

Office of Performance Evaluations, Idaho Legislature, Survey of Staff and Frontline Supervisors (Sorted by Program), July 2007

Note: Unless otherwise noted, when compared to the 2005 survey results, statistically significant differences were found in the following tables:

Management and Leadership

1a. Please rate the quality of leadership provided to employees by upper management within the Department of Health and Welfare.

	Very Good (%)	Good (%)	Fair (%)	Poor (%)	Very Poor (%)	Average Rating (5-point scale)
Adult Mental Health	18.0	27.8	30.1	12.0	12.0	3.3
Benefits	11.4	38.2	28.0	14.6	7.7	3.3
Child Support	16.4	44.0	30.2	6.0	3.4	3.6
Children's Mental Health	11.1	28.9	42.2	11.1	6.7	3.3
Children's Services	7.0	34.2	34.8	15.5	8.6	3.2
Developmental Disabilities	8.9	41.8	36.7	8.9	3.8	3.4
Emergency Medical Services	27.8	33.3	16.7	5.6	16.7	3.5
Facilities Standards	21.7	43.5	13.0	8.7	13.0	3.5
Idaho State School & Hospital	21.6	33.8	27.0	6.8	10.8	3.5
Information Technology Services	6.4	19.2	26.9	16.7	30.8	2.5
Laboratory Services	11.8	23.5	52.9	5.9	5.9	3.3
Management Services	2.3	46.6	30.7	11.4	9.1	3.2
Medical Assistance Services	14.0	34.1	22.5	17.8	11.6	3.2
Physical Health Services	9.8	37.3	23.5	15.7	13.7	3.1
State Hospital North	14.3	23.8	42.9	19.0	0.0	3.3
State Hospital South	11.7	42.9	36.4	3.9	5.2	3.5
Vital Statistics	25.0	50.0	20.0	5.0	0.0	4.0
Administration	34.5	51.7	6.9	6.9	0.0	4.1
Other	46.3	36.6	12.2	4.9	0.0	4.2

1b. Please rate the quality of leadership provided to employees by program managers within the Department of Health and Welfare.

	Very Good (%)	Good (%)	Fair (%)	Poor (%)	Very Poor (%)	Average Rating (5-point scale)
Adult Mental Health	38.4	26.4	22.6	7.5	5.0	3.9
Benefits	19.3	42.4	20.5	9.8	8.0	3.6
Child Support	25.6	38.8	19.0	14.0	2.5	3.7
Children's Mental Health	29.8	47.4	14.0	5.3	3.5	4.0
Children's Services	19.6	36.8	26.0	9.8	7.8	3.5
Developmental Disabilities	25.8	38.2	19.1	14.6	2.2	3.7
Emergency Medical Services	33.3	38.9	16.7	5.6	5.6	3.9
Facilities Standards	26.9	23.1	7.7	19.2	23.1	3.1
Idaho State School & Hospital	15.3	41.7	26.4	11.1	5.6	3.5
Information Technology Services	13.3	37.3	26.7	14.7	8.0	3.3
Laboratory Services	5.0	35.0	45.0	10.0	5.0	3.3
Management Services	14.8	42.0	27.3	12.5	3.4	3.5
Medical Assistance Services	30.6	29.9	20.9	10.4	8.2	3.6
Physical Health Services	30.2	39.6	17.0	1.9	11.3	3.8
State Hospital North	25.0	30.0	30.0	10.0	5.0	3.6
State Hospital South	21.1	46.1	25.0	5.3	2.6	3.8
Vital Statistics Administration	22.7	59.1	9.1	4.5	4.5	3.9
Other	36.0	52.0	8.0	4.0	0.0	4.2
	47.5	32.5	20.0	0.0	0.0	4.3

1c. Please rate the quality of leadership provided to employees by frontline supervisors within the Department of Health and Welfare.

	Very Good (%)	Good (%)	Fair (%)	Poor (%)	Very Poor (%)	Average Rating (5-point scale)
Adult Mental Health	53.8	25.0	14.4	3.1	3.8	4.2
Benefits	31.8	42.4	16.3	5.3	4.2	3.9
Child Support	23.1	38.8	16.5	12.4	9.1	3.6
Children's Mental Health	42.1	35.1	17.5	3.5	1.8	4.1
Children's Services	39.1	35.6	14.9	5.0	5.4	4.0
Developmental Disabilities	40.9	35.5	15.1	2.2	6.5	4.0
Emergency Medical Services	31.6	36.8	26.3	0.0	5.3	3.9
Facilities Standards	50.0	26.9	7.7	7.7	7.7	4.0
Idaho State School & Hospital	44.4	37.5	12.5	5.6	0.0	4.2
Information Technology Services	30.3	35.5	18.4	11.8	3.9	3.8
Laboratory Services	30.4	17.4	34.8	4.3	13.0	3.5
Management Services	20.5	53.0	16.9	3.6	6.0	3.8
Medical Assistance Services	37.1	37.9	16.1	4.8	4.0	4.0
Physical Health Services	27.5	40.0	15.0	5.0	12.5	3.7
State Hospital North	25.0	45.8	8.3	12.5	8.3	3.7
State Hospital South	39.2	34.2	19.0	5.1	2.5	4.0
Vital Statistics Administration	28.6	61.9	4.8	4.8	0.0	4.1
Other	34.6	53.8	11.5	0.0	0.0	4.2
	51.4	37.1	11.4	0.0	0.0	4.4

2a. I have confidence that upper management has the skills and abilities needed to perform their jobs.

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	20.5	31.1	27.3	9.8	11.4	3.4
Benefits	11.8	43.1	28.9	10.6	5.7	3.5
Child Support	23.9	43.6	24.8	6.0	1.7	3.8
Children's Mental Health	14.3	50.0	21.4	9.5	4.8	3.6
Children's Services	8.5	40.4	33.0	13.8	4.3	3.4
Developmental Disabilities	11.1	49.4	32.1	7.4	0.0	3.6
Emergency Medical Services	25.0	56.3	6.3	12.5	0.0	3.9
Facilities Standards	32.0	28.0	20.0	4.0	16.0	3.6
Idaho State School & Hospital	24.3	35.1	20.3	13.5	6.8	3.6
Information Technology Services	8.0	24.0	24.0	21.3	22.7	2.7
Laboratory Services	29.4	35.3	29.4	5.9	0.0	3.9
Management Services	6.8	47.7	28.4	10.2	6.8	3.4
Medical Assistance Services	18.9	34.6	22.8	15.7	7.9	3.4
Physical Health Services	11.5	42.3	19.2	17.3	9.6	3.3
State Hospital North	12.5	33.3	33.3	20.8	0.0	3.4
State Hospital South	14.5	46.1	28.9	3.9	6.6	3.6
Vital Statistics	19.0	57.1	14.3	4.8	4.8	3.8
Administration	41.4	37.9	6.9	13.8	0.0	4.1
Other	36.6	53.7	7.3	2.4	0.0	4.2

2b. I have confidence that program managers have the skills and abilities needed to perform their jobs.

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	39.2	34.2	15.8	7.6	3.2	4.0
Benefits	18.3	45.4	20.2	9.2	6.9	3.6
Child Support	31.4	38.0	16.5	12.4	1.7	3.9
Children's Mental Health	33.3	54.4	5.3	3.5	3.5	4.1
Children's Services	18.6	50.0	13.7	13.7	3.9	3.7
Developmental Disabilities	27.2	39.1	17.4	15.2	1.1	3.8
Emergency Medical Services	29.4	52.9	5.9	11.8	0.0	4.0
Facilities Standards	33.3	18.5	7.4	14.8	25.9	3.2
Idaho State School & Hospital	19.4	41.7	26.4	9.7	2.8	3.7
Information Technology Services	15.1	35.6	20.5	20.5	8.2	3.3
Laboratory Services	10.0	55.0	25.0	5.0	5.0	3.6
Management Services	14.8	44.3	25.0	10.2	5.7	3.5
Medical Assistance Services	25.2	40.7	12.6	14.8	6.7	3.6
Physical Health Services	24.5	49.1	7.5	11.3	7.5	3.7
State Hospital North	18.2	31.8	36.4	9.1	4.5	3.5
State Hospital South	25.0	55.3	15.8	1.3	2.6	4.0
Vital Statistics	22.7	63.6	4.5	4.5	4.5	4.0
Administration	44.0	48.0	8.0	0.0	0.0	4.4
Other	28.2	61.5	10.3	0.0	0.0	4.2

2c. I have confidence that frontline supervisors have the skills and abilities needed to perform their jobs.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	46.6	34.8	9.9	5.6	3.1	4.2
Benefits	24.7	48.7	15.2	8.4	3.0	3.8
Child Support	19.8	40.5	17.4	12.4	9.9	3.5
Children's Mental Health	33.3	43.9	14.0	5.3	3.5	4.0
Children's Services	30.0	45.3	12.8	8.4	3.4	3.9
Developmental Disabilities	35.1	44.7	11.7	4.3	4.3	4.0
Emergency Medical Services	21.1	36.8	26.3	10.5	5.3	3.6
Facilities Standards	44.4	25.9	11.1	7.4	11.1	3.9
Idaho State School & Hospital	35.1	35.1	12.2	16.2	1.4	3.9
Information Technology Services	26.3	39.5	11.8	15.8	6.6	3.6
Laboratory Services	22.7	40.9	18.2	18.2	0.0	3.7
Management Services	16.7	58.3	15.5	3.6	6.0	3.8
Medical Assistance Services	27.8	44.4	15.9	7.9	4.0	3.8
Physical Health Services	26.8	41.5	17.1	7.3	7.3	3.7
State Hospital North	25.0	33.3	25.0	8.3	8.3	3.6
State Hospital South	29.5	50.0	14.1	2.6	3.8	4.0
Vital Statistics	23.8	66.7	4.8	4.8	0.0	4.1
Administration	30.8	61.5	3.8	3.8	0.0	4.2
Other	30.6	47.2	13.9	8.3	0.0	4.0

3a. Goals/objectives are clearly defined at the department level.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	17.2	43.9	20.4	14.0	4.5	3.6
Benefits	15.8	58.1	15.5	7.9	2.6	3.8
Child Support	27.3	50.4	19.0	1.7	1.7	4.0
Children's Mental Health	10.9	56.4	18.2	10.9	3.6	3.6
Children's Services	10.2	59.0	18.5	8.3	3.9	3.6
Developmental Disabilities	17.6	60.4	17.6	2.2	2.2	3.9
Emergency Medical Services	27.8	33.3	16.7	11.1	11.1	3.6
Facilities Standards	30.8	46.2	15.4	3.8	3.8	4.0
Idaho State School & Hospital	20.5	37.0	26.0	13.7	2.7	3.6
Information Technology Services	15.0	40.0	16.3	16.3	12.5	3.3
Laboratory Services	4.5	54.5	27.3	13.6	0.0	3.5
Management Services	9.0	58.4	16.9	11.2	4.5	3.6
Medical Assistance Services	21.5	42.2	18.5	11.1	6.7	3.6
Physical Health Services	18.9	43.4	20.8	7.5	9.4	3.6
State Hospital North	8.7	52.2	26.1	13.0	0.0	3.6
State Hospital South	19.0	51.9	20.3	7.6	1.3	3.8
Vital Statistics	19.0	61.9	14.3	4.8	0.0	4.0
Administration	42.9	42.9	7.1	7.1	0.0	4.2
Other	42.9	42.9	11.9	2.4	0.0	4.3

3b. Goals/objectives are clearly defined at the division level.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	17.5	41.6	16.2	20.1	4.5	3.5
Benefits	16.7	54.2	18.2	9.1	1.9	3.8
Child Support	24.8	52.9	17.4	3.3	1.7	4.0
Children's Mental Health	10.7	39.3	21.4	21.4	7.1	3.3
Children's Services	12.7	52.7	19.5	11.7	3.4	3.6
Developmental Disabilities	10.1	58.4	21.3	9.0	1.1	3.7
Emergency Medical Services	21.1	36.8	10.5	15.8	15.8	3.3
Facilities Standards	23.1	46.2	19.2	3.8	7.7	3.7
Idaho State School & Hospital	13.9	43.1	27.8	11.1	4.2	3.5
Information Technology Services	6.3	25.3	13.9	26.6	27.8	2.6
Laboratory Services	0.0	45.5	31.8	22.7	0.0	3.2
Management Services	6.9	58.6	14.9	16.1	3.4	3.5
Medical Assistance Services	20.0	36.3	16.3	22.2	5.2	3.4
Physical Health Services	7.5	45.3	17.0	20.8	9.4	3.2
State Hospital North	4.3	47.8	39.1	8.7	0.0	3.5
State Hospital South	14.7	56.0	21.3	5.3	2.7	3.8
Vital Statistics	14.3	52.4	19.0	14.3	0.0	3.7
Administration	37.0	29.6	25.9	7.4	0.0	4.0
Other	30.2	44.2	20.9	4.7	0.0	4.0

3c. Goals/objectives are clearly defined at the program level.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	26.9	41.0	15.4	12.2	4.5	3.7
Benefits	19.2	54.3	14.7	9.4	2.3	3.8
Child Support	26.4	48.8	15.7	7.4	1.7	3.9
Children's Mental Health	17.9	48.2	12.5	12.5	8.9	3.5
Children's Services	19.6	52.5	12.7	10.3	4.9	3.7
Developmental Disabilities	25.5	54.3	11.7	8.5	0.0	4.0
Emergency Medical Services	21.1	36.8	10.5	21.1	10.5	3.4
Facilities Standards	44.4	37.0	3.7	7.4	7.4	4.0
Idaho State School & Hospital	16.7	43.1	16.7	18.1	5.6	3.5
Information Technology Services	9.1	46.8	15.6	13.0	15.6	3.2
Laboratory Services	4.8	28.6	33.3	23.8	9.5	3.0
Management Services	7.1	59.5	16.7	13.1	3.6	3.5
Medical Assistance Services	23.4	32.8	13.1	24.8	5.8	3.4
Physical Health Services	40.4	30.8	11.5	11.5	5.8	3.9
State Hospital North	8.3	41.7	20.8	25.0	4.2	3.3
State Hospital South	21.5	50.6	20.3	6.3	1.3	3.9
Vital Statistics	23.8	52.4	14.3	9.5	0.0	3.9
Administration	38.5	30.8	26.9	3.8	0.0	4.0
Other	37.2	39.5	16.3	7.0	0.0	4.1

4a. I have the opportunity to participate in the process of setting goals and objective at the department level.

