



2019-20 EMPLOYEE OPINION SURVEY

Survey Results

2019-20 EMPLOYEE OPINION SURVEY

Connect for Health Colorado launched its 2019-20 Employee Opinion Survey to gain the opinion of its employees in relation to seven specific performance components – *engagement, job satisfaction, workplace culture, benefits, leadership, communication, and work processes.*

PURPOSE AND GOALS:

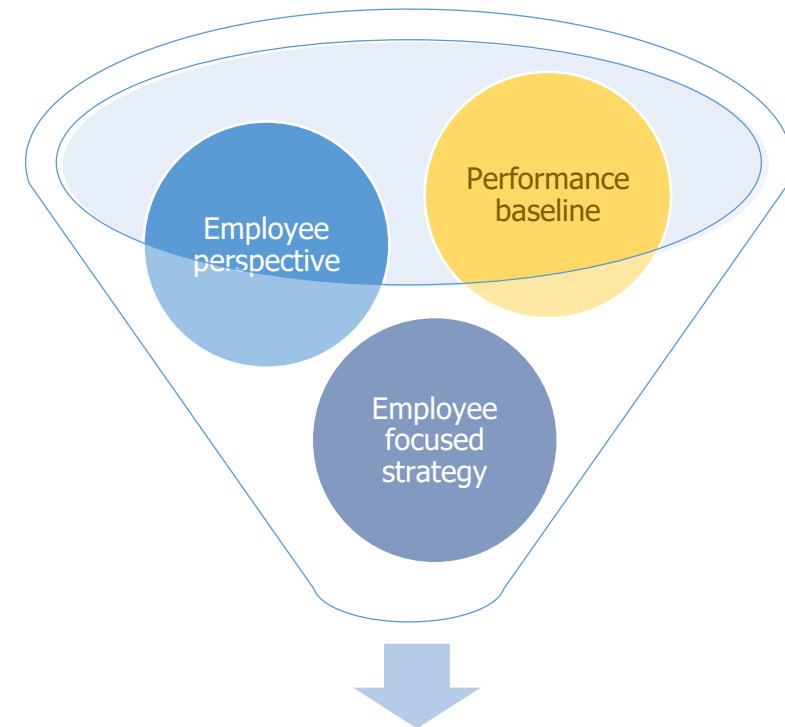
The intention of gathering this information is to:

- Gain an understanding of the employee perspective
- To measure against the established performance baseline to determine progress/regress
- Evaluate the employee focused strategy and determine any needed changes that best aligns and supports organization wide outcomes and sustainability

SURVEY METHODOLOGY:

The employee survey was:

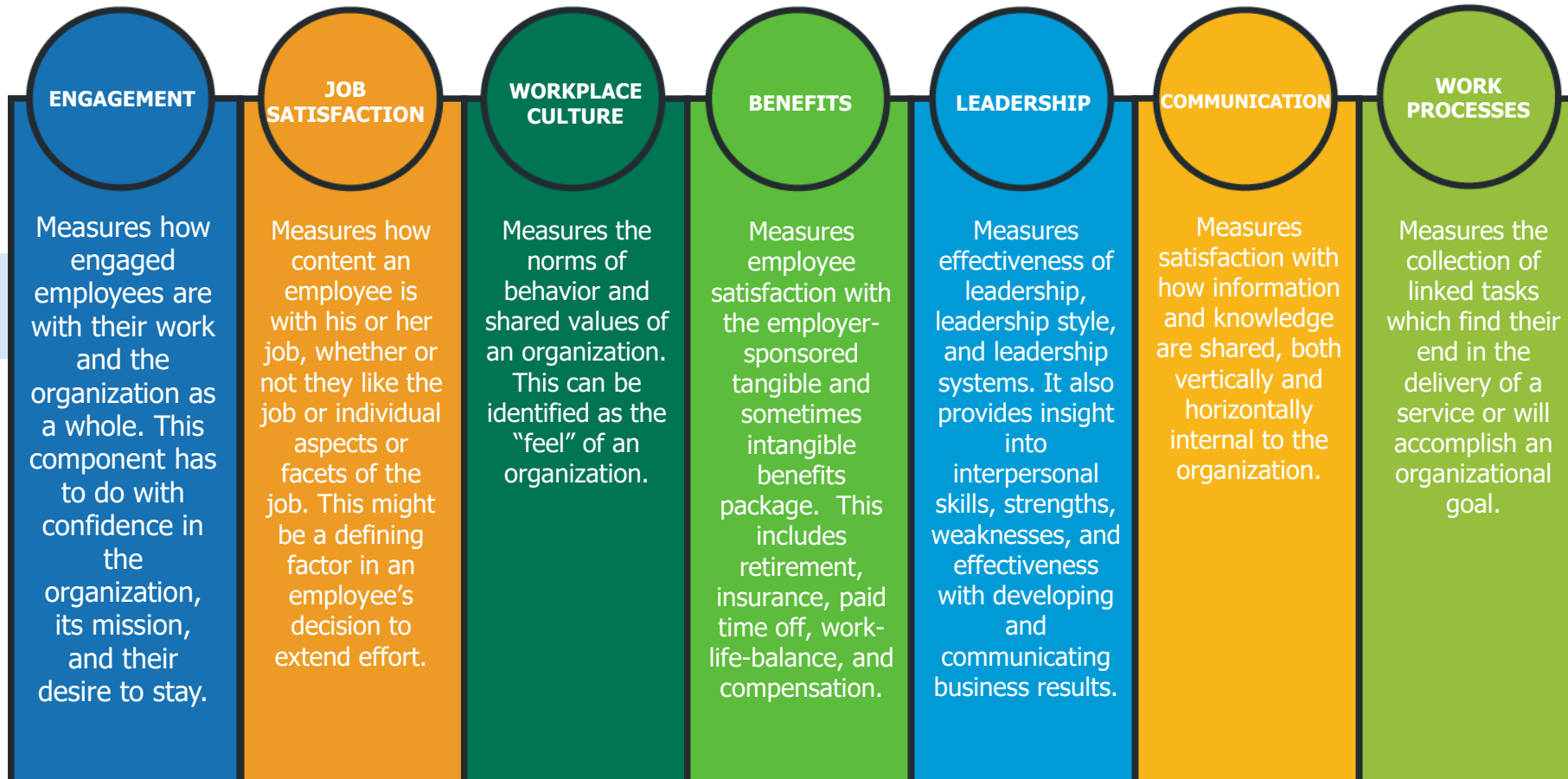
- launched on April 17, 2020
- sent to 149 employee email accounts with multiple follow-up status and reminder emails
- managed through an on-line survey tool
- open for 20 days
- closed on May 8, 2020 with a response from 146 employees



Successful implementation of Connect for Health Colorado Strategic Outcomes

SURVEY PERFORMANCE COMPONENTS

Connect for Health Colorado identified seven *Performance Components* to assess the employee's opinion of the organization for the 2019-20 evaluation period. Using the seven performance components, we compared the 2019-20 data to determine progress/regress.



THE
7
PERFORMANCE
COMPONENTS

EMPLOYEE OPINION SURVEY RESPONDENTS

To provide a greater insight into the perspective of employees, respondents were asked to self-identify their department.

Compliance - Audit/Appeals/Security/Legal



6

Policy & External Affairs - Government/Policy/Legislative/Engagement



3

Corporate Services - Finance/PMO/HR/TR/Bi



12

Technology - Issues/Health Plan Ops/Analyst/PM/IM



28

Marketing/Communications - Mkt./Com/Asst./Brokers/Outreach



12

Operations - CSU/MSU/QA



63

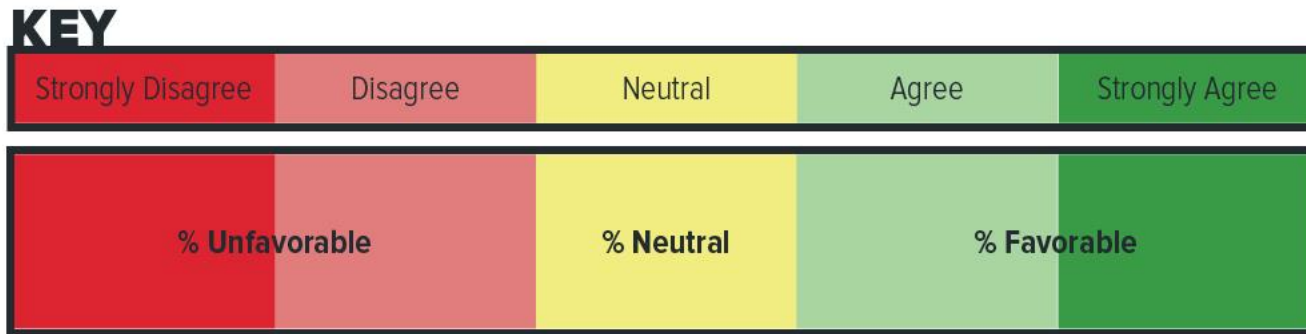
EACH FIGURE REPRESENTS 5 INDIVIDUALS



Please note: Employees had the option to skip this question and not respond, 23 individuals skipped this question.

