

Addressing the Needs of our Community Since 1965



Helping People, Changing Lives.

**community
Action**
PARTNERSHIP

OF MADERA COUNTY



2021

Employee Climate Survey

REPORT

1225 Gill Avenue, Madera, CA 93637

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www.maderacap.org

The Community Action Promise

COMMUNITY ACTION CHANGES PEOPLE'S LIVES, EMBODIES THE SPIRIT OF HOPE, IMPROVES COMMUNITIES, AND MAKES AMERICA A BETTER PLACE TO LIVE. WE CARE ABOUT THE ENTIRE COMMUNITY, AND WE ARE DEDICATED TO HELPING PEOPLE HELP THEMSELVES AND EACH OTHER.

Mission

HELPING PEOPLE, CHANGING LIVES AND MAKING OUR COMMUNITY A BETTER PLACE TO LIVE BY PROVIDING RESOURCES AND SERVICES THAT INSPIRE PERSONAL GROWTH AND INDEPENDENCE.

Vision

COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY, INC. WILL BE RECOGNIZED AS A PREMIER SOCIAL SERVICE AGENCY THAT ELIMINATES THE EFFECTS OF POVERTY BY HELPING PEOPLE OBTAIN THE KNOWLEDGE AND SKILLS TO ACHIEVE SELF-RELIANCE AND ECONOMIC STABILITY...ONE LIFE AT A TIME.



Table of **CONTENTS**

- 01** Message from the Executive Director
- 02** Performance Legend
- 03** Scorecard Results Dashboard
- 04** Scorecard Results
- 06** Strengths
- 07** Areas of Improvement
- 08** Employee Health
- 09** Employee Demographics
- 10** Employee Comments

A Message from the

EXECUTIVE DIRECTOR

Hello CAPMC Employees,

The purpose of the Employee Climate Survey is to provide an opportunity for you to candidly share input regarding the Agency's culture and current climate as part of the Agency's management and accountability process. The results of the Employee Climate Survey are key elements that showcase the current health of the Agency's climate and employee satisfaction.

I want to thank the dedicated Employee Climate Survey Team (Strategic Plan Coordinator & Assistant to the Executive Director, Executive Director, Communication Specialist) and the Information Technology Department for pioneering and administering the first *electronic* Employee Climate Survey for Community Action Partnership of Madera County, Inc. (CAPMC).

As I reflect on prior years, I am proud to say that CAPMC has made great strides in addressing salary increases and supplemental pay. During the height of the COVID-19 Pandemic CAPMC's doors remained open. That means that because of you we were able to continue to assist the most vulnerable by providing the utmost quality services during uncharted and trying times. CAPMC was able to issue COVID-19 Supplemental Pay twice to each employee. CAPMC has also implemented Cost of Living Adjustments (COLAs) across the board. In May of 2019 the Board of Directors approved a salary disparity increase in which positions listed under the Clerical & Technical category saw a disparity increase ranging from 5% to 17.5%. The Mid-Management and Administration Series was given a 2.5% disparity increase.

Notably, overall employee satisfaction has increased and remained positive. The following have been identified as areas of improvement: *Considering everything, how satisfied are you with your pay?, I receive recognition or praise on a regular basis for doing good work., I am satisfied with my current and future financial situations., Considering everything, how satisfied are you with your benefits package?, and How satisfied are you with the training you receive for your present job?.* As CAPMC powers through the prioritization process via the CAPQuest Strategic Plan development phase, the information gathered from the Employee Climate Survey will lay a foundation for the direction in which efforts, time, and resources should be more heavily directed.

Thank you for taking the time to complete the 2021 Employee Climate Survey. We appreciate your honest feedback and input. Your responses will drive the efforts, direction, and focus of CAPMC on an administrative level.

Please know that your voice matters. We hear you.

In Service,



*Mattie Mendez
Executive Director*

Performance LEGEND



A green light with a check mark indicates that satisfaction has been achieved with an average of 80% or higher and needs to be maintained.



