

# MHCO PERSONNEL SURVEY RESULTS 2024

# of times email sent: 6	To	Dates
Invitation	63	11/11/24
Reminder	40	11/18/24
Reminder	40	11/25/24
Reminder	32	12/04/24
Reminder	27	12/09/24
Reminder	20	12/18/24

## Invitations

- 63 opened (100%)
- 0 unopened (0%)
- 0 bounced (0%)
- 63 clicked through (100%)
- 0 opted out (0%)

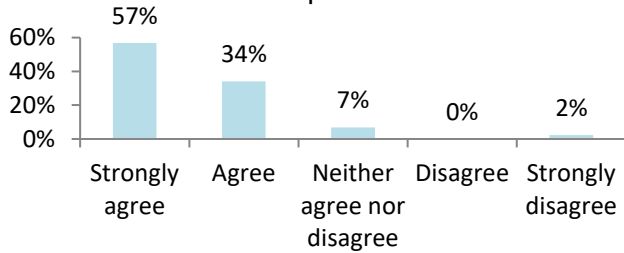


## Responses

- 41 complete (93.2%)
- 3 partial (6.8%)

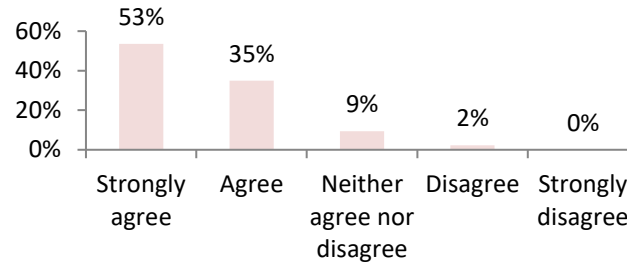


I understand the goals, mission, and services of MHCO and how they impact our residents and all service recipients



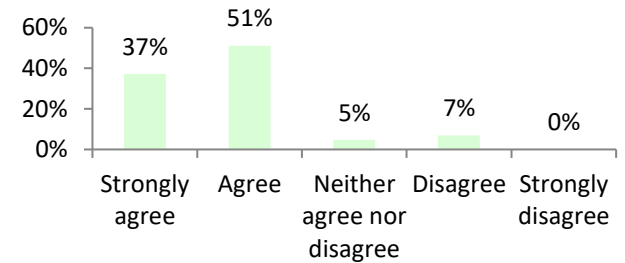
Strongly agree	25	
Agree	15	
Neither agree nor disagree	3	Total
Disagree	0	44
Strongly disagree	1	

I believe that MHCO provides a safe environment for those living and working on campus.



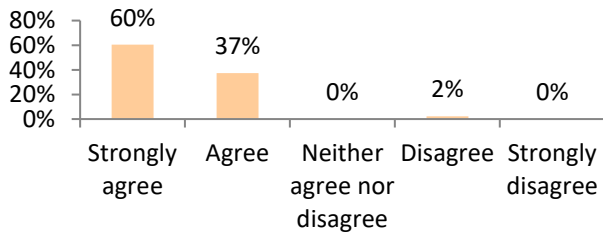
Strongly agree	23	
Agree	15	
Neither agree nor disagree	4	Total
Disagree	1	43
Strongly disagree	0	

I believe that MHCO understands the needs of our residents and other service recipients and provides for those needs.



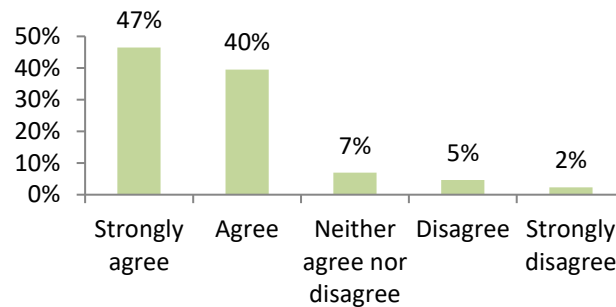
Strongly agree	16	
Agree	22	
Neither agree nor disagree	2	Total
Disagree	3	43
Strongly disagree	0	

The current and updated employee handbook and written policies and procedures are available and accessible to me.