EMPLOYEE OPINION SURVEY RESPONSE RATINGS

149 employees received the employee opinion survey, 146 employees responded resulting in a 98% participation rate, up from 62.5% participation rate the year before. Employees had several options to identify their level of agreement/disagreement with a survey question.



Please note: For the purposes of analysis, neutral responses are not counted as favorable responses. They are categorized as a lack of ability to identify with the correlating question, offering an opportunity for continued support in the area of focus.

RESULTS SNAPSHOT – MOST FAVORABLE PERFORMANCE COMPONENTS

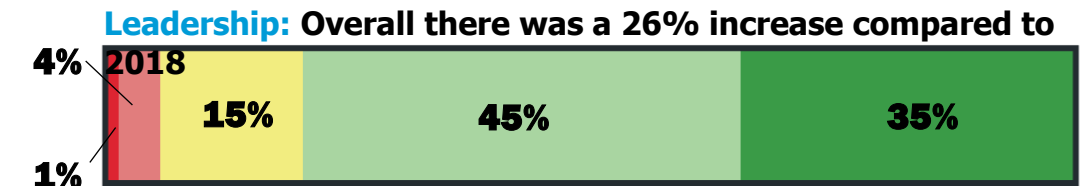
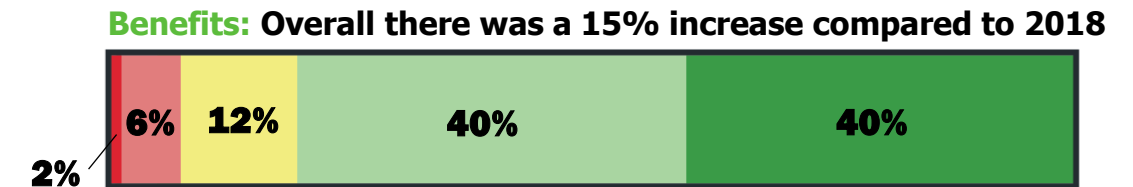
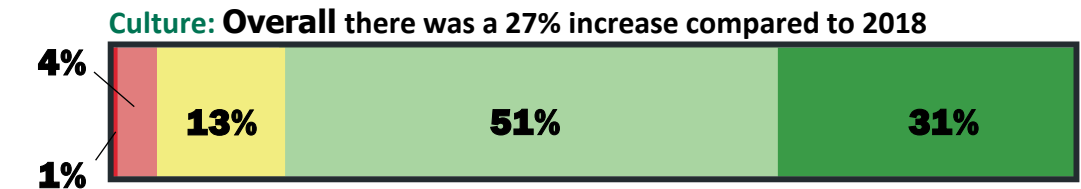
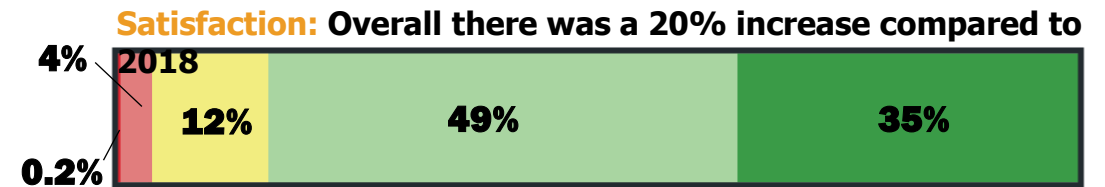
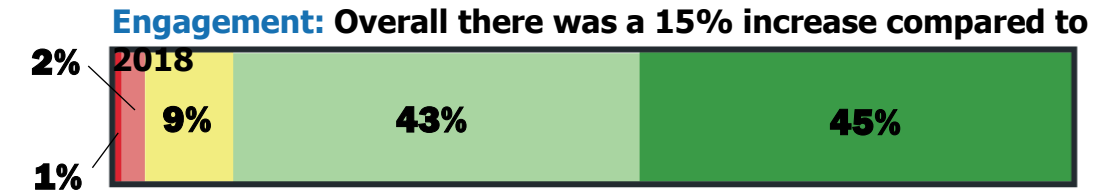
Engagement: 87% Agree/Strongly Agree that they are engaged with their work and the organization as a whole