A solid green light indicates that the satisfaction has been achieved with an average of 75% or higher and needs to be monitored.



A yellow light indicates that satisfaction is in progress with a 65% or higher and needs process improvement.



A red light indicates that satisfaction has not been achieved and action needs to be taken.

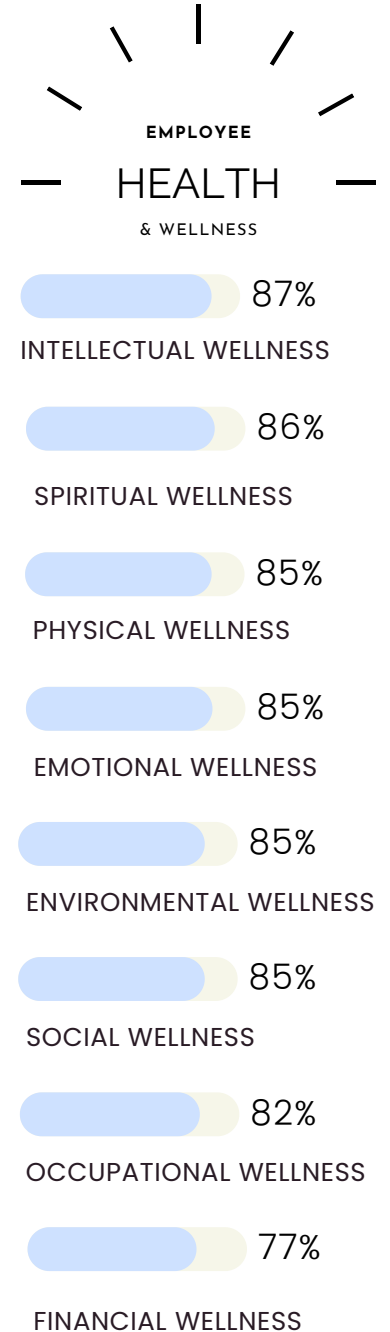


Score Card

2021 RESULTS DASHBOARD

AGENCY SCORECARD RESULTS

AREA	2021 RESULTS
CAPMC	87%
Administration	86%
Information Technology (IT)	87%
Human Resources (HR)	87%
Fiscal	86%
Community Services	88%
Head Start	88%
Victim Services	88%
Child Care Alternative Payment and Resource & Referral Program	87%
Internal Communication	84%
My Role	86%
My Supervisor	82%
My Coworkers	86%
Professional Development & Training	85%
Safe and Secure Work Environment	86%
Satisfaction	80%
Technology	85%



“ I enjoy my work and what I do. I feel that my position allows me to give back to the community. I also have the opportunity to interact with a team of great and knowledgeable people. ”

TOP STRENGTH My paycheck is accurate and on time.

GREATEST AREA OF IMPROVEMENT Wages and Compensation

Score Card

RESULTS

✓	80.0%
●	75.0%
●	65.0%
●	60.0%

CAPMC	
1. Customer Satisfaction is a clear goal for the Agency.	✓ 87%
2. Administration	✓ 86%
3. Information Technology (IT)	✓ 87%
4. Human Resources (HR)	✓ 87%
5. Fiscal	✓ 86%
6. Community Services	✓ 88%
7. Head Start	✓ 88%
8. Victim Services	✓ 88%
9. Child Care Alternative Payment and Resource & Referral Program	✓ 87%
FISCAL	
10. The Accounting Financial Policies and Procedures Manual is a useful tool to find necessary information related to the Fiscal Department.	✓ 86%
11. My paycheck is accurate and on time.	✓ 93%
12. The Fiscal Department staff are knowledgeable and responsive and have the expertise I need to assist me.	✓ 89%
HUMAN RESOURCES	
13. The Human Resources Department effectively communicates information about benefits, job opening, and compensation.	✓ 87%
14. The Human Resources Department staff have provided me information when requested.	✓ 89%
15. The Personnel Policies and Procedures Handbook and Acting with Integrity Booklet are useful tools to find necessary information.	✓ 89%
INTERNAL COMMUNICATION	
16. I find the Agency newsletter beneficial to read and full of useful information.	✓ 83%
17. I have the appropriate information to do my job well.	✓ 84%

