

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

**May 14, 2007**MEMORANDUM

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS AND ALL CHILDREN'S DIVISION STAFF

FROM: PAULA NEESE, DIRECTOR

SUBJECT: ANNUAL EMPLOYEE SURVEY

## DISCUSSION:

The purpose of this memorandum is to announce our sixth year of participation in the Survey of Organizational Excellence (SOE). Beginning May 21 through June 8, 2007 every staff person in the Children's Division will have the opportunity to participate in this employee satisfaction survey. This includes clerical and other support staff whose duties are performed within the Children's Division.

The SOE 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 specifically examine five key dimensions of life within our organization: work team, work setting, general organizational features, communication patterns, and personal demands.

**Administration of the SOE**

On May 21, 2007, all Children's Division staff will receive an email from the University of Texas inviting them to take the SOE. The email will contain a link to the survey site. Staff may take the survey anytime from May 21 through June 8, 2007. Feel free to complete the SOE on work time or from home, a public library 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 SOE 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 opt 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 SOE 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. Over the last five years, the Children's Division has utilized the SOE as a tool to gauge employee perceptions about critical areas of their work environment. Benchmark data from previous years will be used as a comparison for this year's data.

### **How will Information from the SOE Be Utilized?**

The assessment of employee satisfaction is connected to a larger purpose, the development of strategies to improve identified areas of need. Last year's results were reviewed by the Division Director, Regional Administrators, Circuit Managers, and frontline staff. SOE data is used in a variety of ways to evaluate circuits, programs, and pilots.

Data from the SOE will be posted on the intranet by July 1, 2007. All levels of staff have the responsibility to review these findings in their CQI meetings and recommend strategies which address identified areas of need. Additionally, the regional QA Specialists will develop regional presentations on the SOE results.

### **An Open Invitation**

We are very excited about utilizing the SOE 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 SOE during work time. Your thoughtfulness and honesty in your responses are critical to our organizational improvement.

Additional information about this survey is available on the Internet at <http://www.utexas.edu/research/cswr/survey/>. Any questions regarding the SOE or its administration should be addressed to the survey liaison for this year, Susan Savage, at (573) 751-4319 or via email.

#### **NECESSARY ACTION:**

1. Review this memorandum with all Children's Division staff and Clerical Support staff.
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.
3. Any questions regarding the survey should be directly addressed to this year's survey liaison, Susan Savage.

#### **QUALITY ASSURANCE UNIT MANAGER:**

Susan Savage  
573-751-4319

[Susan.K.Savage@dss.mo.gov](mailto:Susan.K.Savage@dss.mo.gov)

#### **CHILD WELFARE MANUAL REVISIONS:**

N/A

RELATED STATUTE: N/A
ADMINISTRATIVE RULES: N/A
COUNCIL ON ACCREDITATION (COA) STANDARDS: G2.2 , G2.5 , G5.102
PROGRAM IMPROVEMENT PLAN (PIP): N/A
SACWIS REQUIREMENTS: N/A

PN/SS