

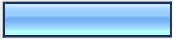


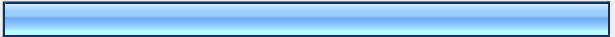



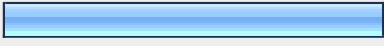
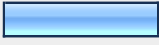
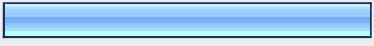


Employee Quality Assurance Survey 2008

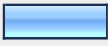
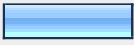
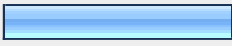
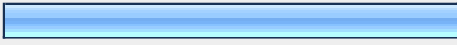
1. I am a			Response Percent	Response Count
Direct Support Professional			62.5%	45
Team Manager			5.6%	4
Behavioral Consultant			18.1%	13
Music Therapist			6.9%	5
Administrative			6.9%	5
			<i>answered question</i>	72
			<i>skipped question</i>	0

2. Which region of the state do you work in?			Response Percent	Response Count
Indianapolis Area (i.e.-Marion, Hamilton, Johnson counties, etc.)			66.7%	48
Kokomo/Marion/Ft. Wayne			22.2%	16
Lafayette			11.1%	8
			<i>answered question</i>	72
			<i>skipped question</i>	0


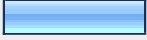


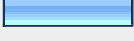

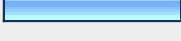
3. Please select your age group.

		Response Percent	Response Count
Under 21		1.4%	1
21-25		41.7%	30
26-30		16.7%	12
31+		40.3%	29
		<i>answered question</i>	72
		<i>skipped question</i>	0

4. Please select the amount of education you have completed.

		Response Percent	Response Count
High School Graduate		11.1%	8
College 1-2 yrs		13.9%	10
College 3-4 yrs		25.0%	18
College 4+ yrs		50.0%	36
		<i>answered question</i>	72
		<i>skipped question</i>	0

5. How long have you been employed by OPG?

		Response Percent	Response Count
1-3 months		18.1%	13
4-8 months		15.3%	11
9-12 months		4.2%	3
1+ year		19.4%	14
2+ years		13.9%	10
3+ years		9.7%	7
4+ years		19.4%	14
<i>answered question</i>			72
<i>skipped question</i>			0

6. I feel...

	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Response Count
I am valued at OPG, Inc.	72.2% (52)	22.2% (16)	2.8% (2)	1.4% (1)	1.4% (1)	72
My wages are fair for my responsibilities.	59.7% (43)	29.2% (21)	2.8% (2)	6.9% (5)	1.4% (1)	72
When I do a good job it is appreciated.	75.0% (54)	9.7% (7)	8.3% (6)	4.2% (3)	2.8% (2)	72
<i>answered question</i>						72
<i>skipped question</i>						0


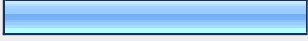
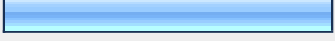

7. I feel...						
	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Response Count
OPG provided as much initial training as I needed.	67.6% (48)	21.1% (15)	4.2% (3)	5.6% (4)	1.4% (1)	71
OPG provides as much ongoing training as I need in my current role.	60.0% (42)	24.3% (17)	4.3% (3)	7.1% (5)	4.3% (3)	70
	<i>answered question</i>					72
	<i>skipped question</i>					0

8. I feel...						
	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Response Count
I am contributing to OPG's Mission.	87.5% (63)	11.1% (8)	1.4% (1)	0.0% (0)	0.0% (0)	72
I have opportunities to learn and develop my professional skills.	61.1% (44)	23.6% (17)	9.7% (7)	4.2% (3)	1.4% (1)	72
I am part of a team working towards a shared goal.	69.4% (50)	16.7% (12)	6.9% (5)	4.2% (3)	2.8% (2)	72
I am given enough authority to make the decisions that I need to make.	80.6% (58)	9.7% (7)	5.6% (4)	1.4% (1)	2.8% (2)	72
	<i>answered question</i>					72
	<i>skipped question</i>					0

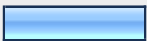



9. I feel...						
	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Response Count
The meetings I attend relating to my client are well prepared and orderly.	52.8% (38)	15.3% (11)	23.6% (17)	4.2% (3)	4.2% (3)	72
I have an appropriate amount of participation in my client's meetings.	56.9% (41)	16.7% (12)	18.1% (13)	5.6% (4)	2.8% (2)	72
	<i>answered question</i>					72
	<i>skipped question</i>					0