Score Card

RESULTS

✔ 80.0%
● 75.0%
● 65.0%
● 60.0%

MY ROLE	
18. I know what is expected of me at work.	✔ 90%
19. The mission of the Agency makes me feel my job is important.	✔ 89%
20. I have the materials and equipment I need to do my work efficiently.	✔ 86%
21. At work, my opinion seems to count.	✔ 80%
MY SUPERVISOR	
22. My supervisor treats me with respect.	✔ 88%
23. My supervisor keeps me well informed about management decisions.	✔ 82%
24. My supervisor provides me with constructive suggestions to improve my job performance.	✔ 83%
25. My supervisor inspires me to do my best work.	✔ 83%
26. I receive recognition or praise on a regular basis for doing good work.	● 76%
MY COWORKERS	
27. Someone at work seems to care about me as a person.	✔ 85%
28. My coworkers are committed to doing quality work.	✔ 86%
PROFESSIONAL DEVELOPMENT AND TRAINING	
29. In the past year, I have had the opportunity to learn and grow.	✔ 86%
30. Someone at work encourages my development.	✔ 83%
SAFE AND SECURE WORK ENVIRONMENT	
31. Employees are protected from health and safety hazards on the job.	✔ 86%
32. I understand the process for reporting workplace injuries.	✔ 86%
SATISFACTION	
33. Considering everything, how satisfied are you with your job?	✔ 85%
34. Considering everything, how satisfied are you with your pay?	● 73%
35. Considering everything, how satisfied are you with your benefits package?	✔ 80%
36. How satisfied are you with the training you receive for your present job?	✔ 80%
TECHNOLOGY	
37. The technology I use on the job is reliable.	✔ 84%
38. Information Technology personnel is available to support my technology needs and solve problems quickly.	✔ 86%

STRENGTHS



01

My paycheck is accurate and on time.

02

I know what is expected of me at work.

03

The Personnel Policies and Procedures Handbook and Acting with Integrity booklet are useful tools to find necessary information.

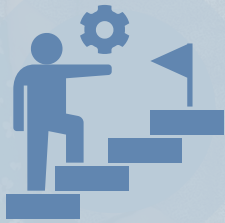
04

The Fiscal Department staff are knowledgeable and responsive and have the expertise I need to assist me.

05

The Human Resources Department staff has provided me information when requested.

AREAS OF IMPROVEMENT



01

Considering everything, how satisfied are you with your pay?

02

I receive recognition or praise on a regular basis for doing good work.

03

I am satisfied with my current and future financial situations.

