Communication & Recognition Survey

Survey: April 2025
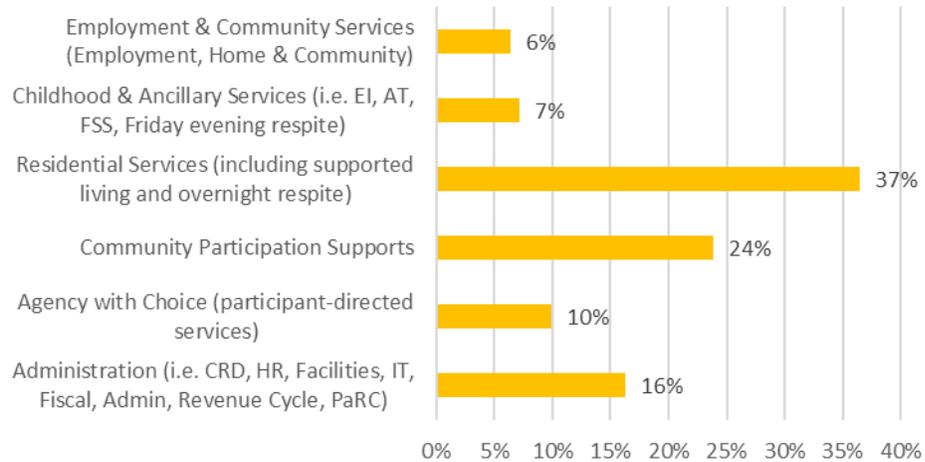
Analysis: May 2025
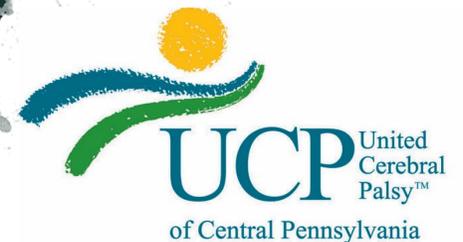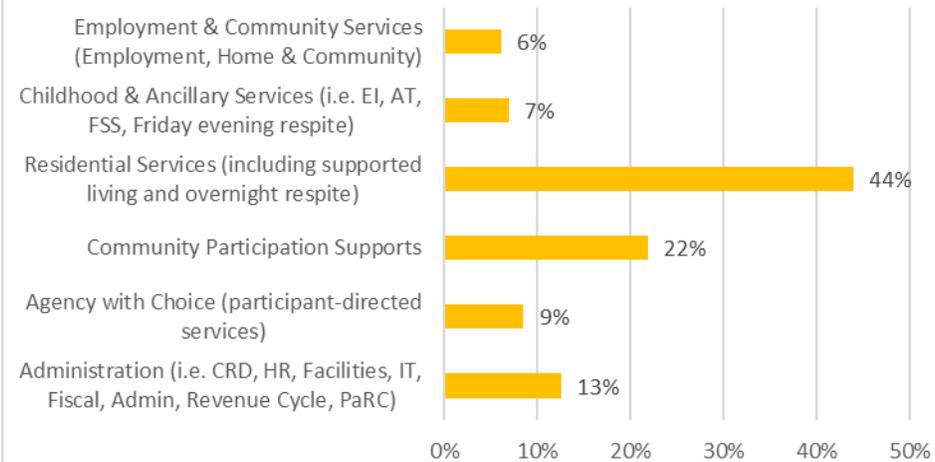
UCP United Cerebral Palsy™
of Central Pennsylvania
Life without limits for people with disabilities™

Who Participated?

% of total responses n. 252

Category	Percentage
Employment & Community Services (Employment, Home & Community)	6%
Childhood & Ancillary Services (i.e. EI, AT, FSS, Friday evening respite)	7%
Residential Services (including supported living and overnight respite)	37%
Community Participation Supports	24%
Agency with Choice (participant-directed services)	10%
Administration (i.e. CRD, HR, Facilities, IT, Fiscal, Admin, Revenue Cycle, PaRC)	16%

% of total employees n. 375

| Category	Percentage
Employment & Community Services (Employment, Home & Community)	6%
Childhood & Ancillary Services (i.e. EI, AT, FSS, Friday evening respite)	7%
Residential Services (including supported living and overnight respite)	44%
Community Participation Supports	22%
Agency with Choice (participant-directed services)	9%
Administration (i.e. CRD, HR, Facilities, IT, Fiscal, Admin, Revenue Cycle, PaRC)	13%

67% of employees participated, compared to 39% in 2024, employee count is up 5% from 2024

Who Participated?

