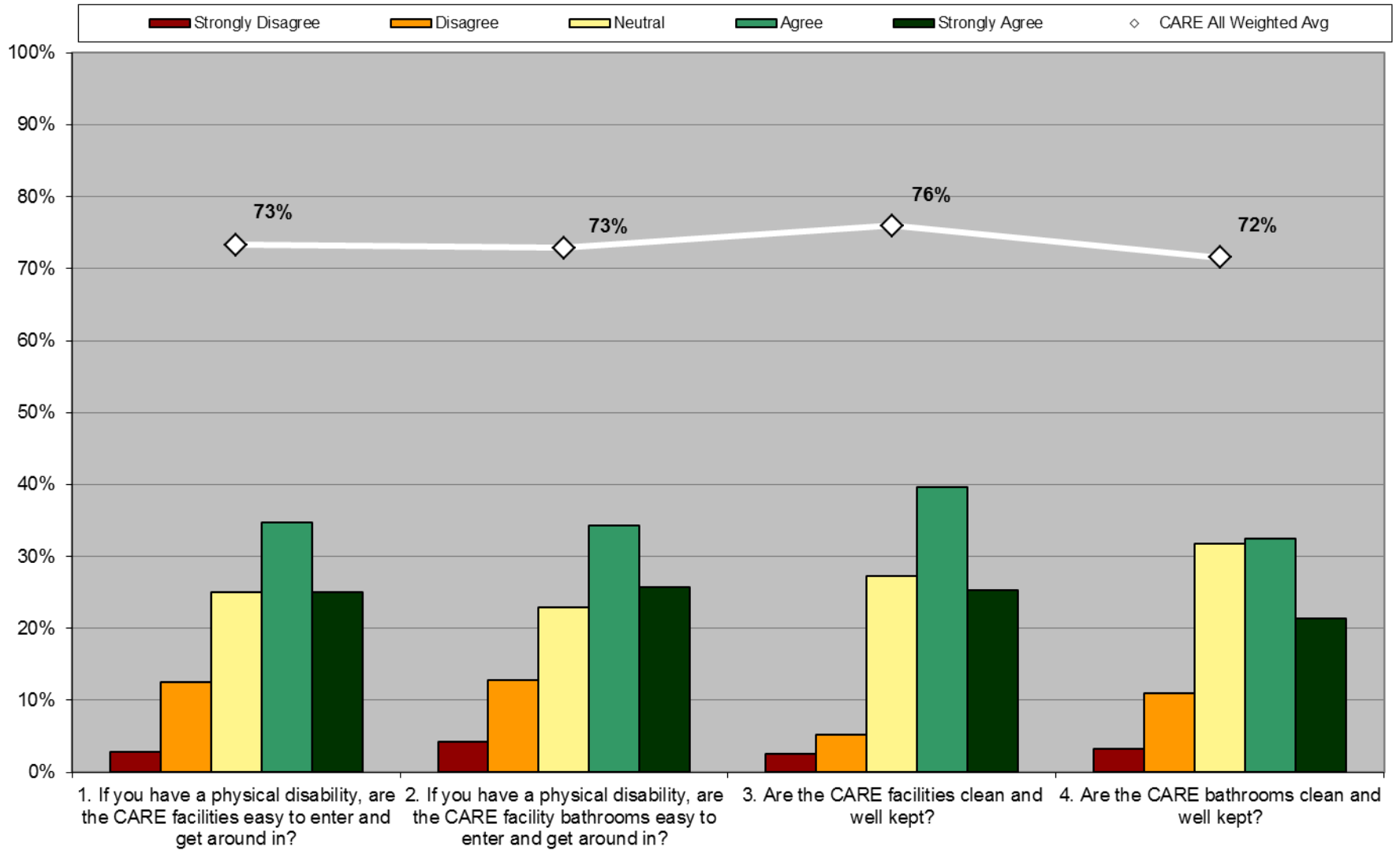


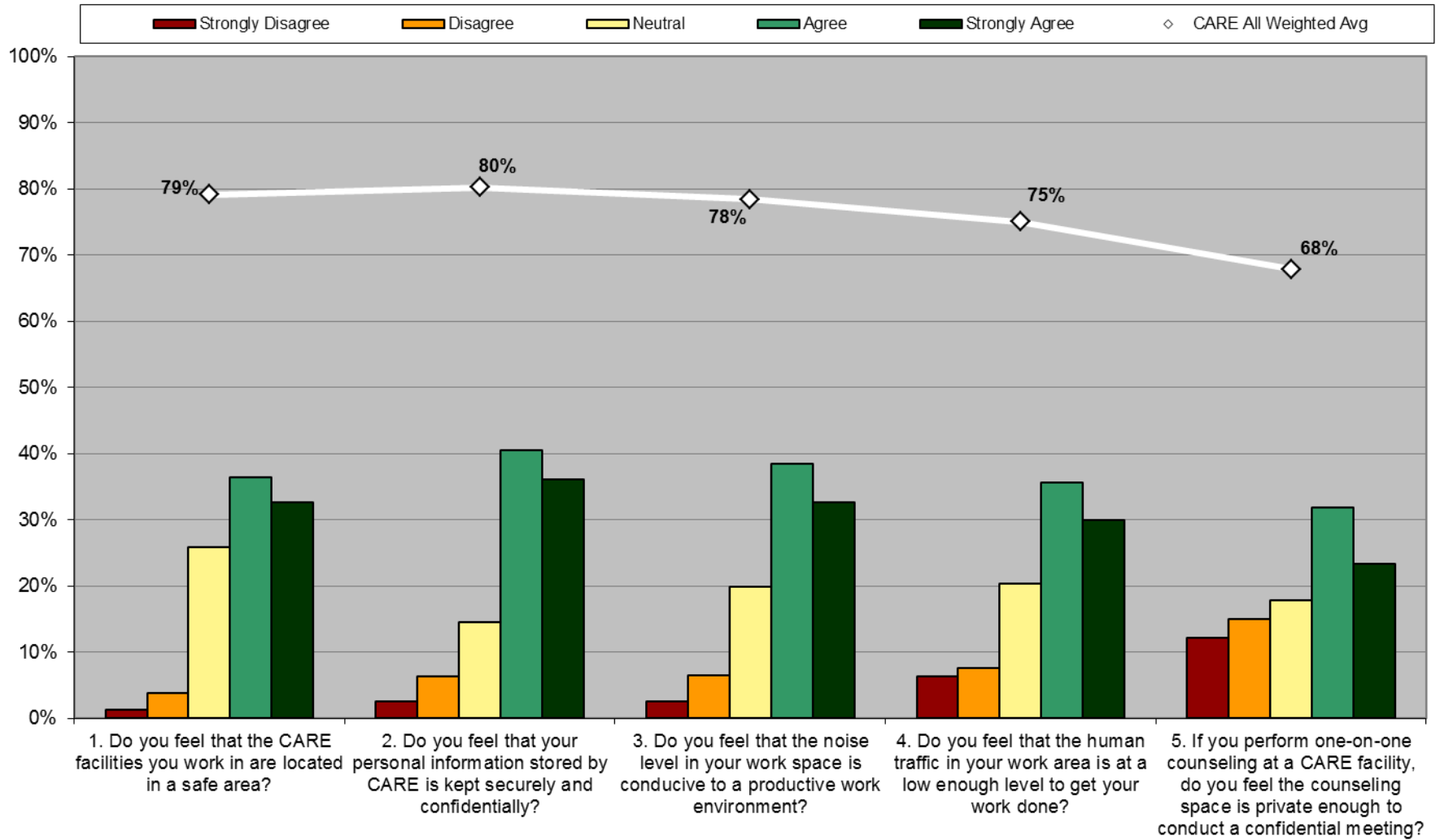
Employee Accessibility Survey Results April 2017 - Architecture

