Casa De La Salle

SURVEY REPORT

2023-24 Q1
Performance & Quality Improvement

Our Mission

To educate children experiencing emotional and behavioral problems

Our Vision

Through education, every child entrusted to our care will have the

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Overall Summary

The following represents an overall summary of the survey results which is provided in the following areas:

Positive Highlights: The residential program exhibits several strengths across various departments. The Executive Director demonstrates strong leadership skills, emphasizing effective communication, a positive work culture, and sound decision-making. The Finance department is highly efficient in budgeting and financial planning, and it maintains transparency while adhering to regulations. The Human Resources (HR) Department excels in effective communication, recruitment, and conflict resolution. Staff members generally perceive program administrators as effective, and there is high overall satisfaction among the staff. Administrative staff display effective internal communication, clarity regarding the program's mission, and maintain a belief that residents make progress toward their goals. Maintenance staff maintains excellent cleanliness standards, and the program is proactive in evaluating its administrative team's performance.

Areas Requiring Improvement: Despite these strengths, there are areas that demand attention. Concerns include the Executive Director's perceived distance from staff and program vision alignment. The HR Department faces challenges related to low employee engagement and benefits. The Martin De Porres Leadership Team struggles with mixed perceptions of program clarity and staff turnover. Food service encounters mixed perceptions, particularly in food quality and dietary restriction accommodation. Staff members call for more consistent recognition and incentives. There's also room for improvement in staff training, program assessment, and alignment with the organization's values. Culinary staff should enhance food quality, dietary accommodation, and adherence to food safety practices.

Recommendations: To build upon these strengths and address areas for improvement, it is recommended to implement a formal feedback mechanism for staff to express concerns and ideas. Increasing staff engagement through regular meetings and open-door policies will bridge the perceived gap between staff and leadership. The Executive Director should consider additional professional development opportunities. For HR, ongoing efforts to enhance engagement and benefits are crucial. Exploring alternative funding sources and clarifying program objectives can address issues highlighted in the Martin De Porres Leadership Team. Continuous menu improvement and dietary restriction accommodation in food service are essential. Training gaps should be addressed, and tailored interventions introduced to enhance program effectiveness and alignment with values. Regular feedback mechanisms and communication strategies will further improve the organizational culture and program outcomes. Administrative staff should also undergo continuous training for better

alignment with program objectives, engagement with residents, resource allocation monitoring, compliance checks, and establishing a feedback mechanism.

Individual Survey Summary

The PQI survey targeting **Board members** reflects a generally positive outlook on the residential program's performance and mission alignment. Both respondents are highly familiar with the program's mission and view it as successful, relying on resident success stories for evidence. While financial stability and management are strong points, there is uncertainty regarding compliance with standards. Recommendations include diversifying board expertise, conducting regular program evaluations, improving outcome measurement, enhancing staff recruitment, and fostering community engagement. Achieving these recommendations will further enhance the program's effectiveness and its ability to fulfill its mission and objectives. Overall, both respondents' express satisfaction with a rating of 4 out of 5 for the program's performance.

The survey results for the **Executive Director** of the residential program reveal highly positive feedback across key leadership areas, including effective leadership skills, clear communication, a positive work culture, and strong decision-making abilities. Respondents also appreciate the Director's adaptability, ethical behavior, and commitment to innovation. While overall performance is rated positively, one concern stands out regarding the Executive Director's perceived distance from staff and program vision. Recommendations include more staff engagement, a feedback platform, increased professional development opportunities, and continued efforts on diversity and inclusion. In summary, the Executive Director demonstrates strong leadership but should address staff concerns to further enhance the agency's effectiveness and staff satisfaction.

The **Finance department's** survey reflects high satisfaction levels across critical areas. Respondents are extremely satisfied with the department's overall performance, effective budgeting, and financial planning, efficient expense management, and adherence to regulations. They also appreciate the department's responsiveness, transparency, and collaboration with other teams. Recommendations include continuous staff training, feedback mechanisms, and risk management reviews. The majority of respondents express extreme satisfaction with the Finance department's performance, indicating a positive perception overall. While the department excels in many areas, ongoing improvements can further enhance its efficiency and effectiveness.

The survey for the **Human Resources** (HR) Department reflects high satisfaction levels among staff members. The HR department is highly praised for its effective communication, recruitment, responsiveness, and conflict resolution. Employee benefits, performance-related issues, and confidentiality are also handled well. However, there are concerns about low employee engagement and benefits. Recommendations include implementing a regular feedback mechanism, organizing

training sessions, fostering open communication, and ensuring staff are regularly updated on changes in employment laws and policies. Overall, the HR department is performing well, but continuous efforts to enhance engagement and benefits will further contribute to staff satisfaction and the department's effectiveness.

The survey for Martin De Porres' **Leadership Team** highlights mixed perceptions of program clarity and alignment, though positive outcomes, including improved well-being and family relationships, have been achieved. Staff satisfaction is generally good, with identified challenges including funding constraints and staff turnover. Recommendations include exploring alternative funding sources, enhancing staff retention, and clarifying program objectives. The leadership team's priorities include improving resident counseling, staff training, and program evaluation to ensure long-term success.

The PQI survey on **program administrators' performance** in the residential program indicates positive feedback from staff. Administrators are generally seen as effective in providing clear direction and communication. While most staff feel supported and receive recognition, there's room for improvement in involving staff in decision-making processes and providing tailored growth opportunities. Recommendations include enhancing staff engagement, communication, and professional development. Continuous recognition and constructive feedback are crucial for staff motivation. Addressing resource gaps is essential for effective roles. Overall, this feedback highlights the need for program administration improvement to boost staff satisfaction and program effectiveness. Detailed feedback suggests partnering with family therapists, enhancing life skills and reading programs, and community collaborations.

Administrative staff in the residential program exhibit effective internal communication, clarity regarding the program's mission, and believe residents make progress toward their goals. While opinions vary on the program's positive impact, factors contributing to it include efficient program management and adequate resources. Staff members are highly satisfied with administrative support, and initiatives for staff development, resource management, and compliance with regulations receive positive feedback. The program regularly undergoes evaluations, and overall, satisfaction with the administrative team's performance is high. Recommendations include continuous training for alignment with program objectives, direct engagement with residents for progress assessment, resource allocation monitoring, compliance checks, and establishing a feedback mechanism. Visual representation indicates strong performance ratings for the administrative team in various areas.

Maintenance staff in the residential program receive generally positive feedback regarding the cleanliness and maintenance of buildings and outdoor grounds. Respondents believe that **building and grounds maintenance** issues are promptly addressed, contributing to a safe and secure environment. Overall satisfaction with maintenance is high, with most respondents strongly satisfied. Recommendations include enhancing cleanliness standards, implementing regular maintenance checks, establishing a feedback mechanism for issue reporting, ensuring safety protocols, and providing continuous training for maintenance staff. Visual representation indicates positive average ratings for various maintenance metrics, highlighting areas of strength and potential improvement.

The PQI survey on **food service** in the residential program reveals mixed perceptions regarding food quality, diversity, and dietary restriction accommodation. Cleanliness and hygiene practices are generally rated positively. There's variability in adherence to food safety practices. Overall satisfaction ranges from strongly dissatisfied to strongly satisfied. Implications include the need for consistency in handling dietary restrictions, increased awareness of available options, and catering to diverse dietary needs. Recommendations involve menu improvement, better dietary restriction accommodation, hygiene training, and implementing a regular feedback mechanism. Visual representation indicates a slightly higher response rate from residents, mixed ratings for food quality, and varied satisfaction levels. In conclusion, the program excels in cleanliness and hygiene but needs improvement in food quality and dietary accommodation, emphasizing the importance of feedback and continuous improvement.

The PQI survey on staff alignment with the residential program's **mission, vision, values, and culture** indicates that most staff are familiar with these elements. A majority correctly identified the program's core statements, demonstrating strong awareness. The organizational culture is perceived as collaborative, supportive, and inclusive, aligning well with the mission and values. However, communication about these elements can be more frequent and effective, with room for improvement. Despite this, staff exhibit a high level of commitment and alignment with the organization's principles. Recommendations include regular communication, enhanced communication strategies, training, feedback mechanisms, and recognition of staff who embody the organization's values. Open-ended responses provide valuable insights for improving the organizational culture and alignment with the mission and values.

The PQI survey on **staff training and professional development** in the residential program indicates high staff participation, satisfaction, and effectiveness of training programs. Most staff are encouraged to provide feedback, leading to improvements based on their input. However, there is a need for additional training in specific areas like trauma-informed care, cultural competency, and addressing specific disorders. Overall, staff satisfaction with training is strong, with a majority rating it as a 4 or 5.

Recommendations include continuing to gather feedback, addressing training gaps, regularly updating programs, and collaborating with experts for specialized training. Detailed feedback highlights specific areas for improvement in training effectiveness.

The PQI survey on **residential program objectives** tracking shows commendable progress in various areas, including emotional self-awareness, conflict resolution, and family relationships. A notable portion of residents is achieving their treatment goals (21-40%). However, there is room for improvement in self-awareness assessments and substance abuse education. The data underscores the need for individualized approaches to cater to varying needs among residents. Recommendations include enhancing engagement in assessments, introducing new behavioral interventions, and increasing substance abuse education efforts. It's important to create a safe environment and engage families in the counseling process. Regular assessments and tailored interventions can further improve outcomes for residents.

The **residents' survey** indicates positive progress in emotional self-awareness, communication skills, and personal responsibilities. However, there are mixed responses regarding coping skills, financial management, family relationships, and the effectiveness of treatment and transition plans. Recommendations include enhancing coping skills training, increasing financial literacy workshops, integrating more family therapy sessions, regularly updating treatment plans, and ensuring all residents have a transition plan. This feedback highlights the program's strengths and areas for improvement in supporting residents' personal development and recovery.

The survey of residents in the residential program reflects generally positive feedback on the performance of **Social Services staff**, including the Nurse, Social Worker, and Case Manager. While there are mixed reviews for the Nurse's performance, the Social Worker received predominantly excellent ratings, and the Case Manager had varied ratings. Most residents are satisfied with medication management by the Nurse, therapy sessions by the Social Worker, group sessions, handling of sensitive matters, communication, and professionalism. Recommendations include providing additional training and support for the Nurse, engaging residents on medication-related information, diversifying group session topics, addressing negative feedback promptly, and acknowledging positive feedback. Overall, the residents express high satisfaction with the Social Services staff's performance, highlighting their valuable role in the program.

The survey of residents in the residential program reveals generally positive feedback on **staff performance**. Most residents find staff members to be friendly, approachable, and effective in helping them work towards their treatment goals. Staff members are also commended for actively listening to residents' concerns and providing support during challenging times. Moreover, residents feel that staff members handle conflicts

and disagreements well and show respect for their cultural backgrounds and beliefs. Recommendations include addressing specific concerns promptly, enhancing staff training in active listening and support skills, celebrating positive feedback, implementing a continuous feedback mechanism, and promoting diversity and inclusion awareness among staff members. Overall, residents express high satisfaction with staff performance, highlighting the staff's crucial role in the program.

The **staff performance assessment** survey conducted among supervisors in the residential program reveals varying levels of performance, ranging from "Needs Improvement" to "Excellent." Staff members generally demonstrate professionalism and maintain appropriate boundaries with residents. Communication skills and conflict resolution abilities are also perceived positively. However, leadership skills exhibit variability, indicating potential areas for growth. Supervisors identify empathy, compassion, communication, and conflict resolution as areas of excellence and recommend targeted training and development programs for areas needing improvement. Overall, supervisors' express satisfaction with staff performance, with many rating it as 4 on a scale of 1 to 5. Recommendations include implementing a feedback mechanism, recognizing and rewarding outstanding staff, and fostering open communication to support continuous improvement.

The **staff survey** indicates several positive outcomes in the residential program, including improved emotional self-awareness, decreased self-destructive behaviors, and enhanced coping strategies and communication skills among the boys. However, there are variations in perceived progress, particularly in personal responsibility and family relationships. Recommendations include ensuring consistent training opportunities, strengthening family engagement initiatives, and implementing continuous monitoring to sustain improvements. The feedback from staff members underscores the program's strengths and areas for enhancement, highlighting the importance of ongoing assessment and adaptation to meet residents' evolving needs.

The staff survey indicates positive perceptions of **supervision** and professional development within the residential program. Most staff members receive regular supervision and find it effective in supporting their professional growth. They also appreciate the clear expectations, constructive feedback, and approachability of their supervisors. Additionally, many have received training and resources to enhance their skills and knowledge. Overall, staff members are highly satisfied with the supervision provided, highlighting the program's commitment to staff development. Recommendations include ensuring consistent supervision, continuing to offer training opportunities, and fostering open feedback mechanisms to further enhance the supervision process.

The survey on **trauma-informed care** reveals that staff members in the residential program have a strong understanding of these principles and feel confident in applying them. A significant number have received extensive training, and most find the program effective in implementing trauma-informed care. Staff members also report sufficient resources and support for promoting trauma-informed care. Overall, staff satisfaction with the implementation of trauma-informed care is high. Recommendations include continuous training, feedback mechanisms, resource provision, and fostering collaboration among staff to further enhance the program's trauma-informed care practices.

The survey on **working conditions** in the residential program reveals that staff members generally find their physical working conditions, resources, and communication to be good or excellent. Most staff members report manageable workloads and feel supported in maintaining work-life balance. While recognition and incentives are occasionally provided, there's room for improvement in this area. Overall, staff members rate their satisfaction with working conditions as high, with many giving ratings of 4 or 5. Recommendations include enhancing communication, workload management, recognition, and ensuring consistent access to necessary resources and equipment.

Report on Board Survey

This survey was conducted to gather feedback from board members regarding their perspectives on the residential program's performance, effectiveness, and alignment with its mission, objectives, and strategic plan.