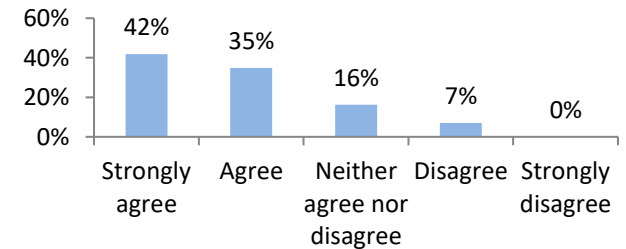
Strongly agree	26	
Agree	16	
Neither agree nor disagree	0	Total
Disagree	1	43
Strongly disagree	0	

I believe that I contribute to the overall success of MHCO.



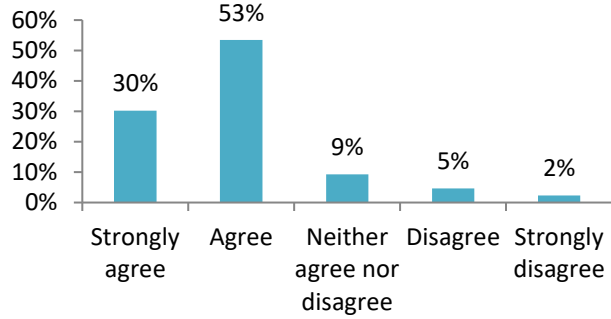
Strongly agree	20	
Agree	17	
Neither agree nor disagree	3	Total
Disagree	2	43
Strongly disagree	1	

I believe MHCO provides the necessary training I need to do a quality job.



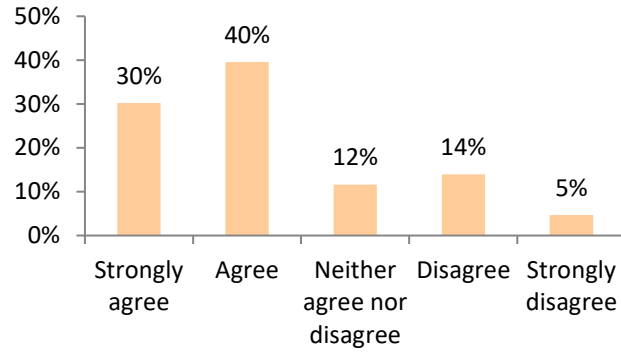
Strongly agree	18	
Agree	15	
Neither agree nor disagree	7	Total
Disagree	3	43
Strongly disagree	0	

I receive adequate and fair evaluations of my performance.



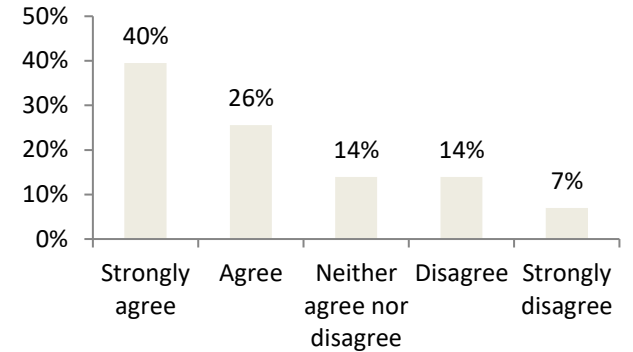
Strongly agree	13	
Agree	23	
Neither agree nor disagree	4	Total
Disagree	2	43
Strongly disagree	1	

I receive regular supervision.



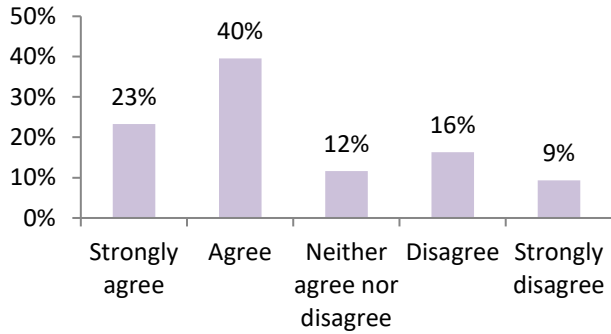
Strongly agree	13	
Agree	17	
Neither agree nor disagree	5	Total
Disagree	6	43
Strongly disagree	2	

I feel valued as an employee.