160 respondents



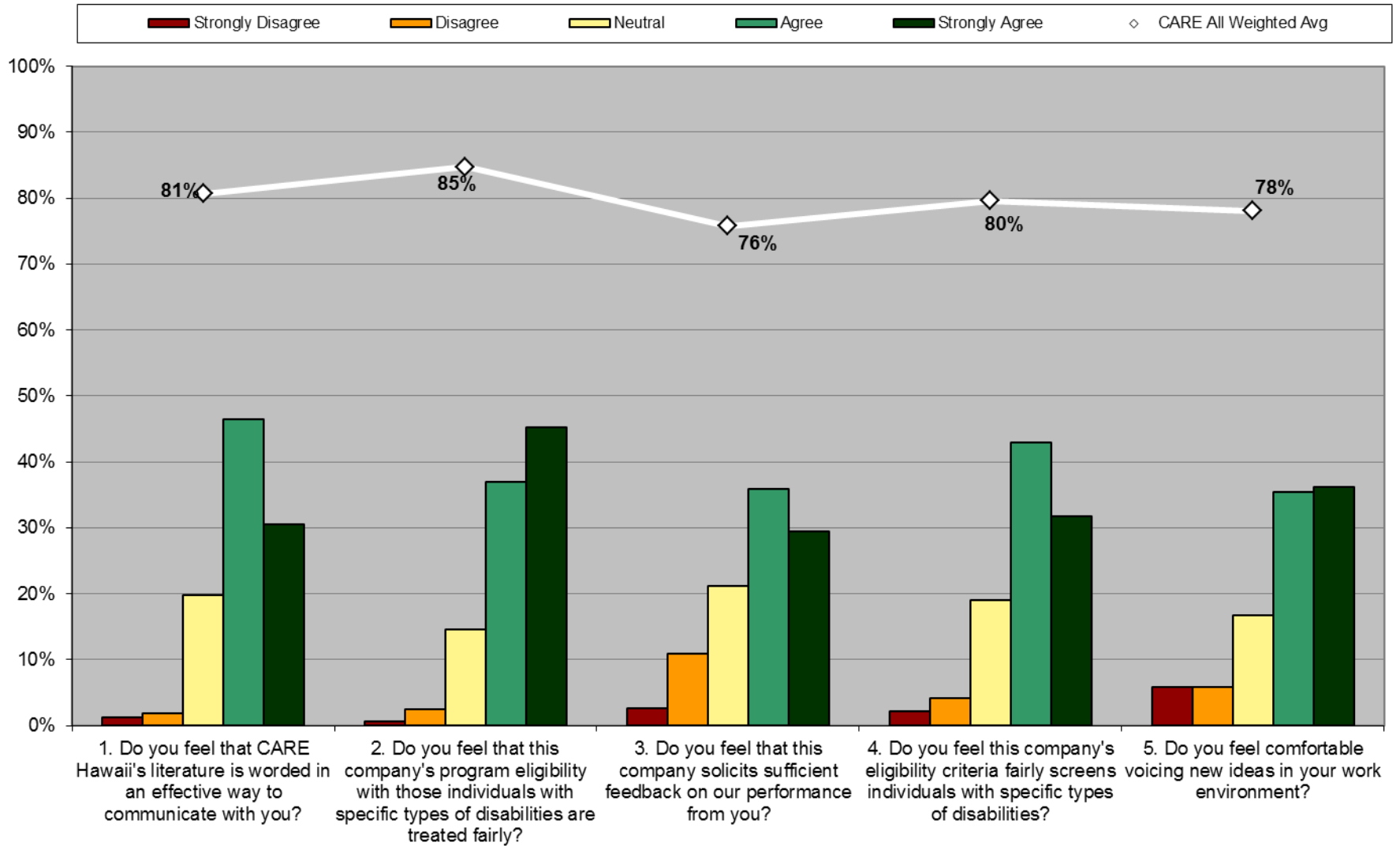
Employee Accessibility Survey Results April 2017 - Environment