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	5.7	9.6	22.9	38.2	23.6	2.4
Benefits	6.2	15.5	20.9	35.3	22.1	2.5
Child Support	6.7	26.7	22.5	30.8	13.3	2.8
Children's Mental Health	3.8	19.2	13.5	36.5	26.9	2.4
Children's Services	2.0	10.3	20.2	43.3	24.1	2.2
Developmental Disabilities	3.3	12.2	32.2	38.9	13.3	2.5
Emergency Medical Services	0.0	5.3	26.3	36.8	31.6	2.1
Facilities Standards	0.0	4.2	25.0	29.2	41.7	1.9
Idaho State School & Hospital	8.8	8.8	22.1	36.8	23.5	2.4
Information Technology Services	5.1	6.3	16.5	44.3	27.8	2.2
Laboratory Services	0.0	0.0	23.8	38.1	38.1	1.9
Management Services	1.2	10.6	22.4	44.7	21.2	2.3
Medical Assistance Services	5.9	5.9	22.1	41.2	25.0	2.3
Physical Health Services	3.8	3.8	18.9	45.3	28.3	2.1
State Hospital North	14.3	19.0	28.6	23.8	14.3	3.0
State Hospital South	10.3	24.4	32.1	23.1	10.3	3.0
Vital Statistics	0.0	0.0	36.8	42.1	21.1	2.2
Administration	17.2	24.1	20.7	34.5	3.4	3.2
Other	7.3	22.0	36.6	24.4	9.8	2.9

4b. I have the opportunity to participate in the process of setting goals and objective at the division level.

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	5.7	13.3	22.2	35.4	23.4	2.4
Benefits	4.6	14.7	24.7	34.0	22.0	2.5
Child Support	7.5	22.5	20.8	35.0	14.2	2.7
Children's Mental Health	3.7	16.7	20.4	37.0	22.2	2.4
Children's Services	1.5	11.8	23.6	39.4	23.6	2.3
Developmental Disabilities	6.5	16.3	31.5	34.8	10.9	2.7
Emergency Medical Services	0.0	0.0	31.6	47.4	21.1	2.1
Facilities Standards	0.0	15.4	19.2	26.9	38.5	2.1
Idaho State School & Hospital	6.0	9.0	26.9	35.8	22.4	2.4
Information Technology Services	3.8	10.1	21.5	36.7	27.8	2.3
Laboratory Services	0.0	9.5	38.1	28.6	23.8	2.3
Management Services	4.7	10.6	28.2	40.0	16.5	2.5
Medical Assistance Services	7.4	8.1	24.4	35.6	24.4	2.4
Physical Health Services	5.8	13.5	21.2	38.5	21.2	2.4
State Hospital North	0.0	30.0	30.0	25.0	15.0	2.8
State Hospital South	7.8	23.4	36.4	23.4	9.1	3.0
Vital Statistics	0.0	15.8	26.3	42.1	15.8	2.4
Administration	33.3	14.8	14.8	33.3	3.7	3.4
Other	14.0	20.9	30.2	27.9	7.0	3.1

4c. I have the opportunity to participate in the process of setting goals and objective at the program level.

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	18.1	29.4	18.1	21.3	13.1	3.2
Benefits	9.9	21.8	22.9	25.2	20.2	2.8
Child Support	11.7	32.5	17.5	25.8	12.5	3.1
Children's Mental Health	10.5	36.8	19.3	19.3	14.0	3.1
Children's Services	5.9	24.9	21.5	29.8	18.0	2.7
Developmental Disabilities	23.1	33.0	22.0	15.4	6.6	3.5
Emergency Medical Services	10.0	35.0	15.0	20.0	20.0	3.0
Facilities Standards	22.2	18.5	18.5	11.1	29.6	2.9
Idaho State School & Hospital	9.7	30.6	15.3	29.2	15.3	2.9
Information Technology Services	9.0	33.3	16.7	23.1	17.9	2.9
Laboratory Services	4.5	45.5	31.8	9.1	9.1	3.3
Management Services	7.2	30.1	20.5	32.5	9.6	2.9
Medical Assistance Services	16.1	29.2	18.2	21.9	14.6	3.1
Physical Health Services	26.9	46.2	11.5	7.7	7.7	3.8
State Hospital North	4.5	50.0	13.6	22.7	9.1	3.2
State Hospital South	15.6	33.8	27.3	18.2	5.2	3.4
Vital Statistics	10.5	36.8	10.5	36.8	5.3	3.1
Administration	34.6	30.8	19.2	15.4	0.0	3.9
Other	34.1	36.4	15.9	9.1	4.5	3.9

5. Staff work responsibilities in my program or unit are clear.

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	27.7	44.0	10.1	13.2	5.0	3.8
Benefits	20.8	54.7	10.9	9.1	4.5	3.8
Child Support	24.6	50.0	12.3	11.5	1.6	3.8
Children's Mental Health	16.1	50.0	10.7	16.1	7.1	3.5
Children's Services	19.6	52.6	7.7	14.4	5.7	3.7
Developmental Disabilities	35.1	44.7	9.6	6.4	4.3	4.0
Emergency Medical Services	15.0	55.0	0.0	15.0	15.0	3.4
Facilities Standards	44.4	25.9	3.7	22.2	3.7	3.9
Idaho State School & Hospital	31.1	45.9	6.8	14.9	1.4	3.9
Information Technology Services	20.3	44.3	5.1	17.7	12.7	3.4
Laboratory Services	26.1	26.1	26.1	17.4	4.3	3.5
Management Services	25.3	46.0	10.3	13.8	4.6	3.7
Medical Assistance Services	30.9	38.8	11.5	12.2	6.5	3.8
Physical Health Services	27.5	43.1	7.8	15.7	5.9	3.7
State Hospital North	20.8	29.2	16.7	16.7	16.7	3.2
State Hospital South	27.8	53.2	7.6	6.3	5.1	3.9
Vital Statistics	27.3	59.1	13.6	0.0	0.0	4.1
Administration	44.8	44.8	3.4	3.4	3.4	4.2
Other	34.1	45.5	11.4	9.1	0.0	4.1

6a. Cooperation is effective within my division.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	14.0	34.7	28.7	14.7	8.0	3.3
Benefits	9.1	36.0	31.2	17.0	6.7	3.2
Child Support	10.1	42.9	28.6	12.6	5.9	3.4
Children's Mental Health	5.6	44.4	27.8	22.2	0.0	3.3
Children's Services	9.7	35.4	29.2	21.0	4.6	3.3
Developmental Disabilities	9.0	41.6	30.3	16.9	2.2	3.4
Emergency Medical Services	6.3	43.8	37.5	6.3	6.3	3.4
Facilities Standards	16.0	32.0	16.0	28.0	8.0	3.2
Idaho State School & Hospital	9.0	37.3	28.4	19.4	6.0	3.2
Information Technology Services	9.1	19.5	20.8	31.2	19.5	2.7
Laboratory Services	0.0	22.2	44.4	27.8	5.6	2.8
Management Services	13.8	46.0	19.5	13.8	6.9	3.5
Medical Assistance Services	11.4	34.1	24.2	22.0	8.3	3.2
Physical Health Services	11.3	30.2	24.5	24.5	9.4	3.1
State Hospital North	4.5	31.8	27.3	31.8	4.5	3.0
State Hospital South	12.5	37.5	34.7	12.5	2.8	3.4
Vital Statistics	18.2	59.1	13.6	9.1	0.0	3.9
Administration	42.9	32.1	17.9	3.6	3.6	4.1
Other	28.6	45.2	21.4	2.4	2.4	4.0

6b. Cooperation is effective within my program.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	26.4	44.0	7.5	14.5	7.5	3.7
Benefits	13.7	46.8	17.9	14.4	7.2	3.5
Child Support	16.7	47.5	15.8	14.2	5.8	3.6
Children's Mental Health	31.6	50.9	7.0	7.0	3.5	4.0
Children's Services	21.1	43.6	16.7	14.2	4.4	3.6
Developmental Disabilities	33.3	48.4	8.6	7.5	2.2	4.0
Emergency Medical Services	35.0	40.0	15.0	10.0	0.0	4.0
Facilities Standards	29.6	33.3	14.8	14.8	7.4	3.6
Idaho State School & Hospital	16.9	43.7	16.9	15.5	7.0	3.5
Information Technology Services	33.8	36.5	8.1	10.8	10.8	3.7
Laboratory Services	8.7	39.1	17.4	26.1	8.7	3.1
Management Services	31.8	48.2	12.9	4.7	2.4	4.0
Medical Assistance Services	35.0	33.6	13.9	13.1	4.4	3.8
Physical Health Services	38.5	36.5	7.7	9.6	7.7	3.9
State Hospital North	13.0	34.8	17.4	21.7	13.0	3.1
State Hospital South	21.1	43.4	22.4	11.8	1.3	3.7
Vital Statistics	40.9	45.5	9.1	4.5	0.0	4.2
Administration	46.4	42.9	7.1	0.0	3.6	4.3
Other	56.1	36.6	4.9	2.4	0.0	4.5

7. I have the authority I need from superiors to do my job effectively.

	Strongly Agree (%)	Agree (%)	Neither Agree nor Disagree (%)	Disagree (%)	Strongly Disagree (%)	Average Rating (5-point scale)
Adult Mental Health	39.1	39.8	8.1	6.8	6.2	4.0
Benefits	18.7	53.6	12.4	10.1	5.2	3.7
Child Support	25.4	45.9	12.3	13.9	2.5	3.8
Children's Mental Health	28.1	49.1	5.3	12.3	5.3	3.8
Children's Services	20.6	49.8	12.0	13.9	3.8	3.7
Developmental Disabilities	43.6	42.6	8.5	1.1	4.3	4.2
Emergency Medical Services	30.0	35.0	20.0	10.0	5.0	3.8
Facilities Standards	37.0	18.5	18.5	22.2	3.7	3.6
Idaho State School & Hospital	27.0	41.9	12.2	16.2	2.7	3.7
Information Technology Services	22.5	42.5	8.8	16.3	10.0	3.5
Laboratory Services	34.8	39.1	8.7	8.7	8.7	3.8
Management Services	33.0	39.8	9.1	13.6	4.5	3.8
Medical Assistance Services	25.7	36.0	11.8	20.6	5.9	3.6
Physical Health Services	17.3	46.2	13.5	19.2	3.8	3.5
State Hospital North	25.0	41.7	16.7	8.3	8.3	3.7
State Hospital South	29.1	45.6	12.7	10.1	2.5	3.9
Vital Statistics	36.4	50.0	9.1	4.5	0.0	4.2
Administration	51.7	31.0	6.9	10.3	0.0	4.2
Other	52.3	43.2	0.0	2.3	2.3	4.4

8. I have confidence in upper management decision-making.

	Strongly Agree (%)	Agree (%)	Neither Agree nor Disagree (%)	Disagree (%)	Strongly Disagree (%)	Average Rating (5-point scale)
Adult Mental Health	11.6	29.0	27.1	18.1	14.2	3.1
Benefits	7.3	29.9	25.3	24.9	12.6	2.9
Child Support	11.6	37.2	24.0	19.8	7.4	3.3
Children's Mental Health	3.5	36.8	26.3	21.1	12.3	3.0
Children's Services	4.4	32.2	25.4	27.3	10.7	2.9
Developmental Disabilities	4.3	34.0	37.2	18.1	6.4	3.1
Emergency Medical Services	15.0	35.0	25.0	20.0	5.0	3.4
Facilities Standards	20.0	20.0	28.0	12.0	20.0	3.1
Idaho State School & Hospital	12.2	23.0	24.3	24.3	16.2	2.9
Information Technology Services	6.3	17.5	16.3	30.0	30.0	2.4
Laboratory Services	0.0	22.7	45.5	31.8	0.0	2.9
Management Services	8.0	35.2	26.1	17.0	13.6	3.1
Medical Assistance Services	9.4	29.0	23.2	25.4	13.0	3.0
Physical Health Services	5.8	26.9	25.0	28.8	13.5	2.8
State Hospital North	8.3	16.7	33.3	37.5	4.2	2.9
State Hospital South	9.0	32.1	38.5	14.1	6.4	3.2
Vital Statistics	14.3	57.1	19.0	9.5	0.0	3.8
Administration	27.6	48.3	13.8	10.3	0.0	3.9
Other	29.5	47.7	18.2	2.3	2.3	4.0