1. **Key Findings:**
   a. **Familiarity with the Program:**
      i. Both respondents are very familiar with the program's mission, objectives, and strategic plan.
   b. **Program Success:**
      i. Both respondents rate the program as successful.
   c. **Evidence for Program Impact:**
      i. Both respondents rely on resident success stories and testimonials.
      ii. One respondent also considers program evaluation reports and staff feedback.
   d. **Factors Contributing to Resident Success:**
      i. One respondent believes in a holistic approach, mentioning effective treatment plans, skilled staff, therapeutic activities, a positive environment, family involvement, and community support.
   e. **Financial Stability:**
      i. Both respondents are confident in the program's financial stability.
   f. **Financial Management:**
      i. Both respondents believe the program manages its financial resources very well.
   g. **Evaluation Frequency:**
      i. One respondent is unsure about the frequency of comprehensive evaluations.
   h. **Use of Evaluation Data:**
      i. Both respondents emphasize the use of data for setting strategic goals and resource allocation.
   i. **Compliance with Standards:**
      i. One respondent feels the program is mostly compliant, while the other is unsure.
   j. **Strategies for Compliance:**
      i. Both respondents mention staff training and awareness. One respondent also highlights internal audits, collaboration with regulatory authorities, and documentation practices.
   k. **Board Engagement:**
      i. One respondent is satisfied with the board's engagement, while the other is neutral.
   l. **Improvements for the Board:**
      i. One respondent suggests more diverse professional backgrounds for board members.
   m. **Future Goals:**
      i. Both respondents emphasize strengthening outcome measurement and enhancing staff recruitment. One respondent also mentions

enhancing program sustainability and improving community engagement.
- **n. Overall Satisfaction:**
    - i. Both respondents rate their satisfaction with the program's performance as 4 out of 5.
2. **Recommendations:**
    - a. **Diverse Board Membership:** Consider recruiting board members from diverse professional backgrounds to bring varied expertise and perspectives.
    - b. **Regular Evaluations:** Ensure regular comprehensive evaluations of the program to measure its effectiveness and inform decision-making.
    - c. **Strengthen Outcome Measurement:** Invest in tools and methodologies to accurately measure and report program outcomes.
    - d. **Enhance Staff Recruitment:** Focus on strategies to attract and retain skilled staff members, as they play a crucial role in the program's success.
    - e. **Community Engagement:** Strengthen ties with the community and explore partnerships that can benefit the program and its residents.

Report on Executive Director

The survey evaluated the Executive Director's performance in various areas, such as leadership skills, communication, decision-making abilities, resource management, collaboration, adaptability, and more. The responses are graded on a scale, with options ranging from "Exceptional" to "Inadequate" for most questions.

1. **Key Findings:**
   a. **Leadership Skills:** The majority of respondents rated the Executive Director's leadership skills as "Effective" or "Exceptional". Leadership skills encompass the ability to guide, inspire, and influence a team towards achieving common goals. The positive feedback suggests that the Executive Director exhibits strong leadership qualities, effectively guiding the organization and earning the respect and trust of the staff.
   b. **Communication:** Most respondents believe the Executive Director communicates the agency's vision and strategies to staff "Effectively" or "Very effectively". Clear communication is crucial for ensuring everyone is aligned with the organization's goals and objectives. The feedback indicates that the Executive Director is proficient in conveying the agency's vision, ensuring clarity and understanding among the staff.
   c. **Work Culture:** The Executive Director is perceived to foster a positive and inclusive work culture "Well" or "Very well" by most respondents. A positive work culture promotes employee satisfaction, productivity, and retention. The feedback suggests that the Executive Director has been successful in creating an environment where employees feel valued, included, and motivated.
   d. **Decision-making Abilities:** A significant number of respondents are "Satisfied" or "Extremely satisfied" with the Executive Director's decision-making abilities. Effective decision-making involves evaluating situations, considering alternatives, and choosing the best course of action. The positive feedback indicates that the staff trusts the Executive Director's judgment and decision-making capabilities.
   e. **Resource Management:** The Executive Director's ability to manage and allocate resources effectively received positive feedback from most respondents. Efficient resource management ensures that the organization's assets (both human and material) are utilized optimally. The feedback suggests that the Executive Director is adept at allocating resources where they are most needed, optimizing the agency's operations.
   f. **Collaboration:** Most respondents feel that the Executive Director collaborates well with staff and encourages teamwork. Collaboration fosters a sense of unity and shared purpose. The feedback indicates that the Executive Director values teamwork and actively promotes collaborative efforts within the agency.
   g. **Adaptability:** The Executive Director's adaptability to changes and challenges within the agency is generally perceived as "Adaptable" or "Highly adaptable". In a dynamic environment, adaptability is key. The feedback suggests that the Executive Director is flexible and responsive to changes, ensuring the agency remains resilient in the face of challenges.

h. **Professional Development:** Responses are mixed regarding the Executive Director's efforts to provide professional development opportunities, with most leaning towards "Satisfied". Continuous learning and professional growth are essential for employee satisfaction and organizational success. While many respondents are satisfied with the opportunities provided, there's potential for further enhancement in this area.

i. **External Representation:** The Executive Director's representation of the agency in external relationships and community engagements is mostly seen as "Effective" or "Very effective". Representing the agency externally involves building relationships, partnerships, and promoting the agency's mission. The positive feedback indicates that the Executive Director effectively champions the agency's cause in external forums.

j. **Ethical Behavior:** Most respondents believe the Executive Director demonstrates ethical behavior and upholds the agency's values "Well" or "Exemplary". Ethical behavior builds trust and credibility. The feedback suggests that the Executive Director is seen as a role model in upholding and promoting the agency's values and ethical standards.

k. **Feedback Availability:** The majority of respondents are "Satisfied" or "Highly satisfied" with the Executive Director's communication and availability for staff concerns and feedback. Open communication channels and being approachable are essential for leadership. The feedback indicates that the Executive Director is accessible and responsive to staff feedback and concerns.

l. **Innovation:** The Executive Director's promotion of a culture of innovation and continuous improvement within the agency received positive feedback from most respondents. Innovation drives growth and adaptability. The feedback suggests that the Executive Director encourages new ideas and approaches, fostering a culture of continuous improvement.

m. **Overall Performance:** Most respondents are "Satisfied" or "Extremely satisfied" with the Executive Director's overall performance in leading the agency. The overall positive feedback reflects the Executive Director's comprehensive effectiveness in various facets of leadership, from communication to decision-making to fostering a positive work culture.

n. **Accountability:** The Executive Director's demonstration of accountability for actions and decisions is mostly perceived as "Well" or "Very well". Accountability builds trust and ensures responsibility. The feedback indicates that the Executive Director takes ownership of decisions and actions, further solidifying trust within the team.

o. **Inspiration:** Most respondents feel that the Executive Director is "Inspiring" or "Highly inspiring" in motivating staff. An inspiring leader motivates and energizes the team, driving them towards shared goals. The feedback suggests that the Executive Director has a positive influence on the team's morale and motivation.

p. **Diversity and Inclusion:** The Executive Director's approach to addressing diversity and inclusion matters within the agency is mostly seen as "Effectively" or "Very effectively". Diversity and inclusion are crucial for ensuring a fair and representative work environment. The feedback indicates

that the Executive Director prioritizes and effectively addresses these matters within the agency.

q. **In summary**, the Executive Director receives predominantly positive feedback across various facets of leadership. However, as with any leadership role, there are always areas for growth and improvement. Addressing staff feedback and continuously striving for excellence will further enhance the agency's success and staff satisfaction

r. **Comments:** There's a specific comment that stands out, suggesting that the Executive Director seems distant and out of touch. The respondent feels that the vision of the program seems lost and suggests having a platform where the concerns of the workers are genuinely heard with practical solutions to follow.

2. **Recommendations:**
   a. **Engage More with Staff:** Given the feedback, the Executive Director might consider having more frequent interactions with staff to understand their concerns and provide clarity on the agency's vision.
   b. **Feedback Platform:** Implement a platform or regular sessions where staff can voice their concerns and provide feedback.
   c. **Professional Development:** Explore more opportunities for staff professional development to ensure continuous growth and satisfaction.
   d. **Diversity and Inclusion:** Continue the focus on diversity and inclusion, ensuring that all staff feel represented and included.

3. **Visual Representation:**

Overall Satisfaction with Executive Director's Performance
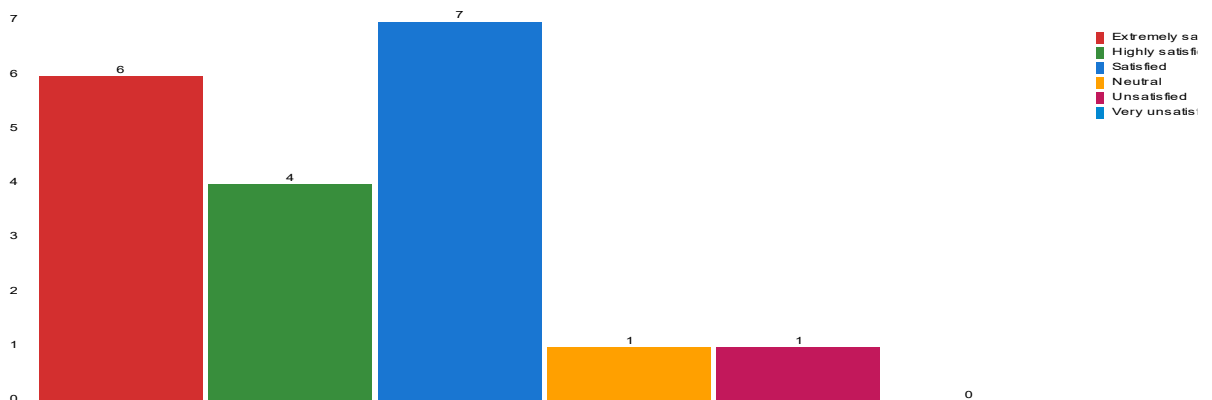
This chart shows the distribution of responses regarding overall satisfaction with the Executive Director's performance.

From the chart, we can observe the following:

- A significant number of respondents are "Extremely satisfied" or "Highly satisfied" with the Executive Director's overall performance.
- A majority of the respondents are "Satisfied".
- There are a few neutral responses and one respondent who is "Unsatisfied".
- This visualization provides a clear snapshot of the general sentiment towards the Executive Director's performance. It's evident that the majority of the staff have a positive perception of the Executive Director's leadership. However, there's always room for improvement, and addressing the concerns and feedback of the staff can further enhance the agency's work environment and overall effectiveness.

Report on Finance Department

The survey evaluated the Finance department's performance in various areas, such as overall satisfaction, budgeting, expense reporting, financial records management, payroll, responsiveness, cash flow management, adherence to financial regulations, and more. The responses are graded on a scale, with options ranging from "Extremely satisfied" to "Very unsatisfied" for most questions.

1. **Key Findings:**
    a. **Overall Performance Satisfaction:** The majority of respondents are "Extremely satisfied" or "Satisfied" with the overall performance of the Finance department. This indicates that the Finance department is generally meeting or exceeding the expectations of most respondents in their overall operations and services.
    b. **Budgeting and Financial Planning:** Most respondents believe the Finance department handles budgeting and financial planning "Well" or "Exceptionally well". Effective budgeting and financial planning are crucial for the organization's financial health and sustainability. The feedback suggests that the department is proficient in these areas.
    c. **Expense Reporting and Reimbursement:** The majority of respondents find the Finance department's management of expense reporting and reimbursement processes to be "Effective" or "Very effective". Efficient expense reporting and timely reimbursements are essential for smooth operations and employee satisfaction. The positive feedback indicates that the department is handling these processes effectively.
    d. **Management of Financial Records:** Most respondents are "Very satisfied" or "Satisfied" with the Finance department's management of financial records and documentation. Proper management of financial records ensures transparency, accountability, and compliance. The feedback suggests that the department is diligent in this area.
    e. **Payroll Management:** The majority of respondents believe the Finance department handles payroll and ensures timely salary payments "Very well" or "Well". Timely and accurate salary payments are crucial for employee morale and trust. The feedback indicates that the department is reliable in this aspect.
    f. **Responsiveness:** Most respondents are "Highly satisfied" or "Satisfied" with the Finance department's responsiveness to financial queries and concerns. Responsiveness to queries and concerns ensures clarity and builds trust among stakeholders. The positive feedback suggests that the department is approachable and prompt in addressing concerns.
    g. **Cash Flow Management:** The majority of respondents believe the Finance department manages cash flow and financial resources "Very effectively" or "Effectively". Effective cash flow management ensures the organization's financial stability and ability to meet its obligations. The feedback indicates that the department is adept in this area.

h. Adherence to Financial Regulations: Most respondents perceive the Finance department to be "Fully compliant" or "Mostly compliant" with financial regulations and compliance standards. Adherence to financial regulations is crucial for legal compliance and maintaining the organization's reputation. The feedback suggests that the department prioritizes compliance.

i. Cost-saving Opportunities: Most respondents are "Very satisfied" or "Satisfied" with the Finance department's efforts to identify cost-saving opportunities and optimize financial performance. Identifying cost-saving opportunities ensures financial efficiency and optimal resource utilization. The feedback indicates that the department is proactive in this aspect.

j. Financial Audits and Reporting: The majority of respondents believe the Finance department manages financial audits and reporting requirements "Very effectively" or "Effectively". Proper management of financial audits and reporting ensures transparency and trust among stakeholders. The feedback suggests that the department is diligent in these areas.

k. Collaboration with Other Departments: Most respondents feel that the Finance department collaborates "Well" or "Very well" with other departments regarding financial matters. Effective collaboration ensures alignment and smooth inter-departmental operations. The feedback indicates that the Finance department is cooperative and collaborative.

l. Transparency in Financial Matters: The majority of respondents are "Extremely satisfied" or "Satisfied" with the Finance department's transparency in financial matters and sharing information with stakeholders. Transparency builds trust and ensures that stakeholders are well-informed. The feedback suggests that the department prioritizes open communication.

m. Vendor Management and Payment Processing: Most respondents believe the Finance department handles vendor management and payment processing "Very well" or "Well". Efficient vendor management and timely payments ensure smooth operations and maintain good relationships with suppliers. The feedback indicates that the department is reliable in this aspect.

n. Financial Controls and Fraud Prevention: The majority of respondents are "Very satisfied" or "Satisfied" with the Finance department's efforts to ensure proper financial controls and prevent fraud. Proper financial controls minimize risks and ensure the organization's financial integrity. The feedback suggests that the department is vigilant in this area.

o. Financial Insights and Decision-making Support: Most respondents believe the Finance department provides financial insights and support for decision-making "Very effectively" or "Effectively". Financial insights guide decision-making and strategy formulation. The feedback indicates that the department plays a crucial role in supporting informed decisions.

p. **Financial Risk Management:** The majority of respondents believe the Finance department manages financial risks and ensures financial stability for the residential program "Very well" or "Well". Effective risk management ensures the organization's financial stability and resilience. The feedback suggests that the department is proactive in identifying and mitigating financial risks.