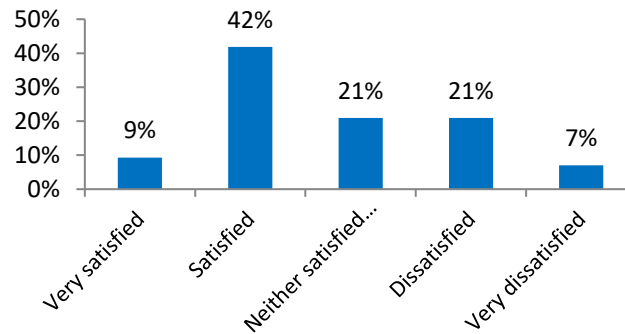
Strongly agree	17	
Agree	11	
Neither agree nor disagree	6	Total
Disagree	6	43
Strongly disagree	3	

I feel confident in expressing my opinions at work.



Strongly agree	10	
Agree	17	
Neither agree nor disagree	5	Total
Disagree	7	43
Strongly disagree	4	

How would you rate communication among staff?



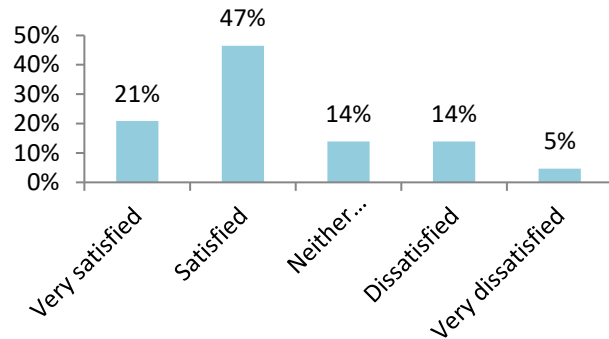
Very satisfied	4	
Satisfied	18	
Neither satisfied nor dissatisfied	9	Total
Dissatisfied	9	43
Very dissatisfied	3	

How would you rate communication between staff and administration?



Very satisfied	5	
Satisfied	20	Total
Neither satisfied nor dissatisfied	6	43
Dissatisfied	8	
Very dissatisfied	4	

## How would you rate the compensation and benefits MHCO offers?



Very satisfied	9	
Satisfied	20	
Neither satisfied nor dissatisfied	6	Total
Dissatisfied	6	43
Very dissatisfied	2	

### In what areas do you think MHCO does well?

- \* Serving the needs and enrichment of our residents. Showing care and compassion
- \* Providing for the residents
- \* The care and benefits for the residents. And how much care and understanding we receive as staff.
- \* Taking care of the kids.
- \* I believe the home does a good job of attempting to put the welfare of the residents first in priority, as well as giving opportunity to start adult life with a head start when possible.
- \* I believe MHCO does well with taking care of its residents. The children have everything they need and are supplied with many of their wants.
- \* Meetings
- \* Providing for the children. Helping the children achieve at wonderful levels in various ways. Providing for the staff. Marketing what MHCO does in various mediums. Providing safety for all. Co-parenting with the children's families. Providing resources for community groups.
- \* Taking care of the kids and meeting everyone's needs individually
- \* The Masonic Home provides a top of the line benefits package. MHCO is super flexible when it comes to personal life. Overall, the atmosphere at MHCO is family like. MHCO, as a whole, does a phenomenal job serving the children that live here.
- \* Providing all necessary things for the children.
- \* MHCO does well with making sure they vet new residents and making sure we are able to serve the ones we take.
- \* Providing safety, care and support to the residents and staff.
- \* Safety
- \* MHCO is great at unnecessary meetings. It's good at changing policies to suit administration's needs, not to suit those of the children. The Home is great at looking at ways to help others, just not enhancing the care of our kids. We are great at treating some employees better than others.
- \* Caring about residents. Many hard-working, good people at MHCO. Some awesome events organized. Mr. Kevin is family-focused and supportive.
- \* I appreciate that my supervisor does not micromanage and allows me to develop and run my program area.
- \* child care, donor relations
- \* MHCO is a very well-established program. The overall mission and vision of the program are carried out daily.

