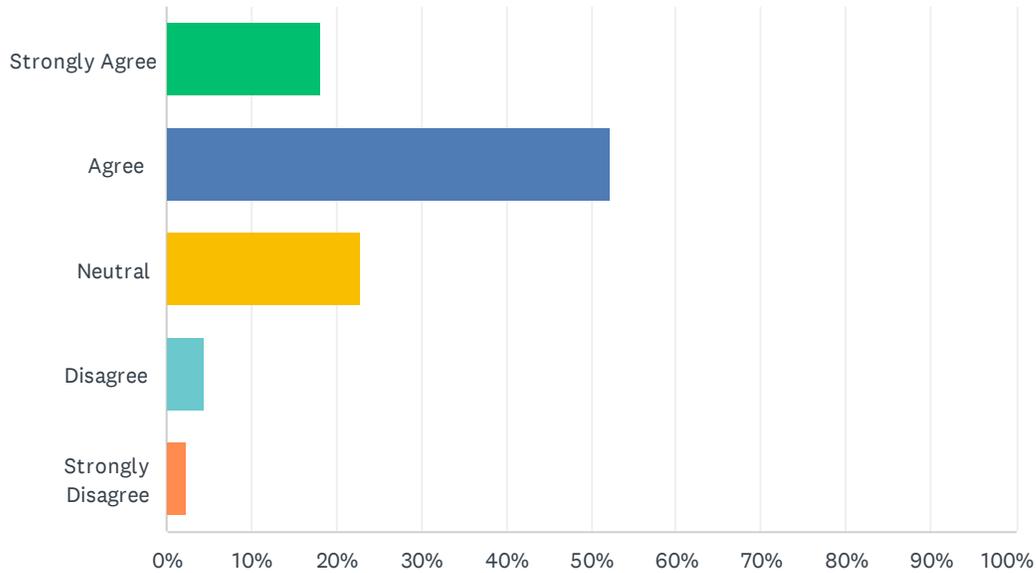
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	34.09%	15
Agree	38.64%	17
Neutral	18.18%	8
Disagree	6.82%	3
Strongly Disagree	2.27%	1
TOTAL		44

Q31 Employee workplace issues are addressed in a manner that fairly resolves them.

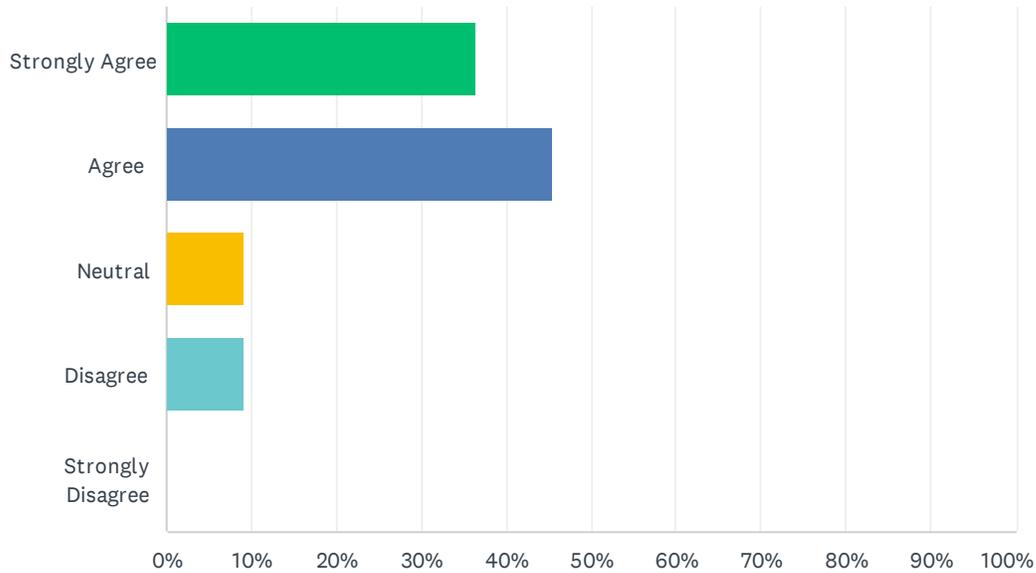
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	18.18%	8
Agree	52.27%	23
Neutral	22.73%	10
Disagree	4.55%	2
Strongly Disagree	2.27%	1
TOTAL		44

Q32 Employees and Managers of PSL Services/STRIVE are focused on solutions rather than blame.

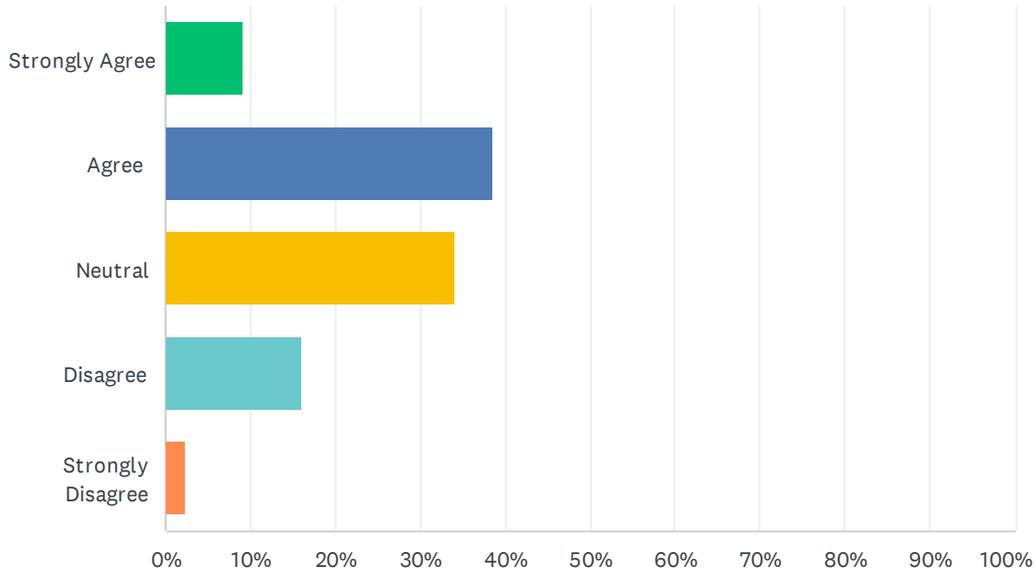
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	36.36%	16
Agree	45.45%	20
Neutral	9.09%	4
Disagree	9.09%	4
Strongly Disagree	0.00%	0
TOTAL		44

Q33 Communication among departments is well coordinated.