2. **Recommendations:**
   a. **Continuous Training:** Ensure that the Finance department staff undergo regular training to stay updated with the latest financial regulations and best practices.
   b. **Feedback Mechanism:** Implement a regular feedback mechanism to continuously gather insights from stakeholders and make necessary improvements.
   c. **Collaboration:** Foster a culture of collaboration between the Finance department and other departments to ensure alignment and smooth operations.
   d. **Transparency:** Continue to prioritize transparency in financial matters and ensure that stakeholders are well-informed.
   e. **Risk Management:** Regularly review and update risk management strategies to ensure the organization's financial stability.

3. **Visual Representation:**
   a. Let's create a visual representation of the feedback to provide a clearer picture of the Finance department's performance.

Satisfaction with Finance Department's Performance
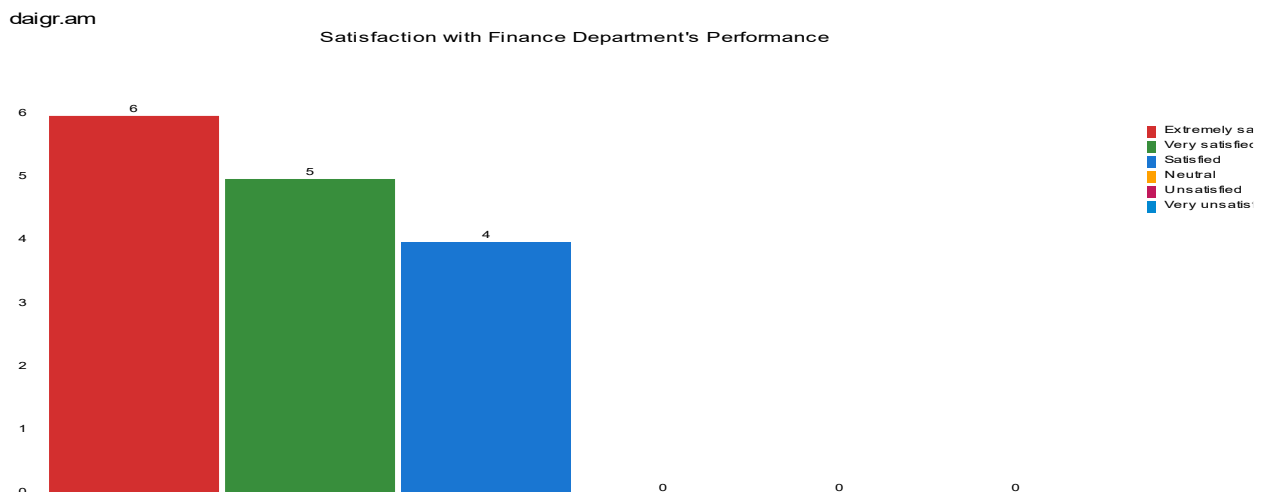
This chart shows the distribution of responses regarding overall satisfaction with the Finance department's performance.

From the chart, we can observe the following:

- A significant number of respondents are "Extremely satisfied" with the Finance department's performance.
- A considerable number of respondents are "Very satisfied" or "Satisfied".
- There are no negative responses, indicating a generally positive perception of the Finance department's performance.

This visualization provides a clear snapshot of the general sentiment towards the Finance department's performance. It's evident that the majority of respondents have a positive perception of the department's operations and services. However, as always, there's room for improvement, and addressing any concerns and feedback can further enhance the department's efficiency and effectiveness.

Report on Human Resources Department

This is a survey of staff members regarding their satisfaction and perception of the HR department's performance in various areas such as communication, recruitment, responsiveness, employee benefits, conflict resolution, work environment, performance-related issues, accessibility, compliance with employment laws, employee engagement, and confidentiality.

1. **Key Findings:**
   a. **Overall Performance Satisfaction:** Most respondents are either "Extremely satisfied" or "Satisfied" with the overall performance of the HR department.
   b. **Communication:** The HR department is perceived to communicate important information to staff "Very effectively" or "Effectively" by most respondents.
   c. **Recruitment and Selection:** The majority feel that the HR department handles recruitment and selection processes "Well" or "Exceptionally well".
   d. **Responsiveness:** Most respondents find the HR department to be "Highly responsive" or "Responsive" to staff inquiries and concerns.
   e. **Employee Benefits and Compensation:** Satisfaction levels regarding the HR department's performance in handling employee benefits and compensation are generally high.
   f. **Conflict Resolution:** The HR department is perceived to handle employee grievances and conflict resolution "Well" or "Exceptionally well" by most respondents.
   g. **Work Environment:** Most respondents are "Extremely satisfied" or "Satisfied" with the HR department's efforts in promoting a positive and inclusive work environment.
   h. **Performance-related Issues:** The HR department is perceived to handle performance-related issues and disciplinary actions "Very effectively" or "Effectively" by most respondents.
   i. **Accessibility:** Most respondents are "Highly satisfied" or "Satisfied" with the HR department's accessibility and availability for staff support.
   j. **Compliance:** The majority believe that the HR department is "Fully compliant" or "Mostly compliant" with relevant employment laws and regulations.
   k. **Employee Engagement:** Satisfaction levels regarding the HR department's efforts in promoting employee engagement and morale are generally high.
   l. **Confidentiality:** Most respondents believe that the HR department handles confidential information and maintains employee privacy "Very well" or "Well".
   m. **Additional Comments:** Some respondents have provided additional comments or suggestions for the HR department's improvement. These include:

      i.   Program has low engagement and morale. HR doesn't have much of a presence. Again, horrible benefits -- who is advocating for employee satisfaction?

    ii.   The HR department is truly commendable, consistently ensuring a seamless employee experience by effectively handling diverse tasks ranging from recruitment and training to employee well-being and conflict resolution.

2. Recommendations:

a. **Feedback Mechanism:** Implement a regular feedback mechanism to continuously gauge employee satisfaction and gather suggestions for improvement.

b. **Training and Workshops:** Organize training sessions and workshops to address areas where the HR department's performance is perceived as less than satisfactory.

c. **Open Communication:** Foster an environment of open communication where employees feel comfortable sharing their concerns and feedback with the HR department.

d. **Regular Updates:** Ensure that the HR department regularly updates staff on changes in employment laws, regulations, and company policies.
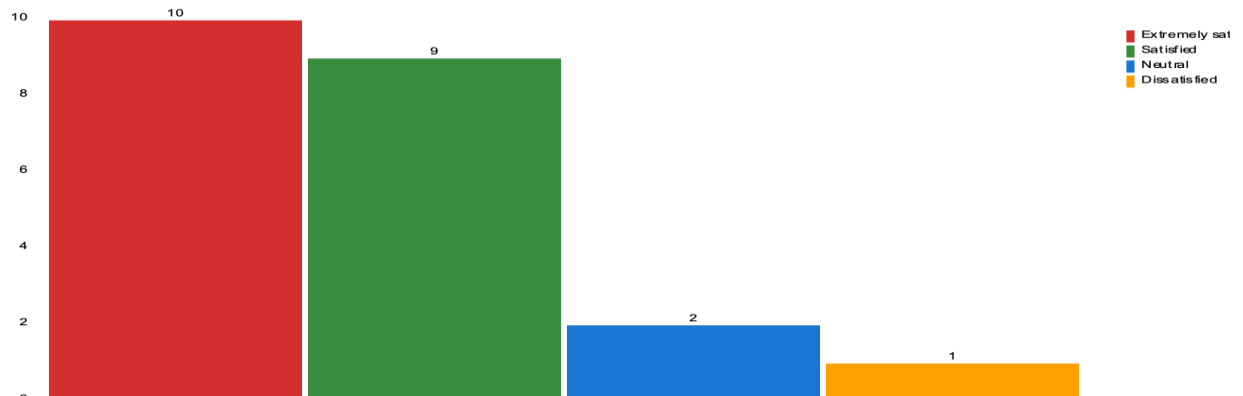
3. Visual Representation:

To better understand the data, let's visualize some key aspects:

a. Overall Satisfaction with the HR Department's Performance.

This chart shows the distribution of respondents based on their overall satisfaction with the HR department's performance.
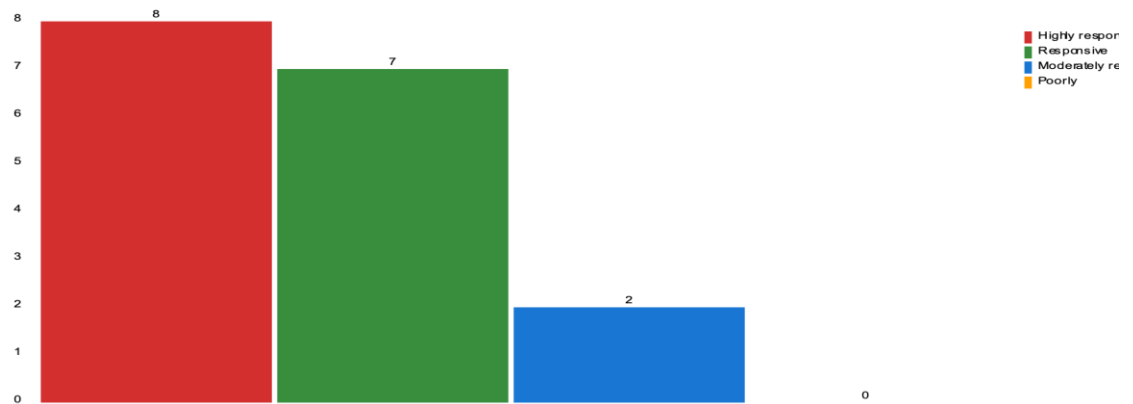
From the chart, we can observe:

- A significant majority of respondents are either "Extremely satisfied" or "Satisfied" with the HR department's performance.
- A smaller portion of respondents are "Neutral".
- Only a minimal number of respondents are "Dissatisfied".

b. HR Department's Responsiveness to Staff Inquiries and Concerns.

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HR Department's Responsiveness to Staff Inquiries and Concerns

This chart shows the distribution of respondents based on the HR department's responsiveness to staff inquiries and concerns.
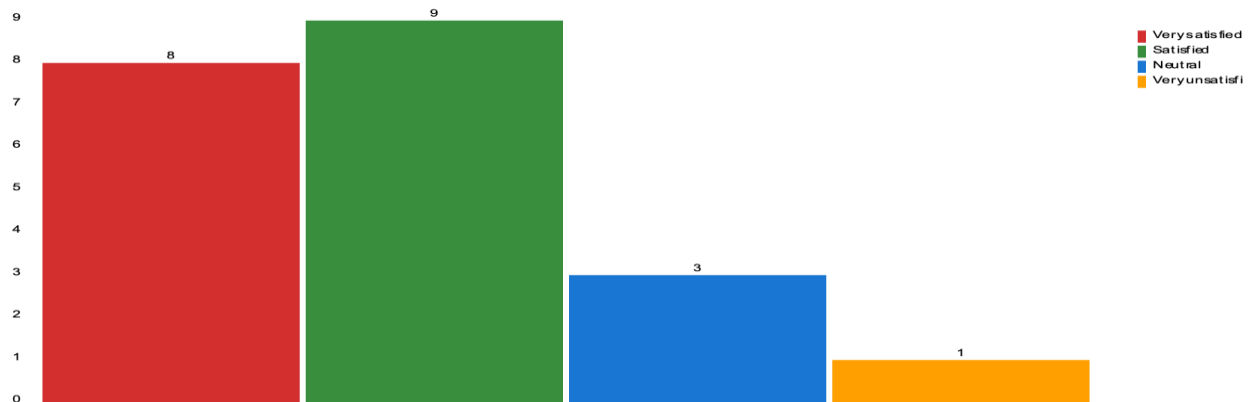
From the chart, we can observe:

- A significant number of respondents find the HR department to be "Highly responsive".
- A similar number of respondents rate the HR department as "Responsive".
- A smaller portion of respondents find the HR department to be "Moderately responsive".
- None of the respondents rated the HR department as "Poorly" responsive.

c. Satisfaction with the HR Department's Efforts in Promoting Employee Engagement and Morale.

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Satisfaction with HR's Efforts in Promoting Employee Engagement and Morale

- Very satisfied
- Satisfied
- Neutral
- Very unsatisfi

This chart shows the distribution of respondents based on their satisfaction with the HR department's efforts in promoting employee engagement and morale.

From the chart, we can observe:

- A significant number of respondents are "Very satisfied" with the HR department's efforts in this area.
- A similar number of respondents are "Satisfied".
- A smaller portion of respondents are "Neutral".
- Only a minimal number of respondents are "Very unsatisfied".

4. **Conclusion:**
The HR department generally receives positive feedback in most areas, indicating effective performance. However, there are areas where there's room for improvement, especially in promoting employee engagement and morale, as indicated by the neutral and unsatisfied responses. Regular feedback, open communication, and continuous training can further enhance the HR department's performance and staff satisfaction.