Satisfaction: 84% Agree/Strongly Agree that they are satisfied with their individual job and type of work

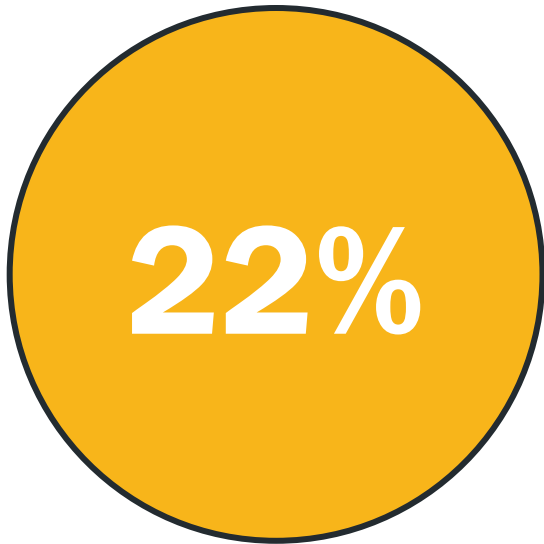
Culture: 82% Agree/Strongly Agree that the culture is effective

Benefits: 80% Agree/Strongly Agree that they are satisfied with the employer-sponsored benefits package

Leadership: 80% Agree/Strongly Agree that they are satisfied with leadership (direct and executive leadership)



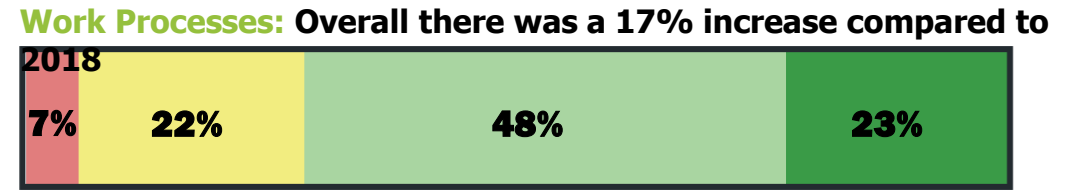
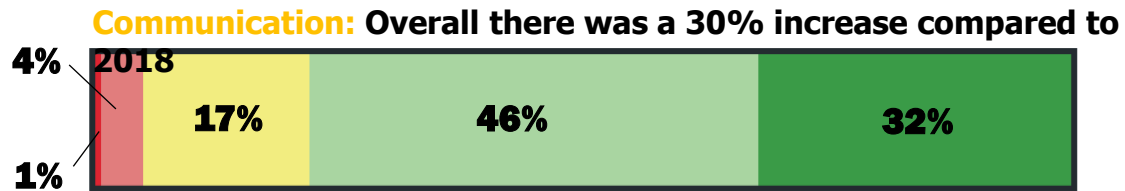
RESULTS SNAPSHOT- LEAST FAVORABLE PERFORMANCE COMPONENTS



22% of employees selected a Neutral or an unfavorable response when responding to questions relating to Communication (5% Strongly/Disagree, 17% Neutral). This performance component **decreased** in unfavorable responses by 30 percentage points.



29% of employees selected a Neutral or an unfavorable response when responding to questions relating to Work processes (7% Strongly/Disagree, 22% Neutral). This performance component **decreased** in unfavorable responses by 17 percentage points.



- Communication continues to be one of the least favorable performance component year over year, however, changes were implemented across the organization and the response **improved by 30 percentage points**
- Work Processes was new to the 2018-19 survey and brought back to the 2019-20 survey and responses **improved by 17 percentage points**

PRIORITIES AND ACTION STEPS

➤ High Priority

- Communication continues to be a high priority. Although results show a 78% favorable response, there remains a need for timely, focused, multi level communication, to include providing a sufficient level of buy-in as well. We will continue to monitor this component and continue to consider methods to ensure our communication is transparent across the organization.
- Priority should be placed on Work Processes. Although results show a 71% favorable response, this component is newer than the other components. Consideration must be made of other methods to establish a clear communication of new and updated work processes. This ties very closely to communication and changes will correlated with one another.