



Anka Behavioral Health, Inc.

**Anka Behavioral Health, Inc.  
Internal Customer Satisfaction Survey Results  
2016**

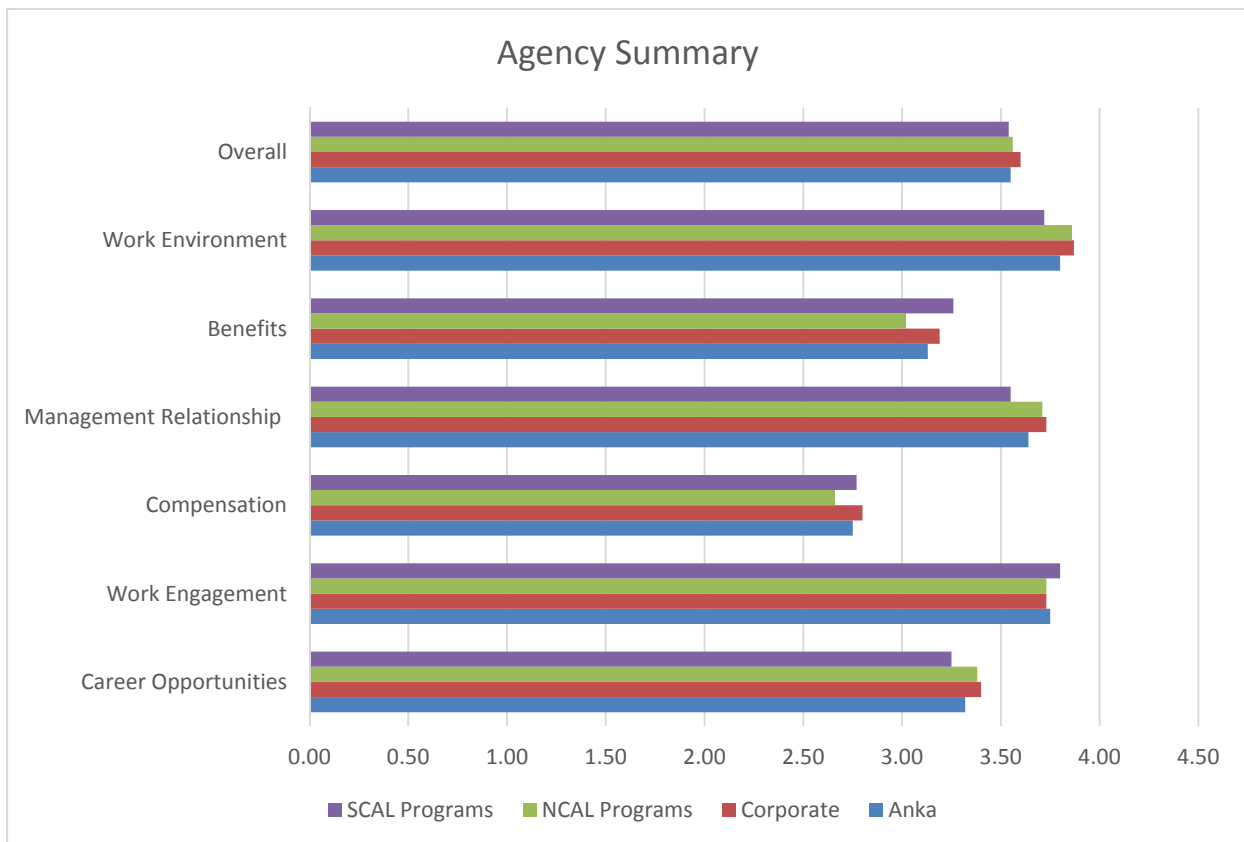
**Prepared by:** Quality Management Department

## Internal Customer Satisfaction Survey 2016

### SECTION 1: EXECUTIVE SUMMARY

	# of Responses	Overall Score
CORPORATE	44	3.60
NCAL PROGRAMS	146	3.56
SCAL PROGRAMS	116	3.54
<b>ANKA TOTALS</b>	<b>306</b>	<b>3.55</b>