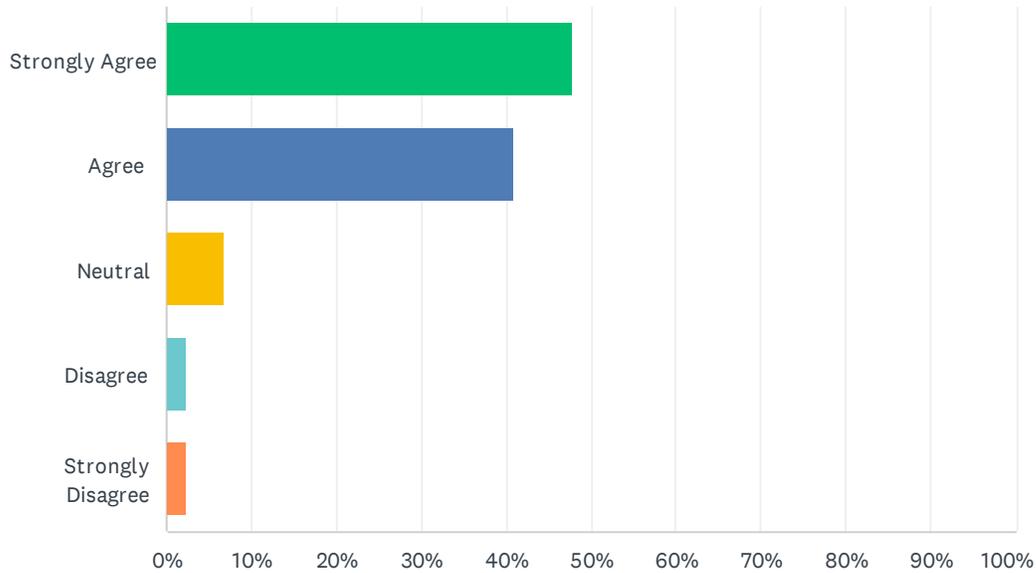
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	9.09%	4
Agree	38.64%	17
Neutral	34.09%	15
Disagree	15.91%	7
Strongly Disagree	2.27%	1
TOTAL		44

Q34 I believe management is committed to working towards the company's mission, vision, values, and objectives.

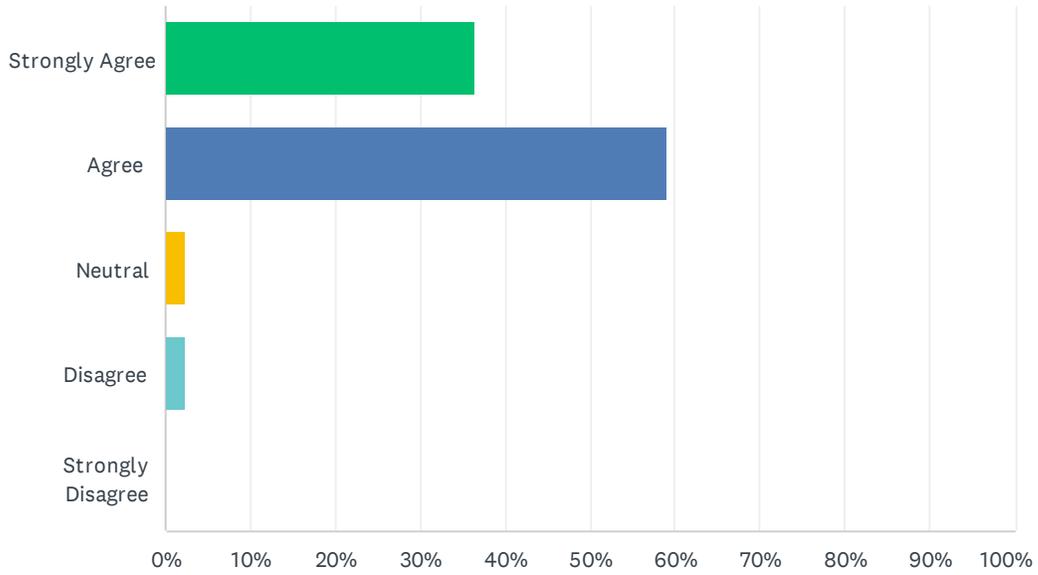
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	47.73%	21
Agree	40.91%	18
Neutral	6.82%	3
Disagree	2.27%	1
Strongly Disagree	2.27%	1
TOTAL		44

Q35 I understand our work rules and policies.

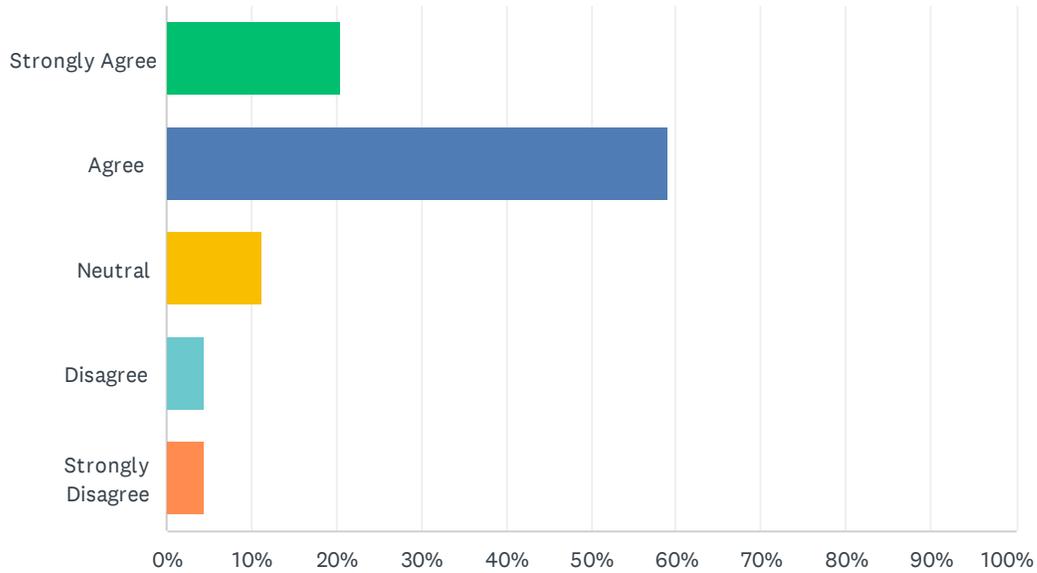
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	36.36%	16
Agree	59.09%	26
Neutral	2.27%	1
Disagree	2.27%	1
Strongly Disagree	0.00%	0
TOTAL		44

Q36 Our policies and rules are applied consistently and fairly.

