



Example Site

January 1, 2013 - December 31, 2013

compared with

mhca National Database

December 1, 2013 - February 28, 2014

mhca Staff Survey

Comparative Report

Prepared by

Mental Health Corporations of America
1876-A Eider Court
Tallahassee, Florida 32308

September 2015

Table of Contents

General Information

mhca Staff Survey Description.....	3
Definition of Terms.....	3
Demographic Summary.....	4
Summary Statistics Table.....	5
Percent Satisfaction Table.....	7

Graphs

Staff Satisfaction by Domain.....	9
Staff Satisfaction Items Sorted by Satisfaction Score.....	10
Favorable/Unfavorable Satisfaction Scores by Item.....	18

mhca Staff Survey Description

The **mhca** Staff Survey and Report is designed to be a part of your organization improvement system. The intent of the survey is to provide you with a picture of your staff's satisfaction with your organization and the work environment you provide. The information will help identify your strengths and opportunities for improvement.

The information obtained from the **mhca** Staff Survey is presented in both numeric and graphic form. The scale used in this survey is:

- 1 = Strongly Disagree
- 2 = Disagree
- 3 = Neutral
- 4 = Agree
- 5 = Strongly Agree
- 0 = No Response

Note that the survey data includes "6" (Not Applicable) and "0" (No Response) values. Although they are ignored in the statistical calculations, these values can be useful for distinguishing any items that do not apply to your staff or items which the staff refused to answer.

Definition of Terms

Domains:	Questions are grouped into thirteen domains. The domains are Accomplishment, Co-workers - Interaction, Supervision, Management - Leadership, Communication, Paperwork - Resources, Growth - Personal and Job, Pressure - Stress Aspects of Job, Compensation and Benefits, Organization Policies and Procedures, Physical Environment, Recognition, and Overall Satisfaction.
Count:	The number of responses on a specific survey question.
Mean:	The average of all responses.
Median:	The number separating the higher half of ordered responses from the lower half.
Standard Deviation:	A measure of dispersion in the response distribution, calculated as the square root of the mean of the squares of deviations from the mean.
95% Conf Int:	A value that indicates a 95 percent confidence interval for the population mean. That is, there is a 95% probability that the population mean falls within this range.
Percent (%):	The percentage of specific responses to the total responses of an item.
Grand Mean:	The overall average for all items.

Demographic Summary – Example Site

	ORG (%) Count=1266	mhca (%) Count=2125
Age		
No Response	6.87	12.71
18-20	0.39	0.52
21-25	9.79	8.33
26-35	33.89	29.27
36-50	31.20	26.40
Over age 50	17.85	22.78
Department Type		
No Response	13.59	15.19
Central Administration	10.90	10.47
Clinical/Vocational	48.66	46.10
Other	26.86	28.24
General Job Description		
No Response	14.14	16.83
Psychiatrist/Physician	1.50	0.89
Administration/Manager	11.61	10.82
Secretary/Receptionist/Clerk/Clerical	9.00	9.56
Nurse	2.92	5.03
Psy/Rehab/Behavioral Tech	3.55	3.08
Therapist/Counselor	19.98	18.65
Case Manager	25.83	17.58
Maintenance/Groundskeeper/Custodial/Housekeeping	0.71	1.31
Other	10.74	16.27
Full-Time/Part-Time		
No Response	6.40	10.73
Full-time (Reg. scheduled for 30 hrs/wk or more)	85.47	77.98
Part-time (Reg. scheduled for at least 16 hrs/wk)	7.50	9.58
(Relief/On-Call)	0.63	1.70
Gender		
No Response	7.27	12.62
Female	25.12	19.89
Male	67.61	67.49
Education		
No Response	9.64	12.13
High school or GED	8.06	7.59
Vocational Training	2.13	3.04
Some College	22.59	18.78
College Graduate	31.04	25.62
Masters Degree	24.33	31.66
Doctorate/MD	2.21	1.17
Number of years with organization		
No Response	32.15	10.59
0-1	15.64	22.26
1-5	30.57	34.68
5+	21.64	32.47
Number of years in current position		
No Response	33.02	11.59
0-1	18.09	27.58
1-5	32.31	36.82
5+	16.59	24.02

Summary Statistics Table – Example Site

Question	ORG Count	mhca Count	ORG Mean	mhca Mean	ORG Std Dev	mhca Std Dev	ORG 95% Conf Int	mhca 95% Conf Int
Accomplishment								
Work gives feeling of accomplishment	1256	2076	4.25	4.22	0.72	0.90	4.21 - 4.29	4.19 - 4.26
I feel my work is worthwhile	1257	2065	4.34	4.32	0.70	0.85	4.30 - 4.38	4.28 - 4.35
Creativity and innovation encouraged	1252	2071	3.89	3.73	0.96	1.14	3.83 - 3.94	3.68 - 3.78
I enjoy my work	1253	2069	4.19	4.19	0.77	0.86	4.15 - 4.23	4.16 - 4.23
I am proud of the work I do	1255	2066	4.44	4.42	0.66	0.76	4.41 - 4.48	4.39 - 4.46
Domain Summary	1252	2065	4.22	4.18	0.79	0.94		
Co-workers-Interaction								
Co-workers positive about their job	1250	2077	3.37	3.27	1.00	1.17	3.32 - 3.43	3.22 - 3.33
I have the support of my co-workers	1255	2077	4.07	4.05	0.83	0.96	4.02 - 4.11	4.01 - 4.09
Comfortable consulting with other staff	1254	2076	4.13	4.06	0.80	0.97	4.09 - 4.18	4.02 - 4.10
I trust my co-workers	1254	2073	3.87	3.83	0.92	1.03	3.82 - 3.92	3.79 - 3.88
Turn-over rate is low among co-workers	1235	2070	3.28	3.13	1.25	1.32	3.21 - 3.35	3.07 - 3.18
I have access to assistance needed	1243	2063	3.88	3.76	0.89	1.07	3.83 - 3.93	3.71 - 3.81
Workload evenly distributed	1246	2066	3.45	3.36	1.08	1.20	3.39 - 3.51	3.31 - 3.41
Administration cares about the staff	1244	2065	3.50	3.33	1.15	1.31	3.44 - 3.57	3.27 - 3.39
Domain Summary	1235	2063	3.70	3.60	1.04	1.19		
Supervision								
I am trusted by my supervisor	1259	2081	4.33	4.27	0.80	0.95	4.29 - 4.38	4.23 - 4.31
Supervision is available when needed	1256	2074	4.15	4.02	0.89	1.04	4.10 - 4.20	3.98 - 4.07
I receive the training I need	1257	2074	3.91	3.82	0.97	1.10	3.86 - 3.96	3.77 - 3.86
Supervisor is available	1254	2073	4.22	4.09	0.86	1.03	4.17 - 4.26	4.05 - 4.14
I have access to a mentor	1251	2071	3.67	3.63	1.06	1.17	3.61 - 3.73	3.58 - 3.68
I receive feedback on job performance	1255	2068	3.85	3.73	1.00	1.15	3.80 - 3.91	3.68 - 3.78
Domain Summary	1251	2068	4.02	3.93	0.96	1.10		
Management-Leadership								
I am able to provide company input	1253	2072	3.39	3.23	1.05	1.18	3.34 - 3.45	3.18 - 3.28
I am able to talk with administration	1255	2070	3.58	3.48	1.05	1.18	3.53 - 3.64	3.43 - 3.53
I understand my role in the organization	1254	2071	4.09	4.05	0.70	0.87	4.05 - 4.13	4.01 - 4.09
I understand the organization structure	1255	2072	3.91	3.84	0.82	0.98	3.86 - 3.95	3.80 - 3.88
I have confidence in the management team	1254	2066	3.66	3.49	1.02	1.19	3.61 - 3.72	3.44 - 3.54
Domain Summary	1253	2066	3.73	3.62	0.97	1.13		
Communication								
Communication is good in the organization	1256	2082	3.05	2.90	1.12	1.22	2.99 - 3.11	2.84 - 2.95
Good communication from site to site	1247	2073	2.97	2.91	1.03	1.13	2.91 - 3.02	2.86 - 2.95
Information is provided on major changes	1252	2075	3.53	3.40	1.01	1.12	3.48 - 3.59	3.36 - 3.45
Teams are formed with clear directives	1254	2066	3.48	3.26	0.93	1.08	3.43 - 3.53	3.22 - 3.31
Organization priorities are well defined	1247	2065	3.46	3.30	0.97	1.13	3.41 - 3.51	3.25 - 3.35
Domain Summary	1247	2065	3.30	3.15	1.04	1.16		
Paperwork-Resources								
Paperwork is not redundant	1245	2066	2.67	2.87	1.15	1.21	2.60 - 2.73	2.82 - 2.92
I have enough time to complete all tasks	1257	2072	3.03	3.15	1.19	1.25	2.96 - 3.09	3.10 - 3.20
Paperwork required is 'useful'	1258	2070	3.39	3.46	1.04	1.07	3.34 - 3.45	3.42 - 3.51
Material and equipment to do my job	1252	2069	3.63	3.69	1.05	1.06	3.57 - 3.69	3.64 - 3.74
Technology effective to accomplish tasks	1253	2069	3.21	3.38	1.16	1.18	3.15 - 3.28	3.33 - 3.44
Domain Summary	1245	2066	3.19	3.31	1.16	1.19		

Summary Statistics Table (continued)