04

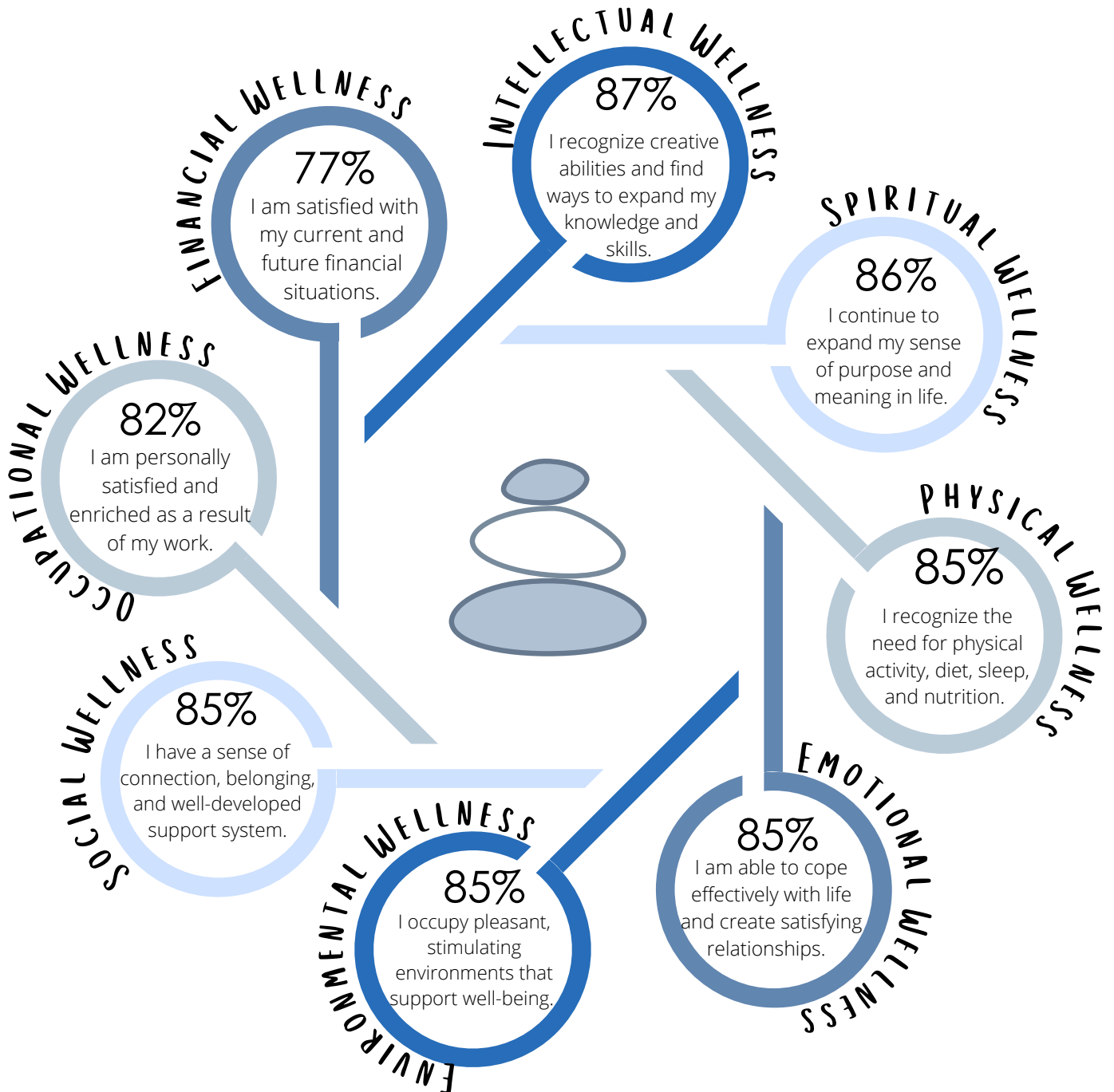
Considering everything, how satisfied are you with your benefits package?

05

How satisfied are you with the training you receive for your present job?