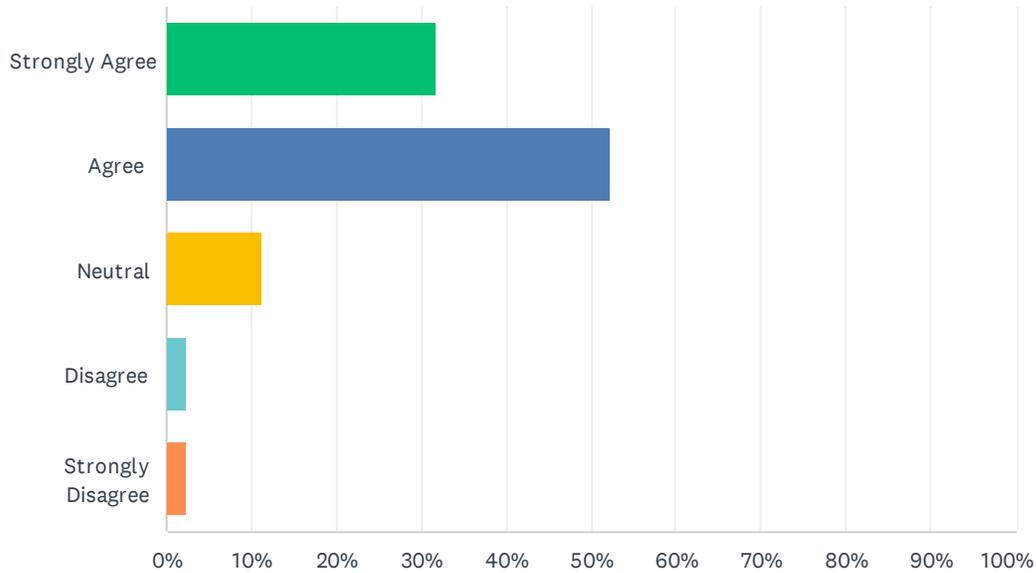
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	20.45%	9
Agree	59.09%	26
Neutral	11.36%	5
Disagree	4.55%	2
Strongly Disagree	4.55%	2
TOTAL		44

Q37 PSL Services/STRIVE focuses on developing people and helping them grow professionally.

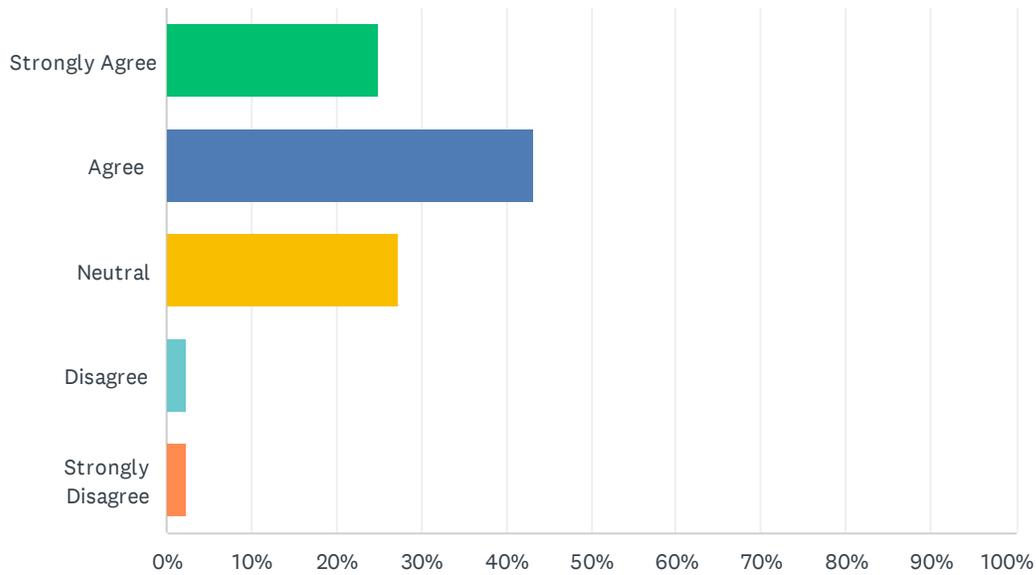
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	31.82%	14
Agree	52.27%	23
Neutral	11.36%	5
Disagree	2.27%	1
Strongly Disagree	2.27%	1
TOTAL		44

Q38 PSL Services/STRIVE promotes people based on performance.

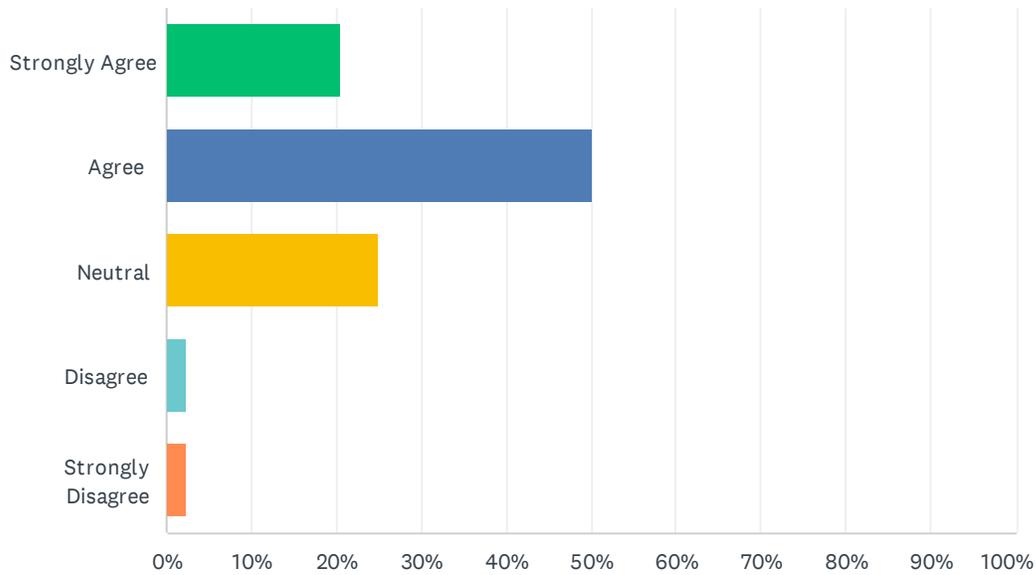
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	25.00%	11
Agree	43.18%	19
Neutral	27.27%	12
Disagree	2.27%	1
Strongly Disagree	2.27%	1
TOTAL		44

Q39 I am kept informed about what's going on in the company.