Question	ORG Count	mhca Count	ORG Mean	mhca Mean	ORG Std Dev	mhca Std Dev	ORG 95% Conf Int	mhca 95% Conf Int
Growth-Personal and Job								
Allowed time for professional growth	1254	2075	3.69	3.55	0.98	1.09	3.64 - 3.75	3.50 - 3.60
I am provided resources to learn more	1254	2076	3.69	3.56	0.92	1.06	3.64 - 3.74	3.52 - 3.61
Opportunities for advancement	1255	2075	3.26	3.22	1.08	1.16	3.20 - 3.32	3.17 - 3.27
Opportunities for continuing education	1249	2074	3.74	3.47	0.98	1.12	3.69 - 3.79	3.42 - 3.52
I know what is required for advancement	1250	2076	3.45	3.32	1.02	1.15	3.40 - 3.51	3.27 - 3.37
Training is provided to support changes	1253	2073	3.67	3.48	0.94	1.07	3.62 - 3.72	3.43 - 3.53
Training provided is beneficial	1250	2070	3.72	3.60	0.90	1.02	3.67 - 3.77	3.56 - 3.65
Opportunity to take on new projects	1249	2078	3.54	3.43	0.95	1.07	3.49 - 3.59	3.38 - 3.48
Opportunity to be a leader	1248	2075	3.36	3.21	1.06	1.16	3.30 - 3.41	3.16 - 3.26
I take initiative to learn new things	1249	2070	4.24	4.29	0.64	0.74	4.21 - 4.28	4.25 - 4.32
Provided challenge needed for growth	1245	2070	3.80	3.74	0.92	1.06	3.75 - 3.86	3.69 - 3.78
Domain Summary	1245	2070	3.65	3.53	0.98	1.10		
Pressure-Stress Aspects of Job								
Support to complete tasks required	1258	2080	3.32	3.34	1.11	1.18	3.25 - 3.38	3.29 - 3.39
Current duties considered	1258	2079	3.22	3.17	1.12	1.26	3.16 - 3.29	3.12 - 3.23
My workload is reasonable	1248	2078	3.35	3.33	1.08	1.20	3.29 - 3.41	3.28 - 3.38
There is sufficient staff	1250	2078	3.10	2.92	1.19	1.29	3.03 - 3.16	2.86 - 2.97
Provided activities to prevent burnout	1257	2080	2.95	2.80	1.16	1.26	2.89 - 3.02	2.75 - 2.85
Domain Summary	1248	2078	3.19	3.11	1.14	1.26		
Compensation and Benefits								
Salaries are competitive	1256	2085	2.86	2.72	1.21	1.25	2.79 - 2.93	2.67 - 2.77
Extra work is compensated fairly	1249	2079	2.91	2.78	1.12	1.23	2.85 - 2.97	2.73 - 2.84
Benefits comparable to similar places	1248	2080	3.35	3.35	0.95	1.18	3.53 - 3.64	3.30 - 3.40
Benefit packages offered meet my needs	1251	2090	3.60	3.40	0.97	1.21	3.55 - 3.66	3.35 - 3.45
Consistency in pay within organization	1247	2081	3.28	3.07	1.01	1.19	3.23 - 3.34	3.02 - 3.12
Domain Summary	1247	2079	3.25	3.06	1.10	1.24		
Organization Policies and Procedures								
Organization policies equally applied	1246	2089	3.54	3.39	0.99	1.13	3.49 - 3.60	3.34 - 3.43
Organization policies are reasonable	1247	2087	3.79	3.69	0.81	0.95	3.74 - 3.83	3.65 - 3.74
Procedures required are reasonable	1247	2079	3.74	3.68	0.84	0.96	3.69 - 3.79	3.63 - 3.72
Domain Summary	1246	2079	3.69	3.58	0.89	1.03		
Physical Environment								
There is enough space to do my work	1252	2097	3.56	3.53	1.18	1.22	3.49 - 3.62	3.47 - 3.58
Automobile parking is convenient	1251	2087	3.78	3.51	1.05	1.27	3.73 - 3.84	3.45 - 3.56
I enjoy the actual working conditions	1250	2091	3.73	3.64	0.99	1.09	3.68 - 3.79	3.59 - 3.68
Work area provides confidentiality	1248	2088	3.57	3.50	1.18	1.27	3.51 - 3.64	3.45 - 3.56
Few distractions interrupt my work	1247	2101	2.97	3.02	1.25	1.28	2.90 - 3.04	2.97 - 3.08
Job safety receives adequate attention	1248	2094	3.88	3.70	0.91	1.08	3.83 - 3.93	3.65 - 3.74
Domain Summary	1247	2087	3.58	3.48	1.14	1.22		
Recognition								
The community recognizes our work	1250	2103	3.74	3.70	0.93	1.02	3.68 - 3.79	3.66 - 3.74
I receive praise from others	1250	2089	3.58	3.53	1.06	1.16	3.52 - 3.64	3.48 - 3.58
Recognition within the organization	1249	2091	3.53	3.34	1.05	1.21	3.47 - 3.59	3.29 - 3.39
Domain Summary	1249	2089	3.61	3.52	1.01	1.14		
Overall Satisfaction								
I am satisfied with my job	1244	2095	3.91	3.84	0.90	1.02	3.86 - 3.96	3.80 - 3.89
I would recommend this organization	1241	2072	3.86	3.72	1.00	1.12	3.81 - 3.92	3.67 - 3.77
Domain Summary	1241	2072	3.88	3.78	0.95	1.07		
Grand Mean	1235	2063	3.61	3.52	1.07	1.18		

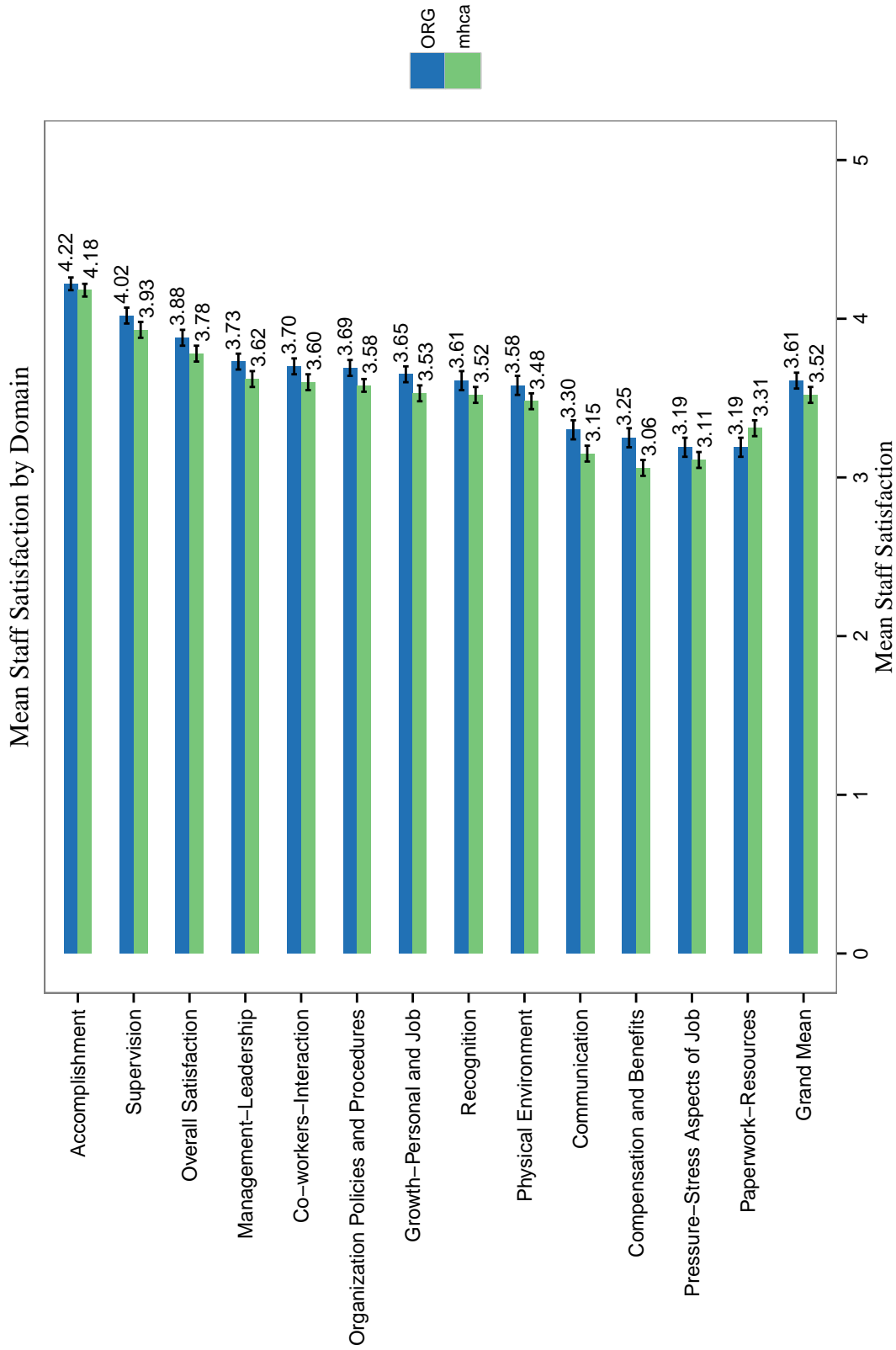
Percent Satisfaction Table – Example Site

Question	ORG % Str	Disagree	mhca % Str	Disagree	ORG % Disagree	mhca % Disagree	ORG % Neutral	mhca % Neutral	ORG % Agree	mhca % Agree	ORG % Str	Agree	mhca % Str	Agree
Accomplishment														
Work gives feeling of accomplishment	1		2		2	3	6	8	54	44	37	54	44	43
I feel my work is worthwhile	1		2		2	2	4	7	49	41	44	49	41	48
Creativity and innovation encouraged	2		6		8	9	17	19	46	38	27	46	38	28
I enjoy my work	1		2		2	3	10	10	51	40	36	51	40	40
I am proud of the work I do	0		1		1	1	6	1	41	37	52	41	37	54
Domain Summary	1		3		3	4	9	10	48	41	39	48	41	43
Co-workers-Interaction														
Co-workers positive about their job	5		10		16	16	25	23	46	38	8	46	38	13
I have the support of my co-workers	1		3		4	5	11	11	54	46	30	54	46	35
Comfortable consulting with other staff	1		3		3	5	11	11	52	45	33	52	45	36
I trust my co-workers	3		4		5	6	19	19	50	44	23	50	44	27
Turn-over rate is low among co-workers	11		16		17	18	21	21	34	29	17	34	29	16
I have access to assistance needed	2		5		7	9	14	15	55	47	22	55	47	24
Workload evenly distributed	7		10		14	14	20	20	47	40	12	47	40	16
Administration cares about the staff	8		14		12	14	21	19	40	33	19	40	33	20
Domain Summary	5		8		10	11	18	17	47	40	20	47	40	23
Supervision														
I am trusted by my supervisor	1		3		3	4	4	5	44	39	48	44	39	49
Supervision is available when needed	2		4		5	6	7	11	48	41	38	48	41	38
I receive the training I need	3		4		8	10	11	15	51	41	27	51	41	30
Supervisor is available	1		4		4	6	8	10	45	38	42	45	38	42
I have access to a mentor	5		6		8	11	25	23	39	33	23	39	33	27
I receive feedback on job performance	3		6		8	11	15	16	49	38	25	49	38	29
Domain Summary	2		4		6	8	12	13	46	38	34	46	38	36
Management-Leadership														
I am able to provide company input	6		10		14	17	27	26	41	34	12	41	34	13
I understand my role in the organization	5		8		12	12	19	22	47	38	17	47	38	20
I understand the organization structure	2		4		3	3	8	10	64	55	24	64	55	29
I have confidence in the management team	4		9		9	10	23	22	44	39	20	44	39	20
Domain Summary	4		7		9	10	18	19	51	44	18	51	44	21
Communication														
Communication is good in the organization	10		16		23	24	26	24	33	27	8	33	27	9
Good communication from site to site	9		13		25	23	32	31	30	26	4	30	26	7
Information is provided on major changes	5		8		13	14	19	21	51	44	12	51	44	13
Teams are formed with clear directives	4		8		10	13	31	34	45	35	10	45	35	10
Organization priorities are well defined	4		9		12	15	28	26	46	38	10	46	38	12
Domain Summary	6		11		17	18	27	27	41	34	9	41	34	10
Paperwork-Resources														
Paperwork is not redundant	19		16		28	25	24	23	26	28	3	26	28	8
I have enough time to complete all tasks	13		13		24	20	17	17	39	38	7	39	38	12
Paperwork required is 'useful'	7		6		13	12	23	25	48	43	9	48	43	14
Material and equipment to do my job	6		6		11	10	12	13	57	52	14	57	52	19
Technology effective to accomplish tasks	11		10		17	14	20	19	43	42	9	43	42	15
Domain Summary	11		10		19	16	19	19	43	41	8	43	41	14

