



**Project of the *Vermont Research Partnership* among the Vermont Agency of Human Services, Vermont Department of Education, Vermont Association of Regional Partnerships, and The University of Vermont**

## **Project: A Study of Staff Satisfaction at the Vermont Agency of Human Services (AHS)**

**Outcome of Well-Being:** *Communities provide safety and support for individuals and families (#10)*

**Project Participants:** All 3200 employees of the Vermont Agency of Human Services will be invited to participate in the study.

**Project Location(s):** AHS sites across Vermont's twelve state-wide regions and central offices.

### **Project Description:**

One of the clear directives of the Vermont Agency of Human Services (AHS) re-organization efforts is to attend to the organizational climate and human resource development needs of its staff. As one means to address this, all AHS staff will be invited to participate in an anonymous and confidential web-based satisfaction survey administered by The University of Vermont's College of Education and Social Services. Results will be collected and reported by a third party to ensure that all answers remain anonymous and confidential. Survey results will be aggregated so individual respondents cannot be identified, and the report will be sent to all AHS staff. The purpose of the survey is to help guide and prioritize the Agency's future human resource development activities.

### **Selected Indicators Used to Track Progress:**

#### **1. Selected Indicators for Reorganization Theme of *Respectful Service***

- ❖ Staff report they feel valued and supported
- ❖ Staff report that they have increased their knowledge and skills about respect, diversity, and how to incorporate the strengths of individuals and families into service delivery
- ❖ Staff report that their work unit respects cultural diversity among its staff and consumers.
- ❖ Staff contribute feedback on staff satisfaction that is used to improve how staff is supported, as reflected by increased staff satisfaction each year

#### **2. Selected Indicators for Reorganization Theme of *Continuous Improvement and Accountability***

- ❖ Staff report that they routinely draw on reports on individual and family satisfaction and complaint data to address means for quality improvement
- ❖ Staff report that there is an internal culture and identifiable processes that promote organizational learning
- ❖ Staff report that their work environment supports excellent customer service.

- ❖ Staff report they have the training, technology support, equipment and resources to perform their job.

**Project Timeline / Status:**

A pilot study of the staff satisfaction survey (100 staff members) took place in January, 2005. A follow up focus group interview of AHS staff members in February served to refine the survey items. The full scale staff survey is scheduled for implementation late May, 2005. A full written report will be completed by Fall 2005.

**Program Partners:**

Vermont Agency of Human Services and the University of Vermont

**Researchers and Institutional Affiliations:** Bud Meyers, Ph.D., Susan Hasazi, Ed.D., Laura Massell, M.Ed., Department of Education, UVM

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