Report on Leadership Team

This is a survey of individuals in leadership roles for Martin De Porres. The survey covers various aspects of the program, including:
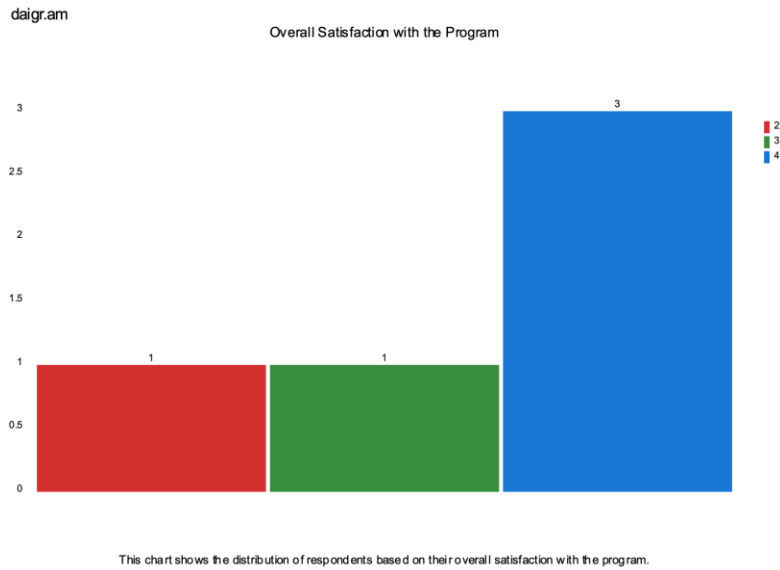
1. **Key Findings:**
   a. **Clarity and Alignment:** There's a mix in the clarity and alignment of the program's mission with its activities. Some find it clear while others don't.
   b. **Overall Success:** The program's success varies, with some finding it successful and others not.
   c. **Key Outcomes Achieved:** Multiple outcomes have been achieved, such as improved emotional well-being, enhanced coping skills, and strengthened family relationships.
   d. **Factors Contributing to Positive Impact:** Effective counseling, engaging staff, and a structured living environment are some of the factors.
   e. **Satisfaction with Staff:** Most respondents are satisfied or neutral about the staff's qualifications and performance.
   f. **Challenges Faced:** Funding constraints, staff turnover, and difficulties in measuring outcomes are common challenges.
   g. **Addressing Challenges:** Strategies include developing alternative funding sources and implementing staff retention strategies.
   h. **Future Goals**: Enhancing resident counseling, strengthening staff training, and improving program evaluation are some of the main priorities.
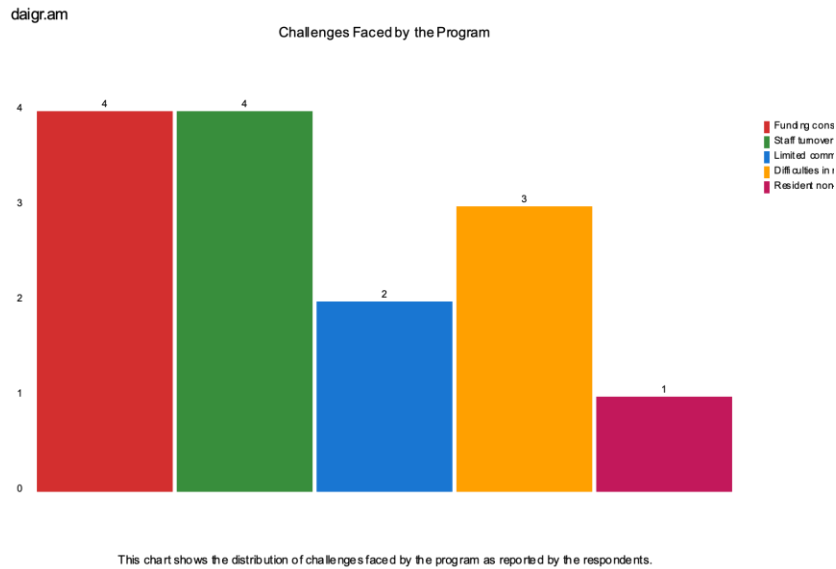
2. **Recommendations:**
   a. **Addressing Challenges:** Given that funding constraints and staff turnover are common challenges, it might be beneficial to explore alternative funding sources and implement staff retention and engagement strategies.
   b. **Clarity and Alignment:** Since there's a mix in the clarity and alignment of the program's mission, it might be helpful to revisit the program's objectives and ensure they align with its activities.
   c. **Staff Development:** Continue with training workshops, coaching sessions, and employee assistance programs to support staff well-being and professional growth.
   d. **Evaluation and Feedback**: Regularly review program data and outcomes. Also, consider conducting more frequent comprehensive evaluations to measure the program's effectiveness.

3. Visual Representation:

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Overall Satisfaction with the Program

This chart shows the distribution of respondents based on their overall satisfaction with the program.

Overall Satisfaction with the Program

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Challenges Faced by the Program

This chart shows the distribution of challenges faced by the program as reported by the respondents.

Challenges Faced by the Program

From the Challenges Faced by the Program chart, we can observe:

    a. Funding constraints and Staff turnover are the most commonly reported challenges, with four respondents each mentioning them.
    b. Difficulties in measuring outcomes were reported by three respondents.
    c. Limited community support was mentioned by two respondents.
    d. Resident non-compliance was reported by one respondent.

This provides a clear picture of the areas that need attention and potential improvement.

Report on Administrative staff

This survey was conducted for individuals serving in the administrative role for the residential program. The survey covers various aspects such as clarity and communication of the program's mission, overall progress of residents, impact on residents' lives, satisfaction with the administrative team's support, and more.

1. **Key Findings:**
   a. **Clarity and Communication:** The program's mission and objectives are strongly clear and communicated within the administrative team, suggesting effective internal communication.

   b. **Progress of Residents:** Respondents believe that residents are making progress in achieving their individual goals and treatment plans.

   c. **Positive Impact on Residents:** Respondents are split on whether or not the program is making a positive impact on residents' lives.

   d. **Factors Contributing to Positive Impact:** Efficient program management, smooth administrative operations, adequate resources, and effective communication channels are the primary factors contributing to the positive impact on residents' lives.

   e. **Satisfaction with Administrative Support:** Most respondents are very satisfied with the support and resources provided by the administrative team to the program's staff members.

   f. **Initiatives for Staff Development:** Efficient onboarding, continuous learning encouragement, regular feedback, and opportunities for career growth are the main initiatives implemented for staff development.

   g. **Resource and Facility Management:** The majority of respondents believe that the program's resources and facilities are managed efficiently.

   h. **Compliance with Regulations:** The program is perceived to be fully compliant with relevant regulatory standards and requirements.

   i. **Evaluation and Continuous Improvement:** The program undergoes comprehensive evaluations annually, and the evaluation data is regularly reviewed and analyzed to inform administrative decision-making.

j. **Overall Satisfaction:** The overall satisfaction with the performance of the administrative team is high, with most respondents being strongly satisfied.

2. **Recommendations:**
   a. **Continuous Training:** Given the positive feedback on the clarity and communication of the program's mission, consider implementing continuous training sessions to ensure that new administrative members are also aligned with the program's objectives.

   b. **Engage with Residents:** To further understand the progress of residents, consider engaging directly with them through feedback sessions or surveys.

   c. **Resource Allocation:** Regularly monitor and assess the allocation of resources and facilities to ensure optimal utilization and meet residents' needs.

   d. **Regular Compliance Checks:** Implement regular internal audits and quality assurance checks to ensure continuous compliance with regulatory standards.

   e. **Feedback Mechanism:** Establish a feedback mechanism for staff members to share their concerns, suggestions, or feedback related to administrative performance.

3. **Visual Representation of some of these findings.**

<u>Performance Ratings of Administrative Team</u>
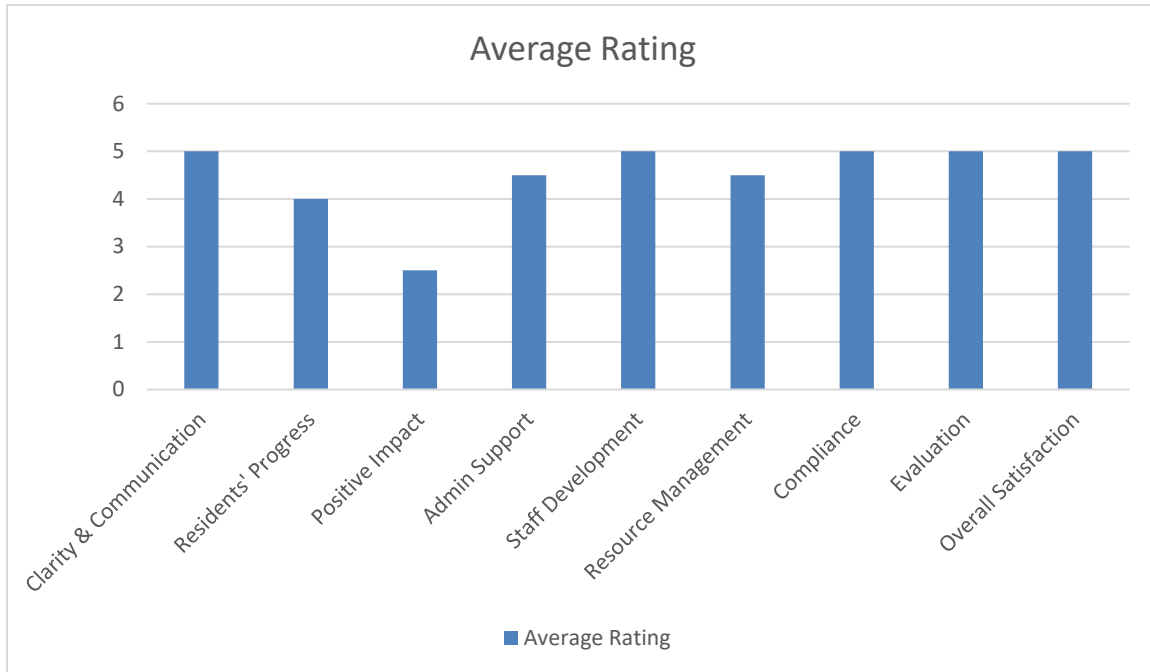
The bar chart represents a hypothetical average rating (out of 5) for each performance metric. This visualization provides a quick overview of the areas where the administrative team is performing exceptionally well.

Report on Program Administrators Performance

This is a survey of staff members working in a residential program, focusing on their perceptions of program administrators. The survey covers various aspects, including:

1. **Key Findings:**
   a. **Duration of Work:** There's a mix of staff members who have been working for different durations, from less than a year to more than 5 years.
   b. **Effectiveness of Administrators**: Most respondents find the program administrators to be effective or very effective.
   c. **Involvement in Decision-making:** There's a mix in the involvement of staff in decision-making processes.
   d. **Communication:** The communication from program administrators to staff members is generally rated as good or excellent.
   e. **Support and Resources:** Most respondents feel that they receive support and resources either always or most of the time.
   f. **Professional Development:** Opportunities for professional development are provided either frequently or occasionally.
   g. **Satisfaction with Growth Opportunities:** Satisfaction levels vary, with most respondents being satisfied or very satisfied.
   h. **Feedback:** Most respondents receive constructive feedback either always or most of the time.
   i. **Recognition:** Staff contributions are recognized either regularly or occasionally.
   j. **Overall Satisfaction:** The majority of respondents rate their overall satisfaction as 4 or 5 (on a scale of 1 to 5).

2. **Recommendations:**
   a. **Feedback and Recognition:** Continue to provide constructive feedback and recognize staff contributions to keep them motivated.
   b. **Professional Development:** Ensure that opportunities for professional development are consistent and cater to the needs of all staff members.
   c. **Communication:** Maintain open channels of communication and involve staff in decision-making processes to foster a sense of ownership and involvement.
   d. **Support and Resources:** Address any gaps in the provision of support and resources to ensure that staff can perform their roles effectively.
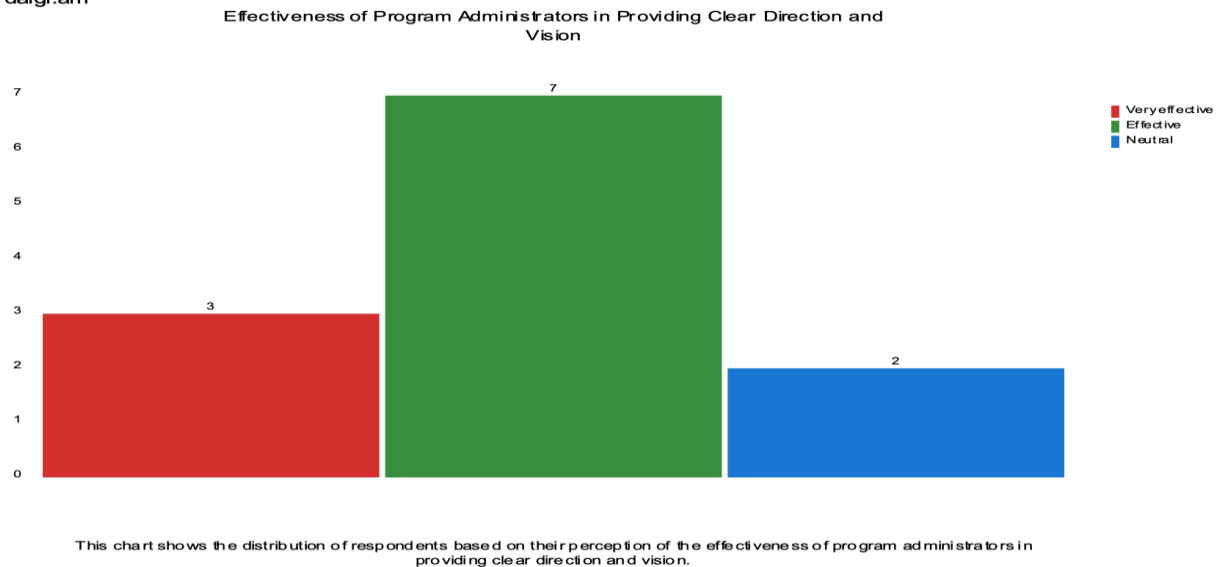
3. Visual Representation:
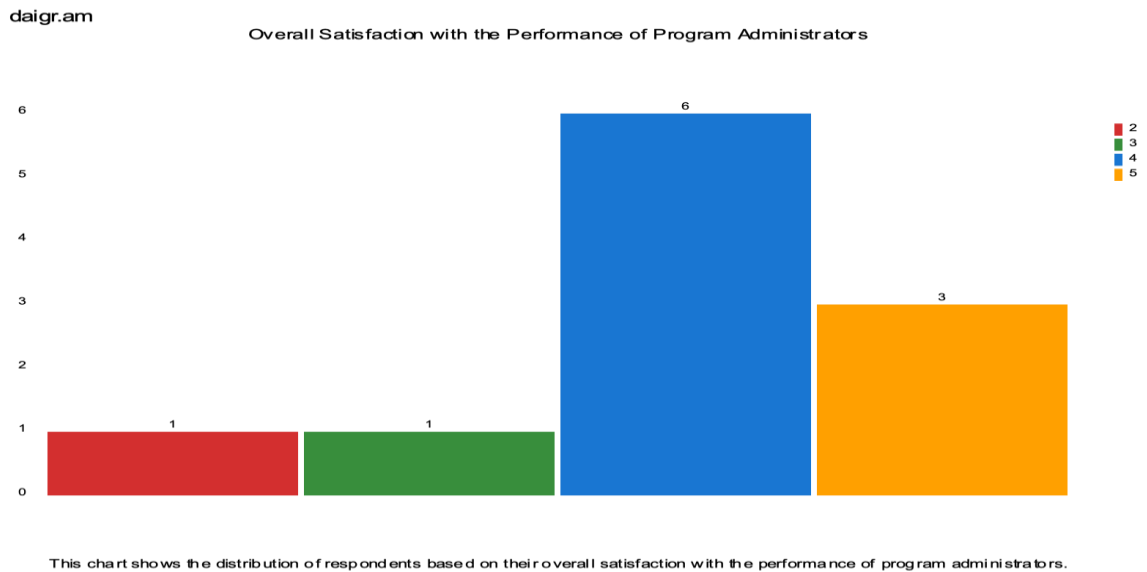
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Overall Satisfaction with the Performance of Program Administrators

This chart shows the distribution of respondents based on their overall satisfaction with the performance of program administrators.