	ANKA	Corporate	NCAL Programs	SCAL Programs
<b>Career Opportunities</b>	3.32	3.40	3.38	3.25
<b>Work Engagement</b>	3.75	3.73	3.73	3.80
<b>Compensation</b>	2.75	2.80	2.66	2.77
<b>Management Relationship</b>	3.64	3.73	3.71	3.55
<b>Benefits</b>	3.13	3.19	3.02	3.26
<b>Work Environment</b>	3.80	3.87	3.86	3.72
<b>Overall</b>	<b>3.55</b>	<b>3.60</b>	<b>3.56</b>	<b>3.54</b>



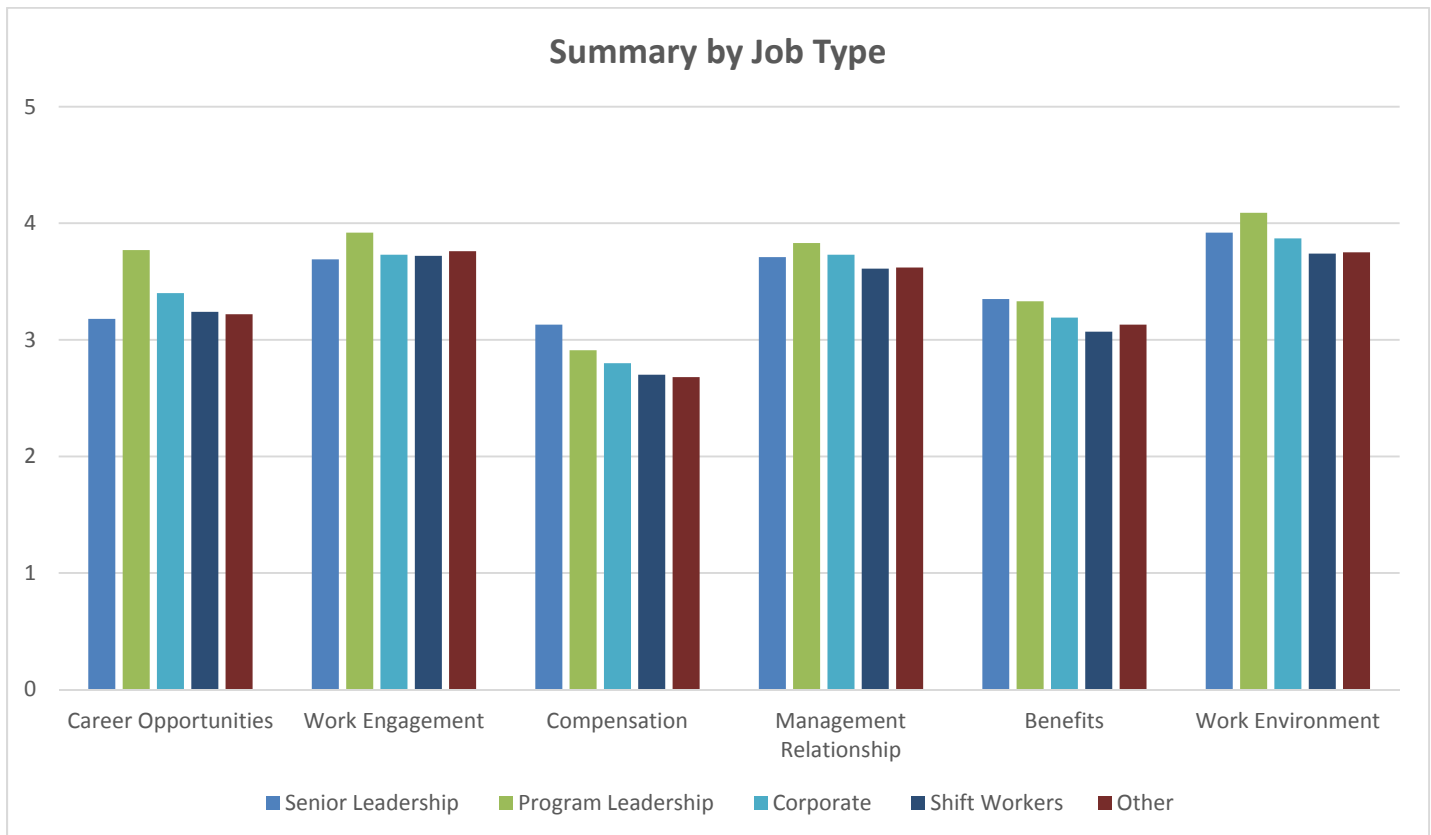
### Internal Customer Satisfaction Survey 2016

