

NHTC Employees, Parents/Guardians, Individuals Supported by NHTC and NHTC Board of Directors,

In 2020 and 2021, Northern Hills Training Center (NHTC) conducted three surveys and gathered feedback from our current employees, parents and guardians and individuals supported by NHTC. NHTC's Leadership Team met to discuss the survey results and will create an action plan to move forward with the feedback we received from the surveys. Although NHTC has room for improvement, we also found that we are doing some things very well and want to continue to promote those areas. The NHTC Leadership Team has identified the top three improvement and positive areas of each survey and will create an action plan to address each of those areas. If you have any questions or concerns regarding the information in this document, please visit with your immediate supervisor, or contact Ryan Aalbu, Director of Human Resources at 605-642-2785 ext. 228 or aalbu@nhtc.org.

NHTC Employee Satisfaction Survey

In December 2020, NHTC conducted a NHTC Employee Satisfaction Survey that consisted of 28 questions including two comment sections asking three things you like about working at NHTC and three things you would change and how you would change it. Out of 132 employees, 60 employees completed the survey and provided input. Overall, the survey focused on employee satisfaction in the many different areas of employment as well as employment status questions. NHTC Leadership has identified the following areas from the results as areas to continue to excel in and areas to improve:

Positive areas:

- **Relationships** – survey results showed that NHTC employees had positive relationships with their co-workers and supervisors and felt like a part of a team.
- **Skills and Training** – survey results showed that NHTC employees felt they had the necessary skills and training to work in their current job position.
- **Making a Difference** – survey results showed that 100% of NHTC employees responding to the survey indicated that they make a difference in the lives of individuals supported.

Improvement areas:

- **Communication** – survey results indicated that all aspects of communication were NHTC's biggest improvement area based on answered survey questions.
- **Culture** – survey results indicated that employees may not feel NHTC values employees' talents or does not care about their wellbeing.
- **Employee Involvement** – survey results indicated that employees may not feel involved in decision making processes and feel left out.

NHTC Parent/Guardian Survey

In January 2021, NHTC conducted a NHTC Parent/Guardian Survey that consisted of 20 questions and an area for comments/suggestions. NHTC received 57 of the 86 surveys that were distributed and received excellent feedback from this survey group. Overall, the survey had focused questions relating to the supports and services of the parent's/guardian's individual receiving care from NHTC. NHTC's Leadership team has identified the following areas to enhance and improve on from the survey results.

Positive Areas:

- **Rights** – survey results indicated that parents/guardians felt that NHTC promoted the rights of individuals supported and that they are respected by the organization.
- **Health and Safety** – survey results indicated that parents/guardians felt that NHTC ensures that individuals supported have the best possible health and that individuals supported in the care of NHTC are safe.
- **Recommend NHTC Services** – survey results indicated that parents/guardians would recommend services of NHTC to a family or friend.

Improvement Areas:

- **Education** – survey results indicated that parents/guardians would like to have better training, education, and information on topics such as NHTC grievance process and Abuse, Neglect and Exploitation.
- **Communication** – survey results indicated that parents/guardians would like to have more open communication and more timely responses to questions, comments, and concerns that they may have.
- **Community and Goals (tie)** – survey results indicated that parents/guardians would like to have NHTC help individuals meet more of their goals. Survey results also indicated that parents/guardians would like to have NHTC further promote a full community life to individuals supported.

NHTC Individual Satisfaction Survey

In February 2021, NHTC conducted an NHTC Individual Satisfaction Survey that consisted of 18 questions and one area to provide further comments. There was an amazing turnout of 101 individuals supported that completed the survey of the 130 surveys distributed. Individuals were able to answer the questions on their own or have an employee assist with the survey questions and answers. Overall, the survey focused on questions about the supports and services they were receiving from NHTC. NHTC's Leadership Team has identified the following areas to enhance and improve on from the survey results.

Positive Areas:

- **Self-Directed Life** – survey results indicated that individuals feel that NHTC does a good job at helping people make their own choices and that employees of NHTC respect routines and preferences.
- **Safety/Health** – survey results indicated that individuals feel that NHTC employees strive to keep individuals safe and healthy.
- **Overall Satisfaction** – survey results indicated that individuals are happy with the help, support, and services they receive from NHTC employees.

Improvement Areas:

- **Education** – survey results indicated that individuals felt that NHTC needs better training for them when it comes to topics such as: knowing who to tell if they do not feel safe, knowing who to tell if they are unhappy, and having a voice when things change at home and work.
- **Communication** – survey results indicated that individuals felt that NHTC needs to communicate dates, times, and reasons for appointments.
- **Goals** – survey results indicated that individuals felt that NHTC needs to help and assist them to make more meaningful goals.

Over the next few weeks, NHTC Leadership Team and frontline supervisors will implement plans and goals to address the identified improvement and positive areas from the surveys. NHTC's Leadership Team will also incorporate these plans and goals into our Strategic Plan. NHTC appreciates the feedback provided in the three surveys and we look forward to these improvements as we strive to be the best Community Support Provider.

Sincerely,

NHTC's Leadership Team

- Rich Mulholland, CEO
- Ryan Aalbu, DHR
- Kelsey Gronlund, CFO
- Jackie Kuhn, DMS
- Amy Hannah, DRS
- Cheryl Rohlf, DRS
- April Galea, DVDS
- Deb Leige, DQA