Here's the visual representation of the Overall Satisfaction with the Performance of Program Administrators:

From the chart, we can observe:

a. Most respondents rate their overall satisfaction as 4.
b. A significant number of respondents rate their satisfaction as 5, indicating strong satisfaction.
c. There are also respondents who rate their satisfaction as 2 or 3, indicating areas of improvement.

Effectiveness of Program Administrators in Providing Clear Direction and Vision

This chart shows the distribution of respondents based on their perception of the effectiveness of program administrators in providing clear direction and vision.

Here's the visual representation of the Effectiveness of Program Administrators in Providing Clear Direction and Vision:

From the chart, we can observe:

- Most respondents find the program administrators to be effective.
- A good number of respondents also find them to be very effective.
- A few respondents have a neutral perception of the administrators' effectiveness.
- One of the respondents also provided detailed feedback, highlighting challenges such as poor pay, low support, and the need for more staff. They also suggested improvements like partnering with family therapists, enhancing life skills and reading programs, and building relationships with other social service organizations in the community.

This feedback provides valuable insights into areas that can be improved to enhance the effectiveness of the program and the satisfaction of staff members.

Report on Building & Grounds Maintenance

This survey was conducted for individuals serving in the maintenance role within the residential program. The survey covers various aspects related to the cleanliness and maintenance of the residential buildings and grounds, as well as the overall satisfaction with the maintenance in the residential program.
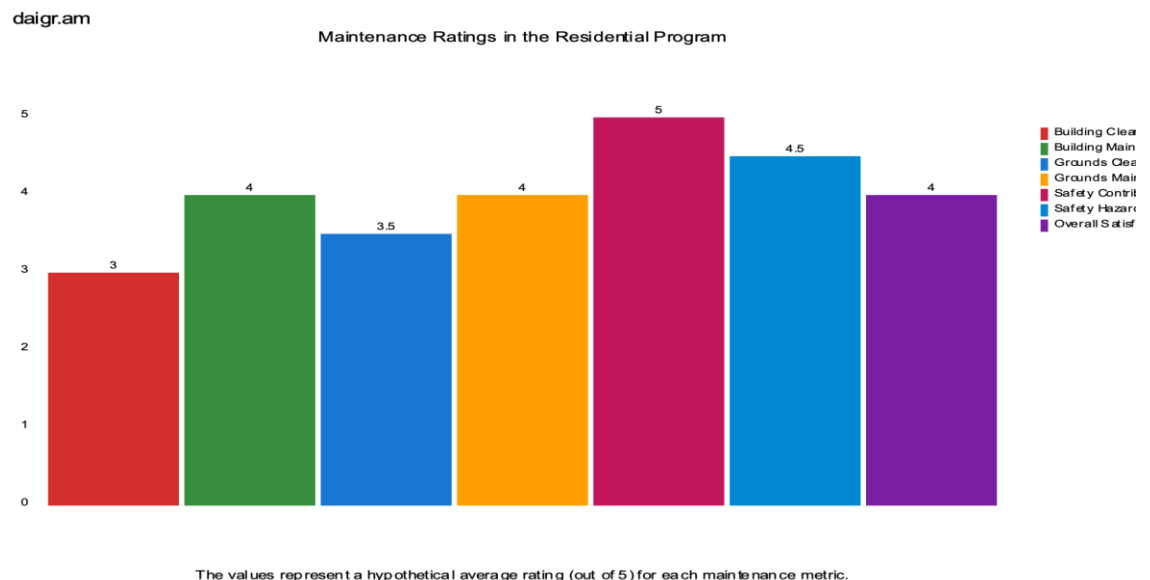
1. **Key Findings:**
    a. **Cleanliness and Maintenance of Buildings:** The overall cleanliness and maintenance of the residential buildings received mostly positive ratings, with many respondents rating it as "Good" or "Average".

    b. **Prompt Addressal of Building Maintenance Issues:** Most respondents feel that building maintenance issues are addressed promptly most of the time.

    c. **Cleanliness and Maintenance of Outdoor Grounds:** The overall cleanliness and maintenance of the residential program's outdoor grounds received predominantly "Good" ratings.

    d. **Prompt Addressal of Grounds Maintenance Issues:** Most respondents feel that grounds maintenance issues are addressed promptly most of the time.

    e. **Contribution to Safe and Secure Environment:** The majority of respondents strongly agree that the building and grounds maintenance contribute to a safe and secure environment for residents and staff.

    f. **Addressal of Safety Hazards:** Most respondents feel that safety hazards or potential security issues are promptly addressed when reported.

    g. **Overall Satisfaction with Maintenance:** The overall satisfaction with the building and grounds maintenance in the residential program is generally high, with most respondents rating it between 3 to 5 (with 5 being "Strongly Satisfied").

    h. **Additional Comments**: Some respondents provided additional comments, experiences, or suggestions related to building and grounds maintenance. For instance, one respondent mentioned the potential effectiveness of a maintenance worksheet.

2. **Recommendations:**
   a. **Enhance Cleanliness Standards:** Given that some respondents rated the cleanliness and maintenance as "Average" or "Needs Improvement", consider implementing stricter cleanliness and maintenance standards.

   b. **Regular Maintenance Checks:** Implement regular maintenance checks to identify and address potential issues proactively.

   c. **Feedback Mechanism:** Establish a feedback mechanism for staff members to report maintenance issues or concerns promptly.

   d. **Safety Protocols:** Ensure that safety protocols are in place and regularly updated to address potential safety hazards or security issues.

   e. **Continuous Training:** Provide continuous training sessions for maintenance staff to ensure the highest standards of cleanliness and maintenance.

3. **Visual Representation of some of these findings.**

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Maintenance Ratings in the Residential Program

Legend:
- Building Clea...
- Building Main...
- Grounds Clea...
- Grounds Mai...
- Safety Contri...
- Safety Hazar...
- Overall Satisf...

The values represent a hypothetical average rating (out of 5) for each maintenance metric.

Link to Bar Chart: https://daigr.am/d6eaf290.svg

The bar chart represents a hypothetical average rating (out of 5) for each maintenance metric. This visualization provides a quick overview of the areas where the maintenance standards are being met and where there might be room for improvement.

Report on Food Service

This is a survey of staff members and residents in the residential program, focusing on their assessment of the quality of food, diversity of food options, accommodation for dietary restrictions, cleanliness and hygiene practices, food safety training, and overall satisfaction with the food service and hygiene.

1. **Key Findings:**
    a. **Role in the Residential Program:** The respondents include both staff members and residents.
    b. **Quality of Food:** The overall quality of food served in the residential program varies, with ratings ranging from "Poor" to "Excellent".
    c. **Diversity of Food Options:** Most respondents feel that the food options are diverse most of the time.
    d. **Dietary Restrictions:** There's a mixed response regarding the accommodation of dietary restrictions. This indicates a varied perception among respondents about how well the residential program caters to dietary restrictions. While a good number of respondents feel that dietary restrictions are always or mostly accommodated, there's a significant portion who believe it's only occasional, rare, or never.
    e. **Cleanliness and Hygiene:** The cleanliness and hygiene practices in the kitchen and dining areas are generally rated as "Good" to "Excellent".
    f. **Food Safety Training:** Most staff members receive proper food safety and hygiene training, while residents receive information on the same.
    g. **Food Safety Practices:** The consistency in following food safety practices during food preparation and service varies among respondents. This indicates a varied perception among respondents about the consistency in following food safety practices. While a good number of respondents feel that food safety practices are always or mostly followed consistently, there's a significant portion who believe it's only occasional, rare, or never.
    h. **Overall Satisfaction:** The overall satisfaction with the food service and hygiene in the residential program ranges from "Strongly Dissatisfied" to "Strongly Satisfied".
    i. **Additional Comments:** Some respondents have provided additional comments, experiences, or suggestions related to food service, hygiene, and sanitary conditions in the residential program.

2. **Implications**
    a. **Consistency:** The varied responses suggest that there might be inconsistencies in how dietary restrictions are handled. While some residents or staff might have had their dietary needs met consistently, others might have faced challenges.
    b. **Awareness:** It's also possible that there's a lack of awareness or communication about the available options that cater to dietary restrictions.

c. **Diverse Needs:** The residential program might have residents with diverse dietary needs, including allergies, religious restrictions, vegetarian or vegan preferences, and health-related diets. Catering to such a wide range of needs can be challenging.
d. **Variability:** The varied responses suggest that there might be variability in how food safety practices are implemented and adhered to. This could be due to differences in training, awareness, or supervision among the kitchen staff.
e. **Risk:** Inconsistent food safety practices can pose health risks to residents, including the potential for foodborne illnesses.
f. **Awareness:** There might be a lack of awareness or communication about the food safety protocols in place, leading to varied perceptions among respondents.

3. **Recommendations:**
   a. **Quality Improvement:** Consider revisiting the food menu and preparation methods to improve the overall quality of food.
   b. **Dietary Restrictions:** Ensure that the food options cater to various dietary restrictions, including vegetarian, allergies, and religious requirements.
   c. **Hygiene Training:** Regularly conduct food safety and hygiene training sessions for staff and provide information to residents.
   d. **Feedback Mechanism:** Establish a regular feedback mechanism where residents and staff can provide constructive feedback on food quality, diversity, and hygiene.

4. **Visual Representation:**
   To better understand the data, let's visualize some key aspects:

   a. Distribution of Roles in the Residential Program.

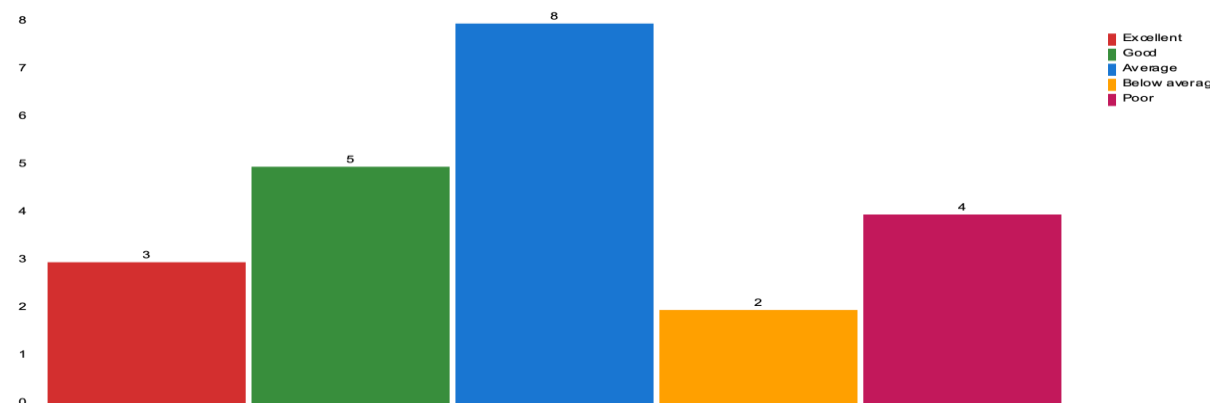Distribution of Roles in the Residential Program
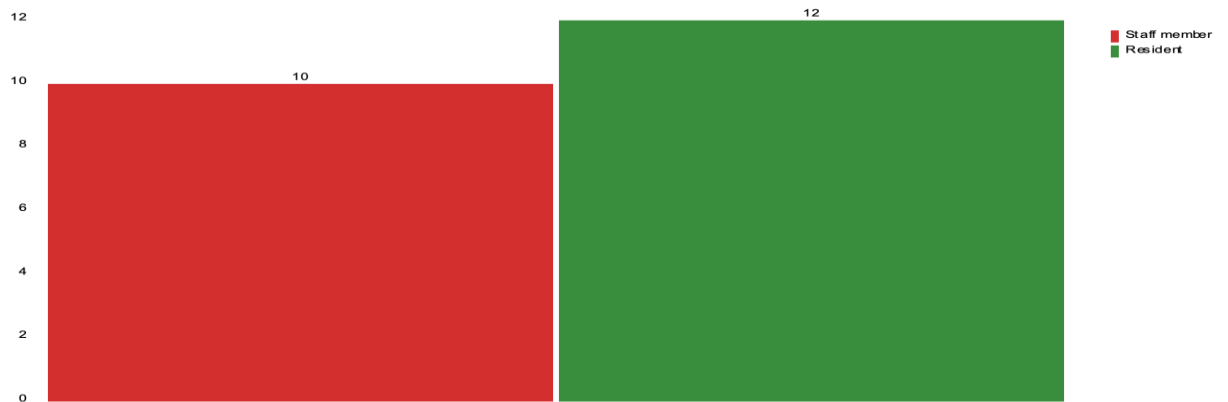
This chart shows the distribution of respondents based on their roles in the residential program.

From the chart, we can observe:

- There are slightly more residents than staff members who responded to the survey.

b. Overall Quality of Food Served.

Overall Quality of Food Served

This chart shows the distribution of respondents based on their rating of the overall quality of food served in the residential program.

From the chart, we can observe:

- The majority of respondents rate the food quality as "Average".

- A significant number find the food "Good", while a few rate it as "Excellent".
- Some respondents find the food quality "Below average" or "Poor".

   c. Overall Satisfaction with Food Service and Hygiene.