(Tenure/Status)

Tenure n. 252
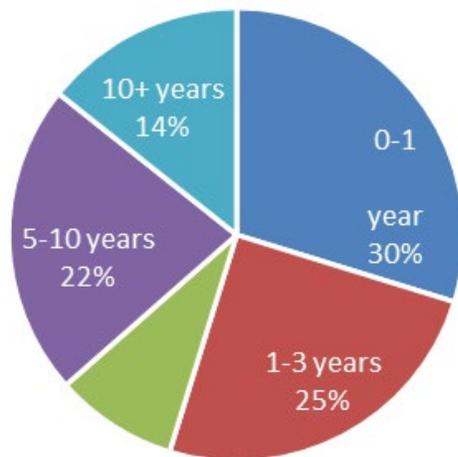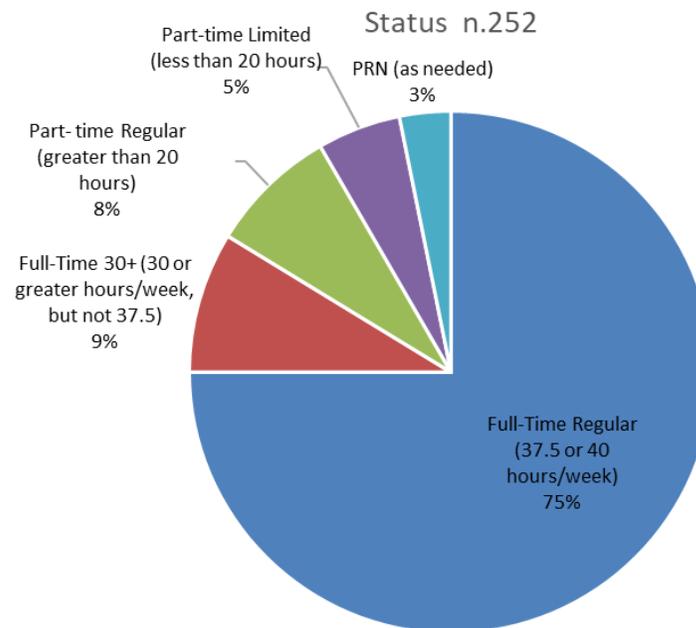

% of total EE n. 375	
0-1 year	30%
1-3 years	26%
3-5 years	11%
5-10 years	20%
10+ years	13%

Status n.252

% of total EE n.375	
Full-Time Regular (37.5 or 40 hours/week)	62%
Full-Time 30+ (30 or greater hours/week, but not 37.5)	17%
Part- time Regular (greater than 20 hours)	9%
Part-time Limited (less than 20 hours)	9%
PRN (as needed)	3%

Definitions

*President/CEO refers to the leader of the organization.
*Leadership Team is the group that includes Division Directors, Director of Administrative Services, Quality and Compliance Manager, IT Manager, Controller, President/CEO, HR Director, CFO, and Senior Director of Operations.
*HR staff includes the HR Director, Manager of Employee Relations, Manager of Benefits and HR Systems, Manager of Training & Development, Talent Acquisition Manager, Talent Acquisition Coordinator, Senior Training Specialist, Coordinator, and Clerical Assistant, —in other words, all staff in HR.
*Division leadership includes the Managers, Supervisors, and Directors within your specific division.
*Supervisor refers to the person whom you report directly to.
*Coworkers include anyone who works at UCP.
*Employees refer to YOUR personal experience and/or observations.

Survey Contents

14 statements and 6 vehicles related to communication 10 statements and 15 types related to recognition which are ranked for satisfaction and importance on a five-point Likert scale

Communication

the act of transferring information from one place, person, or group to another. Every communication involves (at least) one sender, a message, and a recipient. The term requires an element of success in transmitting or imparting a message, whether information, ideas, or emotions. Communication can be 1:1 or between groups of people and can be face-to-face, written on paper, or electronic.

Recognition

the acknowledgment of staff for meeting or exceeding expectations. Companies recognize their employees to reinforce good behavior, performance or practices that result in positive effects and results for the organization.

Overall Communication 4.0 <small>(3.9, 2024)</small>

77% report satisfied/very satisfied
(2024 78%, 2022 78%, 2020 76%, 2019 68%)

Overall Recognition 3.9 <small>(3.9, 2024)</small>

74% report satisfied/very satisfied
(2024 70%, 2019 28%, 2013 48%)

Top Areas of Importance (4.30 or greater)

Communication

✓ Communication between Leadership Team and employees.

✓ Communication about changes departmentally.

✓ Communication between HR staff and employees.

✓ Communication between Division leadership and employees.

✓ Communication about progress towards the goals and objectives of my department.

✓ Respectful communication between people at my work location.

✓ Supervisor listens to ideas/concerns

✓ Communication from my supervisor about work objectives and deadlines.

✓ Communication about changes that directly affect me.

✓ Communication between Supervisor and employees.

Recognition

✓ Recognition of personal accomplishments/contributions by supervisor

✓ Recognition of strong job performance.