160 respondents



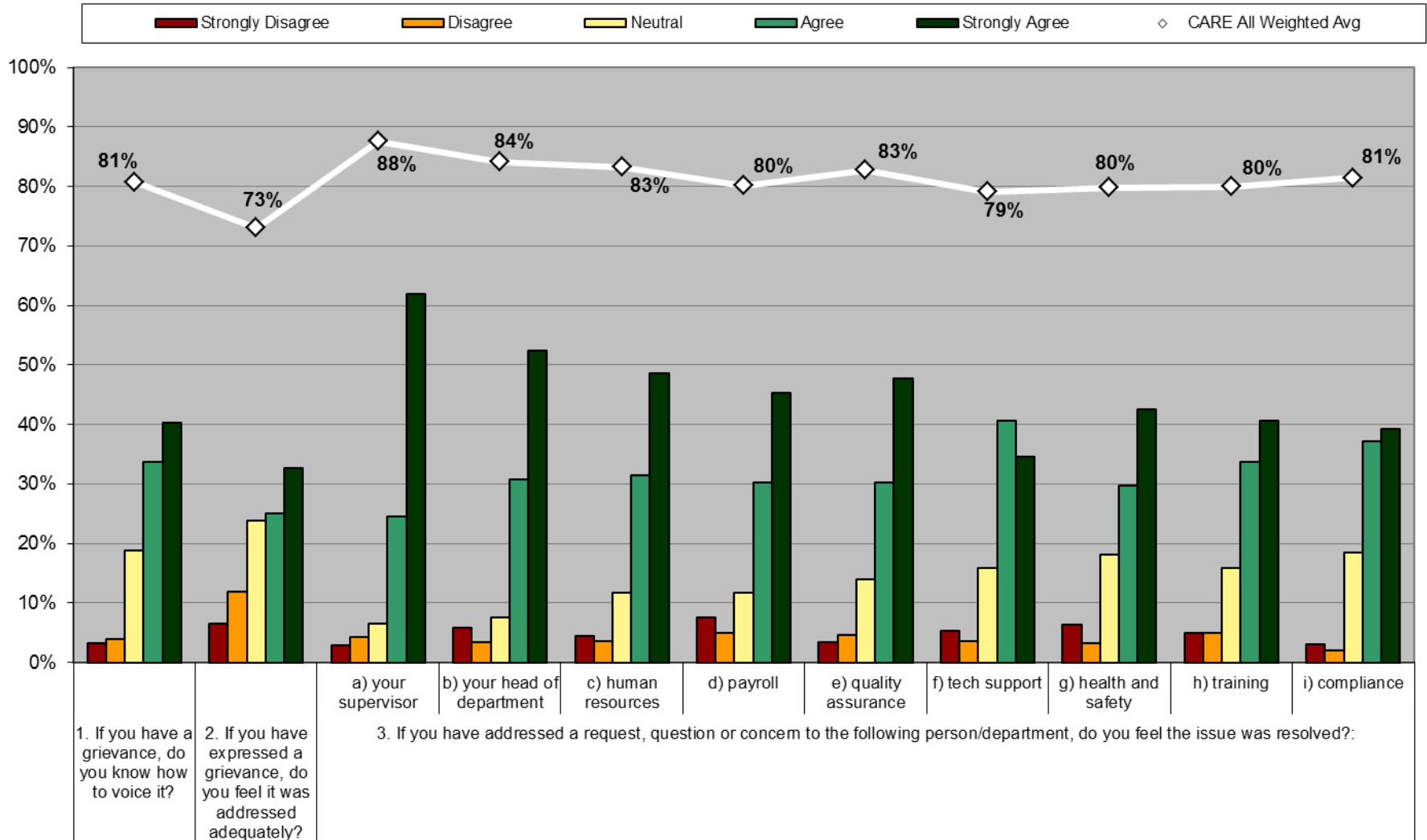
Employee Accessibility Survey Results April 2017 - Attitudes

