

Workforce Development 1B-1 Staff Survey Summary Deliverable

Attach to Invoice 2: Deliverable Based Efforts to sapc-cbi@ph.lacounty.gov

Subject line: Agency Name-1B-1 Summary/Invoice 2

Due: February 29, 2024

Please read the following information carefully which outlines the key components for receiving **Capacity Building Incentive Funds (\$)** for deliverable – 1B-1 Staff Survey, deliverable to Submit Summary Response to Staff-Level Survey - one per treatment agency by **February 29, 2024**.

Status check: You should have completed the below activities before completing this form!

- ✓ You have completed the 1A agency-level Survey – which provided you a leadership and organizational overview and was completed in August 2023
- ✓ You have completed the 1B Agency Staff Survey - direct input from your staff provided a comprehensive view of your organization's culture and staff satisfaction and was completed in December 2023. Important Reminder: providers are required to track all expenditures for monitoring and audit purposes (A-C Contract Accounting & Administration Handbook 2021 Section 3.3). Expense Verification will not be required.

Preparing to Complete the Summary Report:

Aggregate Reports of Both Surveys are scheduled to be released in January 2024. These reports are critical to designing your sustainability plan.

WE STRONGLY RECOMMEND A TEAM OF SENIOR LEADERS, MANAGERS AND/OR SUPERVISORS REVIEW THE SUMMARY REPORTS AND DISCUSS THE RESULTS. AREAS OF ANALYSIS AND DISCUSSION INCLUDE:

1. Data Analysis

- Summarize quantitative data: Analyze numerical responses to identify trends and patterns.
- Categorize qualitative data: Group similar comments, problem areas, or suggestions to identify common themes.
- How do the Agency Level responses differ from the Staff Survey responses?

2. Create a List of Key Themes

- Look for recurring themes or issues both quantitative and qualitative data. List **positive** and **negative** responses.
- Prioritize comments based on frequency of responses or severity or impact on employee satisfaction.

3. Create a List of Actionable Insights

- Identify specific areas that need improvement.
- Try to pinpoint root causes of issues to address underlying problems rather than just symptoms.

Now utilize that information to:

- Complete the 1B Agency staff deliverable template below. Fields are limited to a maximum of 140 words.
- Participating agencies which met the minimum 60% completion rate by their direct service staff will need to send the template along with the Invoice #2 to SAPC for reimbursement to SAPC-CBI@ph.lacounty.gov.
- Due date is February 29, 2024

1B-1 Agency Staff Deliverable Template

Agency Name	
Person Completing Summary	
Role in the Agency	
Email Address	

In comparing your 1A Agency Level response to the 1B Staff Survey responses what surprised your leadership team the most?

Please answer the following for each category based on your staff survey responses and analysis:

Wage and Benefit Package
What are you currently doing well?
List at least 1 priority that you will improve:

1	
2	
3	
What do you think the root cause of the problem is?	

Staff Job Satisfaction

What are you currently doing well?

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List at least 1 priority you will improve:

1	
2	
3	

What do you think the root cause of the problem is?

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Staff Retention

What are you currently doing well?

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List at least 1 priority you will improve:

1

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2

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3

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What do you think the root cause of the problem is?

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Promoting a Diverse and Inclusive Work Environment

What are you currently doing well?

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List at least 1 priority you will improve:

1

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2

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3

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What do you think the root cause of the problem is?

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Finance Services Division: Approved Not Approved

Comments:

Next Steps for 1C Workforce Development Sustainability Plan

Key steps to complete 1C Workforce Development & Retention Sustain Plan, due 6/30/24

1. Engage Key Stakeholders:

- Share the survey results with employees and the Board of Directors.
- Consider creating a staff wellness committee to assist in fostering communication, gaining additional insights, and brainstorming solutions.

2. Develop an Action Plan:

- Identify problem areas, assemble a cross-functional team to work on improvement initiatives.
- Brainstorm change ideas and execute, using process improvement tools, such as the Plan-Do-Study- Act (PDSA methodology)
- Clearly define goals and objectives for each identified area of improvement.
- Assign responsibilities to individuals or teams for specific action items.
- Develop timelines for implementation of various components of the sustainability plan.
- Establish a clear communication plan to ensure employees understand the reason for change and the expected benefits.

3. Monitor Progress:

- Include how you will monitor progress in the sustainability plan:
- 1. Identify key performance indicators (KPIs) to measure the impact of changes, to ensure you are making improvement.2. Assess progress (at a minimum, review quarterly) and measure improvement against these KPIs.

4. Ongoing Feedback:

- Continue to solicit feedback from employees through follow-up surveys, focus groups, or open forums.
- Use ongoing feedback to refine strategies.

5. Celebrate Success and Address Challenges:

- Acknowledge and celebrate achievements and improvements.
- Address any challenges or setbacks promptly and adjust strategies as needed.

6. Establish sustain metrics:

- Establish metrics to ensure improvements are sustained.

- If staff satisfaction goals decline over time, regroup and implement changes until goals are met.

A commitment to ongoing improvement is a key to successful staff retention, improved patient outcomes and ongoing financial stability and growth.

For those of you would benefit from training and assistance to develop the plan, SAPC will partner with CIBHS to provide additional training and resources to advance your success in completing deliverable 1-C Workforce Development & Retention Sustainability Plan due on 6/30/24.