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Help

One Stop System
Internal Communication Survey

Developed by Strumpf Associates: *Center for Strategic Change*

To be completed by All One Stop Staff
July, 2005

> PURPOSE: This survey is being conducted by the Communications Design Team on behalf of the Systems Integration Subcommittee of the state workforce board to identify opportunities for improvement to our internal communication systems and processes. The Subcommittee is committed to continuous quality improvement in the way we integrate services. Our purpose is to evaluate what changes are needed so that you have the information you need to do your job and that the information is communicated using user friendly mechanisms. We appreciate your taking time to complete this survey.

The survey results will be compiled without attribution. Thank you for taking time to complete this survey.
Please complete this survey by clicking on the answer that best expresses how you feel about the thirty-one (31) statements presented. When staff is referred to in the survey, it is inclusive of Partner staff. Please complete the survey by July 29, 2005.

Communication on Service Integration

Please Rate the Following:
1. I have been informed of how to support a customer through all the steps to get from core to intensive to training services.

Strongly Agree	25.8%	(77)
Agree	33.8%	(101)
Somewhat Agree	21.4%	(64)
Somewhat Disagree	6.4%	(19)
Disagree	8.0%	(24)
Strongly Disagree	3.7%	(11)

2. I have been informed of how to access all current partner services in response to a customer's need(s).

Strongly Agree	19.4%	(58)
Agree	35.5%	(106)
Somewhat Agree	20.1%	(60)
Somewhat Disagree	11.0%	(33)
Disagree	10.0%	(30)
Strongly Disagree	3.0%	(9)

3. There is good communication within the Center that I work in or am familiar with among staff of the partner agencies.

Strongly Agree	23.7%	(71)
Agree	35.1%	(105)
Somewhat Agree	22.1%	(66)
Somewhat Disagree	10.7%	(32)
Disagree	3.3%	(10)
Strongly Disagree	3.7%	(11)

4. There is good communication across the Centers (if more than one in the area) among staff of the partner agencies.

Strongly Agree	11.0%	(33)
Agree	28.1%	(84)
Somewhat Agree	25.4%	(76)
Somewhat Disagree	14.4%	(43)
Disagree	9.4%	(28)
Strongly Disagree	4.7%	(14)

5. I usually hear about important information through rumors rather than through formal means.

Strongly Agree	10.4%	(31)
Agree	15.1%	(45)
Somewhat Agree	19.7%	(59)
Somewhat Disagree	17.4%	(52)
Disagree	27.8%	(83)
Strongly Disagree	8.4%	(25)

6. There is adequate communication throughout the partnership when it comes to new policies and procedures.

Strongly Agree	7.7%	(23)
Agree	27.4%	(82)
Somewhat Agree	30.8%	(92)
Somewhat Disagree	14.4%	(43)
Disagree	11.4%	(34)
Strongly Disagree	7.0%	(21)

7. Information on policies and procedures that I need to do my job is provided in a timely manner.

Strongly Agree	13.0%	(39)
Agree	34.4%	(103)
Somewhat Agree	25.4%	(76)
Somewhat Disagree	14.7%	(44)
Disagree	8.4%	(25)
Strongly Disagree	3.0%	(9)

8. There are common messages from the leadership of the partner agencies to the staff.

Strongly Agree	5.0%	(15)
Agree	32.1%	(96)
Somewhat Agree	26.8%	(80)
Somewhat Disagree	15.7%	(47)
Disagree	12.0%	(36)
Strongly Disagree	5.7%	(17)

9. There is common technology for shared functions such as reporting and recording.

Strongly Agree	9.0%	(27)
Agree	30.4%	(91)
Somewhat Agree	19.4%	(58)
Somewhat Disagree	14.7%	(44)
Disagree	15.1%	(45)
Strongly Disagree	10.0%	(30)

10. There is access to common technology for reporting and recording purposes.

Strongly Agree	10.0%	(30)
Agree	30.8%	(92)
Somewhat Agree	22.4%	(67)
Somewhat Disagree	11.4%	(34)
Disagree	14.4%	(43)
Strongly Disagree	7.7%	(23)

11. Common definitions have been established between partner programs to facilitate communication about customer needs and outcomes.