Workload and Staffing

1. I generally have enough time to do the work assigned to me.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	8.1	40.0	11.9	21.9	18.1	3.0
Benefits	2.3	24.1	11.7	29.7	32.3	2.3
Child Support	8.2	24.6	16.4	26.2	24.6	2.7
Children's Mental Health	1.8	42.9	8.9	23.2	23.2	2.8
Children's Services	3.8	30.0	6.2	29.5	30.5	2.5
Developmental Disabilities	5.3	41.5	9.6	28.7	14.9	2.9
Emergency Medical Services	15.0	45.0	10.0	20.0	10.0	3.4
Facilities Standards	18.5	25.9	25.9	18.5	11.1	3.2
Idaho State School & Hospital	14.9	47.3	13.5	17.6	6.8	3.5
Information Technology Services	11.3	43.8	25.0	18.8	1.3	3.5
Laboratory Services	4.3	60.9	17.4	4.3	13.0	3.4
Management Services	19.1	42.7	12.4	18.0	7.9	3.5
Medical Assistance Services	13.8	50.0	12.3	18.8	5.1	3.5
Physical Health Services	9.6	44.2	17.3	17.3	11.5	3.2
State Hospital North	12.5	50.0	20.8	4.2	12.5	3.5
State Hospital South	15.2	55.7	12.7	11.4	5.1	3.7
Vital Statistics	13.6	77.3	9.1	0.0	0.0	4.1
Administration	17.2	44.8	17.2	17.2	3.4	3.6
Other	6.8	47.7	11.4	29.5	4.5	3.2

2a. Upper management regularly monitor staff workload for my program.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	4.1	6.5	39.8	23.6	26.0	2.4
Benefits	11.0	30.7	27.1	21.6	9.6	3.1
Child Support	8.3	25.9	38.9	18.5	8.3	3.1
Children's Mental Health	4.9	24.4	17.1	24.4	29.3	2.5
Children's Services	3.7	27.6	28.2	26.4	14.1	2.8
Developmental Disabilities	1.4	20.0	34.3	34.3	10.0	2.7
Emergency Medical Services	0.0	18.8	25.0	50.0	6.3	2.6
Facilities Standards	14.3	14.3	19.0	28.6	23.8	2.7
Idaho State School & Hospital	5.7	22.9	22.9	28.6	20.0	2.7
Information Technology Services	4.6	10.8	23.1	32.3	29.2	2.3
Laboratory Services	0.0	0.0	56.3	25.0	18.8	2.4
Management Services	1.3	17.7	31.6	31.6	17.7	2.5
Medical Assistance Services	8.5	19.5	31.4	27.1	13.6	2.8
Physical Health Services	0.0	13.6	29.5	36.4	20.5	2.4
State Hospital North	4.3	8.7	43.5	34.8	8.7	2.7
State Hospital South	9.5	13.5	44.6	20.3	12.2	2.9
Vital Statistics	5.6	22.2	50.0	11.1	11.1	3.0
Administration	22.7	31.8	18.2	18.2	9.1	3.4
Other	7.5	42.5	32.5	17.5	0.0	3.4

2b. Program managers regularly monitor staff workload for my program.

	Strongly Agree (%)	Agree (%)	Neither Agree nor Disagree (%)	Disagree (%)	Strongly Disagree (%)	Average Rating (5-point scale)
Adult Mental Health	13.6	29.3	25.2	18.4	13.6	3.1
Benefits	14.8	43.2	24.7	11.9	5.3	3.5
Child Support	13.4	42.9	26.8	11.6	5.4	3.5
Children's Mental Health	12.2	38.8	16.3	24.5	8.2	3.2
Children's Services	11.1	37.4	20.2	22.7	8.6	3.2
Developmental Disabilities	10.2	38.6	18.2	26.1	6.8	3.2
Emergency Medical Services	5.6	50.0	11.1	27.8	5.6	3.2
Facilities Standards	13.0	30.4	13.0	26.1	17.4	3.0
Idaho State School & Hospital	7.1	34.3	22.9	17.1	18.6	2.9
Information Technology Services	10.0	41.4	21.4	12.9	14.3	3.2
Laboratory Services	5.3	15.8	52.6	10.5	15.8	2.8
Management Services	4.9	37.0	30.9	18.5	8.6	3.1
Medical Assistance Services	19.8	38.9	22.9	12.2	6.1	3.5
Physical Health Services	17.3	28.8	30.8	13.5	9.6	3.3
State Hospital North	9.1	18.2	31.8	31.8	9.1	2.9
State Hospital South	16.0	25.3	34.7	16.0	8.0	3.3
Vital Statistics	5.0	65.0	30.0	0.0	0.0	3.8
Administration	27.3	31.8	18.2	9.1	13.6	3.5
Other	12.2	61.0	22.0	4.9	0.0	3.8

2c. Frontline supervisors regularly monitor staff workload for my program.

	Strongly Agree (%)	Agree (%)	Neither Agree nor Disagree (%)	Disagree (%)	Strongly Disagree (%)	Average Rating (5-point scale)
Adult Mental Health	36.5	45.5	7.7	5.8	4.5	4.0
Benefits	31.0	46.7	14.2	5.7	2.3	4.0
Child Support	21.2	48.3	16.9	7.6	5.9	3.7
Children's Mental Health	46.4	41.1	3.6	7.1	1.8	4.2
Children's Services	27.7	48.0	9.9	11.4	3.0	3.9
Developmental Disabilities	31.9	46.8	12.8	5.3	3.2	4.0
Emergency Medical Services	16.7	55.6	5.6	22.2	0.0	3.7
Facilities Standards	40.7	33.3	14.8	11.1	0.0	4.0
Idaho State School & Hospital	23.6	47.2	12.5	8.3	8.3	3.7
Information Technology Services	28.0	48.0	12.0	8.0	4.0	3.9
Laboratory Services	13.0	34.8	30.4	8.7	13.0	3.3
Management Services	24.4	42.7	17.1	11.0	4.9	3.7
Medical Assistance Services	34.7	41.1	13.7	8.1	2.4	4.0
Physical Health Services	20.0	37.5	17.5	12.5	12.5	3.4
State Hospital North	17.4	34.8	21.7	13.0	13.0	3.3
State Hospital South	21.1	40.8	22.4	10.5	5.3	3.6
Vital Statistics	23.8	66.7	9.5	0.0	0.0	4.1
Administration	21.7	39.1	30.4	8.7	0.0	3.7
Other	27.0	48.6	18.9	5.4	0.0	4.0

3a. To the extent possible, upper management makes adjustments to staff workload when necessary.

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	2.4	8.7	33.9	22.8	32.3	2.3
Benefits	4.5	18.3	27.2	30.4	19.6	2.6
Child Support	6.4	23.6	32.7	26.4	10.9	2.9
Children's Mental Health	2.3	18.6	23.3	25.6	30.2	2.4
Children's Services	1.2	11.1	25.7	39.2	22.8	2.3
Developmental Disabilities	0.0	12.9	34.3	35.7	17.1	2.4
Emergency Medical Services	7.1	14.3	28.6	35.7	14.3	2.6
Facilities Standards	13.6	13.6	22.7	22.7	27.3	2.6
Idaho State School & Hospital	8.8	23.5	20.6	23.5	23.5	2.7
Information Technology Services	3.0	15.2	27.3	28.8	25.8	2.4
Laboratory Services	0.0	0.0	62.5	12.5	25.0	2.4
Management Services	2.6	14.5	38.2	26.3	18.4	2.6
Medical Assistance Services	5.1	9.3	33.1	36.4	16.1	2.5
Physical Health Services	0.0	11.4	36.4	27.3	25.0	2.3
State Hospital North	4.5	27.3	27.3	31.8	9.1	2.9
State Hospital South	7.8	11.7	51.9	15.6	13.0	2.9
Vital Statistics	5.6	11.1	61.1	16.7	5.6	2.9
Administration	27.3	13.6	36.4	13.6	9.1	3.4
Other	10.3	25.6	38.5	20.5	5.1	3.2

3b. To the extent possible, program managers make adjustments to staff workload when necessary.

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	13.6	29.3	23.8	18.4	15.0	3.1
Benefits	8.9	34.6	21.5	22.0	13.0	3.0
Child Support	10.5	33.3	25.4	22.8	7.9	3.2
Children's Mental Health	8.2	42.9	22.4	14.3	12.2	3.2
Children's Services	7.3	22.5	23.0	31.4	15.7	2.7
Developmental Disabilities	4.5	27.3	38.6	22.7	6.8	3.0
Emergency Medical Services	10.5	52.6	10.5	21.1	5.3	3.4
Facilities Standards	12.0	28.0	12.0	20.0	28.0	2.8
Idaho State School & Hospital	11.6	31.9	18.8	21.7	15.9	3.0
Information Technology Services	5.7	42.9	18.6	15.7	17.1	3.0
Laboratory Services	5.0	15.0	45.0	15.0	20.0	2.7
Management Services	6.3	37.5	31.3	13.8	11.3	3.1
Medical Assistance Services	15.5	27.9	27.1	20.2	9.3	3.2
Physical Health Services	15.7	35.3	27.5	7.8	13.7	3.3
State Hospital North	4.8	33.3	33.3	19.0	9.5	3.1
State Hospital South	15.6	27.3	36.4	9.1	11.7	3.3
Vital Statistics	9.5	57.1	33.3	0.0	0.0	3.8
Administration	27.3	31.8	22.7	9.1	9.1	3.6
Other	17.5	35.0	40.0	7.5	0.0	3.6

3c. To the extent possible, frontline supervisors make adjustments to staff workload when necessary.

	Strongly Agree (%)	Agree (%)	Neither Agree nor Disagree (%)	Disagree (%)	Strongly Disagree (%)	Average Rating (5-point scale)
Adult Mental Health	32.3	46.8	7.6	6.3	7.0	3.9
Benefits	22.0	46.7	9.7	13.9	7.7	3.6
Child Support	15.0	37.5	23.3	12.5	11.7	3.3
Children's Mental Health	38.6	42.1	10.5	5.3	3.5	4.1
Children's Services	19.2	44.8	11.3	17.2	7.4	3.5
Developmental Disabilities	25.3	44.0	14.3	12.1	4.4	3.7
Emergency Medical Services	16.7	44.4	5.6	33.3	0.0	3.4
Facilities Standards	33.3	37.0	7.4	11.1	11.1	3.7
Idaho State School & Hospital	26.8	46.5	11.3	7.0	8.5	3.8
Information Technology Services	24.3	48.6	9.5	10.8	6.8	3.7
Laboratory Services	9.1	22.7	27.3	31.8	9.1	2.9
Management Services	17.1	41.5	25.6	9.8	6.1	3.5
Medical Assistance Services	27.7	39.5	19.3	10.1	3.4	3.8
Physical Health Services	15.4	43.6	12.8	17.9	10.3	3.4
State Hospital North	16.7	41.7	16.7	16.7	8.3	3.4
State Hospital South	17.7	51.9	17.7	5.1	7.6	3.7
Vital Statistics	22.7	63.6	13.6	0.0	0.0	4.1
Administration	37.5	33.3	25.0	0.0	4.2	4.0
Other	23.1	53.8	15.4	7.7	0.0	3.9

4. My program or unit has enough staff to carry out its responsibilities.

	Strongly Agree (%)	Agree (%)	Neither Agree nor Disagree (%)	Disagree (%)	Strongly Disagree (%)	Average Rating (5-point scale)
Adult Mental Health	3.8	19.4	6.3	36.3	34.4	2.2
Benefits	1.1	11.7	7.6	33.7	45.8	1.9
Child Support	4.9	18.9	6.6	35.2	34.4	2.3
Children's Mental Health	3.6	14.3	8.9	44.6	28.6	2.2
Children's Services	1.9	7.1	8.1	41.0	41.9	1.9
Developmental Disabilities	2.1	19.1	5.3	35.1	38.3	2.1
Emergency Medical Services	21.1	10.5	10.5	26.3	31.6	2.6
Facilities Standards	3.7	11.1	0.0	40.7	44.4	1.9
Idaho State School & Hospital	9.6	24.7	13.7	28.8	23.3	2.7
Information Technology Services	10.1	38.0	12.7	21.5	17.7	3.0
Laboratory Services	4.3	34.8	13.0	30.4	17.4	2.8
Management Services	9.0	37.1	18.0	22.5	13.5	3.1
Medical Assistance Services	16.7	31.9	10.9	29.0	11.6	3.1
Physical Health Services	3.8	30.2	13.2	24.5	28.3	2.6
State Hospital North	12.5	45.8	4.2	33.3	4.2	3.3
State Hospital South	16.9	33.8	16.9	26.0	6.5	3.3
Vital Statistics	22.7	59.1	13.6	4.5	0.0	4.0
Administration	13.8	31.0	24.1	27.6	3.4	3.2
Other	7.0	23.3	7.0	51.2	11.6	2.6