✓ Feeling that your work is valued and appreciated.

Where we Glow
.50 or less difference between Importance and Satisfaction

Communication

- ✓ Communication between President/CEO and employees. .07 (.17 2024)

- ✓ Opportunity to provide feedback to President/CEO.

- ✓ Communication about progress towards organizational goals and objectives.

- ✓ Opportunity to provide feedback to the Division Leadership.

- ✓ Communication between HR staff and employees.

- ✓ Communication between Leadership Team and employees.

- ✓ Communication about progress towards the goals and objectives of my department.

- ✓ Respectful communication between people at my work location.

- ✓ Supervisor listens to ideas/concerns

- ✓ Communication about changes departmentally.

- ✓ Communication from my supervisor about work objectives and deadlines.

- ✓ Communication between Division leadership and employees..50

Recognition

- ✓ Recognition of Birthdays -.30

- ✓ Recognition of work anniversaries

- ✓ Recognition during employee appreciation day.

- ✓ Availability of recognition through structured program (STAR Award)

- ✓ Recognition from coworkers.

- ✓ Recognition from Division Leadership

- ✓ Recognition of collaborative approaches to work.

- ✓ Recognition of personal accomplishments/contributions by supervisor .40

Scores represent gap between Importance and Satisfaction

Where we Need to Grow

Importance of 4 or greater and .51 or greater difference between Importance and Satisfaction

Communication

✓ Communication between Supervisor and employees. .65 (.70 2024)

✓ Communication about changes that directly affect me..84 (.88 2024)

Recognition

✓ Recognition of strong job performance. .69 (.72 2024)

✓ Feeling that your work is valued and appreciated. .64 (.79 2024)

- 5 Items dropped from the 2024 list

- Supervisor listens to ideas/concerns. 0.51

- Communication from my supervisor about work objectives and deadlines. 0.50

- Communication about changes departmentally. 0.81

- Communication between Division leadership and employees. 0.79

- Respectful communication between people at my work location. 0.36

Scores represent gap between Importance and Satisfaction

Communication

In order of Importance

Topics

1. Employee Benefits.
2. Financial health of my division.
3. Financial health of the organization.
4. Health & Wellness Initiatives.
5. Safety Initiatives.
6. Program and Services happenings.
7. Departmental goals and objectives.
8. Training and Development opportunities.
9. Organizational Changes.
10. Special Events.
11. Organizational goals and objectives.

Vehicles

1. Ask HR Virtual Office Hours (semi-monthly online call for Q&A on HR-related matters) (13% of people had no idea what it was)
2. HR Newsletter
3. My 2 Cents Electronic Comment Box (20% 0f people had no idea what it was)
4. Stall Talk (25% of people had no idea what it was)
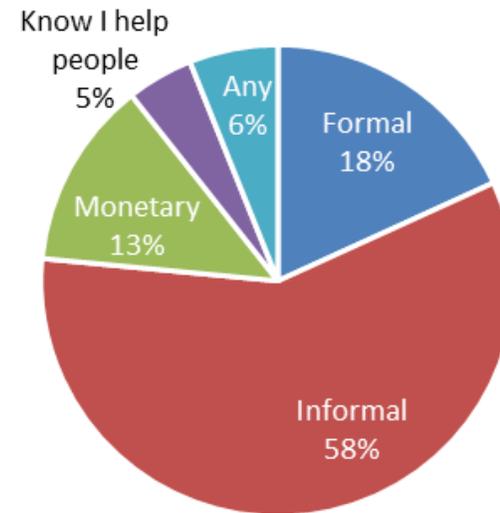5. Town Hall Meetings
6. UCP Connect

Recognition

In order of Preference

Type in order of preference
1. Monetary Incentive
2. Gift Certificate
3. Sweatshirts with the UCP logo
4. Personal Note from Supervisor
5. T-shirts with the UCP logo
6. Certificate of Appreciation
7. Work Anniversary Card
8. Birthday Card
9. Recognition in Team Meetings
10. Cups/Mugs with the UCP logo
11. Recognition in HR Newsletter
12. Bags with the UCP logo
13. Other items with the UCP logo
14. Hats with the UCP logo
15. Recognition on Facebook

Most **Motivating** Recognition
derived from open ended responses

Know I help people 5%
Any 6%
Formal 18%
Monetary 13%
Informal 58%

Path Forward

✓ Next Steps for Agency
   - ✓ Executive Team Deep Dive: May 19
   - ✓ Action Plan Developed
   - ✓ Town Hall presentation: June 12
   - ✓ Supervisor meeting presentation: July 18

✓ Deep dive into results/comments for Division (Division Directors)

✓ Action plan for Division (Division Directors)

Additional Thoughts or Questions