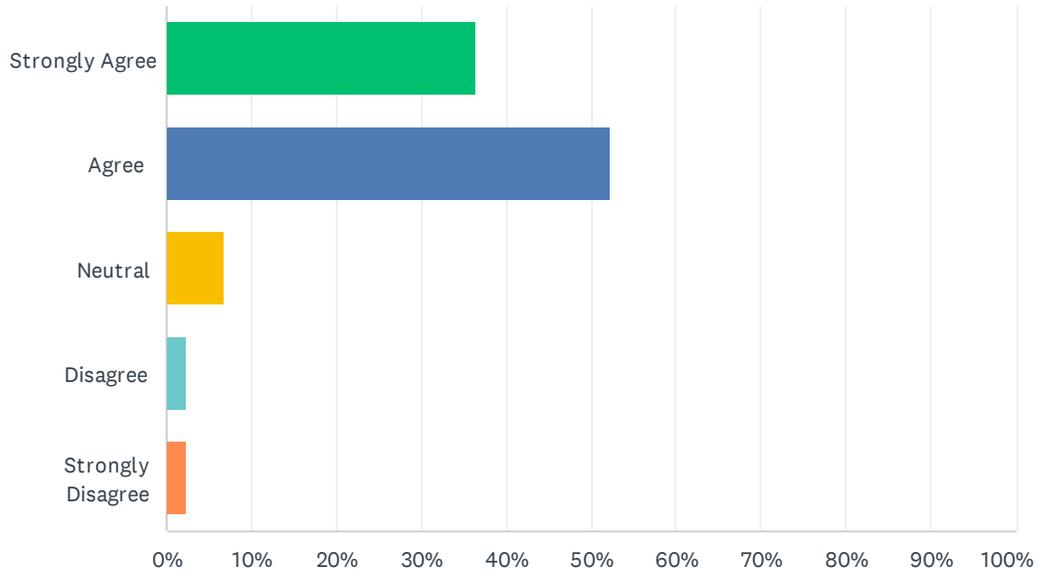
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	20.45%	9
Agree	50.00%	22
Neutral	25.00%	11
Disagree	2.27%	1
Strongly Disagree	2.27%	1
TOTAL		44

Q40 I feel I have job security.

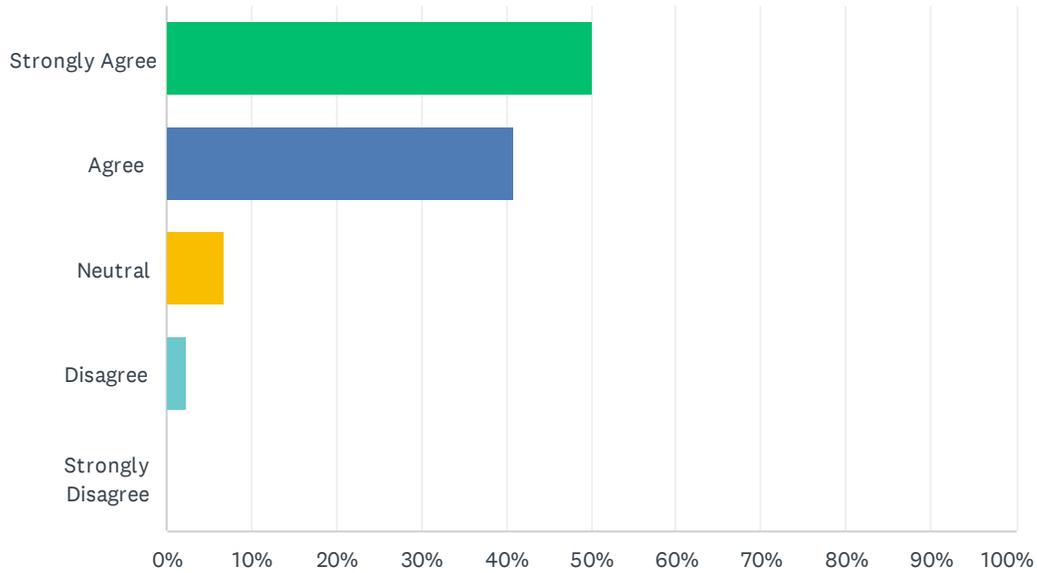
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	36.36%	16
Agree	52.27%	23
Neutral	6.82%	3
Disagree	2.27%	1
Strongly Disagree	2.27%	1
TOTAL		44

Q41 I am happy with the decision to work at this company.

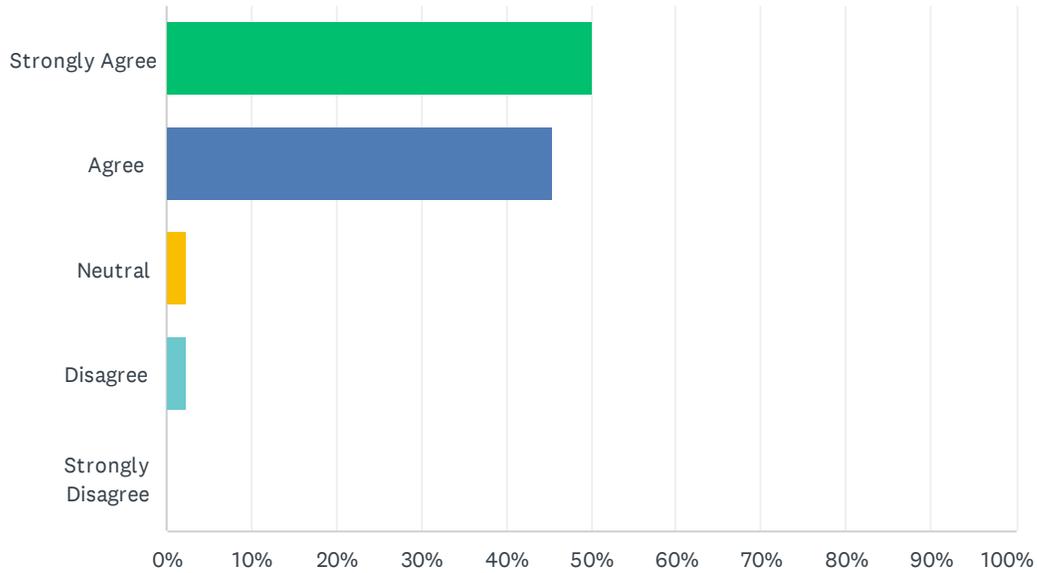
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	50.00%	22
Agree	40.91%	18
Neutral	6.82%	3
Disagree	2.27%	1
Strongly Disagree	0.00%	0
TOTAL		44

Q42 Overall, I feel this is a good place to work.

Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	50.00%	22
Agree	45.45%	20
Neutral	2.27%	1
Disagree	2.27%	1
Strongly Disagree	0.00%	0
TOTAL		44

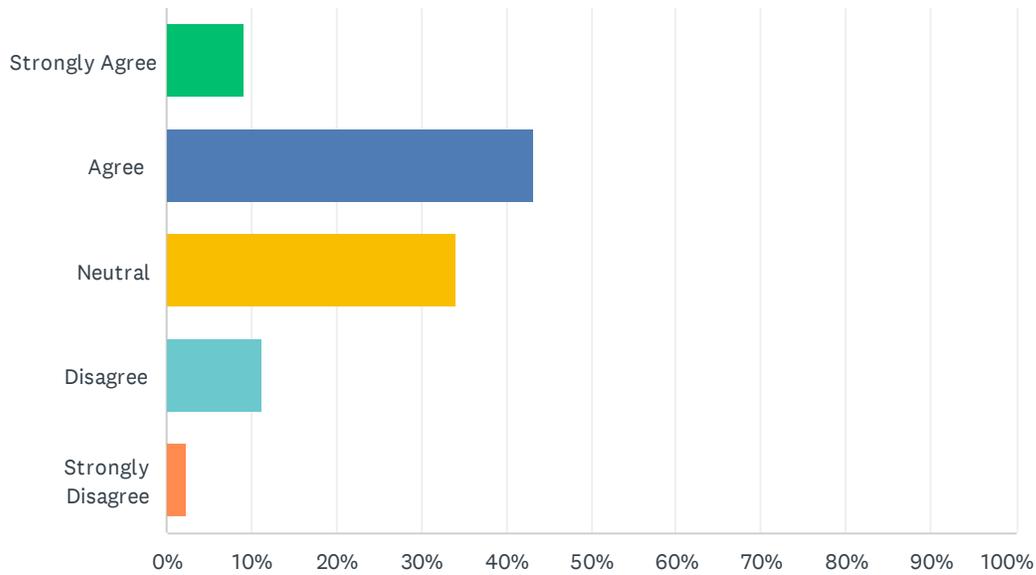
Q43 How would you like to be recognized for your work?

Answered: 44 Skipped: 13

Answers summarized at end of survey.

Q44 I believe my compensation is competitive to the local marketplace.

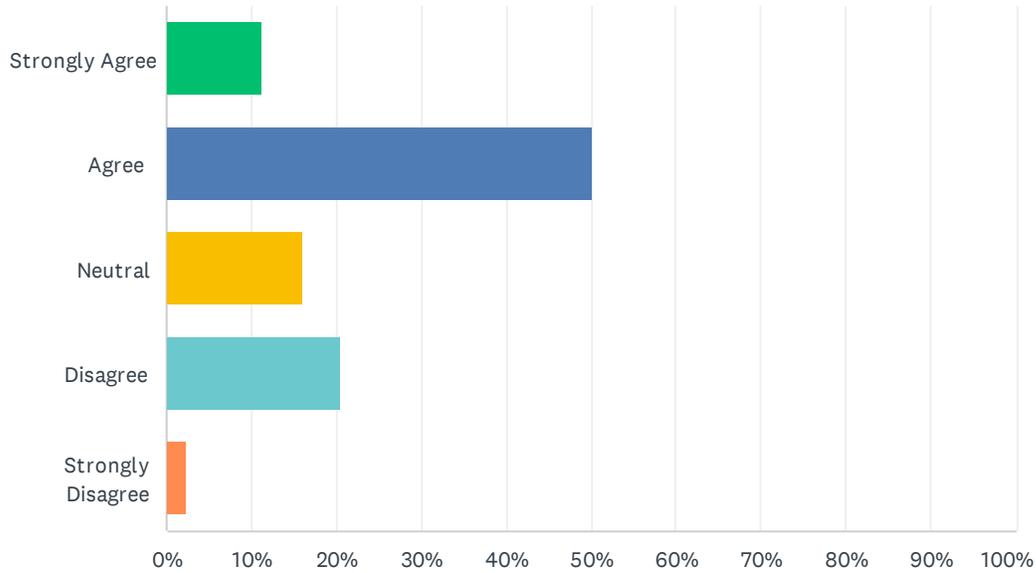
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	9.09%	4
Agree	43.18%	19
Neutral	34.09%	15
Disagree	11.36%	5
Strongly Disagree	2.27%	1
TOTAL		44

Q45 I understand how the compensation system works.

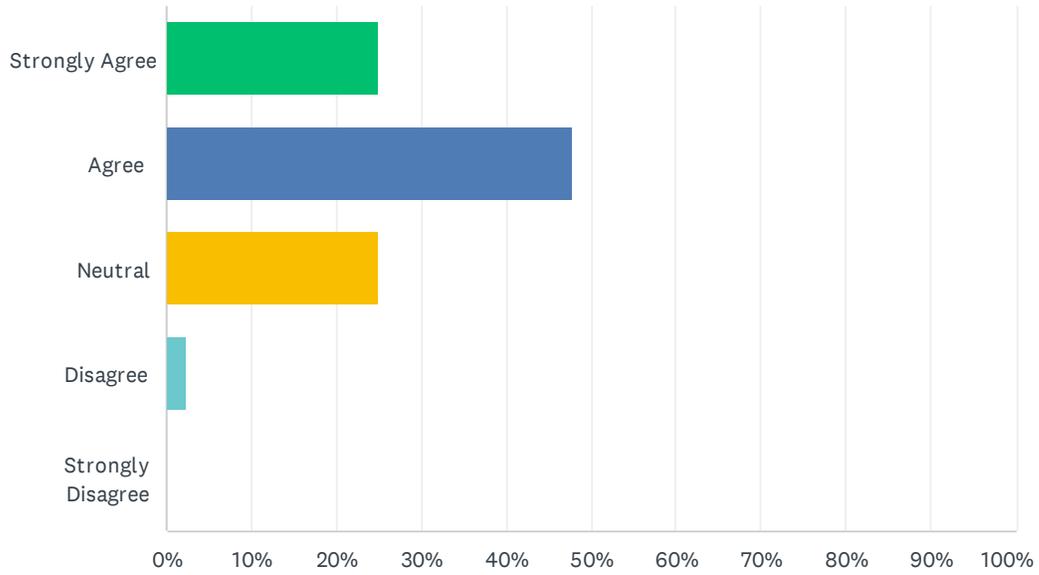
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	11.36%	5
Agree	50.00%	22
Neutral	15.91%	7
Disagree	20.45%	9
Strongly Disagree	2.27%	1
TOTAL		44

Q46 I feel our benefits are competitive.