5. My program or unit has sufficiently qualified staff to carry out its responsibilities.

	Strongly Agree (%)	Agree (%)	Neither Agree nor Disagree (%)	Disagree (%)	Strongly Disagree (%)	Average Rating (5-point scale)
Adult Mental Health	18.9	49.1	6.3	14.5	11.3	3.5
Benefits	7.5	38.0	14.3	26.3	13.9	3.0
Child Support	17.2	33.6	18.9	19.7	10.7	3.3
Children's Mental Health	29.8	43.9	5.3	14.0	7.0	3.8
Children's Services	10.0	41.6	10.5	23.9	13.9	3.1
Developmental Disabilities	29.0	44.1	4.3	8.6	14.0	3.7
Emergency Medical Services	15.8	36.8	10.5	26.3	10.5	3.2
Facilities Standards	29.6	18.5	7.4	25.9	18.5	3.2
Idaho State School & Hospital	12.3	39.7	12.3	26.0	9.6	3.2
Information Technology Services	16.5	39.2	11.4	19.0	13.9	3.3
Laboratory Services	8.7	43.5	17.4	17.4	13.0	3.2
Management Services	18.2	55.7	13.6	5.7	6.8	3.7
Medical Assistance Services	35.8	39.4	10.9	10.9	2.9	3.9
Physical Health Services	21.2	44.2	15.4	11.5	7.7	3.6
State Hospital North	20.8	54.2	0.0	20.8	4.2	3.7
State Hospital South	16.5	50.6	13.9	13.9	5.1	3.6
Vital Statistics	27.3	54.5	13.6	4.5	0.0	4.1
Administration	37.9	44.8	3.4	13.8	0.0	4.1
Other	34.1	38.6	9.1	15.9	2.3	3.9

6. Upper management sets high standards for the services we provide.

	Strongly Agree (%)	Agree (%)	Neither Agree nor Disagree (%)	Disagree (%)	Strongly Disagree (%)	Average Rating (5-point scale)
Adult Mental Health	16.1	51.7	21.5	6.0	4.7	3.7
Benefits	31.3	53.2	12.1	1.5	1.9	4.1
Child Support	34.2	58.3	5.8	0.8	0.8	4.2
Children's Mental Health	26.9	53.8	13.5	5.8	0.0	4.0
Children's Services	20.4	53.4	19.4	3.9	2.9	3.8
Developmental Disabilities	21.3	56.2	14.6	6.7	1.1	3.9
Emergency Medical Services	35.3	35.3	11.8	11.8	5.9	3.8
Facilities Standards	50.0	25.0	12.5	8.3	4.2	4.1
Idaho State School & Hospital	23.3	39.7	21.9	9.6	5.5	3.7
Information Technology Services	17.3	37.3	26.7	12.0	6.7	3.5
Laboratory Services	0.0	30.0	55.0	10.0	5.0	3.1
Management Services	22.4	52.9	15.3	5.9	3.5	3.9
Medical Assistance Services	25.5	32.8	27.0	8.8	5.8	3.6
Physical Health Services	11.5	30.8	34.6	17.3	5.8	3.3
State Hospital North	16.7	45.8	8.3	25.0	4.2	3.5
State Hospital South	18.7	58.7	20.0	1.3	1.3	3.9
Vital Statistics	19.0	52.4	19.0	9.5	0.0	3.8
Administration	48.3	41.4	3.4	3.4	3.4	4.3
Other	40.5	45.2	11.9	2.4	0.0	4.2

7. All employees are held personally accountable for the quality of work they produce.

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	10.1	45.3	12.6	22.0	10.1	3.2
Benefits	16.3	44.5	8.0	20.5	10.6	3.4
Child Support	11.8	30.3	16.8	25.2	16.0	3.0
Children's Mental Health	18.5	48.1	18.5	13.0	1.9	3.7
Children's Services	9.8	45.1	11.8	25.0	8.3	3.2
Developmental Disabilities	15.1	49.5	20.4	10.8	4.3	3.6
Emergency Medical Services	10.0	40.0	20.0	25.0	5.0	3.3
Facilities Standards	24.0	28.0	16.0	16.0	16.0	3.3
Idaho State School & Hospital	8.2	35.6	11.0	24.7	20.5	2.9
Information Technology Services	12.3	23.5	9.9	32.1	22.2	2.7
Laboratory Services	4.3	13.0	21.7	34.8	26.1	2.4
Management Services	11.4	44.3	18.2	19.3	6.8	3.3
Medical Assistance Services	11.0	45.6	11.8	22.8	8.8	3.3
Physical Health Services	15.4	38.5	13.5	25.0	7.7	3.3
State Hospital North	8.3	41.7	4.2	25.0	20.8	2.9
State Hospital South	11.4	32.9	22.8	21.5	11.4	3.1
Vital Statistics	9.1	72.7	13.6	4.5	0.0	3.9
Administration	27.6	37.9	13.8	13.8	6.9	3.7
Other	19.5	39.0	9.8	29.3	2.4	3.4

8. To the extent possible, the Department of Health and Welfare rewards (not necessarily monetary) staff on the basis of merit and performance.

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	5.2	29.9	24.0	26.6	14.3	2.9
Benefits	3.9	29.7	22.0	23.9	20.5	2.7
Child Support	6.7	29.4	25.2	23.5	15.1	2.9
Children's Mental Health	5.5	32.7	21.8	29.1	10.9	2.9
Children's Services	2.9	22.2	21.3	31.4	22.2	2.5
Developmental Disabilities	3.3	26.4	36.3	23.1	11.0	2.9
Emergency Medical Services	0.0	31.3	18.8	18.8	31.3	2.5
Facilities Standards	8.3	29.2	8.3	20.8	33.3	2.6
Idaho State School & Hospital	2.7	25.7	21.6	25.7	24.3	2.6
Information Technology Services	2.6	14.1	30.8	30.8	21.8	2.5
Laboratory Services	0.0	4.5	22.7	45.5	27.3	2.1
Management Services	4.7	29.1	25.6	25.6	15.1	2.8
Medical Assistance Services	4.4	24.3	25.7	27.9	17.6	2.7
Physical Health Services	0.0	17.3	13.5	38.5	30.8	2.2
State Hospital North	0.0	25.0	20.8	25.0	29.2	2.4
State Hospital South	5.1	30.8	29.5	25.6	9.0	3.0
Vital Statistics	0.0	40.9	45.5	13.6	0.0	3.3
Administration	13.8	41.4	20.7	17.2	6.9	3.4
Other	14.0	46.5	23.3	9.3	7.0	3.5

9. Workload is appropriately allocated among the staff in my program/office who are doing the same type of work I do.

	Strongly Agree (%)	Agree (%)	Neither Agree nor Disagree (%)	Disagree (%)	Strongly Disagree (%)	Average Rating (5-point scale)
Adult Mental Health	14.6	43.3	12.1	20.4	9.6	3.3
Benefits	5.4	43.8	15.9	22.5	12.4	3.1
Child Support	6.6	47.9	17.4	15.7	12.4	3.2
Children's Mental Health	12.7	56.4	12.7	12.7	5.5	3.6
Children's Services	3.4	42.8	19.2	22.6	12.0	3.0
Developmental Disabilities	12.4	47.2	18.0	13.5	9.0	3.4
Emergency Medical Services	0.0	33.3	38.9	16.7	11.1	2.9
Facilities Standards	24.0	36.0	12.0	12.0	16.0	3.4
Idaho State School & Hospital	10.8	29.7	27.0	21.6	10.8	3.1
Information Technology Services	7.8	37.7	20.8	24.7	9.1	3.1
Laboratory Services	9.1	13.6	40.9	22.7	13.6	2.8
Management Services	12.5	54.5	14.8	12.5	5.7	3.6
Medical Assistance Services	13.1	43.1	20.0	15.4	8.5	3.4
Physical Health Services	8.2	38.8	22.4	18.4	12.2	3.1
State Hospital North	12.5	37.5	12.5	25.0	12.5	3.1
State Hospital South	11.5	42.3	24.4	19.2	2.6	3.4
Vital Statistics	4.5	81.8	13.6	0.0	0.0	3.9
Administration	37.0	29.6	18.5	14.8	0.0	3.9
Other	14.0	53.5	20.9	11.6	0.0	3.7

Policies and Training

1. My program has established adequate standards, policies, and procedures to guide me in my work.

	Strongly Agree (%)	Agree (%)	Neither Agree nor Disagree (%)	Disagree (%)	Strongly Disagree (%)	Average Rating (5-point scale)
Adult Mental Health	13.0	51.6	13.7	16.8	5.0	3.5
Benefits	7.1	60.3	17.6	12.7	2.2	3.6
Child Support	13.1	53.3	18.9	12.3	2.5	3.6
Children's Mental Health	3.6	55.4	21.4	7.1	12.5	3.3
Children's Services	15.7	54.8	15.7	11.0	2.9	3.7
Developmental Disabilities	17.9	65.3	7.4	5.3	4.2	3.9
Emergency Medical Services	20.0	55.0	5.0	15.0	5.0	3.7
Facilities Standards	37.0	33.3	14.8	0.0	14.8	3.8
Idaho State School & Hospital	14.9	51.4	18.9	12.2	2.7	3.6
Information Technology Services	6.2	38.3	18.5	19.8	17.3	3.0
Laboratory Services	0.0	60.9	17.4	13.0	8.7	3.3
Management Services	18.2	43.2	20.5	13.6	4.5	3.6
Medical Assistance Services	12.6	45.9	14.1	22.2	5.2	3.4
Physical Health Services	13.2	37.7	11.3	28.3	9.4	3.2
State Hospital North	17.4	52.2	21.7	4.3	4.3	3.7
State Hospital South	19.0	63.3	12.7	3.8	1.3	4.0
Vital Statistics	18.2	63.6	18.2	0.0	0.0	4.0
Administration	31.0	48.3	10.3	10.3	0.0	4.0

Other	15.9	54.5	13.6	13.6	2.3	3.7
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2. Upper management encourages training and development of its employees.

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	20.3	48.6	12.2	10.8	8.1	3.6
Benefits	8.4	41.6	26.3	16.4	7.3	3.3
Child Support	12.6	50.4	16.8	13.4	6.7	3.5
Children's Mental Health	15.4	51.9	19.2	9.6	3.8	3.7
Children's Services	11.7	47.3	20.5	15.1	5.4	3.5
Developmental Disabilities	15.1	49.5	21.5	9.7	4.3	3.6
Emergency Medical Services	10.0	55.0	15.0	5.0	15.0	3.4
Facilities Standards	26.1	17.4	8.7	30.4	17.4	3.0
Idaho State School & Hospital	16.2	39.2	14.9	21.6	8.1	3.3
Information Technology Services	5.1	34.2	22.8	24.1	13.9	2.9
Laboratory Services	4.5	13.6	40.9	18.2	22.7	2.6
Management Services	10.7	39.3	31.0	9.5	9.5	3.3
Medical Assistance Services	13.9	28.5	26.3	23.4	8.0	3.2
Physical Health Services	5.9	35.3	15.7	23.5	19.6	2.8
State Hospital North	29.2	20.8	16.7	29.2	4.2	3.4
State Hospital South	17.7	53.2	17.7	7.6	3.8	3.7
Vital Statistics	14.3	38.1	28.6	19.0	0.0	3.5
Administration	42.9	46.4	7.1	3.6	0.0	4.3
Other	27.9	46.5	18.6	7.0	0.0	4.0

3. The training I receive is adequate for my current assignment.

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	15.7	60.4	8.2	11.9	3.8	3.7
Benefits	7.5	57.7	20.0	10.9	3.8	3.5
Child Support	10.7	54.5	19.8	11.6	3.3	3.6
Children's Mental Health	12.3	54.4	12.3	17.5	3.5	3.5
Children's Services	7.2	45.5	21.1	20.1	6.2	3.3
Developmental Disabilities	13.7	57.9	15.8	6.3	6.3	3.7
Emergency Medical Services	5.0	65.0	15.0	5.0	10.0	3.5
Facilities Standards	22.2	25.9	18.5	25.9	7.4	3.3
Idaho State School & Hospital	17.6	33.8	23.0	24.3	1.4	3.4
Information Technology Services	8.8	33.8	25.0	21.3	11.3	3.1
Laboratory Services	8.7	17.4	56.5	4.3	13.0	3.0
Management Services	8.0	54.5	17.0	13.6	6.8	3.4
Medical Assistance Services	12.2	42.4	26.6	16.5	2.2	3.5
Physical Health Services	9.6	44.2	15.4	19.2	11.5	3.2
State Hospital North	16.7	50.0	16.7	4.2	12.5	3.5
State Hospital South	16.5	60.8	12.7	8.9	1.3	3.8
Vital Statistics	13.6	54.5	27.3	4.5	0.0	3.8
Administration	31.0	55.2	6.9	6.9	0.0	4.1
Other	11.6	55.8	20.9	7.0	4.7	3.6

4. I have enough time to participate in the training I need for my current assignment.

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	8.7	43.5	13.7	28.0	6.2	3.2
Benefits	1.5	25.9	16.9	39.8	15.8	2.6
Child Support	4.1	30.6	22.3	30.6	12.4	2.8
Children's Mental Health	7.0	43.9	22.8	15.8	10.5	3.2
Children's Services	1.4	31.6	19.6	34.4	12.9	2.7
Developmental Disabilities	10.5	40.0	22.1	22.1	5.3	3.3
Emergency Medical Services	10.0	70.0	5.0	5.0	10.0	3.7
Facilities Standards	18.5	22.2	22.2	25.9	11.1	3.1
Idaho State School & Hospital	5.4	37.8	16.2	35.1	5.4	3.0
Information Technology Services	7.4	35.8	25.9	21.0	9.9	3.1
Laboratory Services	0.0	34.8	30.4	30.4	4.3	3.0
Management Services	4.5	42.0	28.4	18.2	6.8	3.2
Medical Assistance Services	8.8	40.1	21.2	24.8	5.1	3.2
Physical Health Services	3.8	34.0	28.3	20.8	13.2	2.9
State Hospital North	4.2	41.7	29.2	20.8	4.2	3.2
State Hospital South	7.6	54.4	20.3	13.9	3.8	3.5
Vital Statistics	4.5	63.6	27.3	4.5	0.0	3.7
Administration	10.3	65.5	10.3	13.8	0.0	3.7
Other	9.3	55.8	18.6	11.6	4.7	3.5