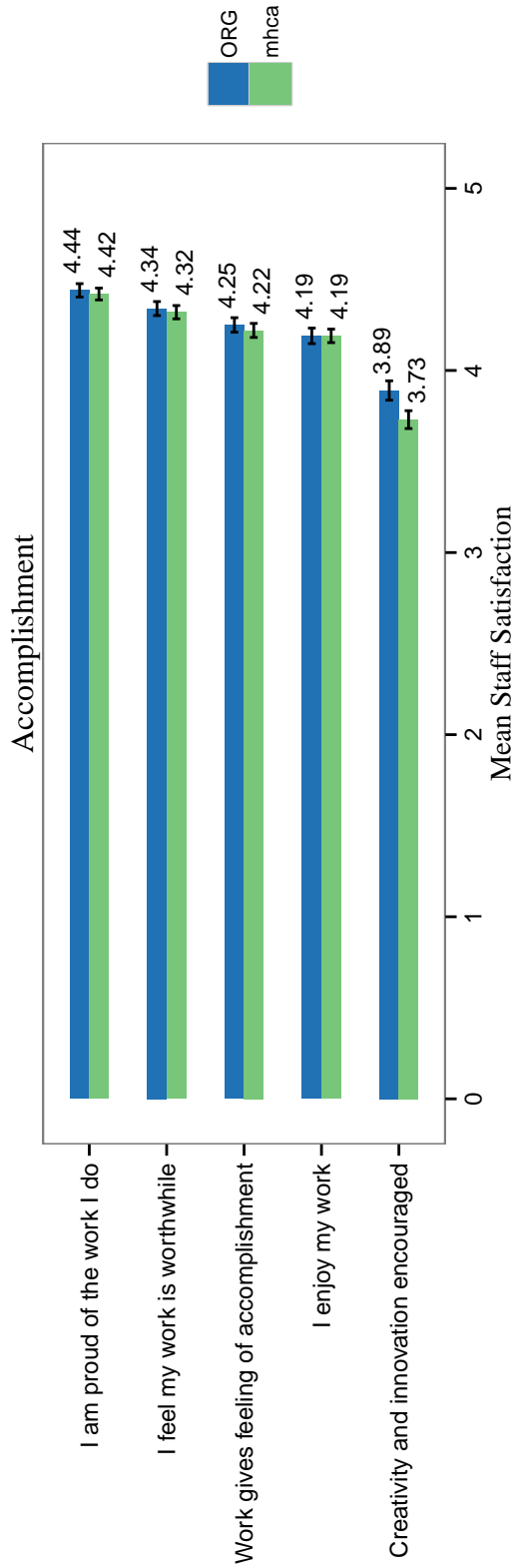
Percent Satisfaction Table (continued)

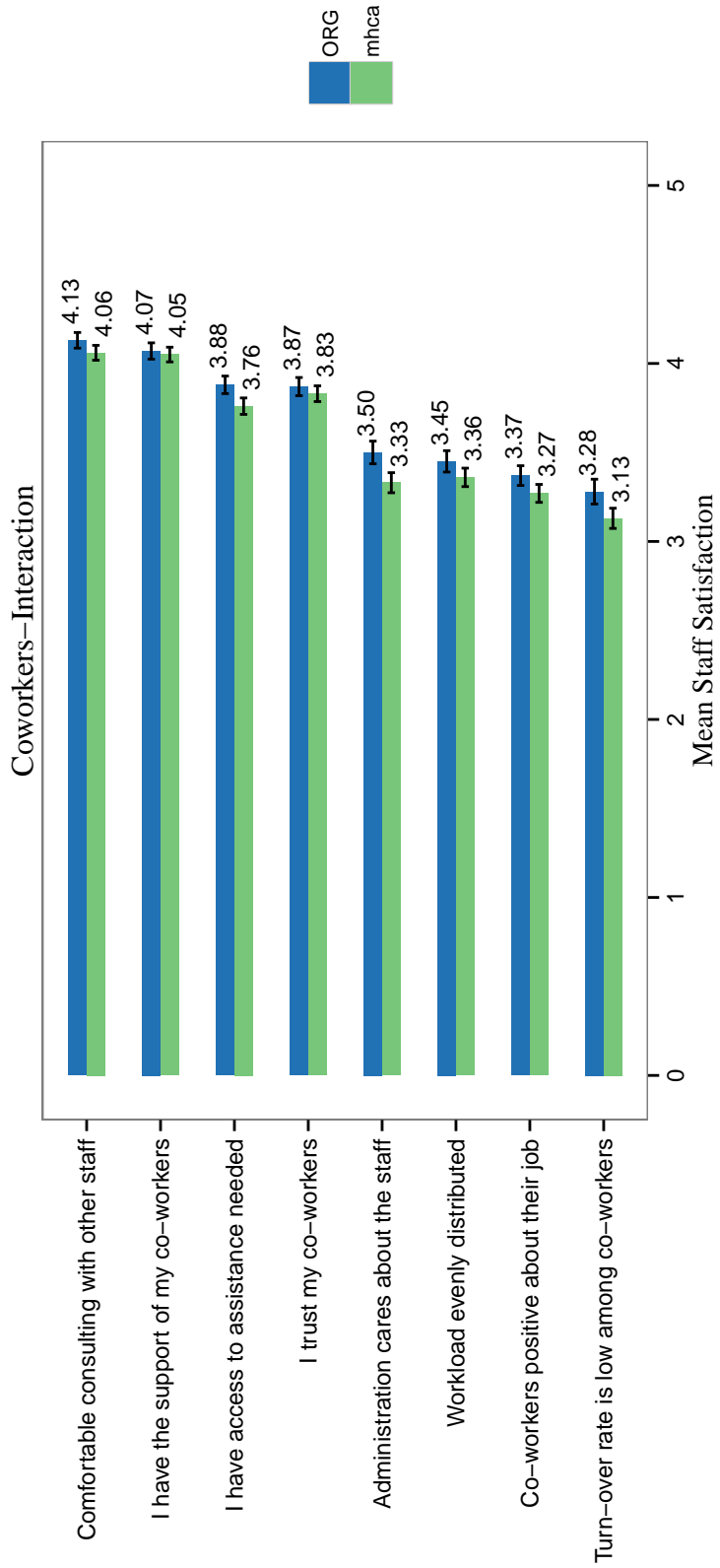
Question	ORG % Str Disagree	mhca % Str Disagree	ORG % Disagree	mhca % Disagree	ORG % Neutral	mhca % Neutral	ORG % Agree	mhca % Agree	ORG % Str Agree	mhca % Str Agree
Growth-Personal and Job										
Allowed time for professional growth	3	6	10	11	19	22	51	43	17	18
I am provided resources to learn more	2	5	10	11	19	22	54	46	15	16
Opportunities for advancement	8	9	14	17	33	28	35	33	10	13
Opportunities for continuing education	3	6	9	13	24	17	52	40	19	17
I know what is required for advancement	4	8	13	16	28	25	43	38	12	13
Training is provided to support changes	3	6	9	13	20	22	54	45	14	14
Training provided is beneficial	3	5	6	8	20	24	56	47	15	16
Opportunity to take on new projects	4	6	10	11	27	28	47	41	12	14
Opportunity to be a leader	7	10	13	16	29	29	40	33	11	12
I take initiative to learn new things	0	1	1	1	6	6	60	51	33	41
Provided challenge needed for growth	2	4	7	8	19	20	52	44	20	24
Domain Summary	4	6	9	11	22	23	49	42	16	18
Pressure-Stress Aspects of Job										
Support to complete tasks required	7	9	19	16	17	19	47	42	10	14
Current duties considered	9	13	20	18	20	20	43	36	8	13
My workload is reasonable	8	10	16	15	18	19	50	42	8	14
There is sufficient staff	13	17	20	24	19	19	40	30	8	10
Provided activities to prevent burnout	13	20	23	23	26	22	31	26	7	9
Domain Summary	10	14	20	19	20	20	42	35	8	12
Compensation and Benefits										
Salaries are competitive	17	23	25	21	20	24	31	26	7	6
Extra work is compensated fairly	13	20	22	20	31	29	29	24	5	7
Benefits comparable to similar places	4	11	9	10	24	26	51	39	12	14
Benefit packages offered meet my needs	4	11	11	12	19	20	53	40	13	17
Consistency in pay within organization	7	14	13	14	33	30	39	33	8	9
Domain Summary	9	16	16	15	25	26	41	32	9	11
Organization Policies and Procedures										
Organization policies equally applied	5	9	9	12	24	23	50	43	12	13
Organization policies are reasonable	2	4	5	5	18	21	62	55	13	15
Procedures required are reasonable	2	4	6	6	20	22	59	54	13	14
Domain Summary	3	6	7	8	21	22	57	51	13	14
Physical Environment										
There is enough space to do my work	9	10	13	13	9	11	51	47	18	19
Automobile parking is convenient	6	12	7	12	10	11	56	44	21	21
I enjoy the actual working conditions	4	6	8	10	17	19	52	44	19	21
Work area provides confidentiality	8	11	13	14	13	10	46	43	20	22
Few distractions interrupt my work	15	16	26	22	16	17	33	33	10	12
Job safety receives adequate attention	3	7	5	8	13	15	58	50	21	20
Domain Summary	8	10	12	13	13	14	49	44	18	19
Recognition										
The community recognizes our work	2	4	8	8	22	21	50	46	18	21
I receive praise from others	5	8	13	12	19	19	46	41	17	20
Recognition within the organization	5	10	13	15	21	21	46	38	15	16
Domain Summary	4	7	11	12	21	20	47	42	17	19
Overall Satisfaction										
I am satisfied with my job	2	4	6	8	16	15	52	46	24	27
I would recommend this organization	3	6	6	8	19	21	44	39	28	26
Domain Summary	2	5	6	8	18	18	48	42	26	26
Grand Mean	5	8	11	12	19	20	47	40	18	20