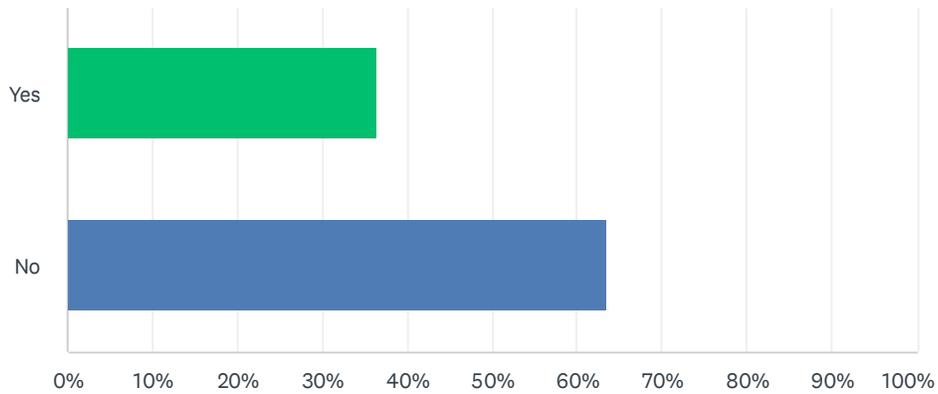
Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	25.00%	11
Agree	47.73%	21
Neutral	25.00%	11
Disagree	2.27%	1
Strongly Disagree	0.00%	0
TOTAL		44

Q47 Would you be interested in a high deductible, no cost health plan?

Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Yes	36.36%	16
No	63.64%	28
TOTAL		44

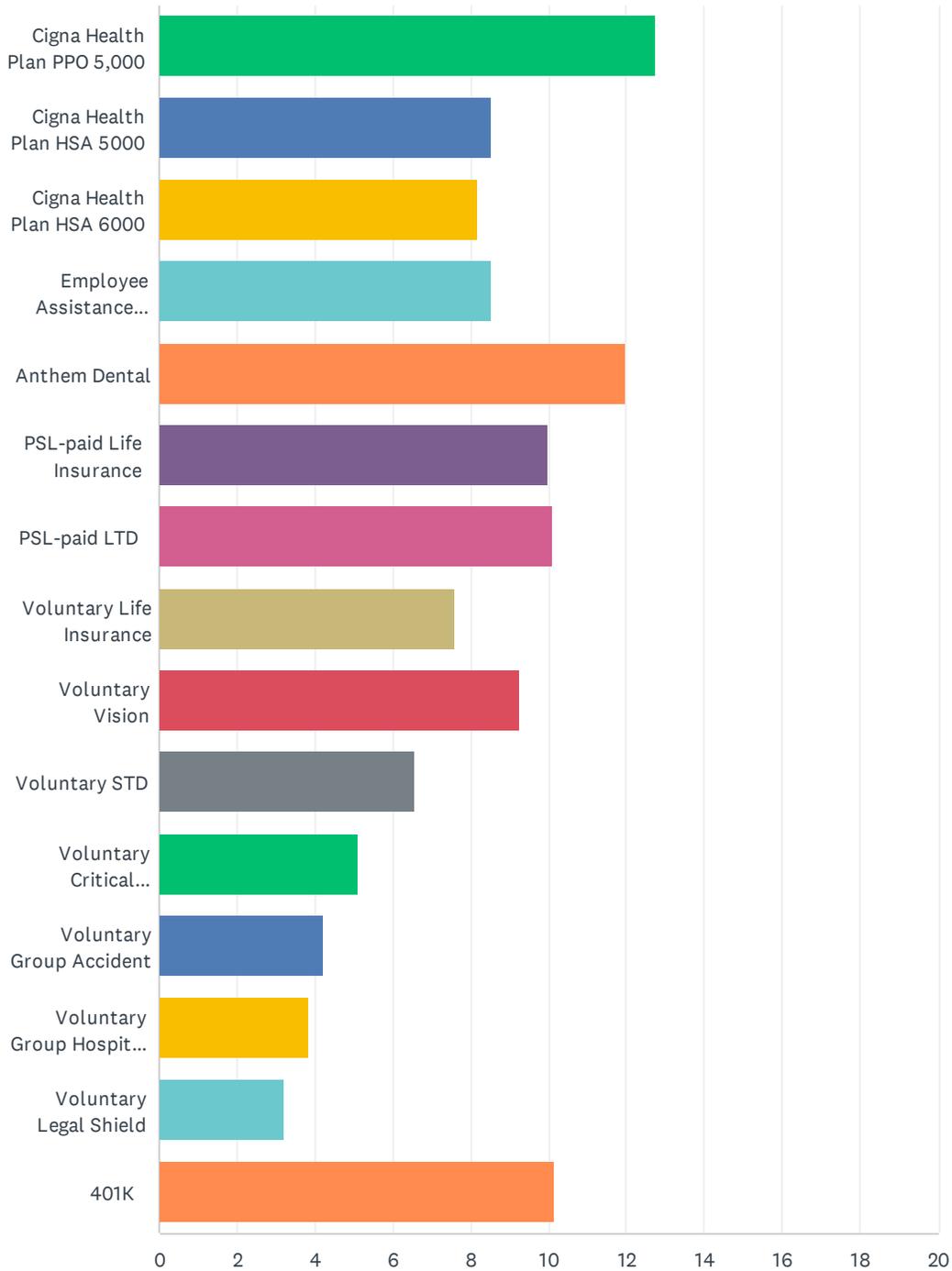
Q48 Please share your thoughts on improving our insurance benefits structure, including any different types of benefits you'd like to see offered:

Answered: 16 Skipped: 41

Answers summarized at end of survey.

Q49 Please rank the following benefits on importance to you:

Answered: 44 Skipped: 13



Employee Satisfaction Survey 2022

	1	2	3	4	5	6	7	8	9	10	11	1
Cigna Health Plan PPO 5,000	47.73% 21	18.18% 8	9.09% 4	0.00% 0	4.55% 2	6.82% 3	2.27% 1	2.27% 1	0.00% 0	0.00% 0	0.00% 0	
Cigna Health Plan HSA 5000	4.55% 2	15.91% 7	9.09% 4	9.09% 4	6.82% 3	6.82% 3	6.82% 3	0.00% 0	6.82% 3	2.27% 1	0.00% 0	
Cigna Health Plan HSA 6000	11.36% 5	6.82% 3	11.36% 5	11.36% 5	6.82% 3	2.27% 1	0.00% 0	9.09% 4	0.00% 0	2.27% 1	2.27% 1	
Employee Assistance Program	0.00% 0	0.00% 0	6.82% 3	15.91% 7	9.09% 4	6.82% 3	18.18% 8	4.55% 2	11.36% 5	11.36% 5	9.09% 4	
Anthem Dental	11.36% 5	31.82% 14	13.64% 6	11.36% 5	11.36% 5	4.55% 2	4.55% 2	6.82% 3	0.00% 0	0.00% 0	0.00% 0	
PSL-paid Life Insurance	0.00% 0	9.09% 4	9.09% 4	11.36% 5	4.55% 2	27.27% 12	18.18% 8	13.64% 6	2.27% 1	0.00% 0	0.00% 0	
PSL-paid LTD	6.82% 3	6.82% 3	0.00% 0	11.36% 5	25.00% 11	6.82% 3	15.91% 7	9.09% 4	9.09% 4	9.09% 4	0.00% 0	
Voluntary Life Insurance	0.00% 0	0.00% 0	2.27% 1	6.82% 3	4.55% 2	18.18% 8	4.55% 2	20.45% 9	15.91% 7	11.36% 5	2.27% 1	
Voluntary Vision	2.27% 1	2.27% 1	15.91% 7	9.09% 4	11.36% 5	6.82% 3	6.82% 3	6.82% 3	20.45% 9	6.82% 3	9.09% 4	
Voluntary STD	0.00% 0	0.00% 0	0.00% 0	2.27% 1	6.82% 3	9.09% 4	11.36% 5	4.55% 2	6.82% 3	27.27% 12	11.36% 5	
Voluntary Critical Illness Insurance	0.00% 0	0.00% 0	0.00% 0	2.27% 1	0.00% 0	2.27% 1	2.27% 1	6.82% 3	9.09% 4	6.82% 3	34.09% 15	1
Voluntary Group Accident	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	2.27% 1	4.55% 2	2.27% 1	6.82% 3	15.91% 7	3
Voluntary Group Hospital Indemnity	0.00% 0	0.00% 0	2.27% 1	0.00% 0	2.27% 1	0.00% 0	0.00% 0	2.27% 1	2.27% 1	13.64% 6	4.55% 2	
Voluntary Legal Shield	0.00% 0	0.00% 0	0.00% 0	0.00% 0	2.27% 1	0.00% 0	0.00% 0	2.27% 1	9.09% 4	0.00% 0	11.36% 5	1
401K	15.91% 7	9.09% 4	20.45% 9	9.09% 4	4.55% 2	2.27% 1	6.82% 3	6.82% 3	4.55% 2	2.27% 1	0.00% 0	

Q50 What other Benefits would you like to see offered to employees?

Answered: 17 Skipped: 40

Answers summarized at end of survey.

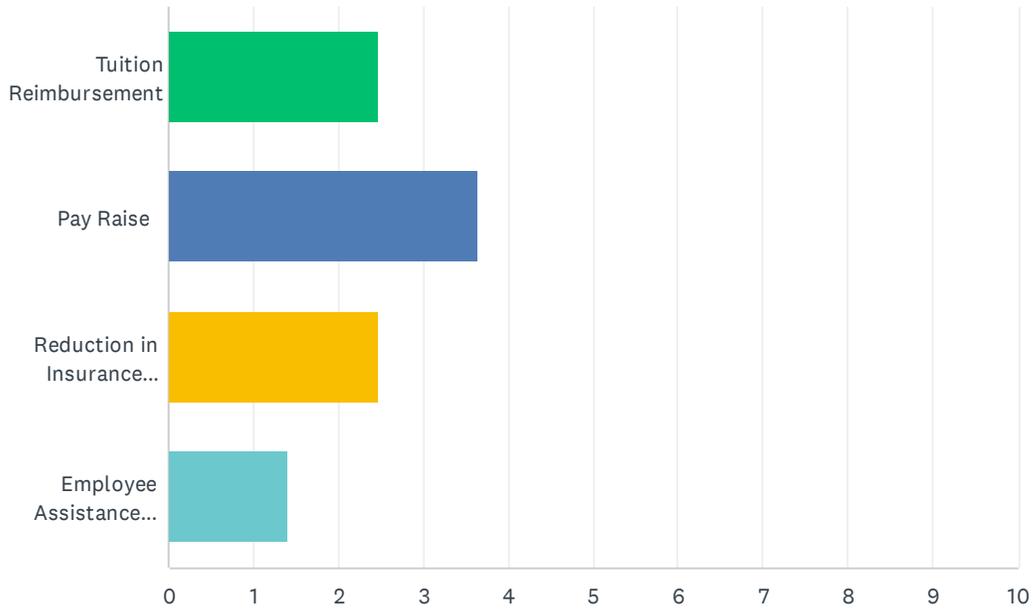
Q51 What are your ideas for improving the employee wellness program?

Answered: 21 Skipped: 36

Answers summarized at end of survey.

Q52 If there were greater funds and I were to receive further benefits, I would prefer (please rank the following propositions):