Category	Questions	Mean Score	Maximum Score	Minimum Score	Standard Deviation
<b>Career Opportunities</b>	<ul style="list-style-type: none"> <li>- I am satisfied with my opportunities for professional growth</li> <li>- I am pleased with the career advancement opportunities available to me</li> <li>- My organization is dedicated to my professional development</li> <li>- I am satisfied with the job-related training my organization offers</li> <li>- I am satisfied that I have the opportunities to apply my talents and expertise</li> <li>- I am satisfied with the investment my organization make in training and education</li> </ul>	3.29	3.66	3.12	0.178
<b>Work Engagement</b>	<ul style="list-style-type: none"> <li>- I am inspired to meet my goals at work</li> <li>- I feel completely involved in my work</li> <li>- I am often so involved in my work that the day goes by very quickly</li> <li>- I am determined to give my best effort at work each day</li> <li>- When at work, I am completely focused on my job duties</li> <li>- In my organization, employees adapt quickly to difficult situation</li> <li>- Employees here always keep going when the going gets touch</li> <li>- Employees proactively identify future challenges and opportunities</li> <li>- Employees in my organization take the initiative to help other employees when the need arises</li> <li>- Employees here are willing to take on new tasks as needed</li> </ul>	3.67	4.44	3.37	0.355
<b>Compensation</b>	<ul style="list-style-type: none"> <li>- I am satisfied with my overall compensation</li> <li>- I am compensated fairly relative to my market</li> </ul>	2.75	2.75	2.74	0.002
<b>Management Relationship</b>	<ul style="list-style-type: none"> <li>- Communication between senior leaders and employees is good in my organization</li> <li>- I am able to make decisions affecting my work</li> <li>- Management within my organization recognizes strong job performance</li> <li>- My supervisor and I have a good working relationship</li> <li>- My coworkers and I have a good working relationship</li> <li>- Senior management and employee trust each other</li> <li>- Employees treat each other with respect</li> </ul>	3.76	4.21	3.17	0.409
<b>Benefits</b>	<ul style="list-style-type: none"> <li>- I am satisfied with my total benefits package</li> <li>- I am satisfied with the healthcare-related benefits offered by my organization</li> <li>- I am satisfied with the amount of paid leave offered by my organization</li> <li>- I am satisfied with the retirement plan offered by my organization</li> <li>- I am satisfied with the workplace flexibility offered by my organization</li> </ul>	3.30	3.57	2.60	0.398
<b>Work Environment</b>	<ul style="list-style-type: none"> <li>- My organization has a safe work environment</li> <li>- I am satisfied with my overall job security</li> <li>- My organization's work positively impacts people's lives</li> <li>- My organization operates in a socially responsible manner</li> <li>- My organization's fiscal well-being is stable</li> <li>- I am satisfied with the culture of my workplace</li> <li>- I understand how my work impacts the organization's business goals</li> <li>- My organization is dedicated to diversity and inclusiveness</li> </ul>	3.81	4.26	3.34	0.295
<b>Overall</b>		<b>3.54</b>	<b>4.44</b>	<b>2.74</b>	<b>0.433</b>

1=Strongly disagree    2 = Disagree                      3 = Neutral                      4 = Agree                      5 = Strongly agree