5. The problem-solving (grievance) process is fair and equitable to all employees.

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	6.9	26.0	33.6	16.0	17.6	2.9
Benefits	6.0	27.0	39.1	12.1	15.8	3.0
Child Support	6.5	22.2	37.0	17.6	16.7	2.8
Children's Mental Health	12.2	36.6	19.5	22.0	9.8	3.2
Children's Services	3.4	27.7	37.8	15.5	15.5	2.9
Developmental Disabilities	6.3	32.8	31.3	17.2	12.5	3.0
Emergency Medical Services	6.7	40.0	20.0	13.3	20.0	3.0
Facilities Standards	17.4	4.3	17.4	30.4	30.4	2.5
Idaho State School & Hospital	4.5	27.3	39.4	16.7	12.1	3.0
Information Technology Services	5.5	16.4	49.1	9.1	20.0	2.8
Laboratory Services	0.0	15.8	47.4	26.3	10.5	2.7
Management Services	4.6	23.1	36.9	15.4	20.0	2.8
Medical Assistance Services	4.7	27.1	36.4	18.7	13.1	2.9
Physical Health Services	3.2	9.7	29.0	19.4	38.7	2.2
State Hospital North	8.7	8.7	26.1	43.5	13.0	2.6
State Hospital South	5.5	30.1	41.1	12.3	11.0	3.1
Vital Statistics	17.6	35.3	23.5	17.6	5.9	3.4
Administration	34.6	23.1	26.9	11.5	3.8	3.7
Other	6.5	48.4	32.3	12.9	0.0	3.5

6. To the extent possible, decisions about promotions are based on merit and performance.

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	10.6	28.0	23.5	21.2	16.7	3.0
Benefits	5.1	31.9	28.5	17.9	16.6	2.9
Child Support	10.0	23.6	19.1	24.5	22.7	2.7
Children's Mental Health	9.8	34.1	22.0	19.5	14.6	3.1
Children's Services	2.2	36.3	26.9	20.9	13.7	2.9
Developmental Disabilities	4.2	43.1	31.9	8.3	12.5	3.2
Emergency Medical Services	0.0	53.3	26.7	6.7	13.3	3.2
Facilities Standards	17.4	26.1	21.7	8.7	26.1	3.0
Idaho State School & Hospital	11.0	24.7	24.7	23.3	16.4	2.9
Information Technology Services	3.0	22.4	22.4	26.9	25.4	2.5
Laboratory Services	4.8	14.3	23.8	42.9	14.3	2.5
Management Services	3.8	29.5	21.8	23.1	21.8	2.7
Medical Assistance Services	3.4	31.9	23.3	30.2	11.2	2.9
Physical Health Services	8.1	29.7	21.6	18.9	21.6	2.8
State Hospital North	10.5	21.1	15.8	31.6	21.1	2.7
State Hospital South	5.6	29.2	34.7	19.4	11.1	3.0
Vital Statistics	4.5	54.5	31.8	9.1	0.0	3.6
Administration	37.0	25.9	14.8	14.8	7.4	3.7
Other	9.1	54.5	24.2	12.1	0.0	3.6

7. To the extent possible, decisions about the distribution of merit raises are made in a fair and equitable way.

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	8.8	32.8	19.2	20.0	19.2	2.9
Benefits	5.6	35.1	22.9	17.7	18.6	2.9
Child Support	9.2	26.6	22.9	20.2	21.1	2.8
Children's Mental Health	9.1	43.2	22.7	15.9	9.1	3.3
Children's Services	2.3	36.8	26.4	21.8	12.6	2.9
Developmental Disabilities	6.9	43.1	33.3	6.9	9.7	3.3
Emergency Medical Services	7.1	42.9	21.4	14.3	14.3	3.1
Facilities Standards	4.5	27.3	18.2	22.7	27.3	2.6
Idaho State School & Hospital	8.3	22.2	30.6	19.4	19.4	2.8
Information Technology Services	5.6	20.8	30.6	26.4	16.7	2.7
Laboratory Services	5.3	10.5	21.1	36.8	26.3	2.3
Management Services	3.8	31.3	28.7	23.8	12.5	2.9
Medical Assistance Services	5.9	38.1	22.9	20.3	12.7	3.0
Physical Health Services	5.4	24.3	37.8	13.5	18.9	2.8
State Hospital North	0.0	28.6	28.6	9.5	33.3	2.5
State Hospital South	6.8	20.5	32.9	27.4	12.3	2.8
Vital Statistics	5.0	55.0	25.0	10.0	5.0	3.5
Administration	29.6	37.0	7.4	14.8	11.1	3.6
Other	11.8	50.0	29.4	8.8	0.0	3.7

Agency Communication

1. Communication among my co-workers is

	Very Good (%)	Good (%)	Fair (%)	Poor (%)	Very Poor (%)	Average Rating (5-point scale)
Adult Mental Health	41.9	35.6	15.0	4.4	3.1	4.1
Benefits	30.7	38.2	21.3	5.6	4.1	3.9
Child Support	29.5	37.7	21.3	8.2	3.3	3.8
Children's Mental Health	49.1	36.8	8.8	3.5	1.8	4.3
Children's Services	22.1	44.2	25.0	7.2	1.4	3.8
Developmental Disabilities	40.0	35.8	22.1	1.1	1.1	4.1
Emergency Medical Services	20.0	30.0	40.0	10.0	0.0	3.6
Facilities Standards	40.7	37.0	11.1	0.0	11.1	4.0
Idaho State School & Hospital	25.7	32.4	28.4	6.8	6.8	3.6
Information Technology Services	27.5	36.3	16.3	7.5	12.5	3.6
Laboratory Services	4.3	21.7	39.1	26.1	8.7	2.9
Management Services	28.9	44.4	21.1	3.3	2.2	3.9
Medical Assistance Services	40.3	32.4	22.3	2.9	2.2	4.1
Physical Health Services	24.5	35.8	24.5	9.4	5.7	3.6
State Hospital North	25.0	25.0	25.0	12.5	12.5	3.4
State Hospital South	15.2	43.0	24.1	13.9	3.8	3.5
Vital Statistics	27.3	50.0	18.2	0.0	4.5	4.0
Administration	53.6	39.3	3.6	0.0	3.6	4.4
Other	29.5	45.5	15.9	9.1	0.0	4.0

2. The communication I receive from my supervisor is

	Very Good (%)	Good (%)	Fair (%)	Poor (%)	Very Poor (%)	Average Rating (5-point scale)
Adult Mental Health	48.4	24.2	18.6	4.3	4.3	4.1
Benefits	33.7	35.2	21.7	5.2	4.1	3.9
Child Support	27.3	34.7	20.7	8.3	9.1	3.6
Children's Mental Health	45.6	38.6	10.5	0.0	5.3	4.2
Children's Services	36.2	33.3	17.1	6.7	6.7	3.9
Developmental Disabilities	32.6	36.8	18.9	7.4	4.2	3.9
Emergency Medical Services	25.0	30.0	35.0	5.0	5.0	3.7
Facilities Standards	44.4	18.5	11.1	7.4	18.5	3.6
Idaho State School & Hospital	40.5	27.0	18.9	6.8	6.8	3.9
Information Technology Services	33.8	27.5	16.3	11.3	11.3	3.6
Laboratory Services	26.1	26.1	21.7	21.7	4.3	3.5
Management Services	31.1	35.6	21.1	6.7	5.6	3.8
Medical Assistance Services	38.8	25.9	22.3	10.8	2.2	3.9
Physical Health Services	35.8	34.0	17.0	3.8	9.4	3.8
State Hospital North	29.2	25.0	20.8	16.7	8.3	3.5
State Hospital South	33.3	33.3	21.8	5.1	6.4	3.8
Vital Statistics	31.8	54.5	9.1	4.5	0.0	4.1
Administration	53.6	35.7	3.6	7.1	0.0	4.4
Other	38.6	45.5	13.6	2.3	0.0	4.2

3. I receive enough information from upper management to do my job well.

	Strongly Agree (%)	Agree (%)	Neither Agree nor Disagree (%)	Disagree (%)	Strongly Disagree (%)	Average Rating (5-point scale)
Adult Mental Health	8.4	34.4	28.6	19.5	9.1	3.1
Benefits	5.0	37.4	37.0	14.1	6.5	3.2
Child Support	9.1	42.1	28.9	13.2	6.6	3.3
Children's Mental Health	10.7	39.3	26.8	14.3	8.9	3.3
Children's Services	4.3	33.8	37.2	20.8	3.9	3.1
Developmental Disabilities	3.4	36.0	41.6	13.5	5.6	3.2
Emergency Medical Services	5.0	45.0	30.0	5.0	15.0	3.2
Facilities Standards	16.7	25.0	25.0	16.7	16.7	3.1
Idaho State School & Hospital	14.9	29.7	29.7	18.9	6.8	3.3
Information Technology Services	6.3	21.3	23.8	27.5	21.3	2.6
Laboratory Services	0.0	19.0	52.4	28.6	0.0	2.9
Management Services	6.8	38.6	33.0	12.5	9.1	3.2
Medical Assistance Services	13.9	24.8	25.5	24.8	10.9	3.1
Physical Health Services	1.9	24.5	39.6	26.4	7.5	2.9
State Hospital North	8.3	37.5	29.2	16.7	8.3	3.2
State Hospital South	6.4	44.9	35.9	7.7	5.1	3.4
Vital Statistics	9.5	52.4	28.6	9.5	0.0	3.6
Administration	37.9	37.9	17.2	6.9	0.0	4.1
Other	20.5	52.3	15.9	11.4	0.0	3.8

4. The Infonet is a useful source of information for employees.

	Strongly Agree (%)	Agree (%)	Neither Agree nor Disagree (%)	Disagree (%)	Strongly Disagree (%)	Average Rating (5-point scale)
Adult Mental Health	16.1	48.4	23.0	10.6	1.9	3.7
Benefits	27.8	62.4	7.9	1.9	0.0	4.2
Child Support	26.2	56.6	15.6	1.6	0.0	4.1
Children's Mental Health	10.7	58.9	17.9	10.7	1.8	3.7
Children's Services	15.5	54.1	22.2	5.8	2.4	3.7
Developmental Disabilities	20.4	62.4	14.0	2.2	1.1	4.0
Emergency Medical Services	5.3	68.4	21.1	5.3	0.0	3.7
Facilities Standards	11.1	59.3	22.2	7.4	0.0	3.7
Idaho State School & Hospital	20.8	45.8	27.8	4.2	1.4	3.8
Information Technology Services	11.4	53.2	21.5	7.6	6.3	3.6
Laboratory Services	13.6	50.0	27.3	9.1	0.0	3.7
Management Services	25.0	48.9	14.8	6.8	4.5	3.8
Medical Assistance Services	24.6	57.2	13.8	3.6	0.7	4.0
Physical Health Services	9.4	50.9	20.8	17.0	1.9	3.5
State Hospital North	33.3	41.7	25.0	0.0	0.0	4.1
State Hospital South	18.2	62.3	15.6	3.9	0.0	4.0
Vital Statistics	27.3	59.1	4.5	9.1	0.0	4.1
Administration	44.8	51.7	3.4	0.0	0.0	4.1
Other	25.0	56.8	13.6	4.5	0.0	4.0

5. My supervisor lets me know exactly what is expected of me.

Statistically significant results were not found at this level.

6. The atmosphere in my program encourages people to be open and candid with upper management.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	13.9	34.8	18.4	15.8	17.1	3.1
Benefits	7.6	27.5	16.8	26.0	22.1	2.7
Child Support	10.7	25.4	27.9	9.0	27.0	2.8
Children's Mental Health	10.7	30.4	23.2	16.1	19.6	3.0
Children's Services	6.3	19.9	20.4	30.1	23.3	2.6
Developmental Disabilities	9.9	30.8	26.4	20.9	12.1	3.1
Emergency Medical Services	15.0	40.0	15.0	20.0	10.0	3.3
Facilities Standards	20.0	16.0	16.0	12.0	36.0	2.7
Idaho State School & Hospital	12.3	27.4	23.3	19.2	17.8	3.0
Information Technology Services	11.5	21.8	26.9	16.7	23.1	2.8
Laboratory Services	4.3	17.4	39.1	17.4	21.7	2.7
Management Services	8.9	28.9	21.1	21.1	20.0	2.9
Medical Assistance Services	14.6	22.6	19.0	22.6	21.2	2.9
Physical Health Services	9.6	25.0	17.3	23.1	25.0	2.7
State Hospital North	4.2	37.5	25.0	12.5	20.8	2.9
State Hospital South	9.2	31.6	30.3	17.1	11.8	3.1
Vital Statistics	9.1	27.3	36.4	22.7	4.5	3.1
Administration	41.4	27.6	13.8	13.8	3.4	3.9
Other	31.8	40.9	9.1	13.6	4.5	3.8

7a. I can talk openly with upper management about work-related problems without fear of retaliation.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	8.1	18.5	33.1	17.7	22.6	2.7
Benefits	5.8	23.8	32.3	20.2	17.9	2.8
Child Support	9.5	23.8	26.7	17.1	22.9	2.8
Children's Mental Health	10.3	12.8	33.3	20.5	23.1	2.7
Children's Services	3.8	18.3	33.9	23.1	21.0	2.6
Developmental Disabilities	4.2	18.1	41.7	23.6	12.5	2.8
Emergency Medical Services	11.8	29.4	23.5	17.6	17.6	3.0
Facilities Standards	17.4	13.0	34.8	13.0	21.7	2.9
Idaho State School & Hospital	14.1	25.4	28.2	22.5	9.9	3.1
Information Technology Services	1.4	31.5	20.5	17.8	28.8	2.6
Laboratory Services	0.0	26.7	40.0	20.0	13.3	2.8
Management Services	6.3	24.1	29.1	17.7	22.8	2.7
Medical Assistance Services	8.8	19.2	30.4	20.8	20.8	2.7
Physical Health Services	10.0	22.0	12.0	24.0	32.0	2.5
State Hospital North	13.6	31.8	13.6	22.7	18.2	3.0
State Hospital South	9.5	25.7	33.8	18.9	12.2	3.0
Vital Statistics	11.1	22.2	38.9	22.2	5.6	3.1
Administration	39.3	32.1	10.7	14.3	3.6	3.9
Other	30.0	32.5	17.5	17.5	2.5	3.7

7b. I can talk openly with program managers about work-related problems without fear of retaliation.