160 respondents



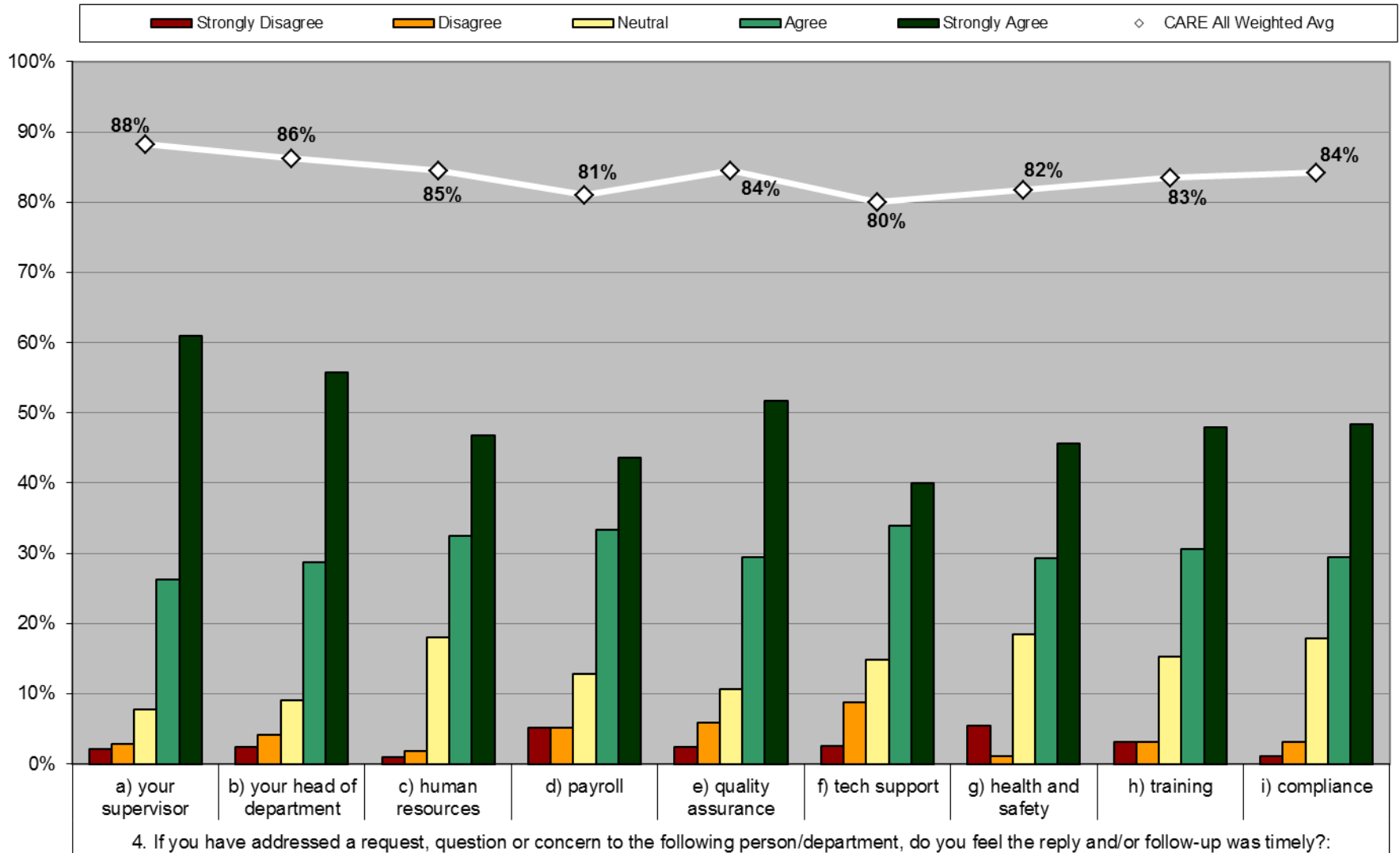
Employee Accessibility Survey Results April 2017 - Communication 1 of 3