## Internal Customer Satisfaction Survey 2016

	Career Opportunities	Work Engagement	Compensation	Management Relationship	Benefits	Work Environment
<b>Senior Leadership (CEO, COO, CFO, CMO)</b>	3.18	3.69	3.13	3.71	3.35	3.92
<b>Program Leadership (Regional Administrators, Program Administrators, Clinical Administrators)</b>	3.77	3.92	2.91	3.83	3.33	4.09
<b>Corporate (Development, Finance, Human Resources, IT, Projects, Quality Management, Risk Management)</b>	3.40	3.73	2.80	3.73	3.19	3.87
<b>Shift Workers</b>	3.24	3.72	2.70	3.61	3.07	3.74
<b>Other (Interns, Admin Assistance, Transportation)</b>	3.22	3.76	2.68	3.62	3.13	3.75



## Internal Customer Satisfaction Survey 2016

NCAL Programs					
Category	Questions	Mean Score	Maximum Score	Minimum Score	Standard Deviation
<b>Career Opportunities</b>	<ul style="list-style-type: none"> <li>- I am satisfied with my opportunities for professional growth</li> <li>- I am pleased with the career advancement opportunities available to me</li> <li>- My organization is dedicated to my professional development</li> <li>- I am satisfied with the job-related training my organization offers</li> <li>- I am satisfied that I have the opportunities to apply my talents and expertise</li> <li>- I am satisfied with the investment my organization make in training and education</li> </ul>	3.37	3.11	3.72	0.204
<b>Work Engagement</b>	<ul style="list-style-type: none"> <li>- I am inspired to meet my goals at work</li> <li>- I feel completely involved in my work</li> <li>- I am often so involved in my work that the day goes by very quickly</li> <li>- I am determined to give my best effort at work each day</li> <li>- When at work, I am completely focused on my job duties</li> <li>- In my organization, employees adapt quickly to difficult situation</li> <li>- Employees here always keep going when the going gets touch</li> <li>- Employees proactively identify future challenges and opportunities</li> <li>- Employees in my organization take the initiative to help other employees when the need arises</li> <li>- Employees here are willing to take on new tasks as needed</li> </ul>	3.62	3.38	4.36	0.322
<b>Compensation</b>	<ul style="list-style-type: none"> <li>- I am satisfied with my overall compensation</li> <li>- I am compensated fairly relative to my market</li> </ul>	2.66	2.64	2.69	0.034
<b>Management Relationship</b>	<ul style="list-style-type: none"> <li>- Communication between senior leaders and employees is good in my organization</li> <li>- I am able to make decisions affecting my work</li> <li>- Management within my organization recognizes strong job performance</li> <li>- My supervisor and I have a good working relationship</li> <li>- My coworkers and I have a good working relationship</li> <li>- Senior management and employee trust each other</li> <li>- Employees treat each other with respect</li> </ul>	3.73	3.22	4.23	0.415
<b>Benefits</b>	<ul style="list-style-type: none"> <li>- I am satisfied with my total benefits package</li> <li>- I am satisfied with the healthcare-related benefits offered by my organization</li> <li>- I am satisfied with the amount of paid leave offered by my organization</li> <li>- I am satisfied with the retirement plan offered by my organization</li> <li>- I am satisfied with the workplace flexibility offered by my organization</li> </ul>	3.21	2.47	3.47	0.412
<b>Work Environment</b>	<ul style="list-style-type: none"> <li>- My organization has a safe work environment</li> <li>- I am satisfied with my overall job security</li> <li>- My organization's work positively impacts people's lives</li> <li>- My organization operates in a socially responsible manner</li> <li>- My organization's fiscal well-being is stable</li> <li>- I am satisfied with the culture of my workplace</li> <li>- I understand how my work impacts the organization's business goals</li> <li>- My organization is dedicated to diversity and inclusiveness</li> </ul>	3.88	3.42	4.34	0.298
<b>Overall</b>		<b>3.53</b>	<b>2.47</b>	<b>4.36</b>	<b>0.457</b>