- \* community support center having therapist on campus on a consistent basis
- \* Caring for the kids.
- \* Caring for the children and preparing them for their future.
- \* caring for residents
- \* MHCO does take in children who otherwise would not have a stable environment. MHCO provides a safe environment for children. Now I will say that cleanliness throughout campus, in cottages, buildings etc. is not maintained well. We have one housekeeper for the entire campus, and we need a team. Additionally, there is mold growing in just about every building on campus; budlings that children and STAFF spend much of their time in I will add. We do not fix these mold issues, but we got rid of the Program Directors house mold. So that's all that matters..... We take care of certain staff better than the residents as far as MHCO resources go...
- \* Being family oriented
- \* Taking care of kids.
- \* Providing sufficient training
- \* There are a few things about working at MHCO that make it such a great place to be every day. One of the biggest things for me is how flexible they are with our schedules it makes such a difference in being able to have a life outside of work. Being a parent isn't always easy, but MHCO makes it so much better because they completely understand when we need to deal with kids stuff or family emergencies. I never have to worry about getting in trouble or feeling guilty when life happens, which is a huge relief. Also, the community feeling here is something special too it really does feel like a second family most days.
- \* Taking care of the needs of the children
- \* taking care of kids
- \* Taking care of children
- \* Doing what is best to meet the needs of its residents and being as asset to its staff.
- \* Taking care of the needs and wants of the children
- \* caring for the needs of the children
- \* Providing activities for the children and helping them with their school work
- \* Taking care of the children.
- \* Completing the mission

#### In what ways do you believe you contribute to MHCO's success?

- \* Being here on a daily basis and as needed to make the home a safe place to live and have fun for the children
- \* By loving our residents and helping them make the right choices
- \* I am proud of what we do at the Home and happy to brag about the Home any time I get.
- \* relationship with the kids
- \* I interact with a handful of the interns and try to show them skills that may be transferable
- \* I believe I contribute to MHCO's success by bringing new fresh ideas to the company.
- \* Hardwork and dependability
- \* Promoting the mission and impact of MHCO. Being available and supportive of the staff and children. Working alongside of staff at events. Helping plan and put plans into action. Promoting safety for all.
- \* Being there for the kids

- \* I believe I am a positive influence and a safe space for the children that live here. Ultimately, the most important part of my job is the children. I am willing to learn, am flexible, and am passionate about my role here; all qualities I think contribute to MHCO's success.
- \* I try to give 100% in my job duties, sometimes fall short of that but that is always the goal.
- \* I try to be open and honest with staff and residents. I work to perform my duties with integrity and keeping the best interest of the company first. I rely on my training and not my own life experience because I realize that does not help the residents in the experiences they are having.
- \* As a supervisor, my role is to ensure that both residents and staff have their needs met. This involves creating opportunities for them to express their feelings, providing support, safety and encouraging them to manage their daily lives effectively. Additionally, I assist them work towards and achieve their goals in a productive and efficient manner.
- \* Safety, and trying to meet the needs of residents.
- \* I contribute to the overall mission and success by providing spiritual development for residents and staff members. I have the autonomy to be spirit-led and move as the Lord leads. This allows for personalization, as well as, overarching Biblical teaching.
- \* Promotion, marketing
- \* I adhere to the agency's guidelines and take my role in the lives of the children seriously. I enjoy learning from and teaching the residents which in turn creates a cohesive cottage environment and helps prevent behaviors and re-traumatization.
- \* I work hard and I'm a team player. I care about the kids, my co-workers, and MHCO.
- \* being present for the staff and residents
- \* Being there when I am needed for the children
- \* By providing them with extra tutoring skills for their success.
- \* empathy, compassion, problem solving
- \* My contributes to the success of MHCO. I do my job well and go the extra mile to ensure that.
- \* By working as a team player
- \* Taking care of the kids.
- \* Striving to provide an environment where each child's needs are met and they have room heal and grow.
- \* By being a team player
- \* Make decisions that help the children
- \* I really feel I make a difference at MHCO by always being there to help my coworkers and bringing a positive attitude to work each day. Whenever someone needs a hand, I'm quick to jump in and help with whatever they need. I genuinely love what I do here, and I think that shows in my work and rubs off on the people around me. Even when things get challenging, I try to stay upbeat and look for solutions rather than focusing on
- \* yes working with the residents
- \* Doing my job to the best of my ability and Communicating what's happening with those who need to know.
- \* Being a tentative listener, providing support, seeing all sides of the situation, treating others fair and with respect, and providing encouragement to everyone.
- \* Positive reinforcement and effective in expressing the goals and expectations while allowing room for mistakes and restarts
- \* Teamwork, Most everyone pitches in to get the job, task, event done.
- \* by doing my job. Not abusing my sick and vacation time.
- \* Do my job to the best of my ability.ad
- \* Resource for mission completion