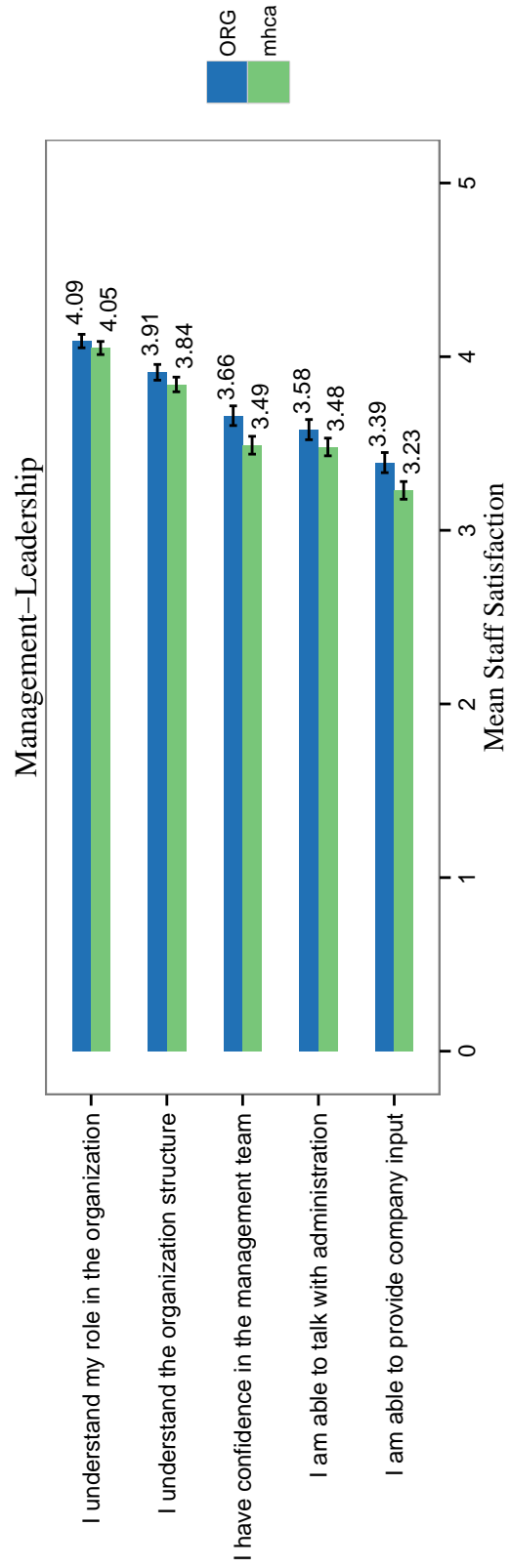
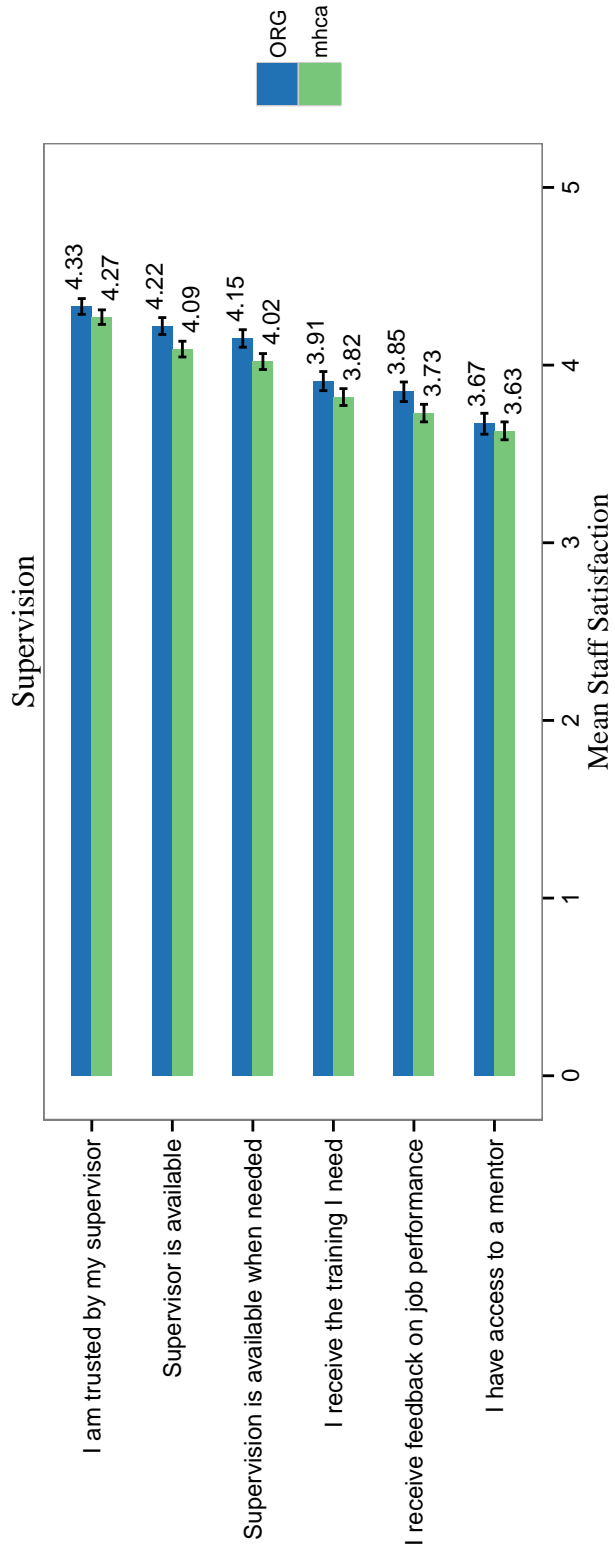
Staff Satisfaction by Domain – Example Site

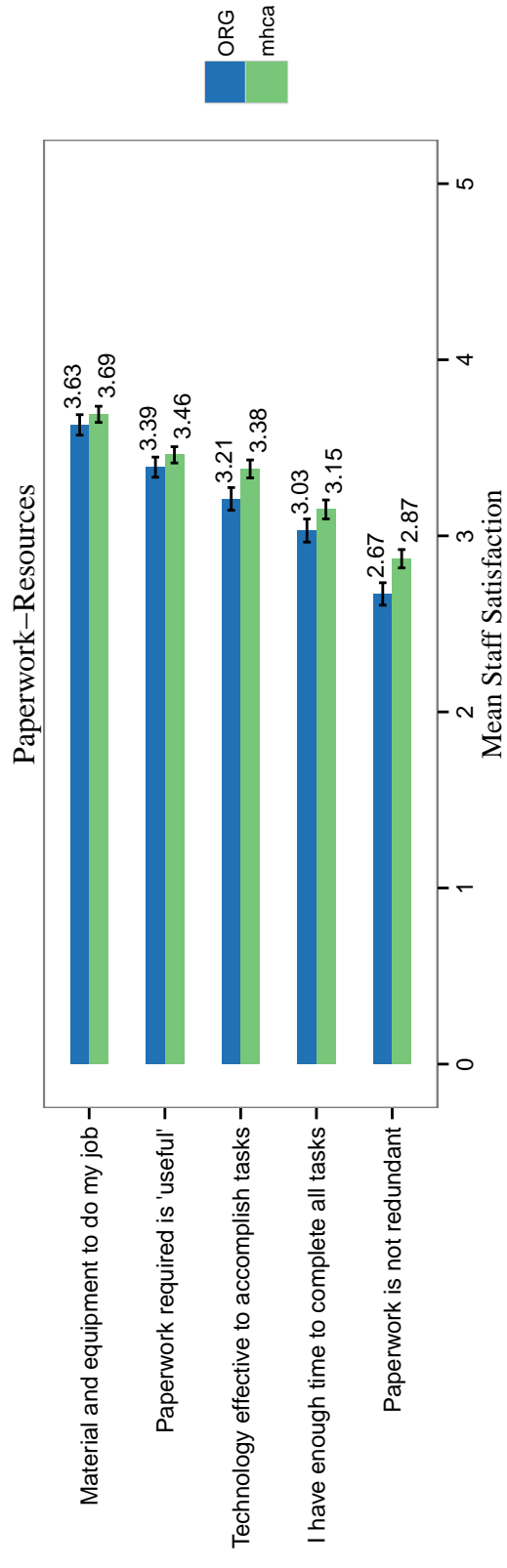
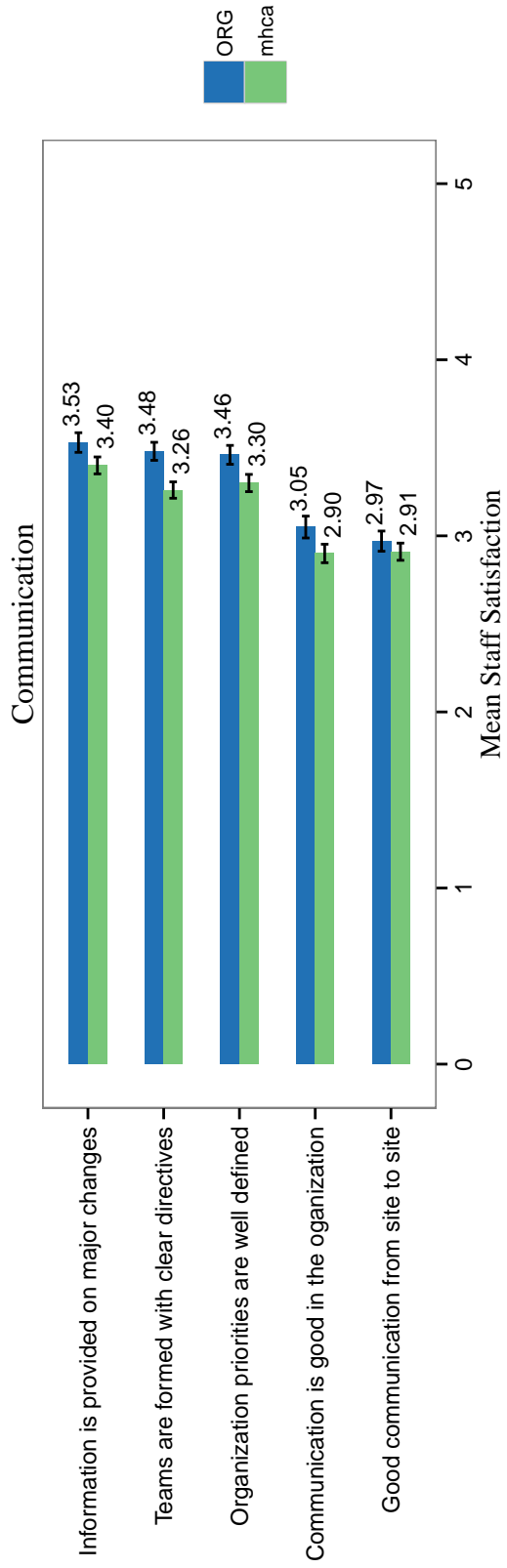