Strongly Agree	3.7%	(11)
Agree	28.4%	(85)
Somewhat Agree	30.1%	(90)
Somewhat Disagree	18.4%	(55)
Disagree	14.4%	(43)
Strongly Disagree	2.3%	(7)

12. Appropriate information on customers is shared across programs and partners to ensure customers do not have to provide the same information multiple times.

Strongly Agree	6.4%	(19)
Agree	23.1%	(69)
Somewhat Agree	23.1%	(69)
Somewhat Disagree	21.7%	(65)
Disagree	17.1%	(51)
Strongly Disagree	7.4%	(22)

13. There is one organizational culture at the Center(s) I work in/am familiar with, rather than each agency's individual culture coexisting in the same location.

Strongly Agree	5.4%	(16)
Agree	19.4%	(58)
Somewhat Agree	28.1%	(84)
Somewhat Disagree	19.4%	(58)
Disagree	17.1%	(51)
Strongly Disagree	8.4%	(25)

14. The one stop and VESID have identified the processes core to our work for common customers and has mapped them so that everyone (e.g., inclusive of partner staff) knows how they operate and how to operate them.

Strongly Agree	4.3%	(13)
Agree	22.4%	(67)
Somewhat Agree	27.1%	(81)
Somewhat Disagree	14.0%	(42)
Disagree	19.7%	(59)
Strongly Disagree	10.4%	(31)

15. Our core processes (such as assessment, customer flow, case management, job development, services to businesses, etc) are deployed consistently by all staff, no matter what agency they are from.

Strongly Agree	8.7%	(26)
Agree	23.7%	(71)
Somewhat Agree	17.1%	(51)
Somewhat Disagree	19.7%	(59)
Disagree	18.4%	(55)
Strongly Disagree	10.4%	(31)

Information I Want and Need

I would like to be kept regularly informed about the following items related to the partner agencies:

16. State-wide workforce policy

Strongly Agree	36.1%	(108)
Agree	46.8%	(140)
Somewhat Agree	12.7%	(38)
Somewhat Disagree	0.7%	(2)
Disagree	1.3%	(4)
Strongly Disagree	0.3%	(1)

17. WIB policy positions

Strongly Agree	38.5%	(115)
Agree	45.8%	(137)
Somewhat Agree	9.7%	(29)
Somewhat Disagree	1.3%	(4)
Disagree	2.0%	(6)
Strongly Disagree	0.7%	(2)

18. Each other's programs

Strongly Agree	46.8%	(140)
Agree	43.1%	(129)
Somewhat Agree	5.7%	(17)
Somewhat Disagree	0.7%	(2)
Disagree	0.3%	(1)
Strongly Disagree	0.3%	(1)

19. Each other's procedures and policy changes related to workforce issues

Strongly Agree	38.8%	(116)
Agree	43.5%	(130)
Somewhat Agree	13.7%	(41)
Somewhat Disagree	0.7%	(2)
Disagree	0.7%	(2)
Strongly Disagree	0.7%	(2)

20. Organizational strategy and direction for the future

Strongly Agree	41.1%	(123)
Agree	41.1%	(123)
Somewhat Agree	12.4%	(37)
Somewhat Disagree	1.0%	(3)
Disagree	2.3%	(7)
Strongly Disagree		(0)

21. Each agencies strategic plans as linked to the WIB's strategic plan

Strongly Agree	26.1%	(78)
Agree	42.5%	(127)
Somewhat Agree	20.7%	(62)
Somewhat Disagree	2.7%	(8)
Disagree	4.7%	(14)
Strongly Disagree	0.3%	(1)

22. How to work effectively with special populations, particularly the disabled

Strongly Agree	38.1%	(114)
Agree	44.8%	(134)
Somewhat Agree	11.0%	(33)
Somewhat Disagree	1.7%	(5)
Disagree	1.3%	(4)
Strongly Disagree		(0)