160 respondents



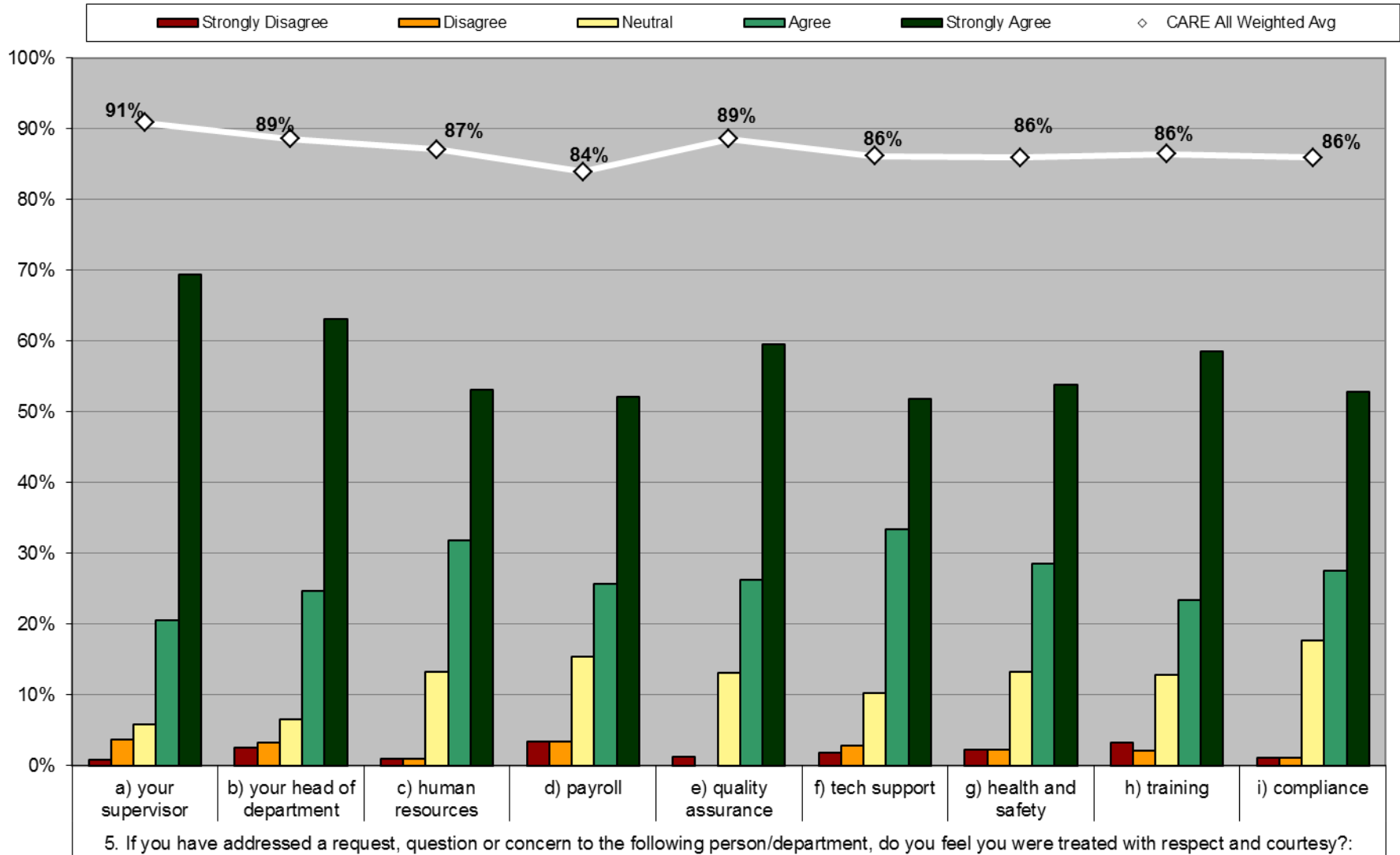
Employee Accessibility Survey Results April 2017 - Communication 2 of 3

