

The Arc

The Arc of Opportunity

A civil and human rights movement, supporting individuals with disabilities and their families in North Central Massachusetts.

Employee Engagement Survey (EES)

Building **Curiosity, Insight, Engagement, and Determination**



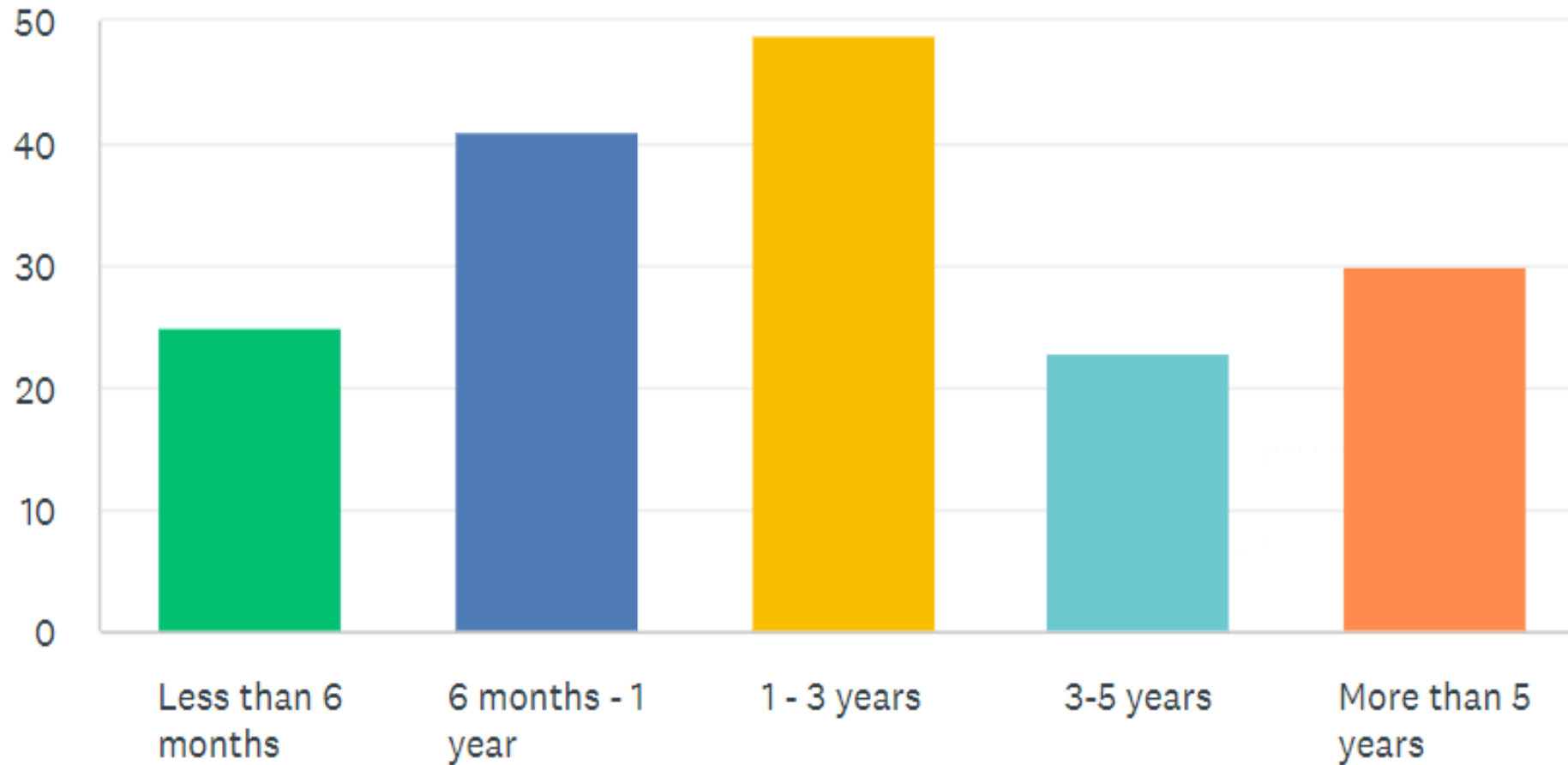
The Essential Ingredient



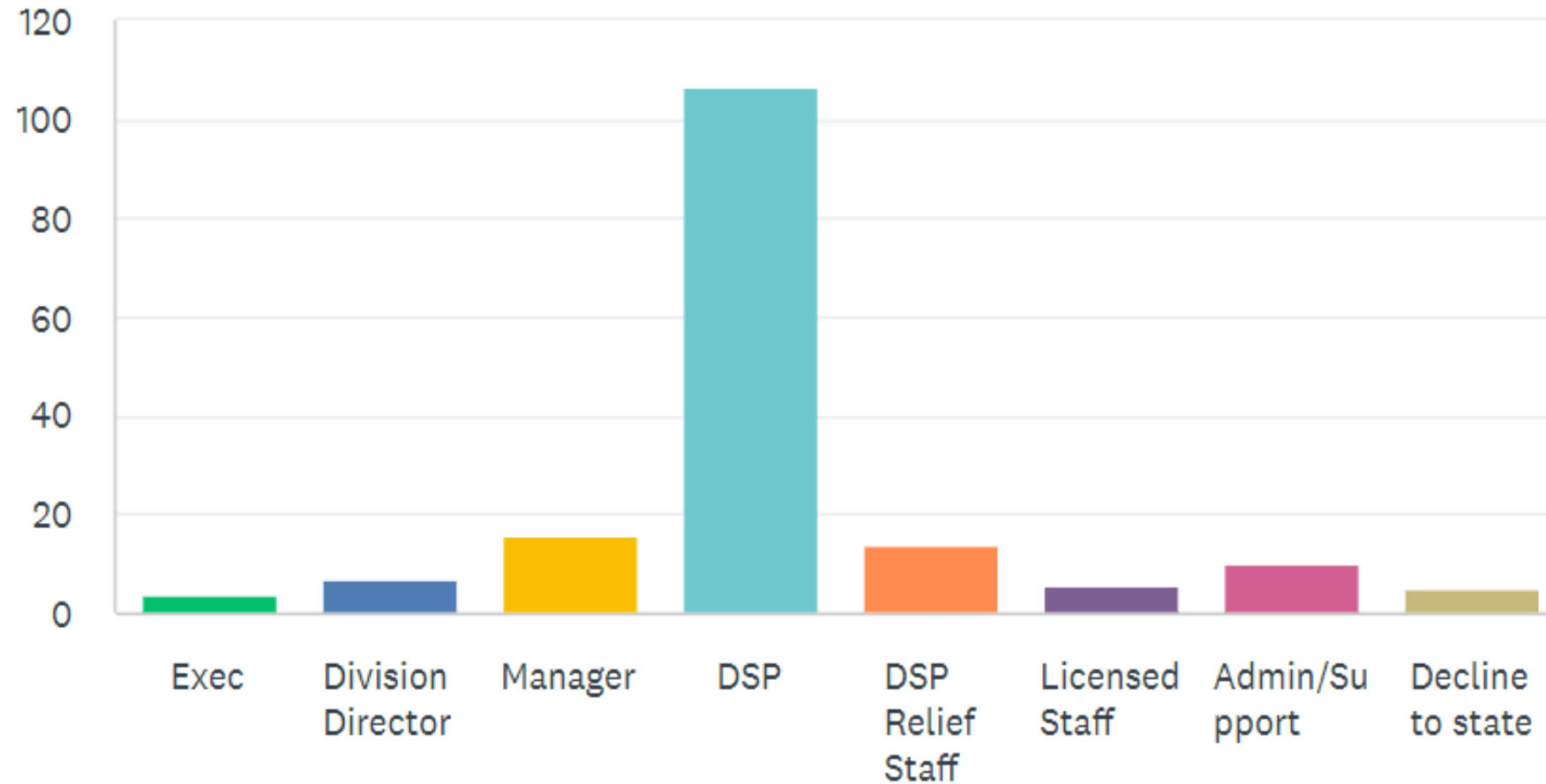
OUR MISSION

To create and support lifetime opportunities in the community for individuals with disabilities and their families to reach their fullest potential and enhance quality of life.