23. Training opportunities open to all partners

Strongly Agree	52.5%	(157)
Agree	36.8%	(110)
Somewhat Agree	6.7%	(20)
Somewhat Disagree	0.3%	(1)
Disagree	0.3%	(1)
Strongly Disagree	0.3%	(1)

Communication Methods

If available, I would find the following methods of agency communication about the above items useful:

24. All staff meetings at the one stop center that addressed some of the information in Section II of the survey

Strongly Agree	25.4%	(76)
Agree	45.2%	(135)
Somewhat Agree	17.7%	(53)
Somewhat Disagree	3.3%	(10)
Disagree	3.7%	(11)
Strongly Disagree	2.0%	(6)

25. E-Mail Alerts to Policy and Procedures changes

Strongly Agree	42.8%	(128)
Agree	45.2%	(135)
Somewhat Agree	7.0%	(21)
Somewhat Disagree	1.0%	(3)
Disagree	1.0%	(3)
Strongly Disagree	1.0%	(3)

26. E-Mail Alerts to new Policy and Procedures

Strongly Agree	44.1%	(132)
Agree	44.8%	(134)
Somewhat Agree	6.0%	(18)
Somewhat Disagree	2.0%	(6)
Disagree	0.3%	(1)
Strongly Disagree	0.7%	(2)

27. Opportunities to telephone conference with other staff about program areas and joint activities

Strongly Agree	14.4%	(43)
Agree	38.5%	(115)
Somewhat Agree	23.7%	(71)
Somewhat Disagree	10.7%	(32)
Disagree	6.0%	(18)
Strongly Disagree	2.7%	(8)

28. An Intranet-based 'Bulletin Board' where I could post questions for clarification on policies and procedures and receive a written response

Strongly Agree	35.1%	(105)
Agree	33.4%	(100)
Somewhat Agree	16.4%	(49)
Somewhat Disagree	4.3%	(13)
Disagree	7.4%	(22)
Strongly Disagree	1.3%	(4)

29. A directory organized by subject and activity area with employees listed as they are related to a specific program or project

Strongly Agree	35.5%	(106)
Agree	44.8%	(134)
Somewhat Agree	10.4%	(31)
Somewhat Disagree	4.0%	(12)
Disagree	1.7%	(5)
Strongly Disagree	1.0%	(3)

30. On line training opportunities

Strongly Agree	27.8%	(83)
Agree	41.1%	(123)
Somewhat Agree	19.4%	(58)
Somewhat Disagree	6.7%	(20)
Disagree	1.7%	(5)
Strongly Disagree	1.0%	(3)

31. A shared directory of all job orders

Strongly Agree	44.1%	(132)
Agree	34.1%	(102)
Somewhat Agree	12.4%	(37)
Somewhat Disagree	3.0%	(9)
Disagree	2.3%	(7)
Strongly Disagree	0.3%	(1)

Satisfaction

32. I believe that the intent of a one stop system is good for all the customers of all the agencies that make up the system.

Strongly Agree	51.8%	(155)
Agree	34.8%	(104)
Somewhat Agree	7.4%	(22)
Somewhat Disagree	2.7%	(8)
Disagree	2.0%	(6)
Strongly Disagree	0.3%	(1)

33. Quality improvement and customer satisfaction is emphasized within each of the Centers.

Strongly Agree	29.1%	(87)
Agree	36.8%	(110)
Somewhat Agree	22.1%	(66)
Somewhat Disagree	6.7%	(20)
Disagree	2.0%	(6)
Strongly Disagree	2.0%	(6)

34. I believe that the work I am doing at the Center is worthwhile.

Strongly Agree	59.2%	(177)
Agree	30.8%	(92)
Somewhat Agree	5.4%	(16)
Somewhat Disagree	1.3%	(4)
Disagree	0.7%	(2)
Strongly Disagree	0.7%	(2)