160 respondents



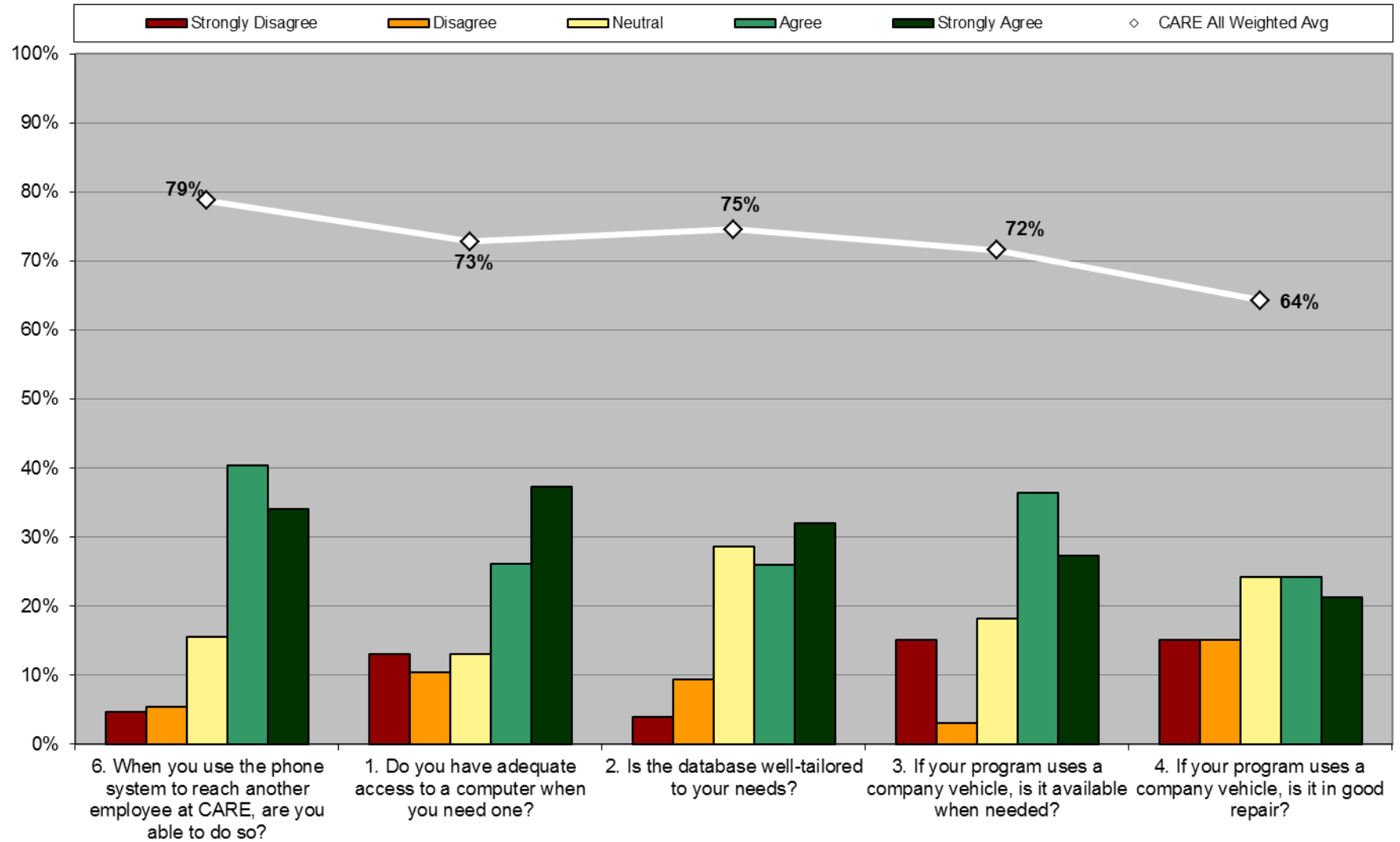
Employee Accessibility Survey Results April 2017 - Communication 3 of 3

160 respondents



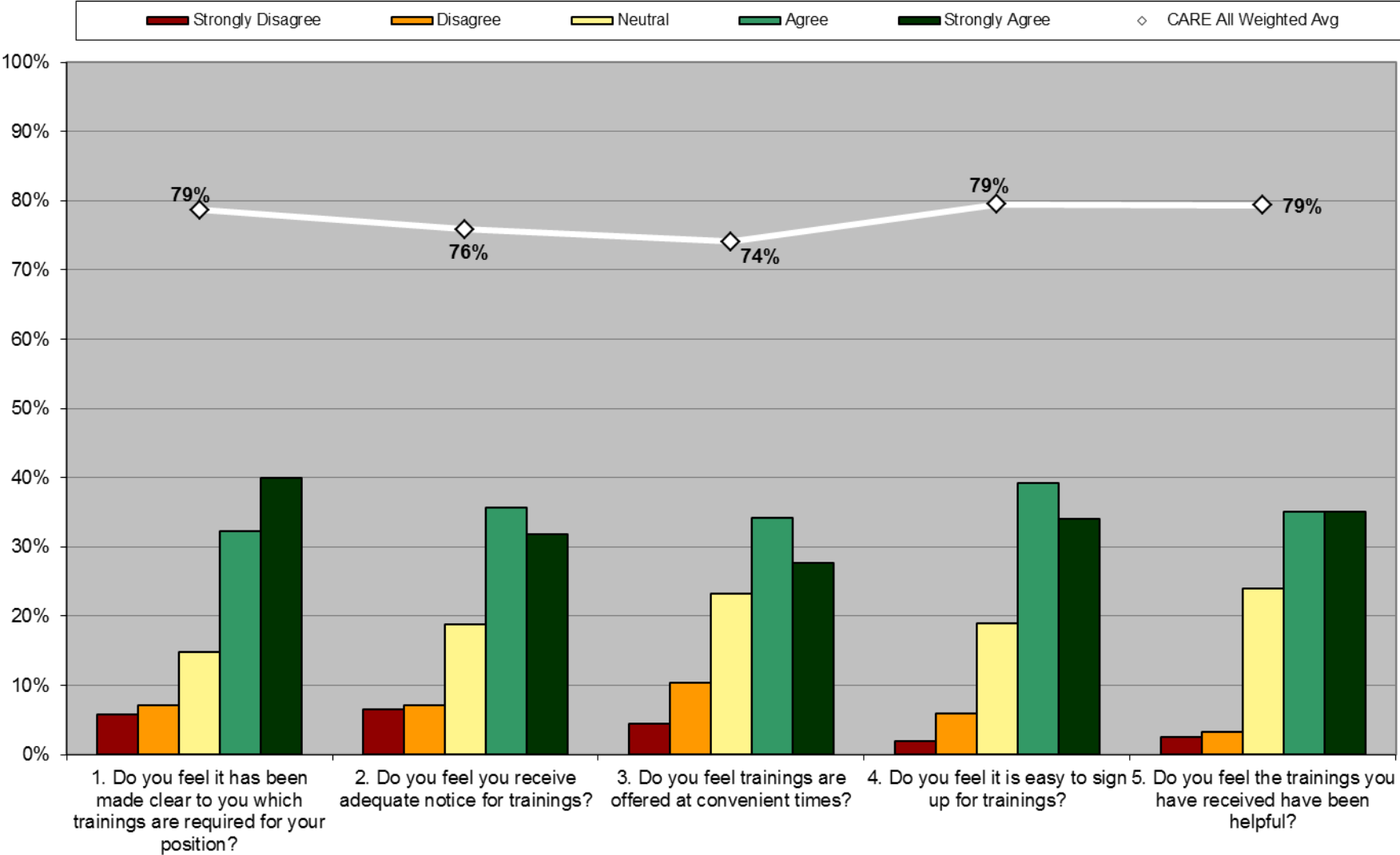
Employee Accessibility Survey Results April 2017 - Resources