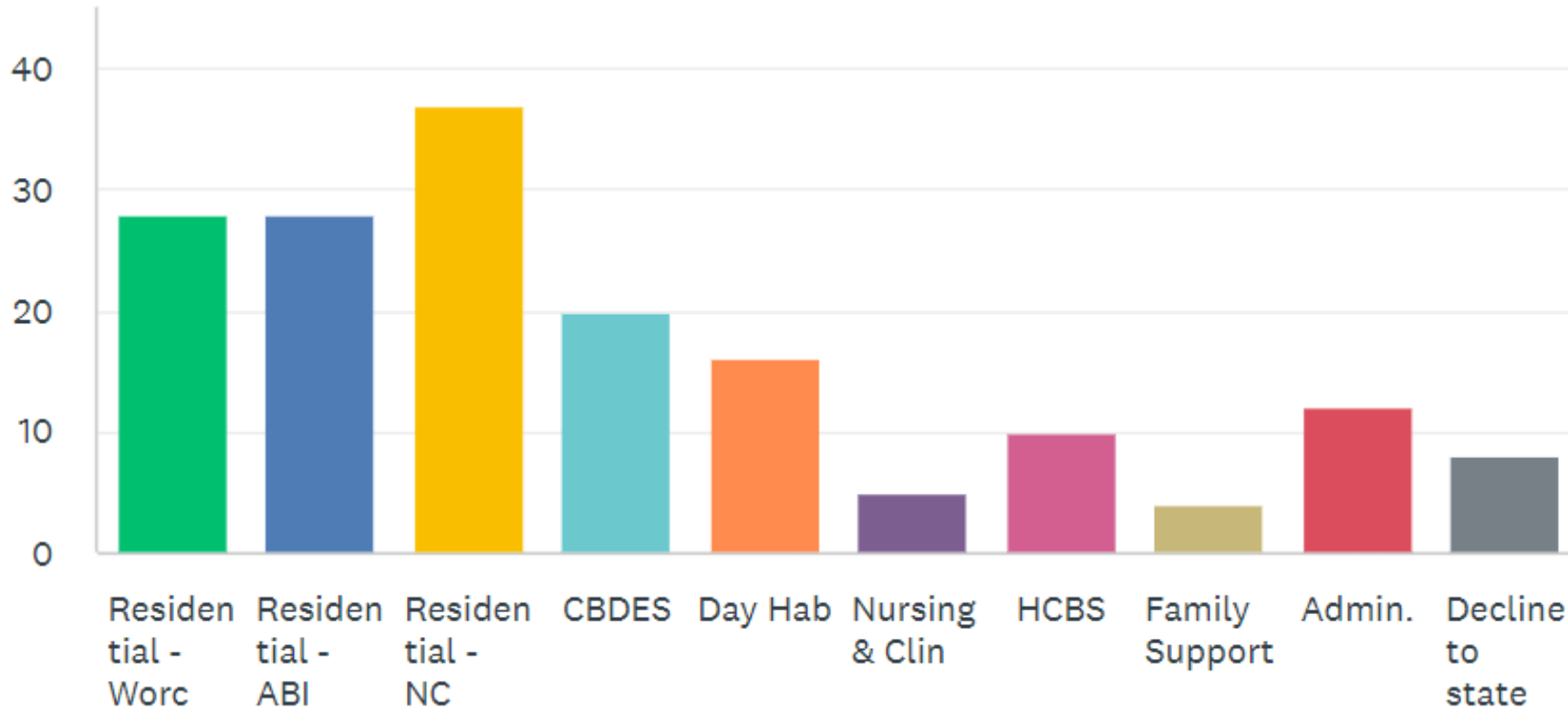
Demographic



Demographic



Demographic



Employee Engagement Index- EEI

	FY 22		FY23		FY24	
	% Fav	% Unfav	% Fav	% Unfav	% Fav	% Unfav
Employee Engagement Index (EEI)						
Diversity and Inclusion (DII)	93	7	93	7	95	5
Engagement Index (EI)	91	9	94	6	95	5
Management Communications and Relations Index (MCRI)	87	13	86	14	88	12
Work/Life Balance Index (WLBI)	85	15	82	18	91	9
Employee Engagement Index (EEI)	89	11	89	11	92	8

Employer of Choice Index - ECI

	FY 22		FY23		FY24	
Employer of Choice Index (ECI)	% Fav	% Unfav	% Fav	% Unfav	% Fav	% Unfav
Brand Index (BI)	91	9	91	9	94	6
Change Management Index (CMI)	78	22	80	20	86	14
Compensation Index (CI)	77	23	79	21	83	17
Growth Index (GI)	91	9	95	5	93	7
Management Career Development Index (MCDI)	86	14	89	11	89	11
Employer of Choice Index (ECI)	85	15	87	13	89	11

Health and Safety Index - HSI

Health & Safety	FY22		FY23		FY24	
	% Fav	% Unfav	% Fav	% Unfav	% Fav	% Unfav
The Arc of Opportunity is responsive to safety concerns.	89	11	93	7	92	8
The Arc of Opportunity is committed to providing a safe work environment.	92	8	96	4	93	7
The person I report to encourages a personal commitment to health and safety.	92	8	96	4	95	5
Employees in my area use safe work methods to prevent injuries.	96	4	95	5	95	5
I am comfortable reporting a safety concern.	95	5	96	4	98	2
I would be treated respectfully if I had a work-related injury.	91	9	94	6	94	6
Employees in my area receive regular health and wellness information.	85	15	83	17	89	11
Health & Safety Index	91	9	93	7	94	6

Employee Engagement Survey - EES SUMMARY

	Total EES %FAV	Employee Engagement Index %FAV	Employer of Choice Index %FAV	Health & Safety Index %FAV
FY22	88	89	83	91
FY23	90	89	87	93
FY24	92	92	89	94

The three survey items staff rated highest:

I am motivated to help The Arc of Opportunity succeed (99% Fav)

I am engaged while at work (98% Fav)

I am comfortable reporting a safety concern (98% Fav)

The three survey items staff rated lowest:

I am satisfied with the level of wages/salary that I receive (68% Fav)

Employee input is considered when making changes (74% Fav)

I am satisfied with the career advancement opportunities at The Arc of Opportunity (81% Fav)



Notable improvement made: Although these three areas remained the lowest rated, favorable responses have improved in each area consistently over the last three years.

NEXT STEPS

- EES reviewed at board meeting – 02/20/2024
- EES Reviewed at all staff meeting to celebrate success and review plan to ensure actionable steps are taken to drive engagement – 03/21/2024
- Exec and Senior Leadership analysis of EES data – 03/26/2024
 - Develop corporate level employee engagement strategy
- Teams provided with aggregate data for their functional area to review and develop a plan of action to drive engagement – TBD