Staff Satisfaction Items Sorted by Satisfaction Score – Example Site

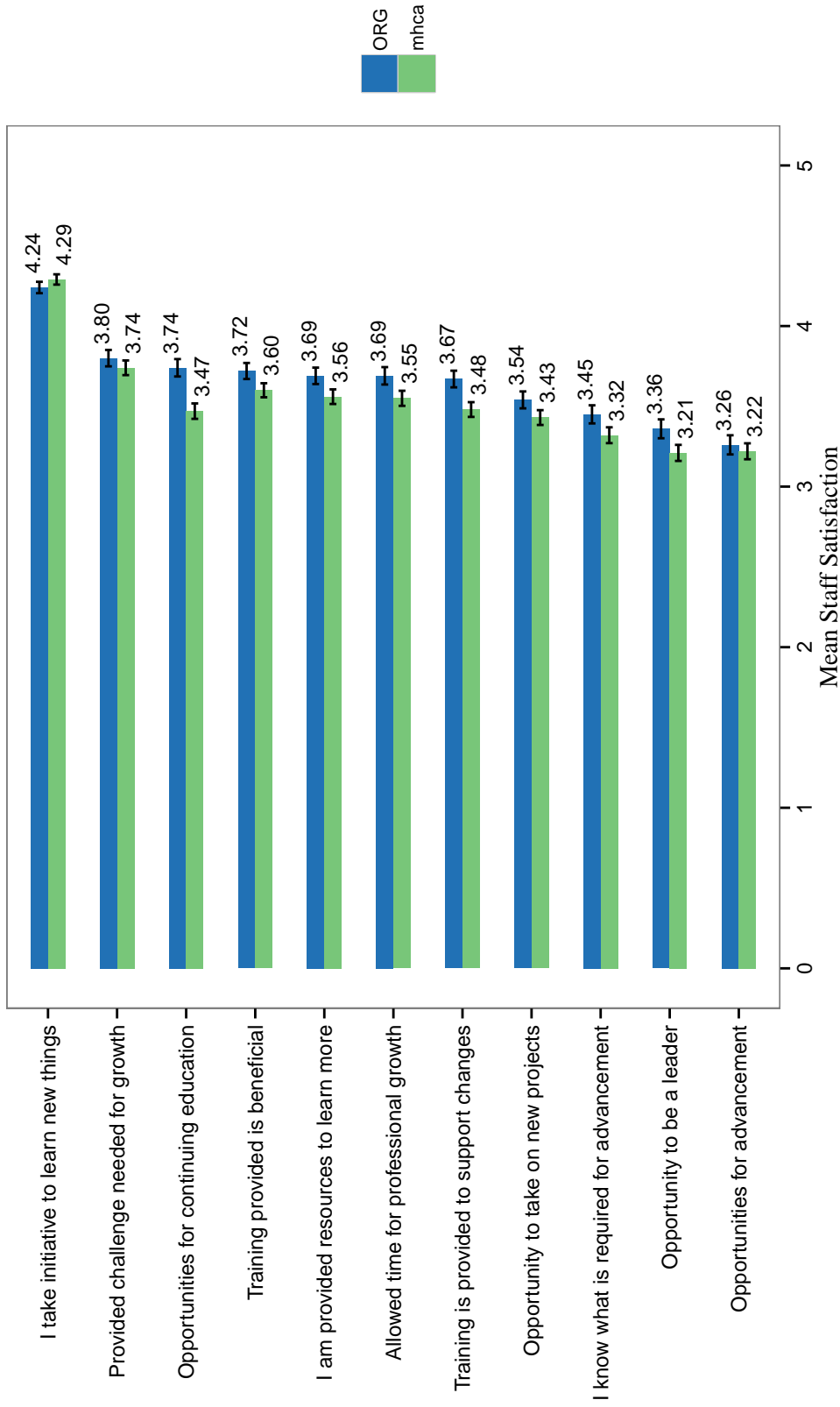


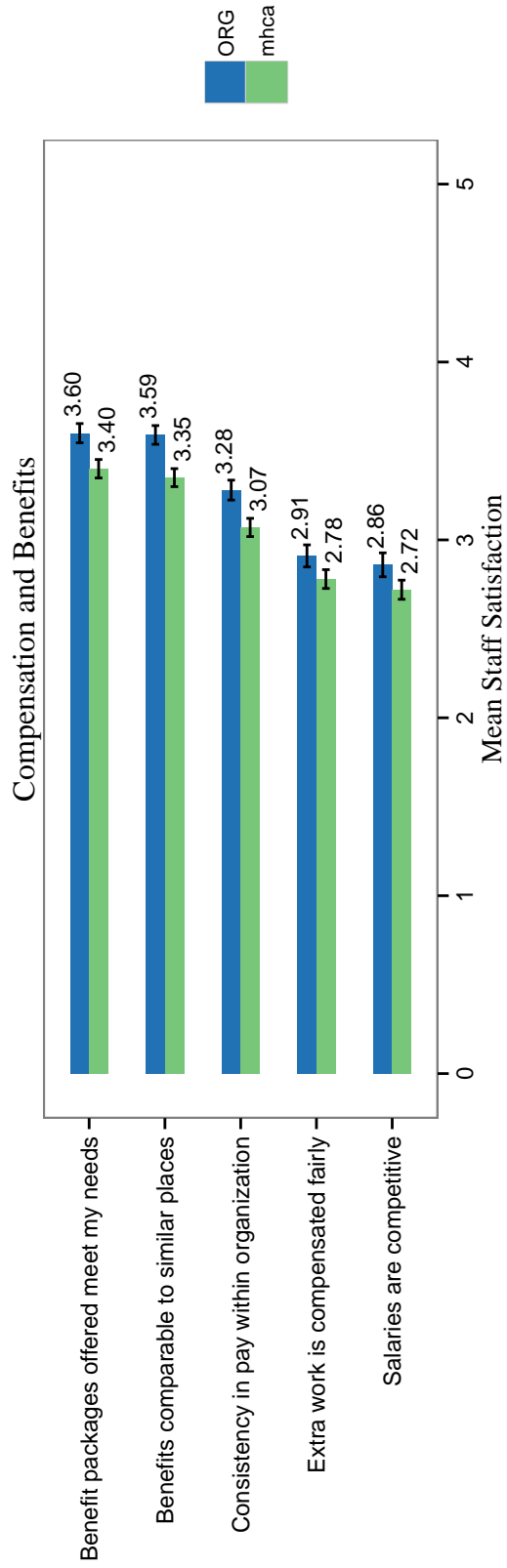
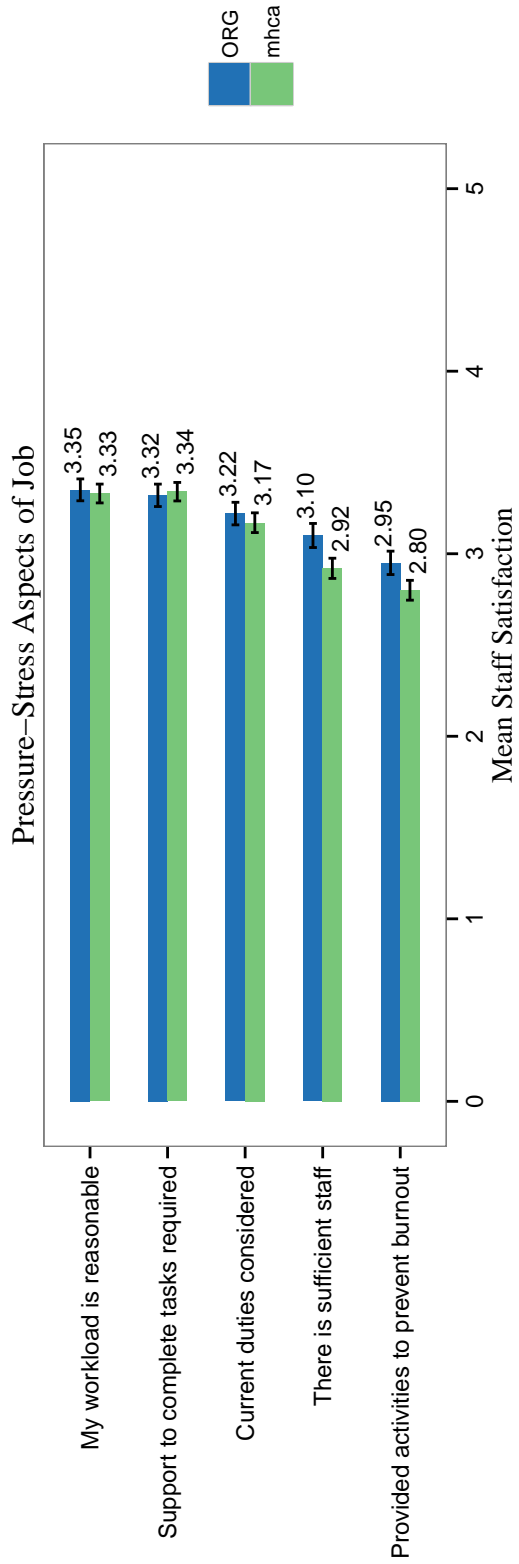


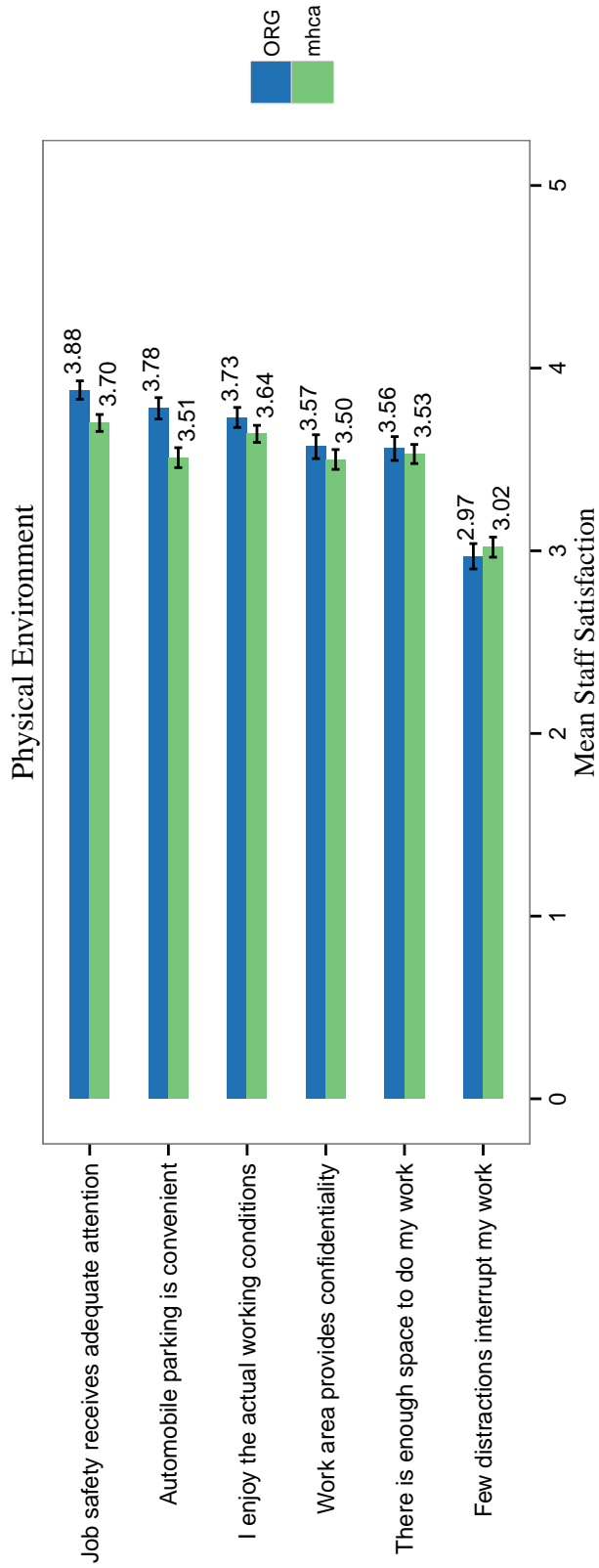
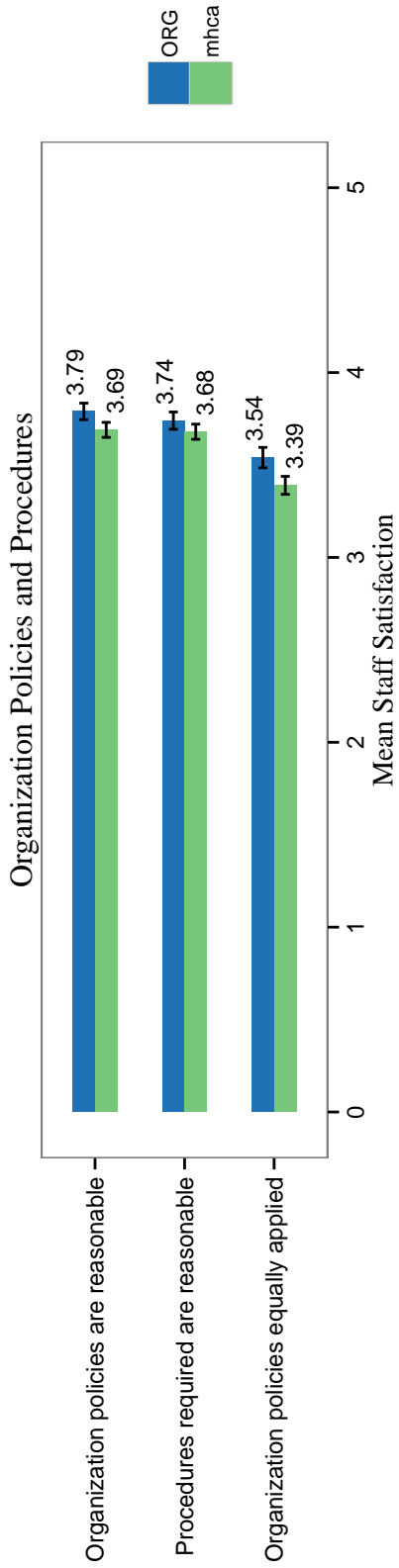