10. My supervisor...						
	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Response Count
Treats me with dignity and respect.	90.3% (65)	1.4% (1)	5.6% (4)	0.0% (0)	2.8% (2)	72
Makes me feel comfortable to approach him/her with concerns and issues.	84.7% (61)	6.9% (5)	4.2% (3)	0.0% (0)	4.2% (3)	72
Asks me for my input to help make decisions.	66.7% (48)	11.1% (8)	11.1% (8)	8.3% (6)	2.8% (2)	72
Is easily accessible and returns phone calls/emails within 24 hours.	80.6% (58)	8.3% (6)	4.2% (3)	4.2% (3)	2.8% (2)	72
Communicates changes and updates timely and at the appropriate frequency.	73.6% (53)	9.7% (7)	4.2% (3)	9.7% (7)	2.8% (2)	72
Evaluates my performance fairly.	75.0% (54)	6.9% (5)	12.5% (9)	2.8% (2)	2.8% (2)	72
Encourages and promotes a team environment.	72.2% (52)	15.3% (11)	6.9% (5)	2.8% (2)	2.8% (2)	72
Schedules team meetings on a regular basis.	56.9% (41)	16.7% (12)	12.5% (9)	5.6% (4)	8.3% (6)	72
Assists in resolving any conflicts among the team.	69.4% (50)	11.1% (8)	9.7% (7)	5.6% (4)	4.2% (3)	72
	answered question					72
	skipped question					0

11. My team members...						
	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Response Count
Communicate with me and help me stay informed of the client's needs and activities.	61.1% (44)	19.4% (14)	11.1% (8)	5.6% (4)	2.8% (2)	72
Have developed good working relationships and work together to support the client.	65.3% (47)	16.7% (12)	15.3% (11)	0.0% (0)	2.8% (2)	72
	answered question					72
	skipped question					0

12. How frequently do you visit the OPG website?			
		Response Percent	Response Count
Daily		0.0%	0
1-3 times a week		8.3%	6
1-3 times a month		33.3%	24
Several times a year		36.1%	26
Never		22.2%	16
<i>answered question</i>			72
<i>skipped question</i>			0

13. What item(s) would you add to the website to make this a better employee resource?		
		Response Count
		20
<i>answered question</i>		20
<i>skipped question</i>		52

14. What is your preferred method of receiving communication?			
		Response Percent	Response Count
In Person from Supervisor		15.3%	11
Email		79.2%	57
Regular Mail		1.4%	1
Website		0.0%	0
Other		4.2%	3
		Other	7
<i>answered question</i>			72
<i>skipped question</i>			0

15. I believe that my job is secure.

		Response Percent	Response Count
Strongly Agree		59.7%	43
Somewhat Agree		30.6%	22
Neutral		5.6%	4
Somewhat Disagree		1.4%	1
Strongly Disagree		2.8%	2
		answered question	72
		skipped question	0




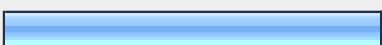
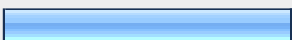
16. I believe I play an important role in the life of my customer(s).

		Response Percent	Response Count
Strongly Agree		80.6%	58
Somewhat Agree		12.5%	9
Neutral		5.6%	4
Somewhat Disagree		0.0%	0
Strongly Disagree		1.4%	1
		answered question	72
		skipped question	0

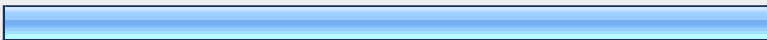



17. Please rate your overall satisfaction with the following:

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Response Count
OPG, Inc. overall	80.6% (58)	11.1% (8)	4.2% (3)	1.4% (1)	2.8% (2)	72
Your direct supervisor	83.3% (60)	2.8% (2)	2.8% (2)	8.3% (6)	2.8% (2)	72
Your team(s)	65.3% (47)	19.4% (14)	11.1% (8)	1.4% (1)	2.8% (2)	72
Your workload	63.9% (46)	26.4% (19)	5.6% (4)	1.4% (1)	2.8% (2)	72
	<i>answered question</i>					72
	<i>skipped question</i>					0

18. How long do you plan to continue your career with OPG, Inc.?

		Response Percent	Response Count
Less than a year		10.0%	7
1-2 years		7.1%	5
3-4 years		10.0%	7
5+ years		41.4%	29
Don't know		31.4%	22
	<i>answered question</i>		70
	<i>skipped question</i>		2

19. Would you recommend employment at OPG, Inc. to a friend?

		Response Percent	Response Count
Definitely Would		84.3%	59
Probably Would		10.0%	7
Maybe		2.9%	2
Probably Not		0.0%	0
Definitely Not		2.9%	2
		<i>answered question</i>	70
		<i>skipped question</i>	2

20. What changes could be made at OPG, Inc. to improve your satisfaction?

		Response Count
		27
		<i>answered question</i>
		27
		<i>skipped question</i>
		45

21. We are updating the OPG, Inc. website, may we use your comments as a testimonial? If yes, please include a short statement below (please include your name at the end of your statement).

		Response Count
		13
		<i>answered question</i>
		13
		<i>skipped question</i>
		59

22. Please include any additional comments, concerns, or questions.

		Response Count
		13
	<i>answered question</i>	13
	<i>skipped question</i>	59