160 respondents



Employee Accessibility Survey Results April 2017 - Training

160 respondents



Are there any trainings you would like that are not currently offered?

1. Trainings for supervisors (how to be a better supervisor, how to communicate w/others, how to have a tidy office)
2. Stress Management. How to be a good supervisor - not just tips in meetings but an actual training that all supervisors are required to take
3. From professionals - not just reading a piece of paper
4. Defibrillator
5. Mental health first aid
6. Trainings on substance abuse/evidence based interventions.
7. Crisis training as part of the initial training for Case Managers
8. Housing, Medicare/Medicaid, Social Security, other community resources
9. Clinical review of clients with psychiatrist
10. Updated community resources especially hours and financial assistance. To consumer :) more qualified experienced trainers/speakers
11. Interpersonal Relations
12. We need updated CPI
13. The training has been relevant and informative. Feel I have gained knowledge in my work
14. CEU mental health trainings areas re: suicide prevention, substance abuse and youth or SIB
15. Nutrition/meal prep/planning and safety
16. Improvement of current trainings. Recommend reviewing yearly to ensure they are still accurate
17. I'm doing online classes/trainings I can get what I need
18. It's easy to sign up for training but Kauai is neglected
19. Outside of survey monkey trainings & first aid/CPR I don't believe CARE HI offers any other additional trainings. It would be nice if trainings re: HIPAA, ethics, employee handbook be offered annually by HR
20. I'd like to learn more of the business aspect

Comments:

1. Parking would be nice
2. 1. Communication should start from upper management and keep program directors in the loop of changes and/or concerns. Instead I have been getting info about program changes from other staff from different departments. 3. Feedback, questions, and concerns are always welcomed by admin but it seems its never taken into consideration. Decisions have been made and agreed upon by others prior to hearing staffs feedback, and/or concerns. "so why voice opinions/thoughts". 3. Survey is not anonymous enough for smaller depts. Survey should also have questions that pertain to upper management and/or admin personnel to get a better picture of how CARE as a whole is doing instead of how each program overall is doing.
3. Surveys are not anonymous. Surveys should also target upper management and admin. This would allow us to get a better view of how