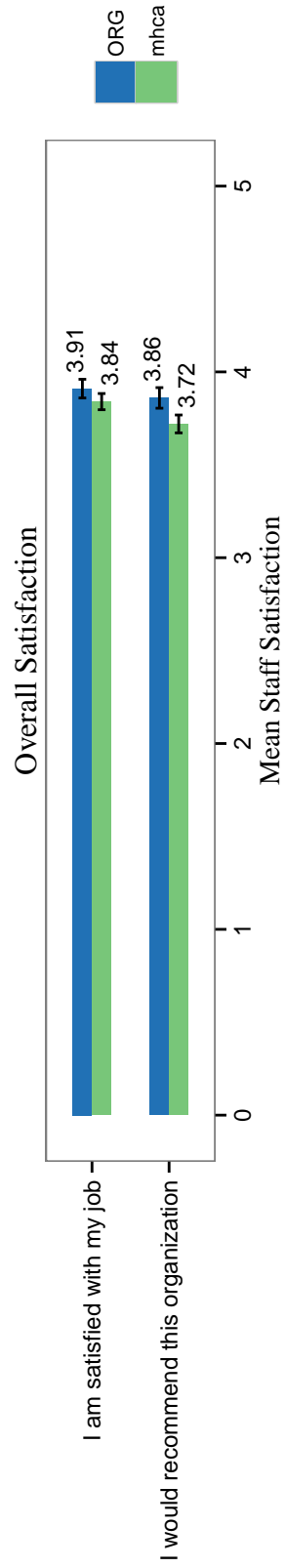
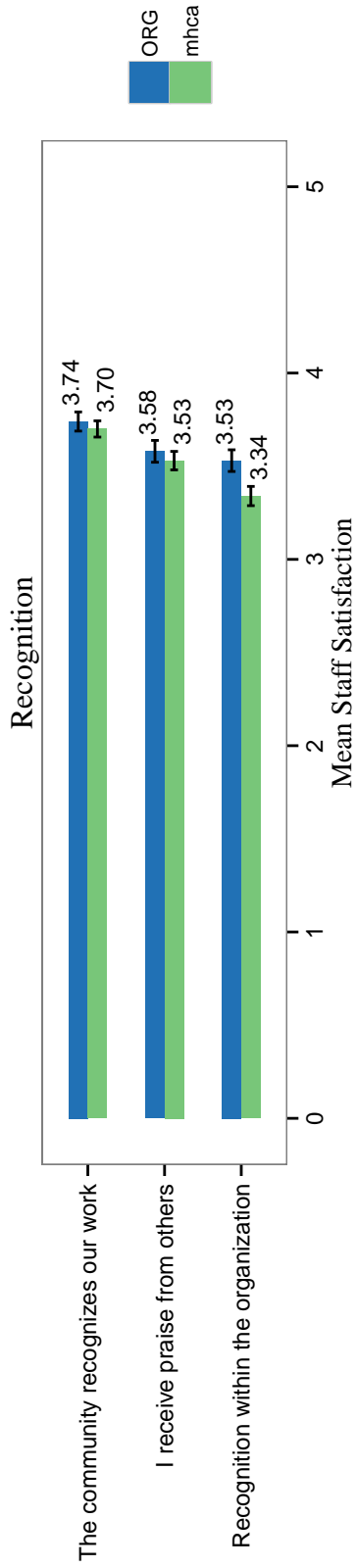


Growth—Personal and Job







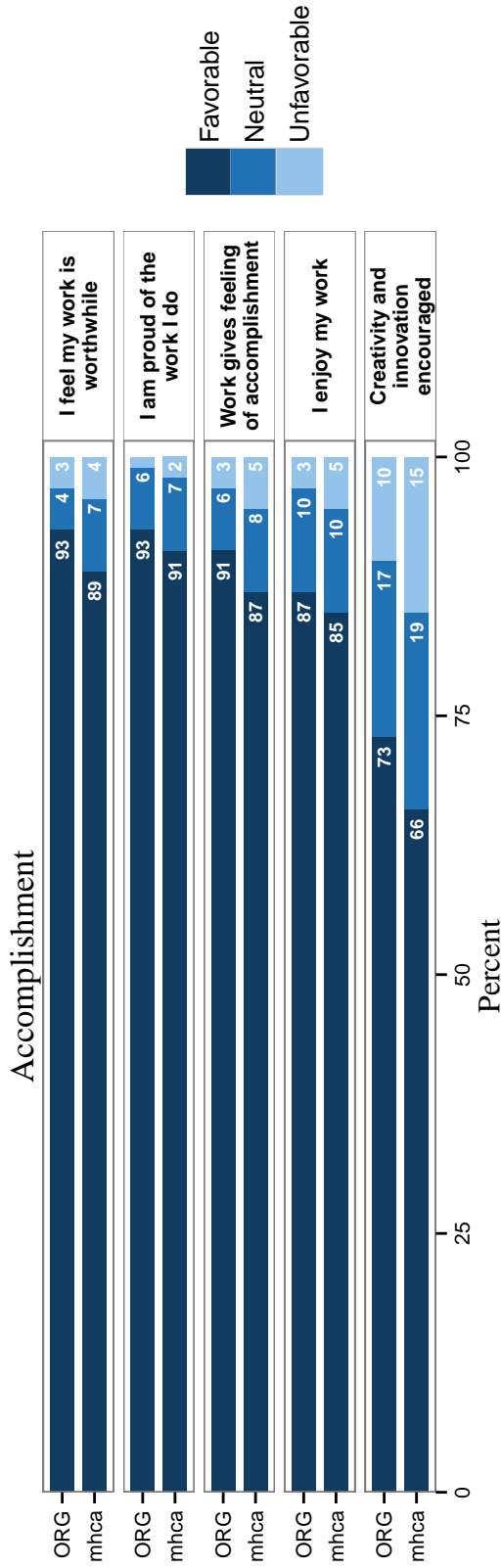


Favorable/Unfavorable Satisfaction Scores by Item – Example Site

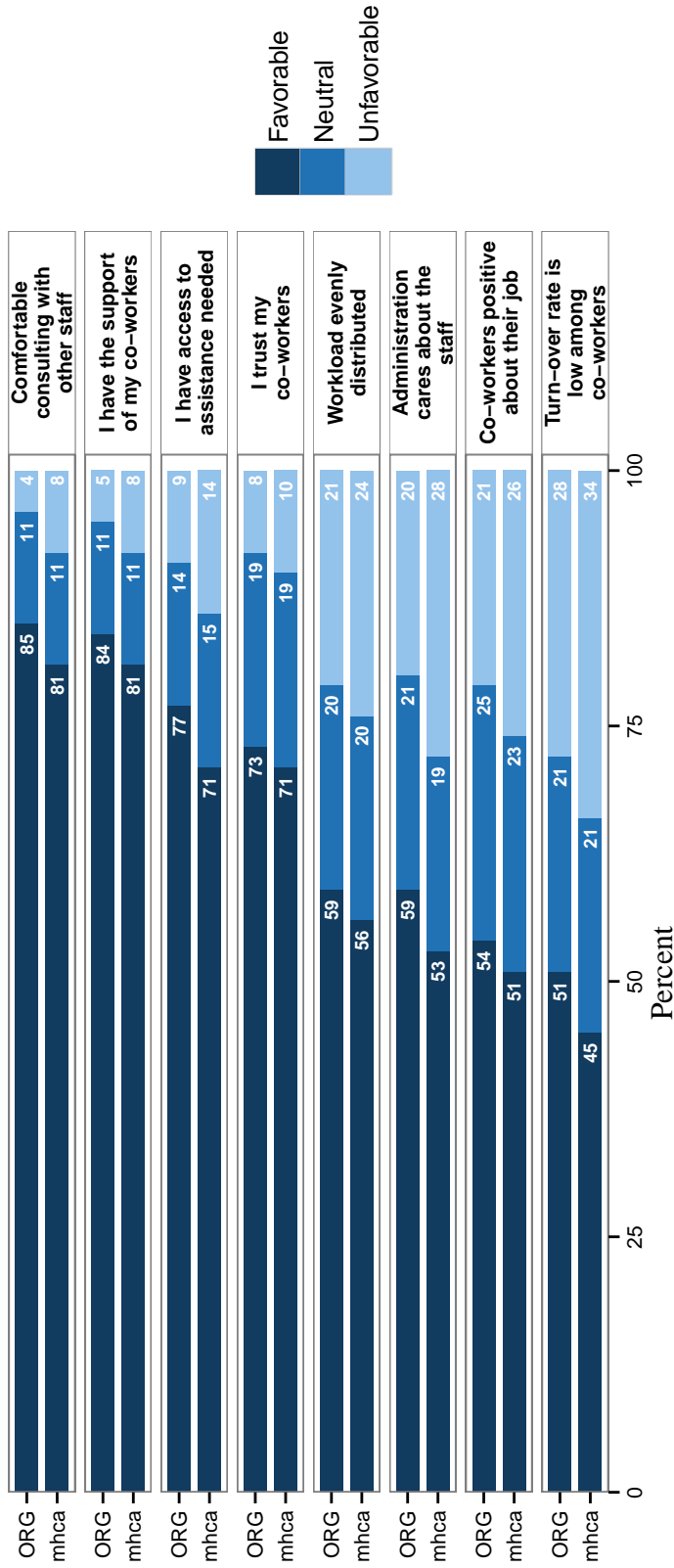
Favorable = Staff rated as Strongly Agree or Agree

Neutral = Staff rated as Neutral

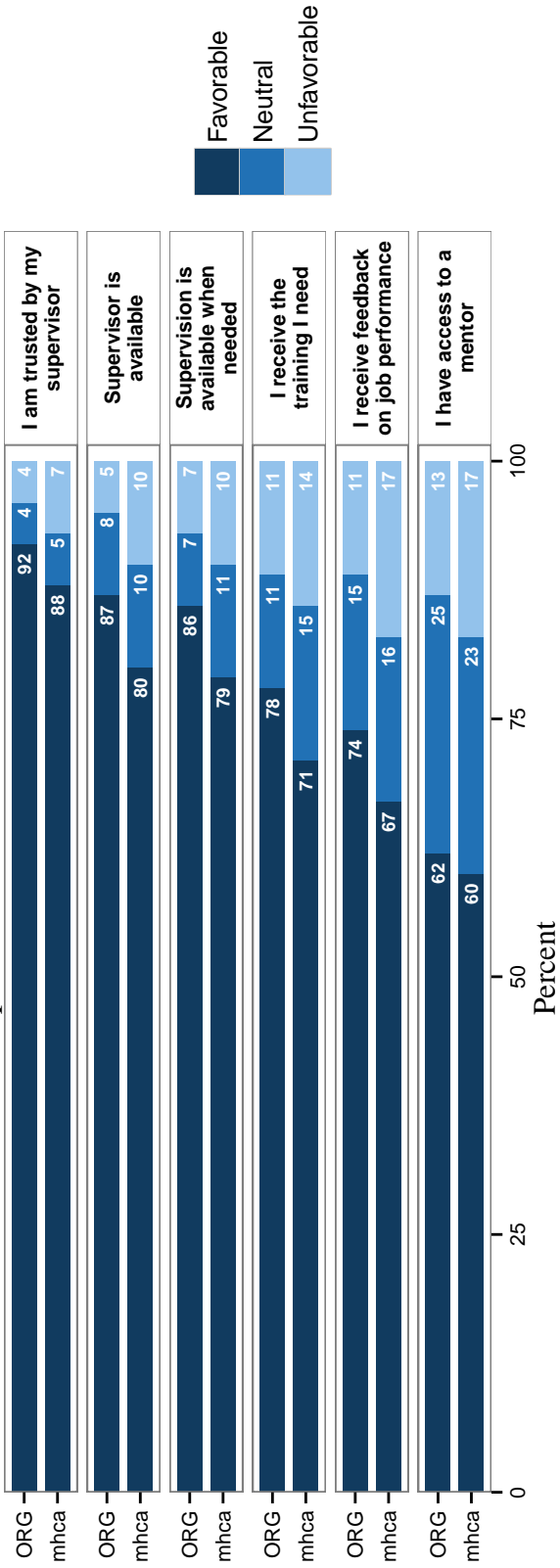
Unfavorable = Staff rated as Disagree or Strongly Disagree



