2018 Survey Format

• Last year we participated in a program called Top Workplaces which used a surveying company called Workplace Dynamics.

• This year we went back to Survey Monkey and adapted the questions we used to make the survey shorter.

• Because we made changes over the past 2 years and do not have access to all the data from last year we are unable to do direct comparisons of data from year to year.
2018 Survey Details

• 80 staff responded to the survey
• 72 Full-Time Staff
  – 8 Part-Time Staff
• Primary Work Location
  – 22 School-Based Staff
  – 21 Dublin Office Staff
  – 14 Mill Run Office Staff
  – 8 Lewis Center Office Staff
  – 7 Northeast Office Staff
  – 4 Community-Based Staff
• County Location
  – 58 Franklin County Staff
  – 18 Delaware County Staff
  – 1 Morrow County Staff
Syntero Questions

• Likert Scale – 1 = Strongly Disagree, 7 = Strongly Agree
• The average response for all questions (with one exception) was between 5-6, 7 is the highest score you can get.

• Highest rated questions (rated as agree):
  1. Syntero operates by strong values and ethics.
  2. My job makes me feel like I am part of something meaningful.
  3. I have the flexibility I need to balance my work and personal life.

• Lowest rate question (rated as slightly disagree):
  1. I have considered searching for a different job in the past month.
Supervisor Questions

• Likert Scale – 1= Strongly Disagree, 7 = Strongly Agree
• The average response for all questions was 6, 7 is the highest score you can get.
• Highest rated questions (rated as agree):
  – My supervisor cares about my concerns and provides feedback.
  – My supervisor communicates important information clearly.
  – My supervisor follow up on commitments or promises made for future action.
What words best describe the culture at Syntero?

Supportive
Caring
Client Centered
Compassionate
Positive
positive
caring
supportive
client-centered
compassionate
encouraging
flexible
traumainformed
understanding
inclusive
welcoming
professional
empowering
teamwork
helpful
resilient
thoughtful
energetic
integrated
employee-oriented
welcoming
compassionate
accepting
warm
open
professional
client-centered
encouraging
flexible
teamwork
helpful
welcoming
welcoming
welcoming
warm
open
friendly
resilient
thoughtful
ergentic
welcoming
welcoming
welcoming
welcoming
What do you consider to be Syntero’s major strengths?

• Top Responses:
  – Client-centered
  – Supporting employees
    • Work/life balance
    • Professional development
  – Environment
  – Flexibility
  – Community Presence
What do you consider to be Syntero’s major strengths?

- The compassion and dedication I have seen from every employee I've met in my brief time here are beyond anything I could have imagined. Syntero not only says it is client-centered, but the employees show it too!
- Commitment to clients, great clinicians, great workplace environment
- The quality of the staff; the culture of the environment which can be felt by staff as well as consumers; the commitment to leadership development.
- Syntero proactively addresses challenges/problems; values diversity and individuality; supports staff & clients; very person-centered; high quality services
- There is a clear focus on supporting employees in not only professional development, but also in achieving work/life balance.
What do you like most about your job?

- Top Responses:
  - Clients/Helping People
  - Supervisor/Support
  - Flexibility
  - Coworkers

CHOOSE a job you love, and you will NEVER have to work a day in your LIFE.

– Confucius
What do you like most about your job?

- Having a supervisor I trust and feel comfortable with, feeling like I have a voice, being challenged while not feeling overworked/overwhelmed.
- Leaving each day knowing a difference was made in someone's life and my phenomenal department.
- My supervisor, flexibility in hours, and getting to see progress in clients.
- Helping people, along with a flexible schedule which allows for work life balance.
- It is challenging in a good way. I feel like I am making a difference and that I can help my clients and colleagues to make a difference as well.
I ❤️ MY JOB
How could Syntero help you do your job better?

- Top Responses:
  - Raises and/or Bonuses
  - More training opportunities
  - N/A, Not sure, Nothing
  - Better communication
How could Syntero help you do your job better?

• Continue to review pay and make sure that staff with longevity are rewarded and compensated well.

• Continued opportunities for trainings and growth.

• I can't think of anything specific at this time. I feel very supported.

• Inter-office and inter-department communication still needs to get better.
Many thanks for all your hard work!

We are so thankful for all that you do!