the company is doing as a whole

4. eHana Database: employee's personal information are easily obtain on eHana by anyone who are authorized to access the system. We should provide more protection and security on this information to avoid possible thefts and fraud activities. Only managers and supervisors should be allowed to see these information
5. CARE Hawaii is a great company and facility helping people in Hawaii
6. Parking!! I can't afford to pay for parking every day and I need to drive to work. It's like I work for nothing. I can't afford to make a living because I'm paying for parking but those who can afford it doesn't have to pay. I sometimes dread coming in because I have to save the last of my money for parking.
7. CARE HI is a great agency to work for. If I have concerns, I feel comfortable addressing them w/the appropriate person. I am open to trainings as they become available - and I love to stay updated on current trends/treatments/meds for the SMI/DD population.
8. 1. More working computers. 2. Need them in interview room with client 3. vehicle first aid kits. 4. More gloves/ First Aid supplies available @ offices (clorox wipes, germex)
9. I love CARE Hawaii. Thank you for the employment
10. Staff at the Hilo office from admin to CM's have all been very helpful, making it an easy transition into a new company
11. Carpets are filthy at Waimanu. Resources are scarce, internet/wireless is lacking, proper amount of staff is lacking. Admin tries to accommodate although hard with little resources.
12. Appreciate IT assistance w/logging on to computers
13. Wifi connection and eHana is very slow
14. Our Wifi is terrible! Can we get decent wifi connectivity while at work? Wifi is so important because there are not enough computers anyway and I bring my own personal laptop. The printers 8 out of 10 times does not work, no toner, low ink and/or no paper. There are all necessary to do our job well. Just saying!
15. I appreciate my supervisors responding to our concerns!
16. Due to the high stress of the job there should be more benefits available to staff to avoid burnout. This would include increased holidays, PTO, vacation before a year
17. Due to the stressful work environment and high burnout I feel more should be done to ensure employee personal care, i.e. personal days, vacation before 1 yr. and working less on holidays to avoid burnout & ensure good therapeutic quality with clients
18. It appears that every time I ask HR a question, I am always getting "scolded". I don't feel comfortable going to them for information. Very hesitant to ask questions. Not very accessible. We should also get PTO before a years time. This is a way to prevent "burnout" and promote healthy living.
19. Better training to address the needs of clients as listed above. Focus on improving clients lives through enhanced ability to access resources. Better collaboration with other agencies.
20. Poor communication with Oahu supervisors. Poor/ambiguous quality of writing
21. Training and compliance for basic day to day procedures needs to be consistent throughout agency. Seriously - it is kind of strange

that we are to precise consumers when most communication to staff has illegible ...identify, progress, services, position change lighter up to work a big. More positive communication. Understand that employee work to make \$, do not have the focus of organization to be to identify how much of the day we aren't going to be paid for. Change focus to acknowledging that if employee is not going to be paid for work being done that employer help determine how to maximize service to client while paying employees. Please find a way to support more rapid --> AMHD to CCS - referral - take way too long - I know that we not be able to illegible that.

22. 1. Office in the west side; clients are complaining that the office is too far illegible. 2. Day treatment program housing and transportation = success rate to complete the program. 3. There should be a guideline for pay increase our employees. If company can't afford pay increases at least more incentives. The payroll dept. is so disorganized.
23. Hire more professionals who are more qualified with more experience and education instead of getting by with a skeleton crew (team)
24. Communication has been better with Gen P. as our supervisor. She informs us and orients as we need. I feel I can call or text her with questions
25. Tina should consider pay raises has been over 8 years
26. Why are we willing to pay an employee with a HS diploma to transport only, the same rate, or almost the same rate as employees with degrees? It was said we would hire a transport person @ \$14 - \$15/hour when we pay that for employees with degrees who are having face to face time every day, dealing with issues the same wage? And the wage 8 years ago was appropriate. Now McDonalds starts @ \$5 less than our DD shelter pay and \$6 less than RCM pay?? Are we not more valuable than a HS graduate?? Especially in this field
27. Small raise for excess, undescribed tasks in job description. Working in an environment greater than 74 degrees is not safe for health of staff and clients
28. Having the computers & only work room off limits from 8am - 1:30pm Monday - Friday makes t very hard to use work equipment. No area to conduct work or access to meet with client in the office setting.
29. Thank you for all the support with allowing office employee's to bring our children to work when needed. I am very thankful and it makes family and work balance an ease. I am thankful that CARE Hawaii has been proactive about living healthy and encouraging everyone to be more active. Thank you!
30. Lack of supplies such as cleaning products, gloves, and inadequate food supply
31. Please consider supply and budget evaluated as certain every day supplied frequently run out such pads, disinfectant, etc. CARE Hawaii is great environment conducive for patients and staff to work.
32. I am proud to belong to this agency because of their therapeutic approach with the clients. Quality of services one. Most importantly, my supervisors have always been available and treated me with the highest respect and kindness, main reason because I feel committed to my work. I'd like to see better advertisement of our services towards DD population. Many don't know about CARE/DD. Networking , presence in the community. Many DD people will benefit! Employees need access to a computer in order to write all the necessary documents to stay in compliance. Thank you
33. I had a problem with my paycheck for this last pay period. I called Shelia Lewis and spoke with her in regards to the situation. She found the problem and said she would give a check to me. It's been a week now and no check received. I called and left a message no response. I want to say she was very rude to me with no apology and hung up the phone on me.

34. The struggle is real but persistence will pay off!
35. Here on the big island there is definitely a need to upgrade computers and access to computers. Things would be a lot easier - no scheduling when one is available or having to wait (sometimes for days) in order to do notes or complete notes required by staff
36. Improved communication from the "higher-ups" - there's been too many times we were "told" of a program change w/out advanced notice and/or w/out talking to us as a dept. Regarding our thoughts/concerns. When I have expressed my concerns I was told to "be careful" - in this situation I felt that my direct supervisors supported me & resolved the situation accordingly. As a result, I no longer believe that we can openly share our concerns w/out wondering how it'll be received or if at all