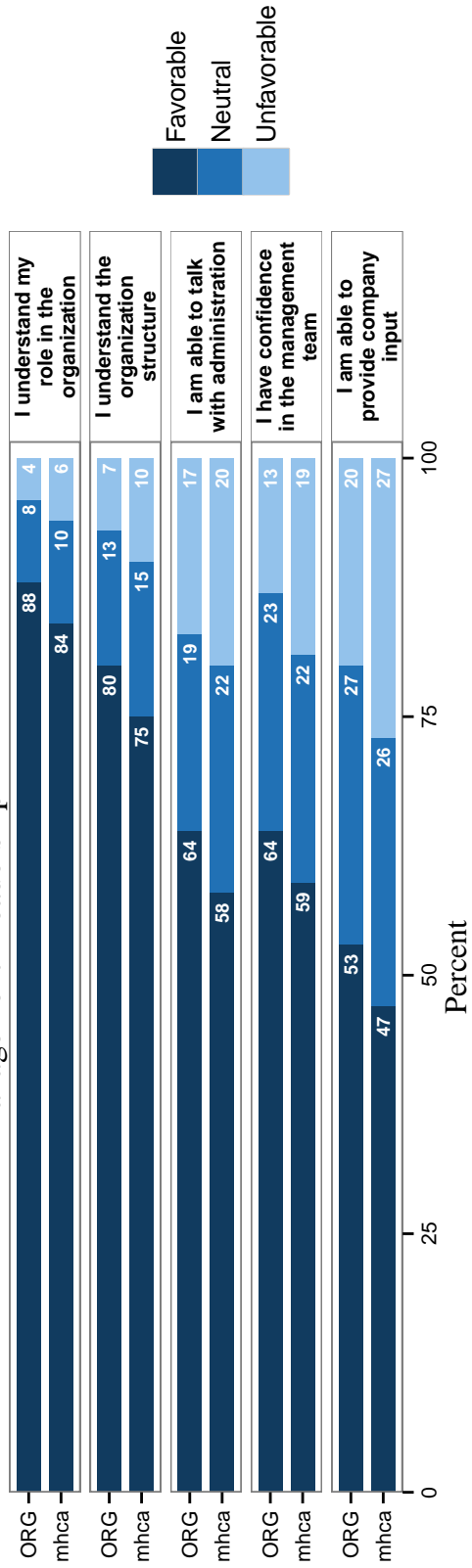
Co-workers—Interaction



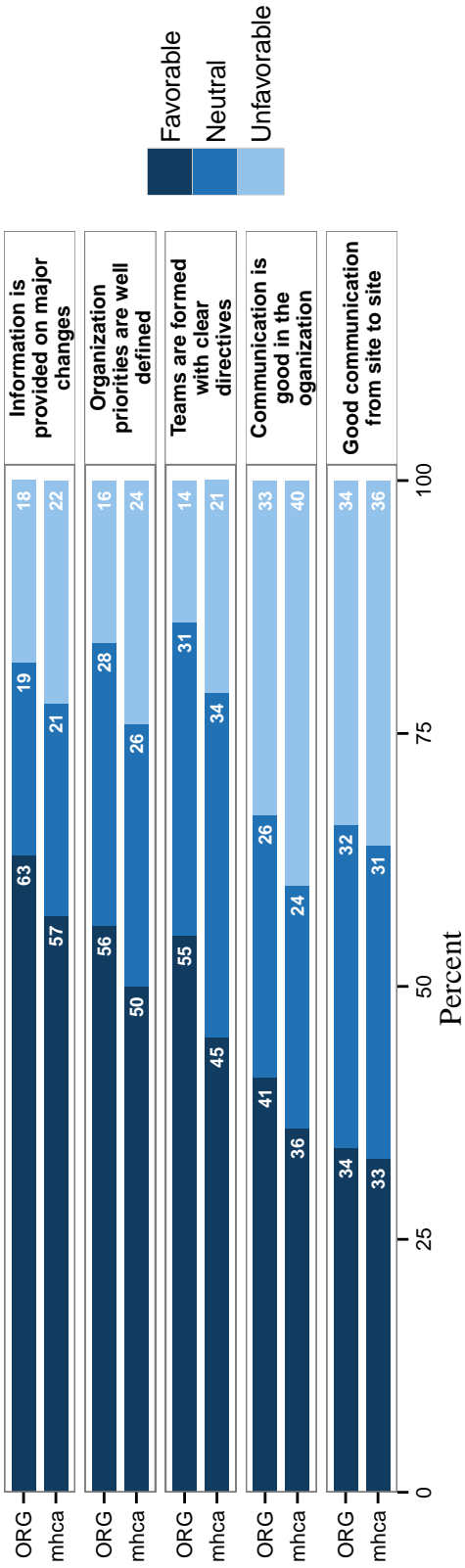
Supervision



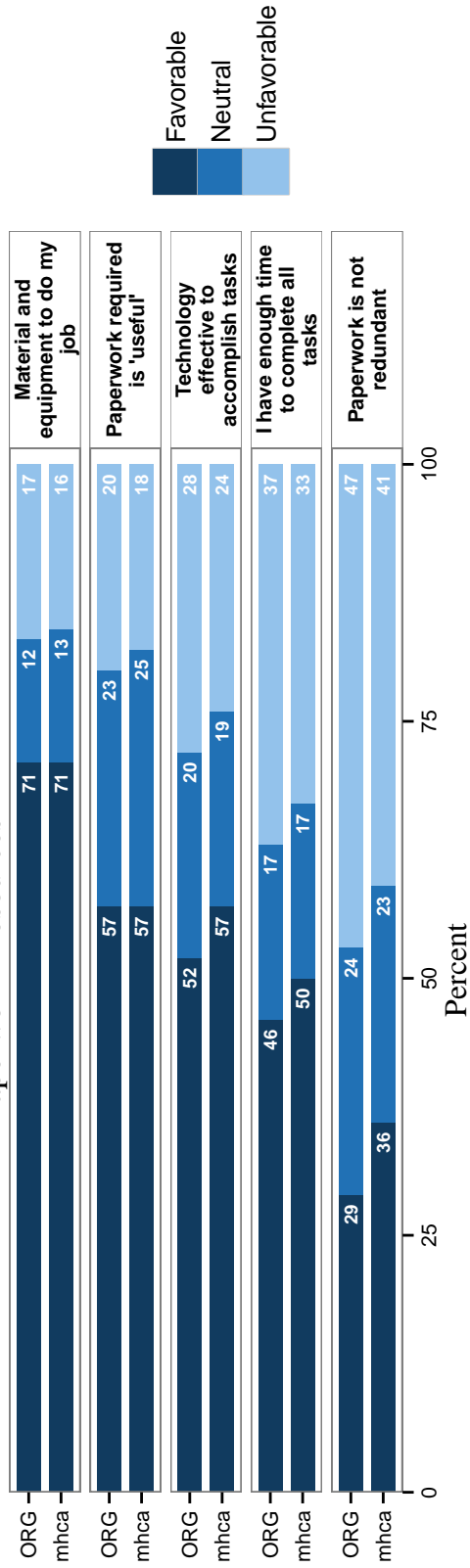
Management—Leadership



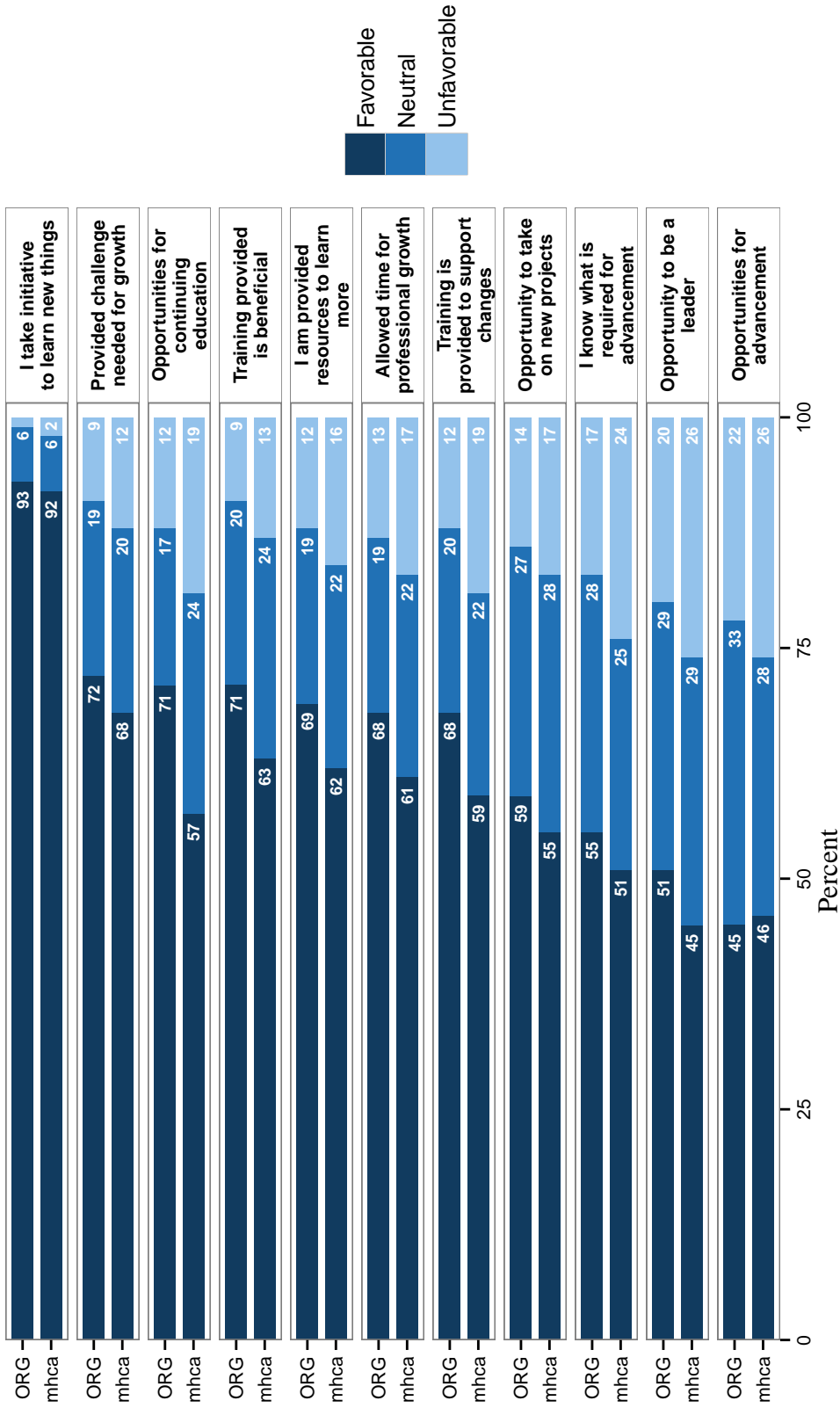
Communication



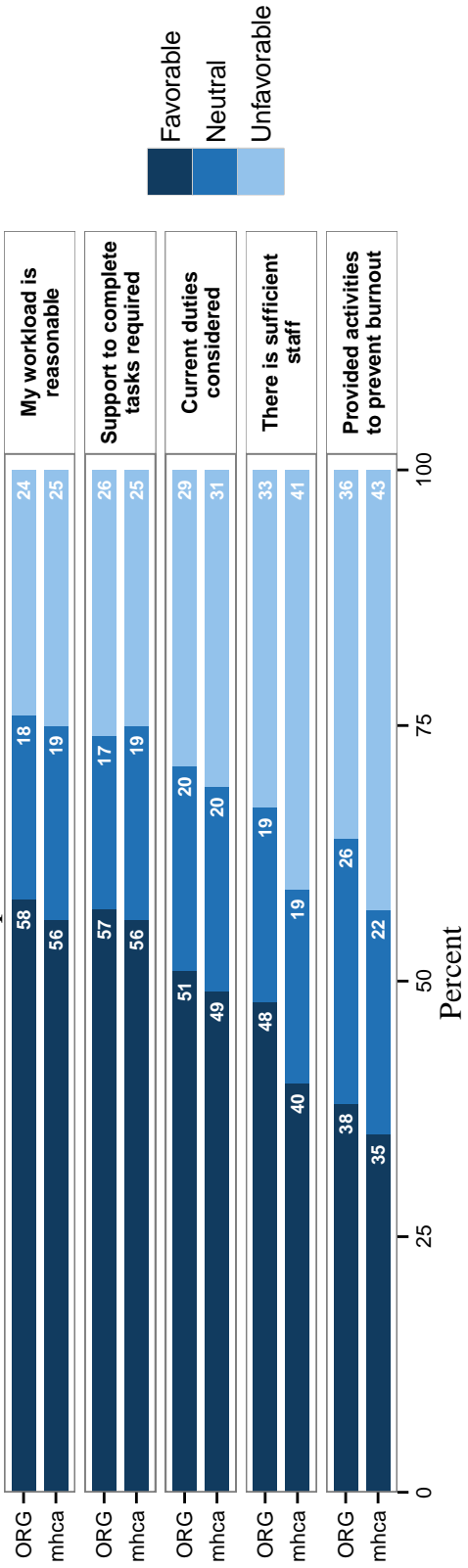
Paperwork—Resources



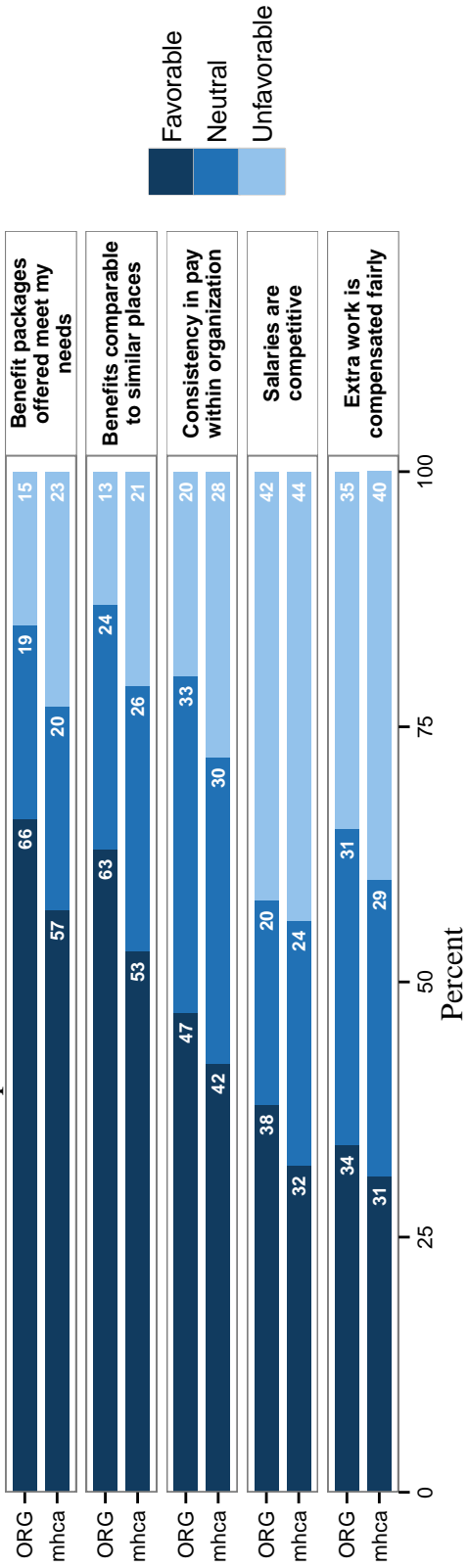