## In what areas would you like to see improvements? What are your suggestions?

- \* monthly staff meetings
- \* Suggest consequences that we can use without getting reprimanded
- \* Delayed sign-on bonuses and better yearly longevity bonuses.
- \* n/a
- \* Food room, getting supplies from critcher, communication over all
- \* My largest suggestion is to teach employees the difference between "reply" and "reply all" in emails. I understand that several emails require a reply to note that they have been read, but from a personal standpoint, I do not need 20 back-to-back notifications that people know the new holiday schedule (for example). I also believe that some of the all-staff meetings or trainings could be more efficient, especially for departments that don't necessarily interact with topics of those meetings/trainings.
- \* I would like to see more communication between the CCW's. There seems to be a divide that is trickling down on the residents. We must ensure that we are promoting a family like environment at all times and showing love and grace to everyone.
- \* Maintenance foodroom
- \* All involved to be more open and direct with their communication. For everyone to be more reflective of their interactions with others.
- \* Administration needs to be wiped clean and started all over.
- \* Staff attitudes/behavior, communication overall, accountability, unfairness, allowing people to work here that do not provide anything towards our mission, vision, or quality statement. Staff burnout. Being fair, admins practicing what they preach, impassive and unbiased support rather than admin members taking concerns/complaints personal. Actually fixing the problems that are constantly ignored. Staff appreciation, team building, and professional development events would help a lot of these problems.
- \* Better pay and benefits- based on merit., not longevity. Cost of living is getting more expensive, especially when you have children. We're hard-working people and dedicated to the kids and MHCO. I wish BOD would want to learn about what we do (in all programs and departments) and show some interest in our residents' lives.
- \* Communication. We are starting back having in-person meetings now.
- \* ILP should be separated from direct care. Our recreational department should be stronger.
- \* always more communication amongst staff and donors.
- \* The culture amongst the staff is terrible. Some staff feel other staff are not capable of providing supervision to their residents as if we don't all receive the same training. There are many issues that go unaddressed, and nothing is ever resolved due to administration trying to avoid offending
- \* NA
- \* N/A
- \* When rules are put forth by staff they are carried out not over looked. Not a rule applies for some and not others
- \* Training and assistance from supervisors in time of need.
- \* I would love to see our supervisors supporting our child care workers and understanding that the child care workers are on the front line in a stressful line of work and need back up and help from time to time. Suggestions: read supervisor job description and policy/procedure. It is all in
- \* Better communication
- \* Community between coworkers, counseling for couples and staff working, and group therapy for kids by age groups. Maybe date nights for the couples during their weeks on to help keep the stress down