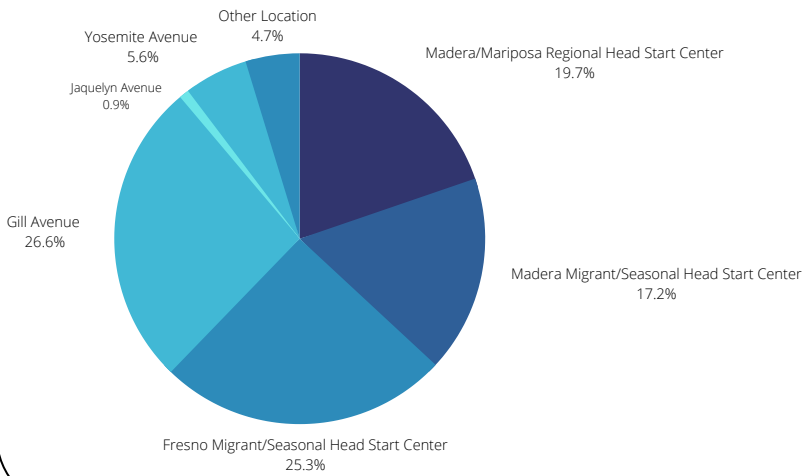
Employee

HEALTH

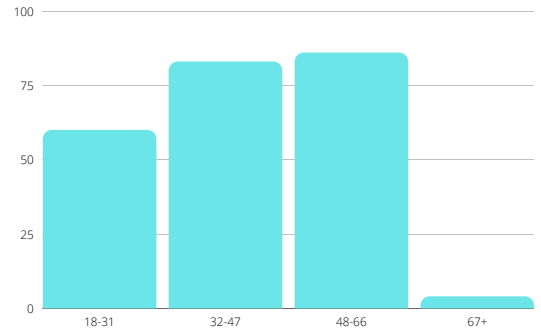


Employee DEMOGRAPHICS

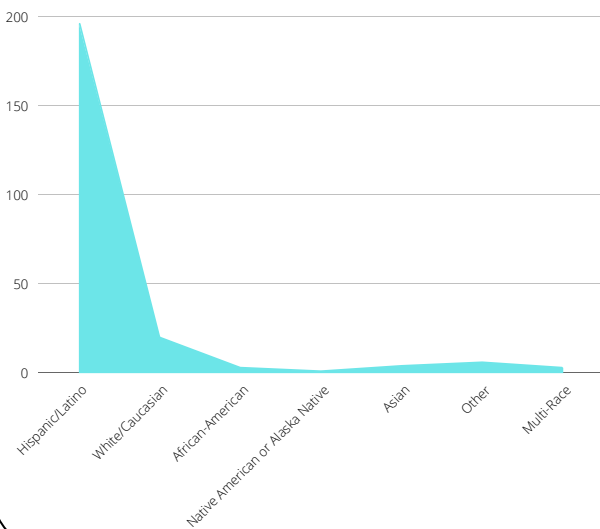
WORKSITE RESPONSES



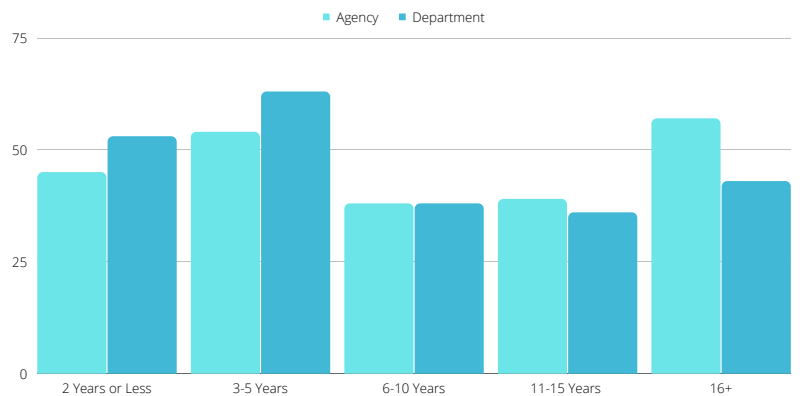
AGE



ETHNIC CATEGORY



LENGTH OF EMPLOYMENT



Employee

COMMENTS



Need better and more affordable benefits package options, higher hourly pay, and merit increases.

Increase training and support for new employees.

Internal communication has room for improvement.

Increase training in the following areas: benefits package, wellness, and professional development.

Offer health benefits for individuals who work 20 hours a week.

"I believe we have lost a lot of good working staff because of low pay."

"Benefits are too expensive to include family."

"I think that the benefits are great. I have an amazing team. Thank you."

"Higher hourly pay and merit raises past 5 years."

"Set up retirement account and talk about a 5% employer contribution. Create a mentor program as a professional growth/succession plan and have a safe support system for employees to lean on/engage."



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