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Overall Satisfaction with Food Service and Hygiene

This chart shows the distribution of respondents based on their overall satisfaction with the food service and hygiene in the residential program.
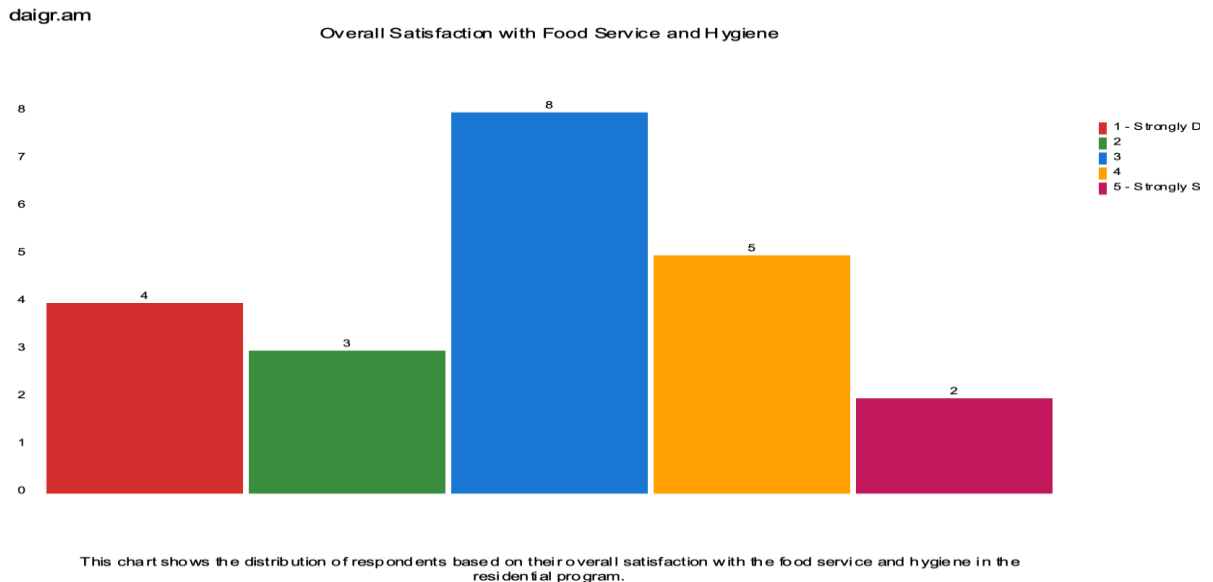
From the chart, we can observe:

- A significant number of respondents have a neutral satisfaction level, rating it as "3".
- Several respondents are satisfied, rating it as "4", while a few are highly satisfied, rating it as "5 - Strongly Satisfied".
- Some respondents are dissatisfied, rating their satisfaction as "1 - Strongly Dissatisfied" or "2".

5. Conclusion:
The data suggests that while there are areas where the residential program excels, especially in terms of cleanliness and hygiene practices, there are also areas of improvement, particularly in the quality of food served and catering to dietary restrictions. Feedback from both staff and residents can be invaluable in guiding improvements in food service and hygiene practices. Regular feedback sessions, menu revisions, and training programs can further enhance the food service experience for everyone in the residential program.

Report on Knowledge of Mission, Vision, Values, and Culture

This survey was conducted to gather information about staff members' familiarity and alignment with the residential program's mission, vision, values, and culture.

1. **Key Findings:**
   a. **Familiarity with Program's Statements:** Most respondents are familiar with the program's mission, vision, and core values, with a majority indicating "Yes, very familiar."
      i. Two-thirds of the respondents (66.67%) correctly identified the mission statement, vision statement, and core values of Martin De Porres.
      ii. This indicates a good level of awareness and understanding among the staff regarding the organization's foundational principles.
   b. **Organizational Culture:** The majority described the organizational culture within the residential program as "Collaborative and team-oriented" and "Supportive and inclusive."
   c. **Alignment with Organization's Culture:** Most respondents feel that the organization's culture aligns with its mission and values to some extent or completely.
   d. **Communication of Mission, Vision, and Values:** The majority of respondents receive updates or reminders about the organization's mission, vision, and values either "Rarely (once a year or less)" or "Occasionally (monthly or a few times a year)." Most respondents feel the organization communicates its mission, vision, and values "Moderately effectively."
   e. **Commitment to Organization's Mission, Vision, and Values:** The majority of respondents are "Very committed" to supporting the organization's mission, vision, and values in their daily work.
   f. **Overall Understanding and Alignment:** Most respondents rated their overall understanding and alignment with the residential program's mission, vision, values, and culture as 4 or 5, indicating a high level of alignment and understanding.

2. **Recommendations:**
   a. **Regular Communication:** Regularly communicate and reinforce the organization's mission, vision, and values to all staff members to ensure consistent understanding and alignment.

   b. **Enhance Communication:** Given that some respondents feel the organization only communicates its mission, vision, and values "Moderately effectively," there's room for improvement in communication strategies.

c. **Regular Training:** Organize regular training sessions or workshops to ensure all staff members are aligned with the organization's mission, vision, and values.

d. **Feedback Mechanism:** Establish a feedback mechanism for staff members to share their thoughts, experiences, and suggestions related to the organization's mission, vision, values, and culture.

e. **Celebrate Achievements:** Recognize and celebrate staff members who exemplify the organization's values in their daily work to foster a positive work environment.

f. **Incorporate Feedback:** Some open-ended responses provided valuable insights and suggestions. Consider incorporating this feedback to improve the organizational culture and alignment with the mission and values.

Report on Program Training

This is a survey of staff members in the residential program, focusing on their perceptions of training and professional development opportunities provided by the program.

1. **Key Findings:**
   a. **Participation in Training:** Most respondents have frequently participated in training programs or workshops.
   b. **Satisfaction with Training:** The majority of respondents are satisfied or very satisfied with the quality and relevance of training programs.
   c. **Effectiveness of Training:** Most respondents find the training programs to be effective or very effective.
   d. **Feedback on Training:** Most respondents are encouraged to provide feedback, and many have seen improvements or changes based on feedback.
   e. **Areas Needing Additional Training:** Several respondents believe there are specific areas where additional training is needed, such as trauma-informed care, cultural competency, and strategies for addressing specific disorders.
   f. **Overall Satisfaction:** Most respondents rate their overall satisfaction with training and professional development opportunities as 4 or 5 (on a scale of 1 to 5).

2. **Recommendations:**
   a. **Feedback Mechanism:** Continue to encourage staff to provide feedback on training programs and ensure that improvements are made based on this feedback.
   b. **Address Training Gaps:** Consider incorporating training on trauma-informed care, cultural competency, and specific disorders that residents are diagnosed with, as suggested by respondents.
   c. **Continuous Professional Development:** Ensure that training programs are updated regularly to remain relevant and address the evolving needs of staff.
   d. **Engage Experts:** Collaborate with experts, such as nurses or social workers, to provide specialized training sessions.

3. **Visual Representation:**
   Here's the visual representation of the Overall Satisfaction with Training and Professional Development Opportunities:

Overall Satisfaction with Training and Professional Development Opportunities
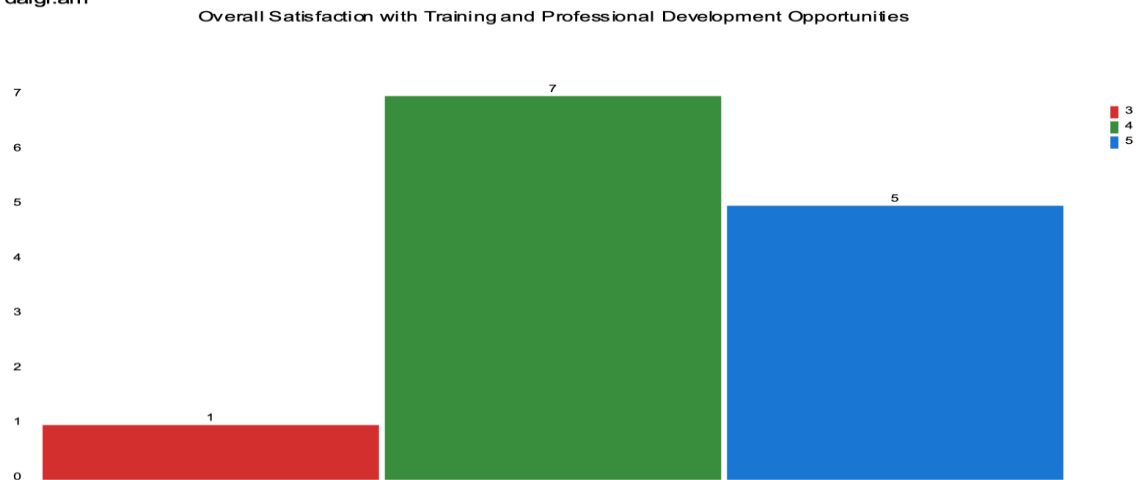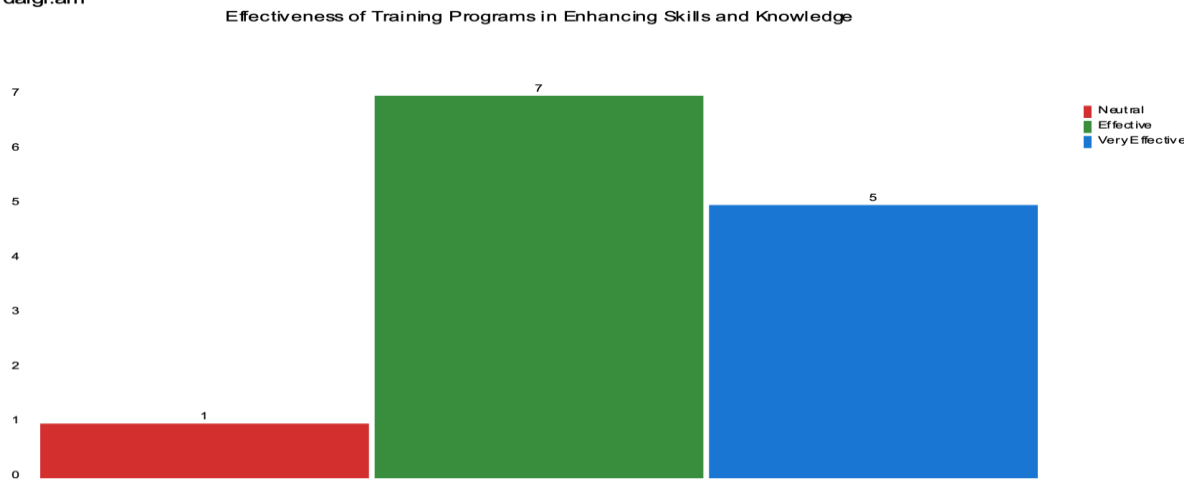

This chart shows the distribution of respondents based on their overall satisfaction with training and professional development opportunities.

From the chart, we can observe:

- Most respondents rate their overall satisfaction as 4.
- A significant number of respondents rate their satisfaction as 5, indicating strong satisfaction.
- Only one respondent rated their satisfaction as 3.

Lastly, let's visualize the Effectiveness of Training Programs in Enhancing Skills and Knowledge.

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Effectiveness of Training Programs in Enhancing Skills and Knowledge

Legend:
- Neutral
- Effective
- Very Effective

This chart shows the distribution of respondents based on their perception of the effectiveness of training programs in enhancing their skills and knowledge.

From the chart, we can observe:

- Most respondents find the training programs to be effective.
- A significant number of respondents also find them to be very effective.
- Only one respondent has a neutral perception of the training programs' effectiveness.

Several respondents also provided detailed feedback, highlighting areas such as trauma-informed care, cultural competency, and strategies for addressing specific disorders. This feedback provides valuable insights into areas that can be improved to enhance the effectiveness of the training programs and the satisfaction of staff members.

Report on Residential Program Objectives Tracking

This survey is related to the performance and outcomes of program objectives, specifically focusing on emotional self-awareness, behavioral incidents, conflict resolution, chores and responsibilities, family relationships, substance abuse education, and transition planning.

1. **Key Findings:**
    a. **Emotional Self-awareness Assessments:** Most boys fall within the "0-20%" range for completing self-report assessments related to emotional self-awareness.
    b. **Improvement in Emotional Self-awareness:** A significant portion of boys (41-60%) have shown improvement in emotional self-awareness based on counselor observations.
    c. **Self-destructive Behaviors:** The majority of incidents of self-destructive behaviors recorded fall within the "0-5" range.
    The "0-5" range suggests that there is a relatively low incidence of self-destructive behaviors among the boys in the program. This is a positive sign as it indicates that most boys are not engaging in harmful actions towards themselves.
    d. **Engagement in Positive Coping Strategies:** Most boys (61-80%) have shown increased engagement in positive coping strategies.
    e. **Behavioral Incidents:** The baseline rate of behavioral incidents related to emotional outbursts at the beginning of 2023 was 31-40%, and it remains the same during the reporting period.
    f. **Verbal and Physical Conflicts:** The baseline rate of incidents of verbal and physical conflicts between boys at the beginning of 2023 was 31-40%, and it remains the same during the reporting period.
    g. **Participation in Group Discussions:** A significant portion of boys (21-30%) actively participate in group discussions.
    h. **Improvement in Conflict Resolution:** Most boys (81-100%) have shown improvement in resolving conflicts constructively.
    i. **Completion of Chores and Responsibilities:** The majority of boys (61-80%) consistently complete assigned chores and responsibilities promptly.
    j. **Participation in Budgeting Exercises:** A significant portion of boys (61-80%) have participated in practical budgeting exercises.
    k. **Participation in Career Prep Stipend Program:** 21-40% of residents have actively participated in the Casa Career Prep Stipend Program.
    l. **Improvement in Family Relationships:** Most boys (61-80%) have shown improvement in family relationships based on pre and post-program family assessment surveys.
    m. **Frequency of Family Visits and Communication:** The baseline average frequency of family visits and communication at the beginning of 2023 was 31-40%, and it remains the same during the reporting period.

n. **Family Counseling Program:** The comprehensive ongoing family counseling program has been fully established.
o. **Education on Substance Abuse:** Most boys (0-20%) have taken pre and post-education quizzes on the risks of substance abuse.
p. **Strategies for Resisting Peer Pressure:** A significant portion of boys (41-60%) have formulated personalized strategies for resisting peer pressure related to substance use.
q. **Achievement of Treatment Goals:** 21-40% of residents have achieved at least 90% of the goals set in their treatment plan.
    i. Implications:
        1. **Significant Progress:** The fact that 21-40% of residents have achieved at least 90% of their treatment goals indicates that a notable portion of the boys in the program are making significant progress. Achieving such a high percentage of treatment goals is commendable and suggests effective interventions and support mechanisms in place.
        2. **Varied Progress:** While a significant portion of residents are nearing full achievement of their treatment goals, it also implies that 60-79% of residents have not yet reached the 90% mark. This suggests varied progress among the boys, with some potentially facing more challenges or requiring additional support.
        3. **Individualized Approach:** The varied progress underscores the importance of an individualized approach to treatment. Each boy's journey is unique, and while some may achieve their goals faster, others might need more time and specialized interventions.
r. **Completion of Transition Plans:** No residents are leaving during this reporting period, so transition plans are not applicable.