- \* 1.leadership/chain of command. CCWs don't trust or respect leadership 2.staff no longer takes pride in the facility or the appearance of themselves or residents 3. There is limited cross training at MHCO
- \* Lots of improvements to make: > Equality - example you let some employees "work from home" for days, weeks, at a time; others you don't; we also let an employee leave almost every day at 4pm where everyone else has to stay till 5pm. > Employee Benefits & Pay - The people who work the hardest have 2 or 3 jobs to do and get paid the least. The benefits are terrible, especially the health insurance. > There is no room to actually grow with the organization which means you will essentially be doing the same job with the same low pay your entire time at MHCO. Also, the 1-3% raises we get yearly don't cover inflation at all then our insurance premiums go up. And they told us last year that we may have to pay more for our health insurance at some point, as an individual you already pay \$185.92. Insurance is so terrible you can't even afford to put your child on the plan without paying \$1,207.65 a month. I can't afford that here. This place is not good for benefits especially if you have kids to support. > Youth Discipline - There is a lack of discipline with the residents. Residents get to do practically whatever they want. They don't show up for kids earn jobs; they don't show up for mandatory trainings/education. They are allowed to say NO, when they don't want to do something. CCW's allow residents to say no. CCW's know that if they say no, residents will complain to supervisors and supervisors will make CCW's allow residents to have their way. > Program Issues - Program Director is rarely in office since moving off campus. Program Director supervises departments she never visits. > Residents need more recreational activities... all they do is arts and crafts. No sport events, no field day or anything that make kids be active. We need PE classes for all residents a few times a week.
- \* I believe there is room for improvement in how education benefits are distributed among staff. Currently, CCWs receive bonuses for having extra education, while other departments don't have access to similar incentives. This disparity in compensation is particularly challenging given the current economic climate, where many of us face difficult financial decisions. I was also disappointed when the tuition assistance program was discontinued, as this benefit was presented during my hiring process and was something I had looked forward to using.
- \* when something is put in place it needs to stay that way and not just for that day or the next thing it changes
- \* Training and standardization of extended reach.
- \* Provide supervisions that will enhance growth and development. Communicate, communicate and communicate Suggestions: Provide suggestions to problems/situations that can be solved and handled before they get too far out of reach. Work together as a true and supportive team. Having tough conversations even when the situation is difficult. Be honest and later be appreciated and thanked. Try as much as possible to follow policies and procedures for everyone.
- \* Open conversations with supervisors without repercussions
- \* It would be nice to have an extra week of vacation.
- \* Discipline for the children. Too much leniency. spend less money for things that are not necessary and make more repairs to the buildings.
- \* Admin. didn't take sides. Listened to all sides of a story.
- \* Transition for residents

#### Other comments:

- \* I believe that all the food room issues could be solved with cottage credit cards for grocery shopping. The food services could stock cleaning supplies and food preparation items with longer shelf life such as condiments and canned food. A large percentage of the waste could be stopped by buying fresher items at the grocery store. And food services could keep track of menu compliance through receipts and shopping guides.
- \* n/a
- \* I love working here.

- \* None
- \* MHCO does very well working with children and families. MHCO has a lot that has developed and reflection what should continue and what should be further developed is important, especially with the transition of leadership. While there are always areas that need improvement, MHCO is a very good organization and has an excellent model. The people involved in MHCO are very committed and dedicated to the success of the children. The positive connection continues after the children leave care and is a testament of the impact MHCO makes in the children's lives. Thanks to all for making good, positive, and healthy memories for the children.
- \* N/A
- \* Hiring process needs updating.
- \* I like my job and I'm passionate about it.
- \* N/A
- \* administration is too lenient with staff request. The focus being geared towards the children has decreased a great deal.
- \* > There is so much asked of staff... they always want different stuff done, more stuff done, but don't want to hire more employees to do the work. > Why do we get some Federal Holidays off and not ALL Federal Holidays... Ex. We have off Martin Luther King Day .. but we are told we must take a vacation day if we want to Celebrate Juneteenth. We have Good Friday off but must work Easter Monday.. ? How come we can't have off on Veterans Day? Some of us have family that are veterans who are off on that day and would like to spend time with.
- \* N/a
- \* Re-evaluate pay scale. No reason to do well when raises are 100% longevity based. Re-evaluaye pay- a living wage would be great. Getting an annual cost of living raise that is all but wiped out by the insurance isn't cool either.
- \* I enjoy working here and can't wait to see what this next year holds!
- \* office people will put email out or a rule one day but when its brought up it changes for that person then it goes back till it needs changed again. if something is put out that it should not change the next day or week
- \* Over all I am happy working at MHCO, area's that need attention are communication between supervisors and CCWs especially the lack of supervisor interactions with the kids in their environment.
- \* No consistency in how departments are run and employees treated.
- \* This is a wonderful place to work. MHCO provides so many positive opportunities for the its residents and staff.
- \* I truly feel that MHCO is a great place to work!