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	29.9	28.7	14.0	12.7	14.6	3.5
Benefits	13.0	32.4	20.6	21.3	12.6	3.1
Child Support	10.9	34.5	15.1	18.5	21.0	3.0
Children's Mental Health	20.8	45.3	11.3	11.3	11.3	3.5
Children's Services	16.3	31.2	18.3	17.8	16.3	3.1
Developmental Disabilities	16.0	33.3	24.7	16.0	9.9	3.3
Emergency Medical Services	20.0	45.0	10.0	15.0	10.0	3.5
Facilities Standards	26.9	11.5	15.4	15.4	30.8	2.9
Idaho State School & Hospital	14.9	36.5	24.3	14.9	9.5	3.3
Information Technology Services	14.5	39.5	13.2	13.2	19.7	3.2
Laboratory Services	14.3	42.9	23.8	14.3	4.8	3.5
Management Services	16.1	29.9	23.0	13.8	17.2	3.1
Medical Assistance Services	25.7	30.9	16.2	15.4	11.8	3.4
Physical Health Services	25.0	40.4	13.5	9.6	11.5	3.6
State Hospital North	20.0	30.0	15.0	15.0	20.0	3.2
State Hospital South	13.5	33.8	33.8	10.8	8.1	3.3
Vital Statistics	9.5	61.9	4.8	14.3	9.5	3.5
Administration	52.0	36.0	4.0	8.0	0.0	4.3
Other	27.9	48.8	14.0	7.0	2.3	3.9

7c. I can talk openly with frontline supervisors about work-related problems without fear of retaliation.

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	46.0	36.0	6.8	5.6	5.6	4.1
Benefits	27.2	46.3	11.3	6.6	8.6	3.8
Child Support	19.8	45.5	9.1	9.1	16.5	3.4
Children's Mental Health	44.6	30.4	10.7	7.1	7.1	4.0
Children's Services	28.2	48.1	8.7	5.8	9.2	3.8
Developmental Disabilities	37.6	41.9	6.5	6.5	7.5	4.0
Emergency Medical Services	21.1	52.6	15.8	5.3	5.3	3.8
Facilities Standards	56.0	12.0	12.0	8.0	12.0	3.9
Idaho State School & Hospital	36.1	36.1	11.1	12.5	4.2	3.9
Information Technology Services	25.3	49.3	5.3	5.3	14.7	3.7
Laboratory Services	26.1	43.5	13.0	13.0	4.3	3.7
Management Services	26.7	45.3	12.8	8.1	7.0	3.8
Medical Assistance Services	36.5	35.7	14.3	6.3	7.1	3.9
Physical Health Services	26.8	36.6	14.6	9.8	12.2	3.6
State Hospital North	29.2	29.2	16.7	8.3	16.7	3.5
State Hospital South	24.4	47.4	14.1	7.7	6.4	3.8
Vital Statistics	22.7	54.5	4.5	13.6	4.5	3.8
Administration	46.2	38.5	11.5	3.8	0.0	4.3
Other	43.6	35.9	12.8	7.7	0.0	4.2

8a. Upper management encourages my suggestions and complaints.

	Strongly Agree (%)	Agree (%)	Neither Agree nor Disagree (%)	Disagree (%)	Strongly Disagree (%)	Average Rating (5-point scale)
Adult Mental Health	7.9	18.3	34.9	15.9	23.0	2.7
Benefits	6.9	23.4	32.0	21.2	16.5	2.8
Child Support	7.9	25.4	36.0	20.2	10.5	3.0
Children's Mental Health	9.3	18.6	20.9	16.3	34.9	2.5
Children's Services	2.7	16.7	34.4	26.3	19.9	2.6
Developmental Disabilities	0.0	22.5	40.8	28.2	8.5	2.8
Emergency Medical Services	5.9	35.3	35.3	5.9	17.6	3.1
Facilities Standards	8.3	20.8	29.2	12.5	29.2	2.7
Idaho State School & Hospital	12.3	24.7	31.5	16.4	15.1	3.0
Information Technology Services	4.0	24.0	30.7	14.7	26.7	2.6
Laboratory Services	0.0	25.0	25.0	25.0	25.0	2.5
Management Services	3.7	33.3	33.3	14.8	14.8	3.0
Medical Assistance Services	7.4	14.0	33.9	19.0	25.6	2.6
Physical Health Services	8.7	13.0	19.6	26.1	32.6	2.4
State Hospital North	4.5	50.0	18.2	13.6	13.6	3.2
State Hospital South	8.2	26.0	35.6	19.2	11.0	3.0
Vital Statistics	5.6	27.8	50.0	11.1	5.6	3.2
Administration	42.9	25.0	17.9	10.7	3.6	3.9
Other	23.8	38.1	16.7	16.7	4.8	3.6

8b. Program managers encourage my suggestions and complaints.

	Strongly Agree (%)	Agree (%)	Neither Agree nor Disagree (%)	Disagree (%)	Strongly Disagree (%)	Average Rating (5-point scale)
Adult Mental Health	28.2	32.7	17.9	9.6	11.5	3.6
Benefits	13.6	32.3	23.0	15.2	16.0	3.1
Child Support	14.0	33.1	24.8	16.5	11.6	3.2
Children's Mental Health	27.8	42.6	7.4	11.1	11.1	3.7
Children's Services	14.0	30.0	22.5	17.5	16.0	3.1
Developmental Disabilities	14.5	34.9	24.1	16.9	9.6	3.3
Emergency Medical Services	15.8	52.6	15.8	0.0	15.8	3.5
Facilities Standards	24.0	8.0	12.0	16.0	40.0	2.6
Idaho State School & Hospital	13.5	39.2	23.0	12.2	12.2	3.3
Information Technology Services	10.4	40.3	22.1	9.1	18.2	3.2
Laboratory Services	18.2	36.4	27.3	9.1	9.1	3.5
Management Services	12.8	33.7	20.9	18.6	14.0	3.1
Medical Assistance Services	25.6	30.8	15.8	14.3	13.5	3.4
Physical Health Services	20.0	38.0	14.0	18.0	10.0	3.4
State Hospital North	20.0	35.0	20.0	10.0	15.0	3.4
State Hospital South	12.2	33.8	35.1	12.2	6.8	3.3
Vital Statistics	14.3	57.1	9.5	9.5	9.5	3.6
Administration	46.2	34.6	11.5	3.8	3.8	4.2
Other	27.9	48.8	11.6	9.3	2.3	3.9

8c. Frontline supervisors encourage my suggestions and complaints.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	41.6	39.1	7.5	5.6	6.2	4.0
Benefits	24.6	46.2	12.3	9.2	7.7	3.7
Child Support	20.8	41.7	14.2	11.7	11.7	3.5
Children's Mental Health	31.6	45.6	15.8	3.5	3.5	4.0
Children's Services	27.0	43.6	16.7	2.9	9.8	3.8
Developmental Disabilities	35.1	41.5	9.6	9.6	4.3	3.9
Emergency Medical Services	21.1	57.9	0.0	5.3	15.8	3.6
Facilities Standards	38.5	19.2	19.2	11.5	11.5	3.6
Idaho State School & Hospital	31.5	41.1	13.7	8.2	5.5	3.9
Information Technology Services	24.0	44.0	10.7	8.0	13.3	3.6
Laboratory Services	21.7	39.1	26.1	8.7	4.3	3.7
Management Services	19.8	50.0	15.1	9.3	5.8	3.7
Medical Assistance Services	33.9	37.1	15.3	8.1	5.6	3.9
Physical Health Services	21.4	28.6	21.4	16.7	11.9	3.3
State Hospital North	25.0	45.8	12.5	4.2	12.5	3.7
State Hospital South	23.1	44.9	14.1	14.1	3.8	3.7
Vital Statistics	27.3	45.5	18.2	4.5	4.5	3.9
Administration	46.2	26.9	19.2	7.7	0.0	4.1
Other	35.9	43.6	12.8	5.1	2.6	4.1

9a. Upper management listens to the recommendations of staff.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	3.3	12.2	39.0	18.7	26.8	2.5
Benefits	3.5	22.1	28.8	27.0	18.6	2.7
Child Support	7.6	23.8	39.0	17.1	12.4	3.0
Children's Mental Health	5.1	15.4	35.9	17.9	25.6	2.6
Children's Services	0.0	15.6	34.6	29.1	20.7	2.5
Developmental Disabilities	2.9	19.1	45.6	20.6	11.8	2.8
Emergency Medical Services	6.7	33.3	20.0	13.3	26.7	2.8
Facilities Standards	9.1	18.2	36.4	4.5	31.8	2.7
Idaho State School & Hospital	8.5	29.6	19.7	23.9	18.3	2.9
Information Technology Services	1.4	20.3	26.1	20.3	31.9	2.4
Laboratory Services	0.0	20.0	40.0	20.0	20.0	2.6
Management Services	1.2	33.7	27.7	20.5	16.9	2.8
Medical Assistance Services	5.6	16.9	28.2	25.8	23.4	2.6
Physical Health Services	2.0	24.5	16.3	28.6	28.6	2.4
State Hospital North	9.1	27.3	18.2	22.7	22.7	2.8
State Hospital South	4.1	34.2	39.7	9.6	12.3	3.1
Vital Statistics	5.6	27.8	50.0	11.1	5.6	3.2
Administration	32.0	32.0	24.0	8.0	4.0	3.8
Other	21.4	42.9	21.4	14.3	0.0	3.7

9b. Program managers listen to the recommendations of staff.

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	23.0	33.6	17.8	13.2	12.5	3.4
Benefits	9.1	33.5	23.6	20.5	13.4	3.0
Child Support	12.3	35.1	25.4	12.3	14.9	3.2
Children's Mental Health	24.5	43.4	17.0	7.5	7.5	3.7
Children's Services	9.6	34.5	23.4	15.2	17.3	3.0
Developmental Disabilities	13.3	38.6	24.1	13.3	10.8	3.3
Emergency Medical Services	11.1	50.0	22.2	0.0	16.7	3.4
Facilities Standards	20.0	12.0	12.0	16.0	40.0	2.6
Idaho State School & Hospital	13.7	35.6	20.5	15.1	15.1	3.2
Information Technology Services	12.3	34.2	21.9	13.7	17.8	3.1
Laboratory Services	4.3	21.7	56.5	13.0	4.3	3.1
Management Services	9.5	35.7	22.6	17.9	14.3	3.1
Medical Assistance Services	22.7	33.3	15.9	15.2	12.9	3.4
Physical Health Services	17.6	49.0	11.8	11.8	9.8	3.5
State Hospital North	20.0	30.0	25.0	5.0	20.0	3.3
State Hospital South	8.1	40.5	36.5	8.1	6.8	3.4
Vital Statistics	9.5	57.1	14.3	9.5	9.5	3.5
Administration	32.0	44.0	24.0	0.0	0.0	4.1
Other	20.9	55.8	9.3	14.0	0.0	3.8

9c. Frontline supervisors listen to the recommendations of staff

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	38.6	45.6	5.1	5.7	5.1	4.1
Benefits	24.0	45.0	16.3	8.1	6.6	3.7
Child Support	19.0	39.7	18.1	10.3	12.9	3.4
Children's Mental Health	35.1	42.1	21.1	0.0	1.8	4.1
Children's Services	23.6	51.7	12.3	3.9	8.4	3.8
Developmental Disabilities	32.6	39.1	13.0	10.9	4.3	3.9
Emergency Medical Services	15.8	52.6	5.3	10.5	15.8	3.4
Facilities Standards	29.6	25.9	14.8	18.5	11.1	3.4
Idaho State School & Hospital	33.3	41.7	12.5	11.1	1.4	3.9
Information Technology Services	23.3	45.2	13.7	6.8	11.0	3.6
Laboratory Services	13.0	26.1	47.8	13.0	0.0	3.4
Management Services	14.1	51.8	17.6	9.4	7.1	3.6
Medical Assistance Services	32.0	36.8	17.6	8.8	4.8	3.8
Physical Health Services	20.0	37.5	12.5	15.0	15.0	3.3
State Hospital North	26.1	34.8	17.4	8.7	13.0	3.5
State Hospital South	14.3	58.4	16.9	6.5	3.9	3.7
Vital Statistics	13.6	59.1	18.2	4.5	4.5	3.7
Administration	34.6	42.3	23.1	0.0	0.0	4.1
Other	34.2	50.0	13.2	2.6	0.0	4.2