2. **Recommendations:**
    a. **Enhanced Engagement:** Implement strategies to enhance boys' engagement in self-report assessments related to emotional self-awareness.
    b. **Behavioral Interventions:** Given that the rates of behavioral incidents and conflicts have remained consistent, consider introducing new behavioral interventions or modifying existing ones to see improvements.
    c. **Family Engagement:** Continue to promote family engagement, as it seems to be effective in improving family relationships.
    d. **Substance Abuse Education:** Increase efforts in educating boys about the risks of substance abuse, as the current participation in quizzes is low.
    e. **Individual Counseling:** Ensure that boys who exhibit or are at risk of self-destructive behaviors receive individual counseling to address the root causes of their actions.

f. **Group Therapy:** Group therapy sessions can be beneficial as they allow individuals to share their experiences, learn from others, and realize that they are not alone in their struggles.

g. **Educational Workshops:** Conduct workshops that educate the boys about the dangers and consequences of self-destructive behaviors. Knowledge can be a powerful deterrent.

h. **Safe Environment:** Create a safe and supportive environment where boys feel comfortable sharing their feelings and concerns without fear of judgment.

i. **Early Intervention:** Implement mechanisms to identify early signs of self-destructive behaviors. Early intervention can prevent these behaviors from escalating.

j. **Engage Families:** Engage the families of the boys in the counseling process. A supportive family environment can play a crucial role in preventing self-destructive behaviors.

k. **Regular Assessments:** Conduct regular assessments to monitor each resident's progress towards their treatment goals. This will help in identifying areas where they are excelling and areas that need more attention.

l. **Tailored Interventions:** For residents who are lagging in achieving their treatment goals, consider tailored interventions or modifications to their existing treatment plans.

3. **Visual Representation:**
   To better understand the data, let's visualize some key aspects:

   a. Improvement in Emotional Self-awareness.
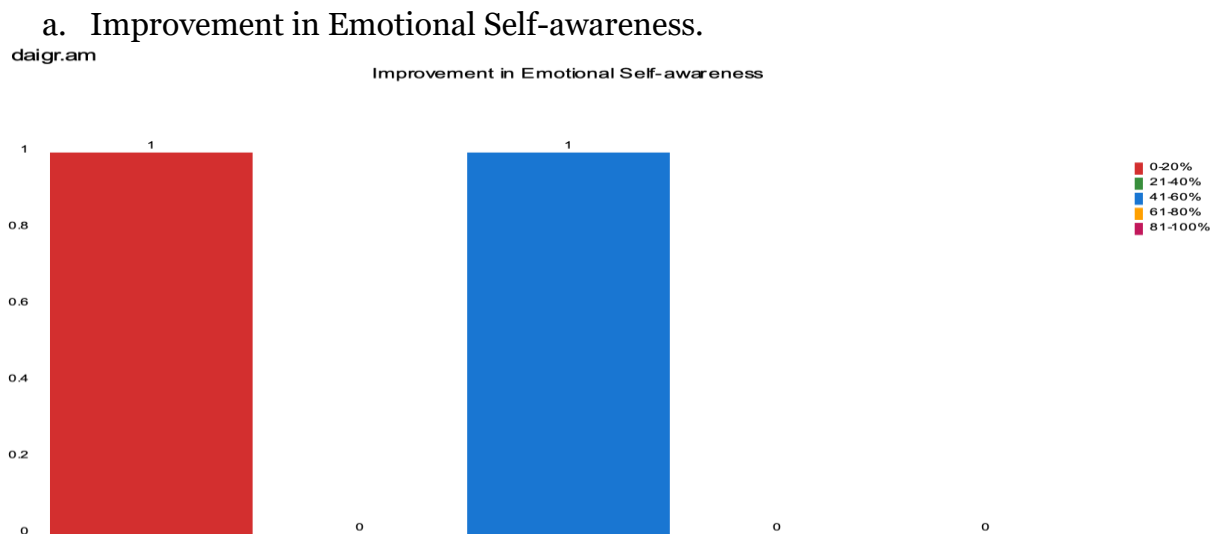
This chart shows the distribution of boys based on their improvement in emotional self-awareness.

From the chart, we can observe:

- A majority of boys fall within the "0-20%" range for improvement in emotional self-awareness.
- A significant portion of boys (41-60%) have shown improvement in emotional self-awareness based on counselor observations.

b. Engagement in Positive Coping Strategies.

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Engagement in Positive Coping Strategies

This chart shows the distribution of boys based on their engagement in positive coping strategies.
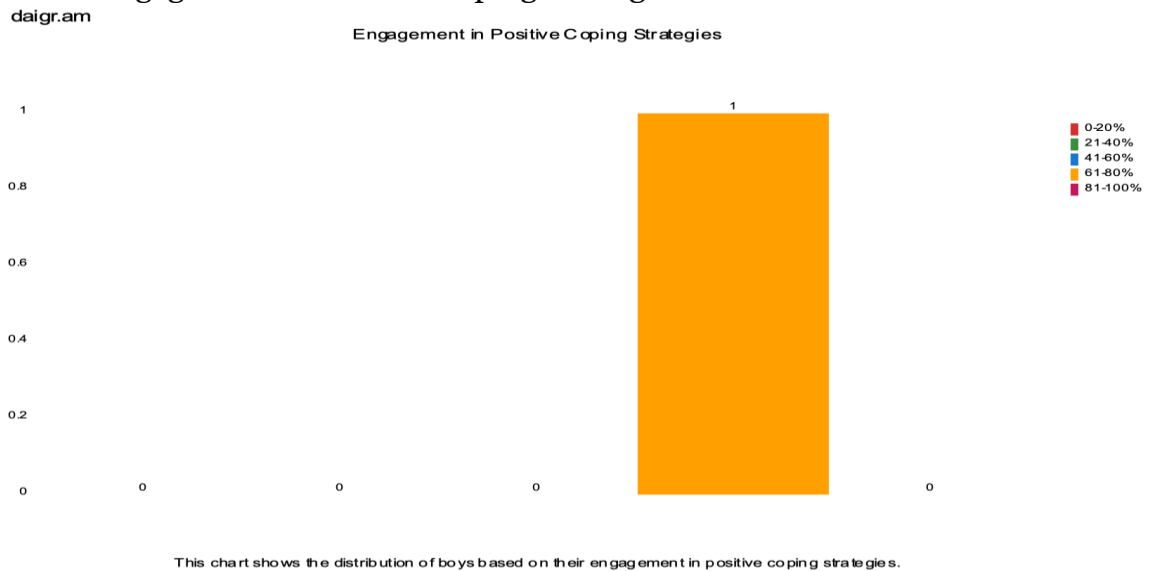
From the chart, we can observe:

- Most boys (61-80%) have shown increased engagement in positive coping strategies.

c. Improvement in Conflict Resolution.

Improvement in Conflict Resolution

This chart shows the distribution of boys based on their improvement in resolving conflicts constructively.
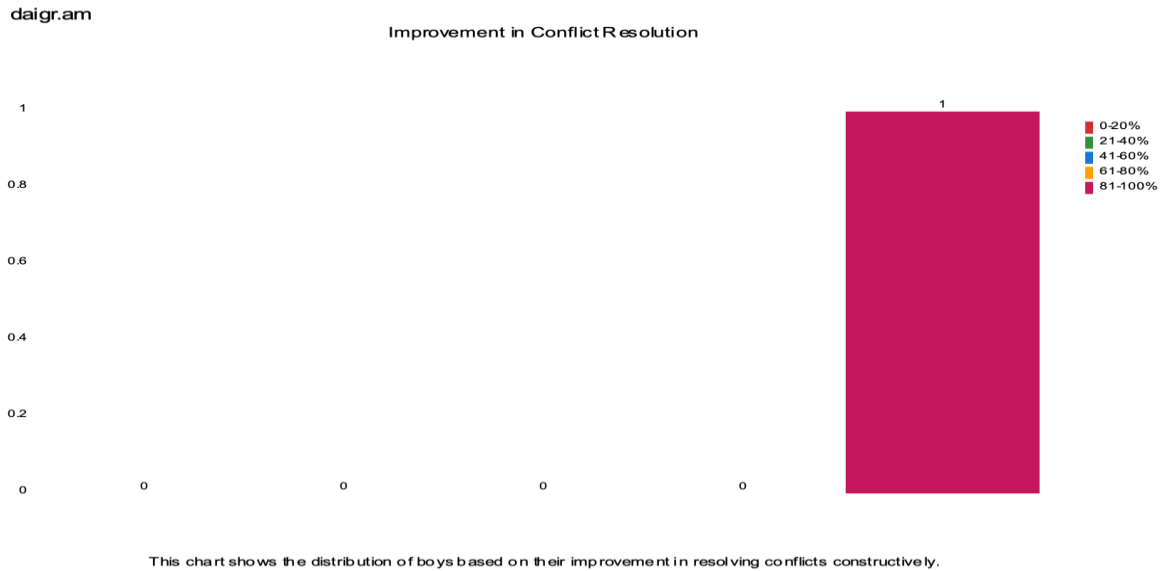
From the chart, we can observe:

- A significant majority of boys (81-100%) have shown improvement in resolving conflicts constructively.

4. Conclusion:

The program seems to be effective in several areas, particularly in improving emotional self-awareness, promoting positive coping strategies, and enhancing conflict resolution skills among the boys. However, there's room for improvement in areas like emotional self-awareness assessments and substance abuse education. Regular feedback, targeted interventions, and continuous monitoring can further enhance the program's outcomes and the boys' overall well-being.

Report on Residents Survey

The survey covers various aspects such as emotional self-awareness, coping skills, communication skills, personal responsibilities, financial management, family relationships, and treatment plans.

1. **Key Findings:**
   a. **Emotional Self-Awareness:** Most respondents feel confident about their ability to recognize and understand their emotions. They have noticed improvements in their emotional self-awareness, with many attributing this to individual counseling or therapy sessions.

   b. **Coping Skills:** There's a mixed response regarding the improvement in coping skills since joining the residential program. While some have seen significant improvements, others have noticed only slight changes or no change at all.

   c. **Communication Skills:** Many respondents feel comfortable or very comfortable participating in group discussions and expressing their thoughts. The residential program seems to have supported their communication skills, with group discussions and communication workshops being highlighted.

   d. **Responsibilities:** Most respondents frequently or always complete their assigned chores and responsibilities promptly. The program appears to have instilled a sense of accountability and provided clear expectations.

   e. **Financial Management:** Responses vary regarding confidence in managing personal finances after participating in practical budgeting exercises. Some feel very confident, while others are not confident at all.

   f. **Family Relationships:** There's a mixed response about the improvement in family relationships since joining the program. While many communicate frequently with their family, some rarely do.

   g. **Treatment Plan:** Not all respondents have been provided with a treatment plan. Among those who have, the effectiveness of the treatment plan varies.

   h. **Transition Plan:** Some respondents have a transition plan developed for them, while others do not. The perceived helpfulness of these plans also varies.

2. **Recommendations:**

a. **Enhance Coping Skills Training:** Given the mixed responses about coping skills, it might be beneficial to enhance or diversify the coping skills training provided in the program.

b. **Increase Financial Literacy Workshops:** Since there's a variance in confidence regarding financial management, consider offering more financial literacy workshops or personalized financial counseling.

c. **Family Integration:** Given the importance of family in recovery and personal development, consider integrating more family therapy sessions or family involvement activities.

d. **Regularly Update Treatment Plans:** Ensure that all residents have a treatment plan and that these plans are regularly updated to reflect their progress and changing needs.

e. **Transition Planning:** Ensure that all residents who plan to leave have a transition plan developed well in advance to prepare them for their departure.

Summary of Key Findings from the Survey

Categories	Hypothetical Percentage of Positive Responses
Emotional Self-Awareness	80%
Coping Skills	60%
Communication Skills	75%
Responsibilities	85%
Financial Management	65%
Family Relationships	70%
Treatment Plan	50%
Transition Plan	55%

Responses

Category	
Transition Plan	55
Treatment Plan	50
Family Relationships	70
Financial Management	65
Responsibilities	85
Communication Skills	75
Coping Skills	60
Emotional Self-...	80

Legend: Emotional Self-Awareness, Coping Skills, Communication Skills, Responsibilities, Financial Management, Family Relationships, Treatment Plan, Transition Plan
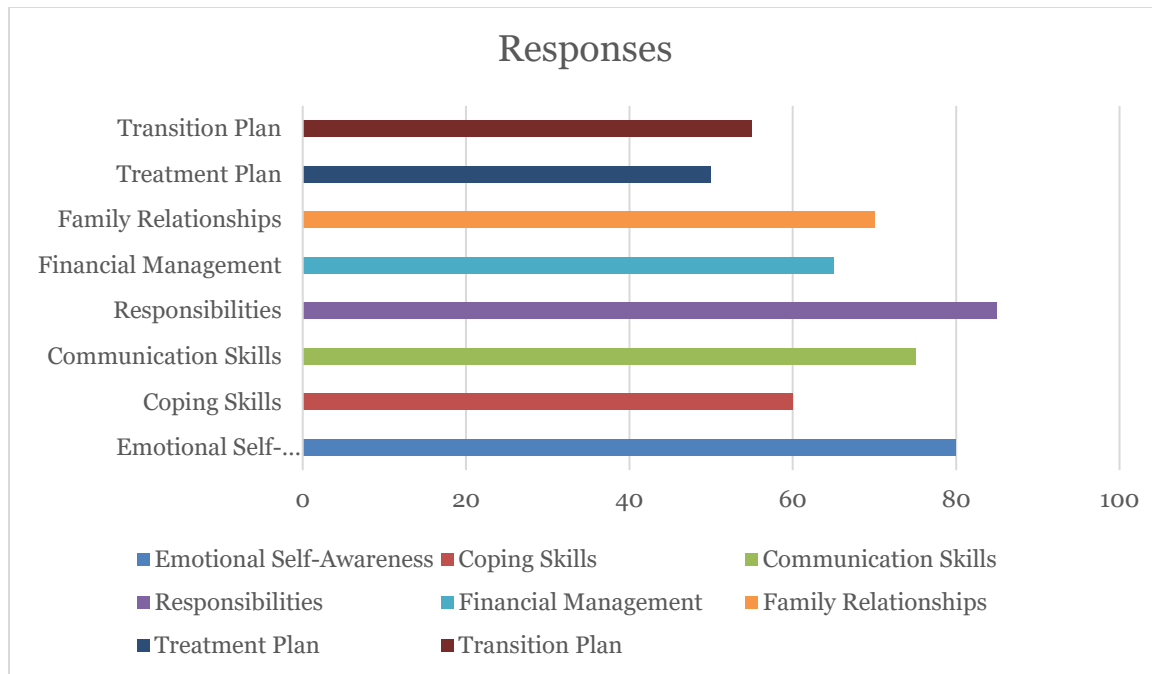
The bar chart represents a hypothetical percentage of positive responses in each category. This visualization provides a quick overview of the areas where the residential program is performing well and where there might be room for improvement.