## Internal Customer Satisfaction Survey 2016

SCAL Programs					
Category	Questions	Mean Score	Maximum Score	Minimum Score	Standard Deviation
<b>Career Opportunities</b>	<ul style="list-style-type: none"> <li>- I am satisfied with my opportunities for professional growth</li> <li>- I am pleased with the career advancement opportunities available to me</li> <li>- My organization is dedicated to my professional development</li> <li>- I am satisfied with the job-related training my organization offers</li> <li>- I am satisfied that I have the opportunities to apply my talents and expertise</li> <li>- I am satisfied with the investment my organization make in training and education</li> </ul>	3.21	3.03	3.61	0.192
<b>Work Engagement</b>	<ul style="list-style-type: none"> <li>- I am inspired to meet my goals at work</li> <li>- I feel completely involved in my work</li> <li>- I am often so involved in my work that the day goes by very quickly</li> <li>- I am determined to give my best effort at work each day</li> <li>- When at work, I am completely focused on my job duties</li> <li>- In my organization, employees adapt quickly to difficult situation</li> <li>- Employees here always keep going when the going gets touch</li> <li>- Employees proactively identify future challenges and opportunities</li> <li>- Employees in my organization take the initiative to help other employees when the need arises</li> <li>- Employees here are willing to take on new tasks as needed</li> </ul>	3.75	3.39	4.48	0.336
<b>Compensation</b>	<ul style="list-style-type: none"> <li>- I am satisfied with my overall compensation</li> <li>- I am compensated fairly relative to my market</li> </ul>	2.77	2.72	2.81	0.063
<b>Management Relationship</b>	<ul style="list-style-type: none"> <li>- Communication between senior leaders and employees is good in my organization</li> <li>- I am able to make decisions affecting my work</li> <li>- Management within my organization recognizes strong job performance</li> <li>- My supervisor and I have a good working relationship</li> <li>- My coworkers and I have a good working relationship</li> <li>- Senior management and employee trust each other</li> <li>- Employees treat each other with respect</li> </ul>	3.72	3.11	4.14	0.389
<b>Benefits</b>	<ul style="list-style-type: none"> <li>- I am satisfied with my total benefits package</li> <li>- I am satisfied with the healthcare-related benefits offered by my organization</li> <li>- I am satisfied with the amount of paid leave offered by my organization</li> <li>- I am satisfied with the retirement plan offered by my organization</li> <li>- I am satisfied with the workplace flexibility offered by my organization</li> </ul>	3.41	2.95	3.47	0.247
<b>Work Environment</b>	<ul style="list-style-type: none"> <li>- My organization has a safe work environment</li> <li>- I am satisfied with my overall job security</li> <li>- My organization's work positively impacts people's lives</li> <li>- My organization operates in a socially responsible manner</li> <li>- My organization's fiscal well-being is stable</li> <li>- I am satisfied with the culture of my workplace</li> <li>- I understand how my work impacts the organization's business goals</li> <li>- My organization is dedicated to diversity and inclusiveness</li> </ul>	3.69	3.39	4.18	0.286
<b>Overall</b>		<b>3.52</b>	<b>2.72</b>	<b>4.48</b>	<b>0.403</b>

## Internal Customer Satisfaction Survey 2016

### SECTION 5: DETAIL by Program Type

	Career Opportunities	Work Engagement	Compensation	Management Relationship	Benefits	Work Environment
<b>Crisis Residential Treatment</b>	3.31	3.73	2.69	3.65	3.09	3.79
<b>Intellectual Disabled</b>	3.53	3.75	2.98	3.68	3.30	3.82
<b>Out-Patient/Homeless</b>	3.41	3.88	2.44	3.86	3.14	4.01
<b>Residential</b>	3.46	3.86	2.72	3.68	2.86	3.84
<b>Vocational</b>	3.55	4.28	2.93	4.29	3.60	4.46