10. Overall, communication within the Department of Health and Welfare is

	Very Good (%)	Good (%)	Fair (%)	Poor (%)	Very Poor (%)	Average Rating (5-point scale)
Adult Mental Health	2.5	31.2	35.0	22.9	8.3	3.0
Benefits	3.4	24.9	42.3	20.8	8.7	2.9
Child Support	5.0	30.0	36.7	18.3	10.0	3.0
Children's Mental Health	0.0	32.1	35.7	23.2	8.9	2.9
Children's Services	0.5	24.3	44.2	19.9	11.2	2.8
Developmental Disabilities	0.0	35.1	50.0	11.7	3.2	3.2
Emergency Medical Services	0.0	26.3	52.6	5.3	15.8	2.9
Facilities Standards	7.7	34.6	15.4	26.9	15.4	2.9
Idaho State School & Hospital	5.6	26.8	40.8	16.9	9.9	3.0
Information Technology Services	0.0	14.8	34.6	28.4	22.2	2.4
Laboratory Services	0.0	18.2	36.4	31.8	13.6	2.6
Management Services	3.3	23.3	43.3	18.9	11.1	2.9
Medical Assistance Services	5.1	25.0	38.2	19.1	12.5	2.9
Physical Health Services	1.9	17.0	39.6	28.3	13.2	2.7
State Hospital North	4.2	25.0	37.5	29.2	4.2	3.0
State Hospital South	9.3	32.0	42.7	10.7	5.3	3.3
Vital Statistics	4.5	50.0	36.4	9.1	0.0	3.5
Administration	10.3	44.8	34.5	10.3	0.0	3.6
Other	13.6	31.8	38.6	9.1	6.8	3.4

Morale and Job Satisfaction

1. In general, I am satisfied with my job.

	Strongly Agree (%)	Agree (%)	Neither Agree nor Disagree (%)	Disagree (%)	Strongly Disagree (%)	Average Rating (5-point scale)
Adult Mental Health	25.6	46.9	13.1	10.6	3.8	3.8
Benefits	14.0	50.2	17.4	12.8	5.7	3.5
Child Support	26.2	46.7	15.6	6.6	4.9	3.8
Children's Mental Health	17.5	54.4	7.0	14.0	7.0	3.6
Children's Services	14.8	51.0	18.6	10.5	5.2	3.6
Developmental Disabilities	24.2	61.1	9.5	4.2	1.1	4.0
Emergency Medical Services	20.0	45.0	30.0	5.0	0.0	3.8
Facilities Standards	33.3	33.3	7.4	22.2	3.7	3.7
Idaho State School & Hospital	23.0	47.3	18.9	5.4	5.4	3.8
Information Technology Services	24.7	34.6	7.4	19.8	13.6	3.4
Laboratory Services	8.7	52.2	17.4	17.4	4.3	3.4
Management Services	27.8	50.0	11.1	6.7	4.4	3.9
Medical Assistance Services	24.5	43.9	16.5	12.9	2.2	3.8
Physical Health Services	11.3	52.8	15.1	13.2	7.5	3.5
State Hospital North	33.3	29.2	16.7	16.7	4.2	3.7
State Hospital South	23.1	52.6	14.1	10.3	0.0	3.9
Vital Statistics	22.7	63.6	4.5	9.1	0.0	4.0
Administration	41.1	44.8	10.3	3.4	0.0	4.2
Other	38.6	54.5	2.3	4.5	0.0	4.3

2. Overall, workplace morale among my co-workers is

	Very Good (%)	Good (%)	Fair (%)	Poor (%)	Very Poor (%)	Average Rating (5-point scale)
Adult Mental Health	17.4	31.7	25.5	15.5	9.9	3.3
Benefits	8.7	28.0	33.7	17.0	12.5	3.0
Child Support	9.8	30.3	33.6	15.6	10.7	3.1
Children's Mental Health	10.5	35.1	22.8	21.1	10.5	3.1
Children's Services	5.8	25.5	38.9	17.8	12.0	3.0
Developmental Disabilities	12.8	41.5	29.8	11.7	4.3	3.5
Emergency Medical Services	10.0	40.0	25.0	20.0	5.0	3.3
Facilities Standards	14.8	25.9	22.2	11.1	25.9	2.9
Idaho State School & Hospital	8.1	37.8	32.4	16.2	5.4	3.3
Information Technology Services	13.6	28.4	17.3	22.2	18.5	3.0
Laboratory Services	4.3	8.7	39.1	34.8	13.0	2.6
Management Services	10.0	37.8	28.9	13.3	10.0	3.2
Medical Assistance Services	14.5	34.1	22.5	15.2	13.8	3.2
Physical Health Services	1.9	32.1	41.5	15.1	9.4	3.0
State Hospital North	13.0	17.4	21.7	34.8	13.0	2.8
State Hospital South	10.1	38.0	38.0	6.3	7.6	3.4
Vital Statistics	13.6	54.5	27.3	4.5	0.0	3.8
Administration	34.5	41.4	17.2	6.9	0.0	4.0
Other	25.0	59.1	11.4	4.5	0.0	4.1

3. Turnover within the Department of Health and Welfare significantly impedes organizational effectiveness.

	Strongly Agree (%)	Agree (%)	Neither Agree nor Disagree (%)	Disagree (%)	Strongly Disagree (%)	Average Rating (5-point scale)
Adult Mental Health	50.6	38.1	8.8	1.9	0.6	4.4
Benefits	50.0	36.2	11.5	2.3	0.0	4.3
Child Support	43.3	38.3	15.8	2.5	0.0	4.2
Children's Mental Health	68.4	28.1	1.8	1.8	0.0	4.6
Children's Services	62.6	28.6	5.8	1.5	1.5	4.5
Developmental Disabilities	48.4	41.9	6.5	3.2	0.0	4.4
Emergency Medical Services	45.0	35.0	15.0	5.0	0.0	4.2
Facilities Standards	76.9	19.2	0.0	3.8	0.0	4.7
Idaho State School & Hospital	37.8	52.7	8.1	1.4	0.0	4.3
Information Technology Services	36.4	41.6	15.6	3.9	2.6	4.1
Laboratory Services	52.2	30.4	13.0	0.0	4.3	4.3
Management Services	37.9	40.2	19.5	1.1	1.1	4.1
Medical Assistance Services	46.4	38.4	10.1	4.3	0.7	4.3
Physical Health Services	56.6	24.5	17.0	1.9	0.0	4.4
State Hospital North	36.4	40.9	13.6	9.1	0.0	4.1
State Hospital South	38.0	35.4	20.3	5.1	1.3	4.0
Vital Statistics	31.8	50.0	18.2	0.0	0.0	4.1
Administration	44.8	27.6	17.2	10.3	0.0	4.1
Other	38.6	40.9	15.9	4.5	0.0	4.1

4. Management creates an environment that makes me want to do my very best each day.

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	14.4	30.0	30.6	20.0	5.0	3.3
Benefits	6.5	32.3	33.8	19.0	8.4	3.1
Child Support	9.8	36.1	31.1	17.2	5.7	3.3
Children's Mental Health	8.8	26.3	40.4	19.3	5.3	3.1
Children's Services	6.2	29.0	35.7	20.5	8.6	3.0
Developmental Disabilities	6.7	36.7	34.4	17.8	4.4	3.2
Emergency Medical Services	5.0	40.0	40.0	10.0	5.0	3.3
Facilities Standards	11.1	22.2	25.9	18.5	22.2	2.8
Idaho State School & Hospital	8.1	35.1	28.4	21.6	6.8	3.2
Information Technology Services	6.2	24.7	32.1	23.5	13.6	2.9
Laboratory Services	0.0	8.7	52.2	26.1	13.0	2.6
Management Services	4.4	39.6	30.8	19.8	5.5	3.2
Medical Assistance Services	12.9	23.7	29.5	21.6	12.2	3.0
Physical Health Services	7.5	24.5	32.1	24.5	11.3	2.9
State Hospital North	12.5	37.5	12.5	29.2	8.3	3.2
State Hospital South	8.9	34.2	38.0	12.7	6.3	3.3
Vital Statistics	9.1	54.5	27.3	9.1	0.0	3.6
Administration	27.6	48.3	17.2	6.9	0.0	4.0
Other	20.5	52.3	27.3	0.0	0.0	3.9

5. I feel valued by my supervisor

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	48.1	34.2	4.4	6.3	7.0	4.1
Benefits	33.6	44.2	10.6	7.2	4.5	4.0
Child Support	22.3	42.1	14.9	11.6	9.1	3.6
Children's Mental Health	45.6	36.8	10.5	5.3	1.8	4.2
Children's Services	36.8	39.2	14.4	5.7	3.8	4.0
Developmental Disabilities	36.2	39.4	13.8	5.3	5.3	4.0
Emergency Medical Services	25.0	35.0	15.0	20.0	5.0	3.6
Facilities Standards	48.1	33.3	0.0	7.4	11.1	4.0
Idaho State School & Hospital	31.1	40.5	13.5	9.5	5.4	3.8
Information Technology Services	39.5	29.6	13.6	6.2	11.1	3.8
Laboratory Services	26.1	30.4	39.1	4.3	0.0	3.8
Management Services	32.2	40.0	12.2	10.0	5.6	3.8
Medical Assistance Services	35.3	36.8	6.6	15.4	5.9	3.8
Physical Health Services	30.8	44.2	11.5	3.8	9.6	3.8
State Hospital North	37.5	20.8	20.8	12.5	8.3	3.7
State Hospital South	30.8	41.0	14.1	7.7	6.4	3.8
Vital Statistics	45.5	31.8	18.2	4.5	0.0	4.2
Administration	55.2	27.6	3.4	13.8	0.0	4.2
Other	52.3	40.9	2.3	4.5	0.0	4.4

6. I feel valued by the Department of Health and Welfare.

	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	7.1	27.6	29.5	22.4	13.5	2.9
Benefits	5.8	31.4	27.1	24.4	11.2	3.0
Child Support	9.2	34.5	33.6	15.1	7.6	3.2
Children's Mental Health	3.8	34.0	24.5	24.5	13.2	2.9
Children's Services	4.3	22.2	32.4	29.0	12.1	2.8
Developmental Disabilities	3.4	32.6	44.9	12.4	6.7	3.1
Emergency Medical Services	5.6	33.3	22.2	11.1	27.8	2.8
Facilities Standards	12.0	36.0	8.0	12.0	32.0	2.8
Idaho State School & Hospital	5.6	20.8	37.5	27.8	8.3	2.9
Information Technology Services	1.3	28.2	34.6	20.5	15.4	2.8
Laboratory Services	0.0	13.0	26.1	43.5	17.4	2.4
Management Services	6.7	31.5	25.8	23.6	12.4	3.0
Medical Assistance Services	8.3	24.1	28.6	23.3	15.8	2.9
Physical Health Services	1.9	22.6	32.1	26.4	17.0	2.7
State Hospital North	12.5	29.2	16.7	16.7	25.0	2.9
State Hospital South	2.6	26.3	51.3	14.5	5.3	3.1
Vital Statistics	4.5	31.8	45.5	18.2	0.0	3.2
Administration	24.1	31.0	20.7	17.2	6.9	3.5
Other	18.6	37.2	34.9	9.3	0.0	3.7

Additional Questions

1. Did you complete the original survey conducted by the Office of Performance Evaluations in November/December of 2005?

	Yes	No	Unsure
Department wide	64.8%	22.2%	13.0%

2a. To what extent has your overall perception of the department changed since you completed the original survey in late 2005?

	Greatly Improved		Remained the Same		Greatly Declined		Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	1.1	29.0	44.1	20.4	5.4	3.0	
Benefits	3.9	33.3	41.2	18.3	3.3	3.2	
Child Support	4.8	29.8	51.2	9.5	4.8	3.2	
Children's Mental Health	2.4	19.0	61.9	14.3	2.4	3.1	
Children's Services	0.0	14.5	51.3	25.6	8.5	2.7	
Developmental Disabilities	1.9	18.5	64.8	11.1	3.7	3.0	
Emergency Medical Services	0.0	33.3	55.6	0.0	11.1	3.1	
Facilities Standards	7.7	38.5	46.2	7.7	0.0	3.5	
Idaho State School & Hospital	2.4	24.4	39.0	26.8	7.3	2.9	
Information Technology Services	1.6	18.0	54.1	13.1	13.1	2.8	
Laboratory Services	0.0	8.3	75.0	8.3	8.3	2.8	
Management Services	3.2	25.4	54.0	14.3	3.2	3.1	
Medical Assistance Services	5.0	16.0	50.0	21.0	8.0	2.9	
Physical Health Services	0.0	21.6	48.6	24.3	5.4	2.9	
State Hospital North	6.3	31.3	50.0	12.5	0.0	3.3	

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State Hospital South	2.3	22.7	50.0	20.5	4.5	3.0
Vital Statistics	0.0	26.7	66.7	6.7	0.0	3.2
Administration	36.0	52.0	8.0	4.0	0.0	4.2
Other	47.5	32.5	20.0	0.0	0.0	4.3

2b. To what extent has your overall perception of your division changed since you completed the original survey in late 2005?