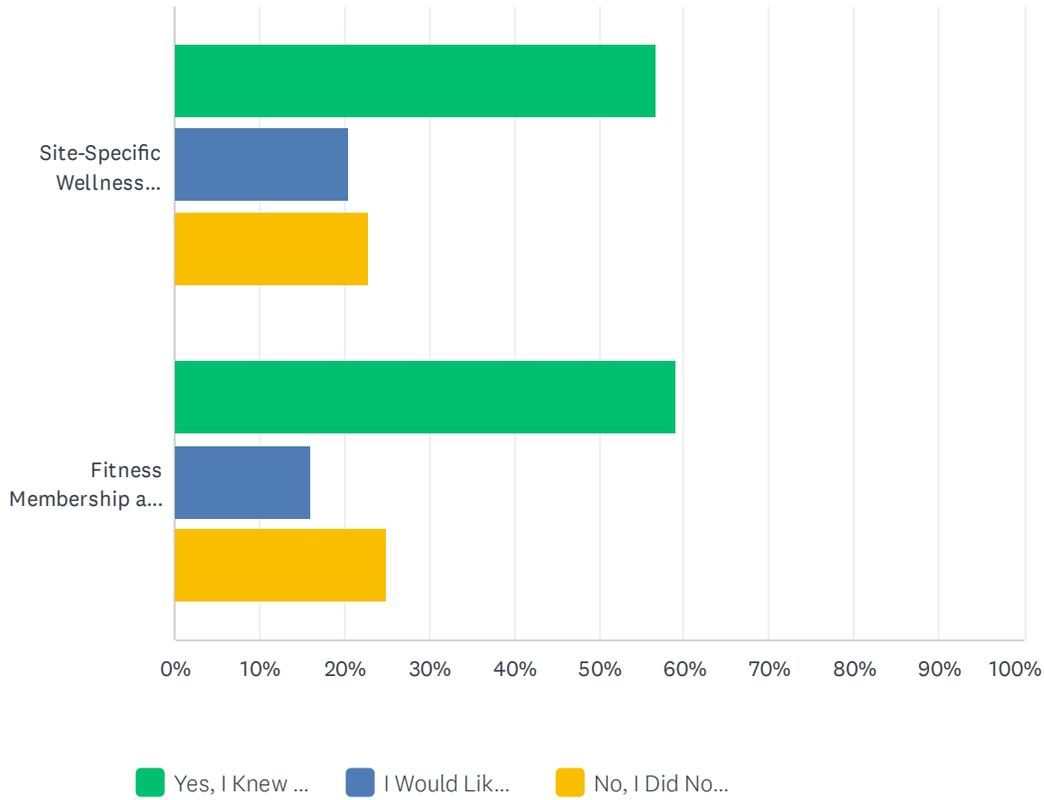
Answered: 44 Skipped: 13



	1	2	3	4	TOTAL	SCORE
Tuition Reimbursement	13.64% 6	34.09% 15	38.64% 17	13.64% 6	44	2.48
Pay Raise	75.00% 33	15.91% 7	6.82% 3	2.27% 1	44	3.64
Reduction in Insurance Weekly Co-pay	9.09% 4	45.45% 20	29.55% 13	15.91% 7	44	2.48
Employee Assistance Program	2.27% 1	4.55% 2	25.00% 11	68.18% 30	44	1.41

Q53 Are you aware that PSL Services/STRIVE offers the following wellness opportunities:

Answered: 44 Skipped: 13



	YES, I KNEW ABOUT THIS	I WOULD LIKE MORE INFORMATION	NO, I DID NOT KNOW ABOUT THIS	TOTAL	WEIGHTED AVERAGE
Site-Specific Wellness Initiatives (e.g. Central Office Wellness Walks)	56.82% 25	20.45% 9	22.73% 10	44	1.66
Fitness Membership and Healthy Eating Financial Incentives	59.09% 26	15.91% 7	25.00% 11	44	1.66

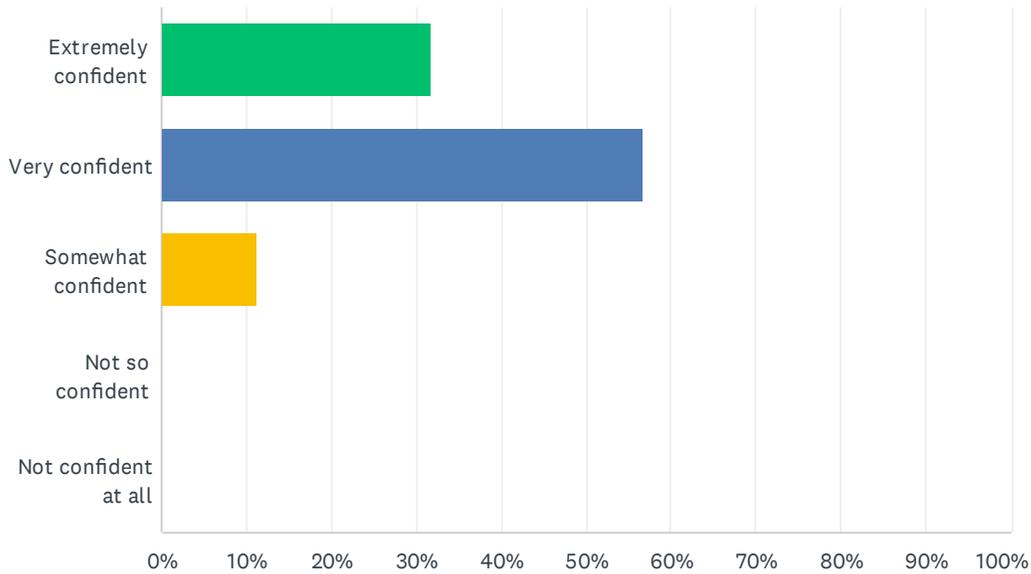
Q54 Additional Comments:

Answered: 3 Skipped: 54

Answers summarized at end of survey.

Q55 How confident are you in the organization's leadership team to make the right decisions to manage through and move forward from the COVID pandemic?

Answered: 44 Skipped: 13



ANSWER CHOICES	RESPONSES	
Extremely confident	31.82%	14
Very confident	56.82%	25
Somewhat confident	11.36%	5
Not so confident	0.00%	0
Not confident at all	0.00%	0
TOTAL		44

Q56 What obstacles/boundaries (if any) do you feel you face that keeps you from doing your job at a very high level?

Answered: 20 Skipped: 37

Answers summarized at end of survey.

Q57 Please share any thoughts you have that we haven't addressed in this employee satisfaction survey:

Answered: 12 Skipped: 45

Answers summarized at end of survey.

Summary of common answers to open ended questions:

Q21 What other training and/or skill development opportunities would you like to see offered by PSL Services/STRIVE? Are there any changes you would recommend to our training program?

- Information on trainings outside of the agency that are applicable to this field.
- Follow up with new hires for a period after initial training to make sure they have the skills they need to be successful.
- Training interests noted:
 - o Mental health
 - o Ethics
 - o Explicit do's and don'ts around confidentiality
 - o Seizure training
 - o Trauma
 - o Self-care for care givers
 - o American Sign Language
 - o Company Policies
 - o Disability awareness for supervisors regarding employees
 - o Trainings on various disabilities
 - o More de-escalation training
 - o Mindfulness
 - o Assistive technology

Q43 How would you like to be recognized for your work?

- Raises/bonuses
- Regular supervisions
- Personalized Thank You
- Focus on positive
- Staff breakfasts/lunches

Q48 Please share your thoughts on improving our insurance benefits structure, including any different types of benefits you'd like to see offered:

- Lower cost for weekly deduction
- Expanded dental coverage

Q50 What other benefits would you like to see offered to employees?

- Tuition Reimbursement
- More opportunity for vacation cash out
- Mental health days

Q51 What are your ideas for improving the employee wellness program?

- More wellness competitions
- On site fitness classes after hours
- Higher gym reimbursement amount

Q56 What obstacles/boundaries (if any) do you feel you face that keeps you from doing your job at a very high level?

- Lack of teamwork
- Better communication between programs
- Consistency amongst different staff

Q57 Please share any thoughts you have that we haven't addressed in this employee satisfaction survey:

- More training on respectful interactions between staff
- Survey around COVID protocols; response, what to keep, what to discontinue
- More structured lists of necessary tasks