Growth—Personal and Job



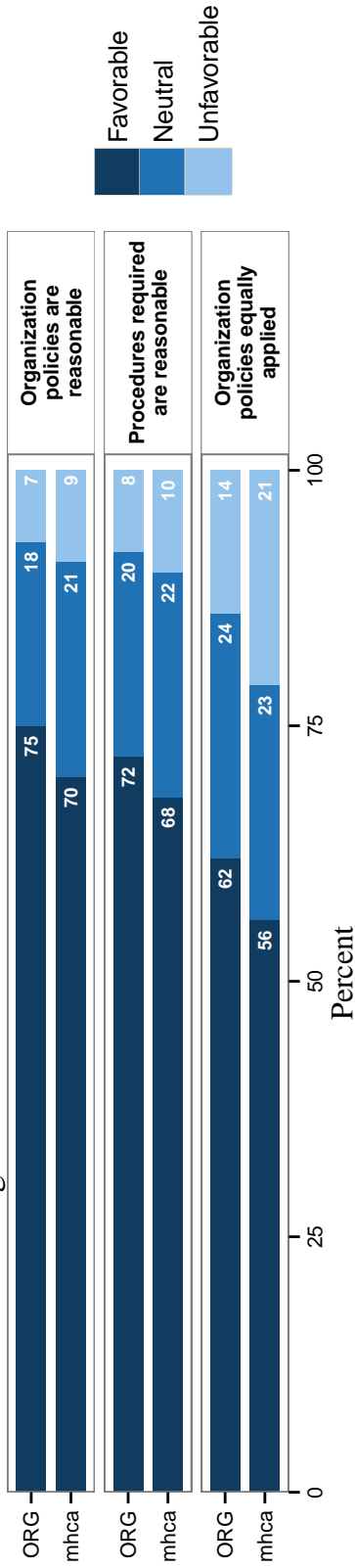
Pressure–Stress Aspects of Job



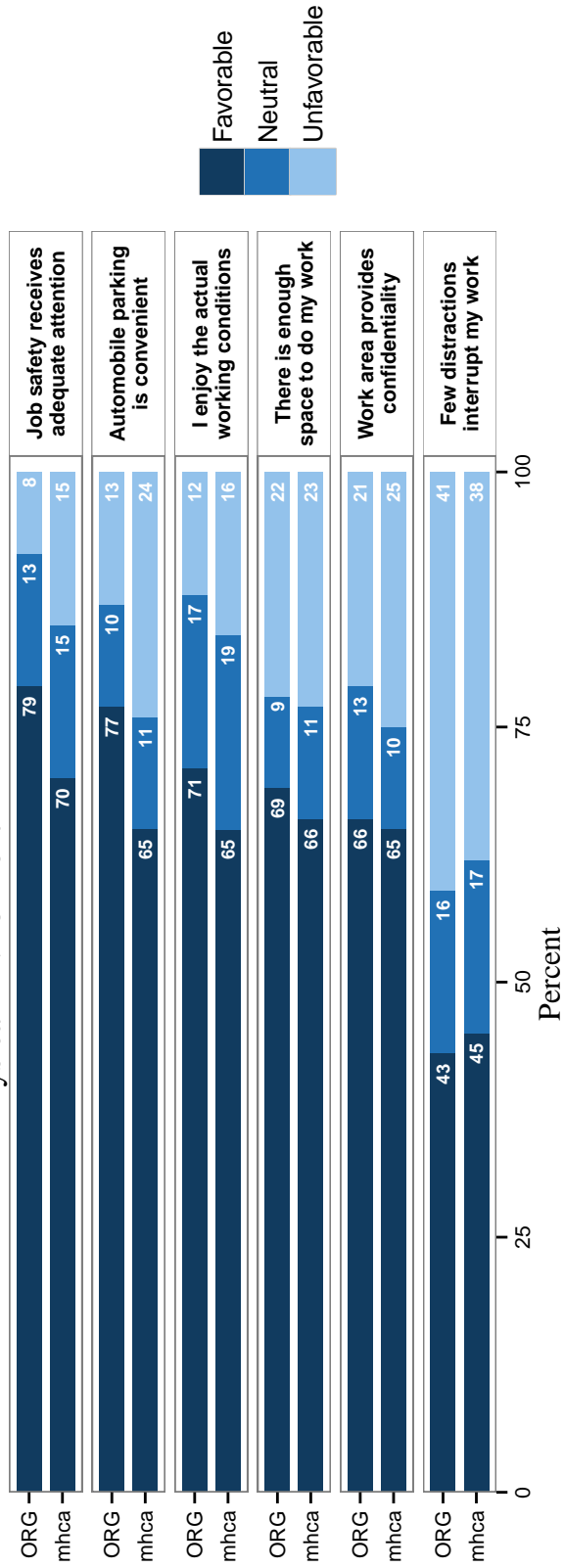
Compensation and Benefits



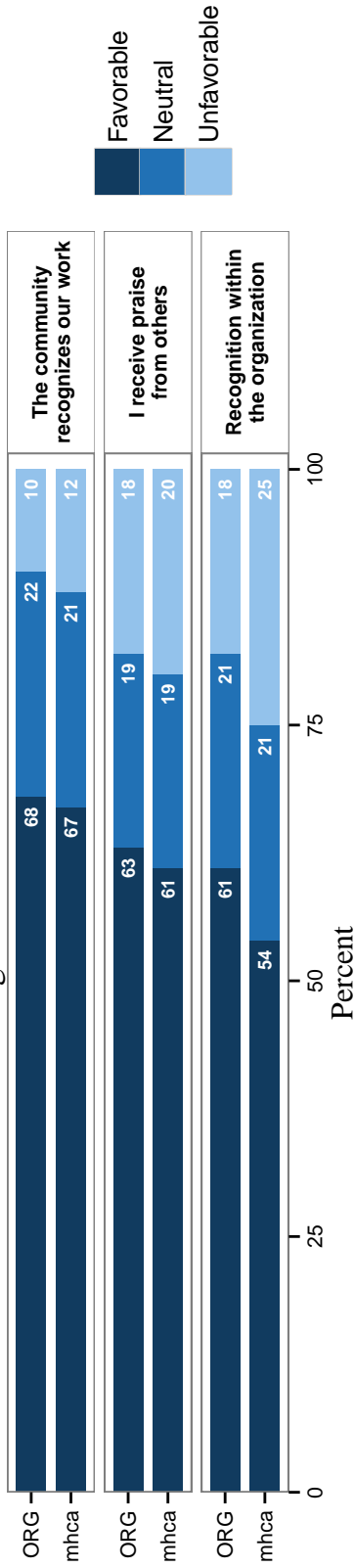
Organization Policies and Procedures



Physical Environment



Recognition



Overall Satisfaction