	Greatly Improved (%)	Improved (%)	Remained the Same (%)	Declined (%)	Greatly Declined (%)	Average Rating (5-point scale)
Adult Mental Health	2.2	24.2	46.2	22.0	5.5	3.0
Benefits	2.7	34.7	37.3	20.0	5.3	3.1
Child Support	6.0	28.9	48.2	13.3	3.6	3.2
Children's Mental Health	5.3	28.9	47.4	13.2	5.3	3.2
Children's Services	0.0	18.1	50.9	23.3	7.8	2.8
Developmental Disabilities	7.4	24.1	42.6	20.4	5.6	3.1
Emergency Medical Services	0.0	33.3	55.6	0.0	11.1	3.1
Facilities Standards	21.4	28.6	35.7	0.0	14.3	3.4
Idaho State School & Hospital	5.1	33.3	20.5	28.2	12.8	2.9
Information Technology Services	3.2	19.4	25.8	21.0	30.6	2.4
Laboratory Services	0.0	15.4	69.2	7.7	7.7	2.9
Management Services	6.3	33.3	41.3	14.3	4.8	3.2
Medical Assistance Services	9.2	16.3	33.7	30.6	10.2	2.8
Physical Health Services	10.8	43.2	21.6	16.2	8.1	3.3
State Hospital North	6.7	46.7	40.0	6.7	0.0	3.5
State Hospital South	7.0	20.9	51.2	20.9	0.0	3.1
Vital Statistics	0.0	35.7	64.3	0.0	0.0	3.4
Administration	34.6	53.8	11.5	0.0	0.0	4.2
Other	51.4	37.1	11.4	0.0	0.0	4.4

2c. To what extent has your overall perception of your program changed since you completed the original survey in late 2005?

	Greatly Improved (%)	Improved (%)	Remained the Same (%)	Declined (%)	Greatly Declined (%)	Average Rating (5-point scale)
Adult Mental Health	10.8	28.0	31.2	23.7	6.5	3.1
Benefits	7.2	39.5	27.6	19.1	6.6	3.2
Child Support	15.7	24.1	30.1	21.7	8.4	3.2
Children's Mental Health	13.5	29.7	40.5	5.4	10.8	3.3
Children's Services	2.6	25.6	43.6	19.7	8.5	2.9
Developmental Disabilities	13.0	29.6	35.2	14.8	7.4	3.3
Emergency Medical Services	10.0	20.0	40.0	20.0	10.0	3.0
Facilities Standards	13.3	33.3	26.7	13.3	13.3	3.2
Idaho State School & Hospital	14.6	29.3	19.5	24.4	12.2	3.1
Information Technology Services	5.3	26.3	35.1	19.3	14.0	2.9
Laboratory Services	0.0	15.4	61.5	15.4	7.7	2.9
Management Services	7.8	31.3	46.9	9.4	4.7	3.3
Medical Assistance Services	10.4	22.9	36.5	19.8	10.4	3.0
Physical Health Services	9.1	30.3	36.4	15.2	9.1	3.2
State Hospital North	0.0	50.0	35.7	7.1	7.1	3.3
State Hospital South	4.4	28.9	53.3	8.9	4.4	3.2
Vital Statistics	0.0	50.0	50.0	0.0	0.0	3.5
Administration	41.4	37.9	6.9	13.8	0.0	4.1
Other	36.6	53.7	7.3	2.4	0.0	4.2

3a. Since I completed the original survey in late 2005, my confidence in upper management decision-making has:

	Greatly Improved (%)	Improved (%)	Remained the Same (%)	Declined (%)	Greatly Declined (%)	Average Rating (5-point scale)
Adult Mental Health	0.0	22.6	46.2	20.4	10.8	2.8
Benefits	2.0	16.6	49.7	23.2	8.6	2.8
Child Support	3.8	21.3	56.3	10.0	8.8	3.0
Children's Mental Health	2.6	7.9	68.4	15.8	5.3	2.9
Children's Services	0.0	6.1	48.7	33.0	12.2	2.5
Developmental Disabilities	3.7	18.5	61.1	11.1	5.6	3.0
Emergency Medical Services	0.0	20.0	50.0	20.0	10.0	2.8
Facilities Standards	14.3	21.4	35.7	14.3	14.3	3.1
Idaho State School & Hospital	9.3	23.3	32.6	25.6	9.3	3.0
Information Technology Services	0.0	12.9	37.1	19.4	30.6	2.3
Laboratory Services	0.0	16.7	75.0	0.0	8.3	3.0
Management Services	1.6	28.6	50.8	14.3	4.8	3.1
Medical Assistance Services	6.1	12.1	40.4	31.3	10.1	2.7
Physical Health Services	5.4	27.0	40.5	18.9	8.1	3.0
State Hospital North	6.3	25.0	56.3	12.5	0.0	3.3
State Hospital South	4.4	8.9	62.2	20.0	4.4	2.9
Vital Statistics	6.7	13.3	73.3	6.7	0.0	3.2
Administration	30.8	61.5	3.8	3.8	0.0	4.2
Other	30.6	47.2	13.9	8.3	0.0	4.0

3b. Since I completed the original survey in late 2005, my confidence in program managers decision-making

	Greatly Improved (%)	Improved (%)	Remained the Same (%)	Declined (%)	Greatly Declined (%)	Average Rating (5-point scale)
Adult Mental Health	13.7	22.1	36.8	16.8	10.5	3.1
Benefits	3.9	23.9	45.2	18.1	9.0	3.0
Child Support	9.8	19.5	42.7	18.3	9.8	3.0
Children's Mental Health	14.6	22.0	56.1	0.0	7.3	3.4
Children's Services	1.7	18.1	51.7	19.0	9.5	2.8
Developmental Disabilities	7.4	22.2	38.9	22.2	9.3	3.0
Emergency Medical Services	10.0	20.0	30.0	20.0	20.0	2.8
Facilities Standards	13.3	13.3	40.0	6.7	26.7	2.8
Idaho State School & Hospital	14.0	20.9	30.2	23.3	11.6	3.0
Information Technology Services	1.7	16.7	43.3	18.3	20.0	2.6
Laboratory Services	0.0	0.0	84.6	0.0	15.4	2.7
Management Services	3.2	29.0	48.4	16.1	3.2	3.1
Medical Assistance Services	12.0	14.0	46.0	21.0	7.0	3.0
Physical Health Services	5.4	29.7	45.9	10.8	8.1	3.1
State Hospital North	7.1	21.4	57.1	7.1	7.1	3.1
State Hospital South	6.7	13.3	60.0	17.8	2.2	3.0
Vital Statistics	0.0	40.0	46.7	6.7	6.7	3.2
Administration	42.9	42.9	7.1	7.1	0.0	4.2
Other	42.9	42.9	11.9	2.4	0.0	4.3

3c. Since I completed the original survey in late 2005, my confidence in frontline supervisors decision-making

	Greatly Improved (%)	Improved (%)	Remained the Same (%)	Declined (%)	Greatly Declined (%)	Average Rating (5-point scale)
Adult Mental Health	17.9	31.6	35.8	9.5	5.3	3.5
Benefits	5.1	36.9	42.7	11.5	3.8	3.3
Child Support	9.6	22.9	36.1	19.3	12.0	3.0
Children's Mental Health	9.8	17.1	63.4	7.3	2.4	3.2
Children's Services	7.6	24.6	52.5	7.6	7.6	3.2
Developmental Disabilities	16.4	29.1	40.0	9.1	5.5	3.4
Emergency Medical Services	10.0	10.0	30.0	30.0	20.0	2.6
Facilities Standards	13.3	33.3	33.3	6.7	13.3	3.3
Idaho State School & Hospital	11.9	23.8	38.1	21.4	4.8	3.2
Information Technology Services	7.1	14.3	50.0	16.1	12.5	2.9
Laboratory Services	0.0	0.0	92.3	0.0	7.7	2.9
Management Services	6.7	35.0	48.3	6.7	3.3	3.4
Medical Assistance Services	12.1	15.4	60.4	8.8	3.3	3.2
Physical Health Services	10.7	28.6	39.3	10.7	10.7	3.2
State Hospital North	0.0	33.3	40.0	20.0	6.7	3.0
State Hospital South	14.9	12.8	55.3	12.8	4.3	3.2
Vital Statistics	0.0	46.7	46.7	6.7	0.0	3.4
Administration	37.0	29.6	25.9	7.4	0.0	4.0
Other	30.2	44.2	20.9	4.7	0.0	4.0

4. Since you completed the original survey in late 2005, communication from upper management to department staff/frontline supervisors has:

	Greatly Improved (%)	Improved (%)	Remained the Same (%)	Declined (%)	Greatly Declined (%)	Average Rating (5-point scale)
Adult Mental Health	1.2	29.1	51.2	10.5	8.1	3.1
Benefits	2.7	42.2	36.7	16.3	2.0	3.3
Child Support	6.4	41.0	34.6	10.3	7.7	3.3
Children's Mental Health	2.9	20.6	58.8	14.7	2.9	3.1
Children's Services	0.0	22.0	52.3	16.5	9.2	2.9
Developmental Disabilities	2.0	28.6	49.0	16.3	4.1	3.1
Emergency Medical Services	0.0	37.5	25.0	37.5	0.0	3.0
Facilities Standards	7.1	35.7	28.6	21.4	7.1	3.1
Idaho State School & Hospital	7.5	22.5	42.5	17.5	10.0	3.0
Information Technology Services	1.6	14.8	36.1	36.1	11.5	2.6
Laboratory Services	0.0	10.0	70.0	20.0	0.0	2.9
Management Services	8.2	34.4	47.5	4.9	4.9	3.4
Medical Assistance Services	7.0	17.0	46.0	19.0	11.0	2.9
Physical Health Services	8.3	33.3	38.9	13.9	5.6	3.3
State Hospital North	0.0	43.8	31.3	25.0	0.0	3.2
State Hospital South	4.4	22.2	55.6	13.3	4.4	3.1
Vital Statistics	0.0	46.2	30.8	23.1	0.0	3.2
Administration	17.2	24.1	20.7	34.5	3.4	3.2
Other	7.3	22.0	36.6	24.4	9.8	2.9

5. Since you completed the original survey in late 2005, communication from the department staff/frontline supervisors to upper management has

	Greatly Improved	Improved	Remained the Same	Declined	Greatly Declined	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	7.4	24.7	53.1	11.1	3.7	3.2
Benefits	5.0	30.0	45.7	14.3	5.0	3.2
Child Support	8.5	28.2	38.0	15.5	9.9	3.1
Children's Mental Health	3.1	18.8	59.4	15.6	3.1	3.0
Children's Services	1.1	24.7	57.0	12.9	4.3	3.1
Developmental Disabilities	4.7	46.5	41.9	7.0	0.0	3.5
Emergency Medical Services	0.0	14.3	57.1	14.3	14.3	2.7
Facilities Standards	0.0	25.0	50.0	16.7	8.3	2.9
Idaho State School & Hospital	5.7	28.6	42.9	22.9	0.0	3.2
Information Technology Services	2.0	14.3	53.1	16.3	14.3	2.7
Laboratory Services	0.0	22.2	66.7	11.1	0.0	3.1
Management Services	4.0	36.0	46.0	10.0	4.0	3.3
Medical Assistance Services	5.6	23.6	50.6	16.9	3.4	3.1
Physical Health Services	10.0	40.0	36.7	6.7	6.7	3.4
State Hospital North	0.0	43.8	31.3	18.8	6.3	3.1
State Hospital South	4.7	30.2	53.5	9.3	2.3	3.3
Vital Statistics	0.0	45.5	54.5	0.0	0.0	3.5
Administration	34.6	30.8	19.2	15.4	0.0	3.9
Other	34.1	36.4	15.9	9.1	4.5	3.9

6. Some respondents to the survey in late 2005 voiced a concern that retaliation might occur if they completed that survey. Since the OPE report on the original survey was released in February 2006, do you believe retaliation occurred to you or your co-workers?

	Greatly Improved	Improved	Remained the Same	Declined	Greatly Declined	Average Rating (5-point scale)
	(%)	(%)	(%)	(%)	(%)	
Adult Mental Health	2.1	21.6	41.2	25.8	9.3	2.8
Benefits	2.5	25.6	37.5	24.4	10.0	2.9
Child Support	3.6	26.5	36.1	22.9	10.8	2.9
Children's Mental Health	7.3	19.5	41.5	31.7	0.0	3.0
Children's Services	1.7	14.2	40.0	31.7	12.5	2.6
Developmental Disabilities	3.8	26.4	32.1	32.1	5.7	2.9
Emergency Medical Services	0.0	10.0	40.0	30.0	20.0	2.4
Facilities Standards	0.0	40.0	13.3	40.0	6.7	2.9
Idaho State School & Hospital	4.7	25.6	34.9	27.9	7.0	2.9
Information Technology Services	3.3	11.5	32.8	37.7	14.8	2.5
Laboratory Services	0.0	0.0	69.2	23.1	7.7	2.6
Management Services	1.6	21.0	56.5	16.1	4.8	3.0
Medical Assistance Services	1.0	22.0	45.0	15.0	17.0	2.8
Physical Health Services	0.0	22.2	47.2	19.4	11.1	2.8
State Hospital North	6.3	25.0	31.3	37.5	0.0	3.0
State Hospital South	4.3	21.3	53.2	17.0	4.3	3.0
Vital Statistics	0.0	35.7	57.1	7.1	0.0	3.3
Administration	51.7	31.0	6.9	10.3	0.0	4.2
Other	52.3	43.2	0.0	2.3	2.3	4.4