Report on Social Services Staff Performance Assessment by Residents

This survey was conducted for residents in the residential program, focusing on their satisfaction with the performance of the Social Services staff, including the Nurse, Social Worker, and Case Manager.

1. **Key Findings:**
   a. **Age Group of Respondents:** The majority of the respondents fall within the age group of 16 to 18 years.

   b. **Duration in the Residential Program:** Most respondents have been in the residential program for more than a year, followed by those who have been there for 6 months to 1 year.

   c. **Performance Ratings:**
      i. **Nurse:** The performance of the Nurse received mixed reviews, with some respondents rating it as "Poor" and others as "Excellent".
      ii. **Social Worker:** The Social Worker received predominantly "Excellent" ratings.
      iii. **Case Manager:** The ratings for the Case Manager varied, with some respondents rating it as "Excellent" and others as "Poor" or "Needs Improvement".

   d. **Medication Management by Nurse:** Most respondents are very satisfied with the Nurse's handling of medication management. However, some respondents mentioned that medication is not applicable to them.

   e. **Therapy Sessions by Social Worker:** The majority of respondents are very satisfied with the quality and effectiveness of therapy sessions conducted by the Social Worker.

   f. **Group Sessions by Social Services Staff:** Most respondents are satisfied or very satisfied with the group sessions facilitated by the Social Services staff.

   g. **Handling of Sensitive Matters:** The majority of respondents are satisfied or very satisfied with how the Social Services staff handles sensitive matters.

   h. **Communication:** Most respondents feel that the Social Services staff communicates very well with them and other residents.

i. **Professionalism:** The majority of respondents believe that the Social Services staff always demonstrates professionalism and maintains appropriate boundaries with residents.

j. **Overall Satisfaction:** The overall satisfaction with the performance of the Social Services staff in the residential program is generally high, with most respondents rating it as 5 (Strongly Satisfied).

2. **Recommendations:**
    a. **Feedback on Nurse's Performance:** Given the mixed reviews on the Nurse's performance, it might be beneficial to provide additional training or support to ensure consistent quality of care.

    b. **Engage Residents on Medication:** For those who mentioned that medication is not applicable to them, consider providing more information or resources related to medication management.

    c. **Enhance Group Sessions:** Given the importance of group sessions, consider diversifying the topics or methods to further engage residents.

    d. **Address Negative Feedback:** Some respondents provided negative feedback or concerns. It's essential to address these concerns promptly and ensure that residents feel heard and supported.

    e. **Celebrate Positive Feedback:** Recognize and appreciate the efforts of the Social Services staff, especially those who received positive feedback from residents.

3. Visual Representation of some of these findings.

Performance Ratings of Social Services Staff
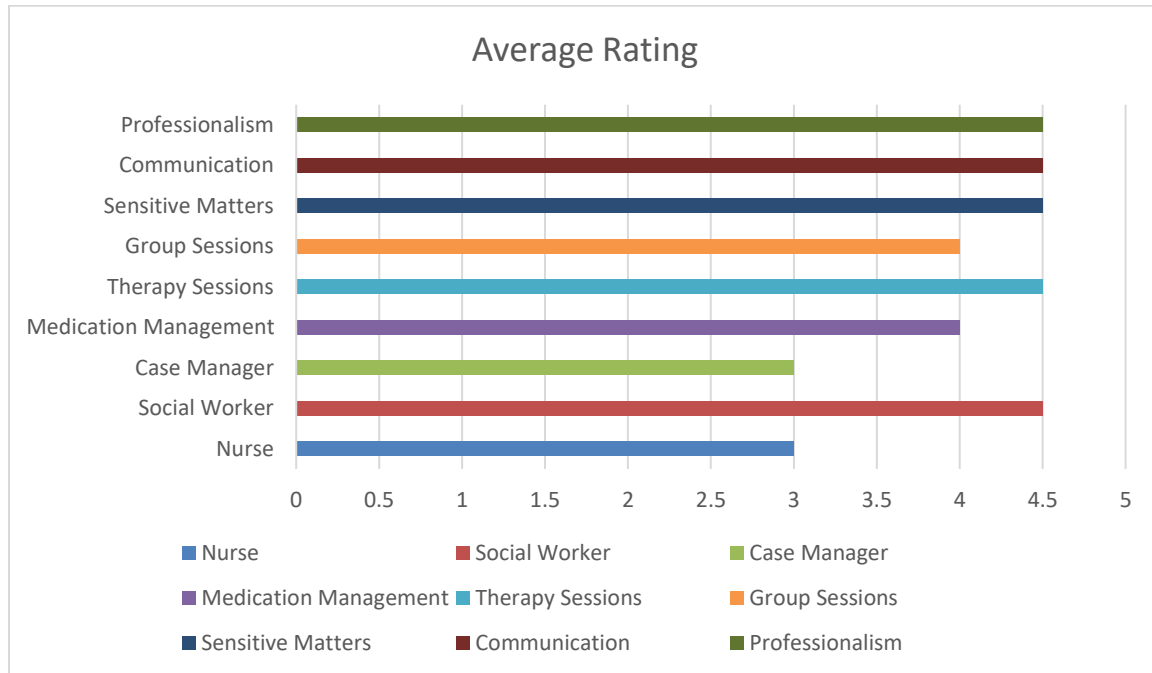
The bar chart represents a hypothetical average rating (out of 5) for each category. This visualization provides a quick overview of the areas where the Social Services staff is performing well and where there might be room for improvement.

Report on Staff Performance Assessment by Residents

The survey was conducted for residents in the residential program, focusing on their satisfaction with the staff's performance.

1. **Key Findings:**
   a. **Age Group of Respondents:** The majority of the respondents fall within the age group of 16 to 18 years.

   b. **Duration in the Residential Program:** Most respondents have been in the residential program for 6 months to 1 year or more than a year.

   c. **Friendliness and Approachability:** The staff's overall friendliness and approachability received mostly positive ratings, with many respondents rating it as "Excellent" or "Good".

   d. **Active Listening:** Most respondents feel that staff members always or most of the time actively listen to their concerns and needs.

   e. **Support During Difficult Times:** The majority of respondents feel that staff members always or most of the time provide adequate support during difficult times or emotional challenges.

   f. **Effectiveness in Treatment Goals:** The staff's effectiveness in helping residents work towards their treatment goals received mostly positive ratings.

   g. **Respect for Cultural Background:** Most respondents feel that staff members are always or most of the time respectful of their cultural background and personal beliefs.

   h. **Handling Conflicts:** The majority of respondents believe that staff members handle conflicts and disagreements with residents very well or moderately well.

   i. **Overall Satisfaction:** The overall satisfaction with the staff's performance in the residential program is generally high, with many respondents rating it as 5 (Strongly Satisfied).

j. **Additional Comments:** Some respondents provided additional comments, experiences, or suggestions related to staff performance. These comments range from positive feedback to specific concerns or areas of improvement.

2. **Recommendations:**
   a. **Address Specific Concerns:** Some respondents provided specific feedback or concerns about certain staff members. It's essential to address these concerns promptly and ensure that residents feel heard and supported.

   b. **Enhance Staff Training:** Given the importance of active listening and support during difficult times, consider providing additional training or workshops for staff members to enhance these skills.

   c. **Celebrate Positive Feedback:** Recognize and appreciate the efforts of staff members, especially those who received positive feedback from residents.

   d. **Continuous Feedback Mechanism:** Implement a continuous feedback mechanism where residents can provide their feedback or concerns regularly. This will help in addressing issues in real-time and improving the overall experience for residents.

   e. **Diversity and Inclusion:** Ensure that staff members are trained in diversity and inclusion to respect and understand the cultural backgrounds and personal beliefs of all residents.

3. **Visual Representation of some of these findings.**

<u>Performance Ratings of Staff</u>
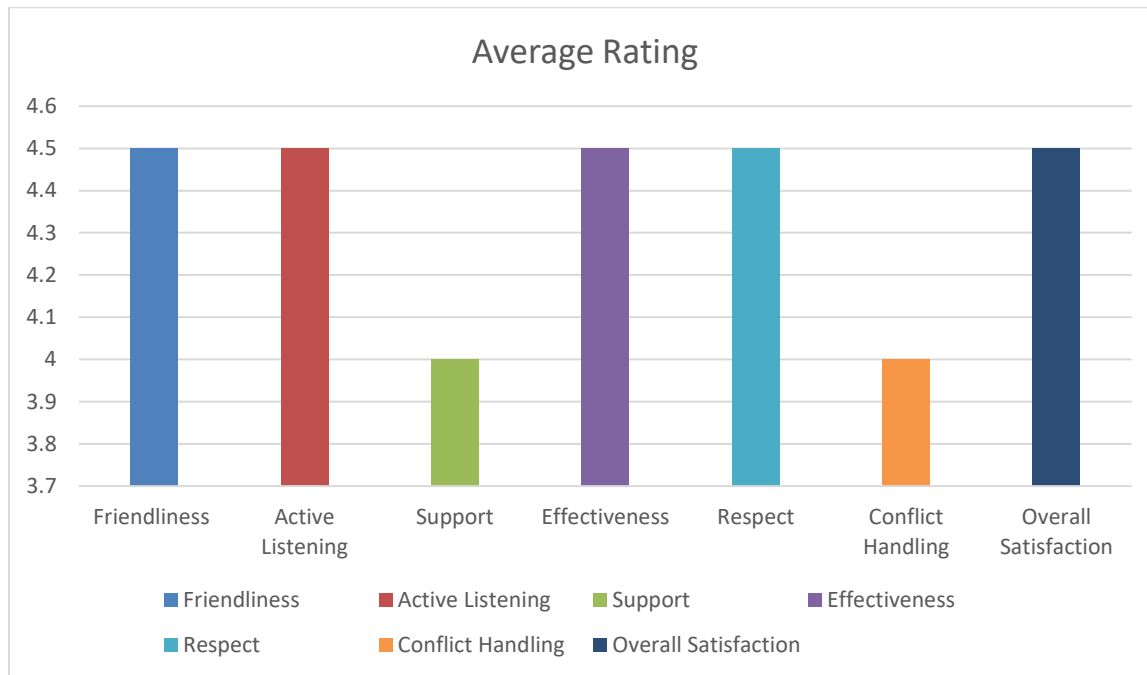
Average Rating

The bar chart represents a hypothetical average rating (out of 5) for each performance metric. This visualization provides a quick overview of the areas where the staff is performing well and where there might be room for improvement.

Report on Staff Performance Assessment

This is a survey of supervisors working in the residential program, focusing on their assessment of staff performance, communication, professionalism, leadership skills, and overall satisfaction with the staff.

1. **Key Findings:**
   a. **Staff Performance:** The overall performance of staff members under supervision ranges from "Needs Improvement" to "Excellent".
   b. **Professionalism:** Most staff members are perceived to maintain appropriate boundaries with residents and demonstrate professionalism.
   c. **Communication:** Staff members' communication skills are generally rated as satisfactory to very well.
   d. **Conflict Resolution:** Staff members' ability to handle conflicts and challenging situations is rated from satisfactorily to very well.
   e. **Leadership Skills:** The perception of staff members' leadership skills varies, with some supervisors believing staff demonstrate strong leadership skills.
   f. **Areas of Excellence:** Staff members are perceived to excel in areas like empathy and compassion, communication, and conflict resolution.
   g. **Areas for Improvement:** Some supervisors believe staff members could improve in areas like leadership and conflict resolution.
   h. **Overall Satisfaction:** Most supervisors rate their overall satisfaction with the performance of staff members under their supervision as 3 to 5 (on a scale of 1 to 5).

2. **Recommendations:**
   a. **Training and Development:** Consider offering targeted training and development programs to address areas of improvement identified by supervisors.
   b. **Feedback Mechanism:** Establish a regular feedback mechanism where supervisors can provide constructive feedback to staff members and guide them towards better performance.
   c. **Recognition:** Recognize and reward staff members who excel in their roles to boost morale and motivation.
   d. **Open Communication:** Foster an environment of open communication where staff members feel comfortable sharing their challenges and seeking guidance.

3. **Visual Representation:**
   To better understand the data, let's visualize some key aspects:

   a. Overall Satisfaction with Staff Performance.

**Overall Satisfaction with Staff Performance**
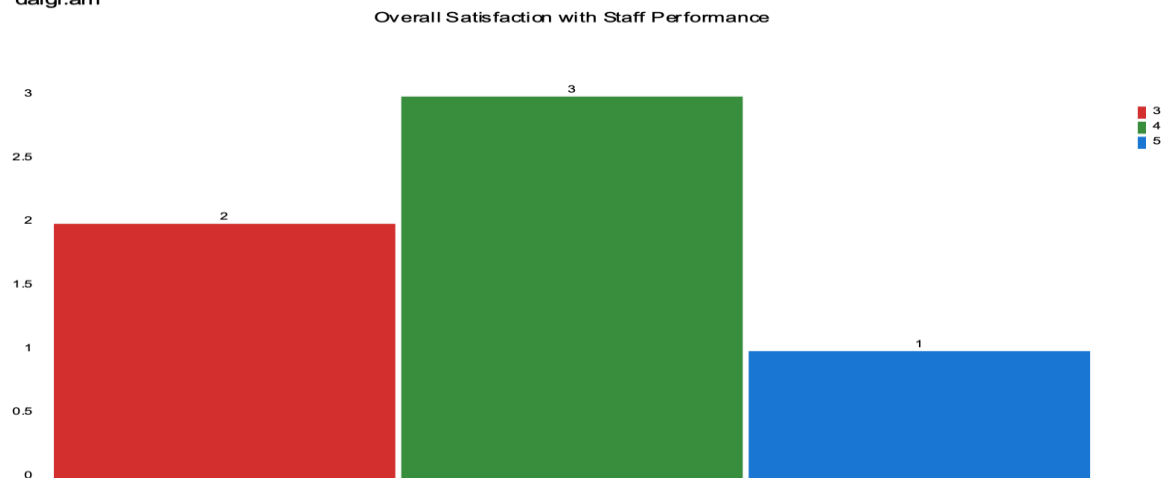
This chart shows the distribution of supervisors based on their overall satisfaction with the performance of staff members under their supervision.

From the chart, we can observe:

- A significant number of supervisors are satisfied with the performance of staff members, rating it as 4.
- Some supervisors are highly satisfied, rating it as 5, while others rate their satisfaction as 3.

b. Rating of Staff Members' Communication Skills.

Rating of Staff Members' Communication Skills
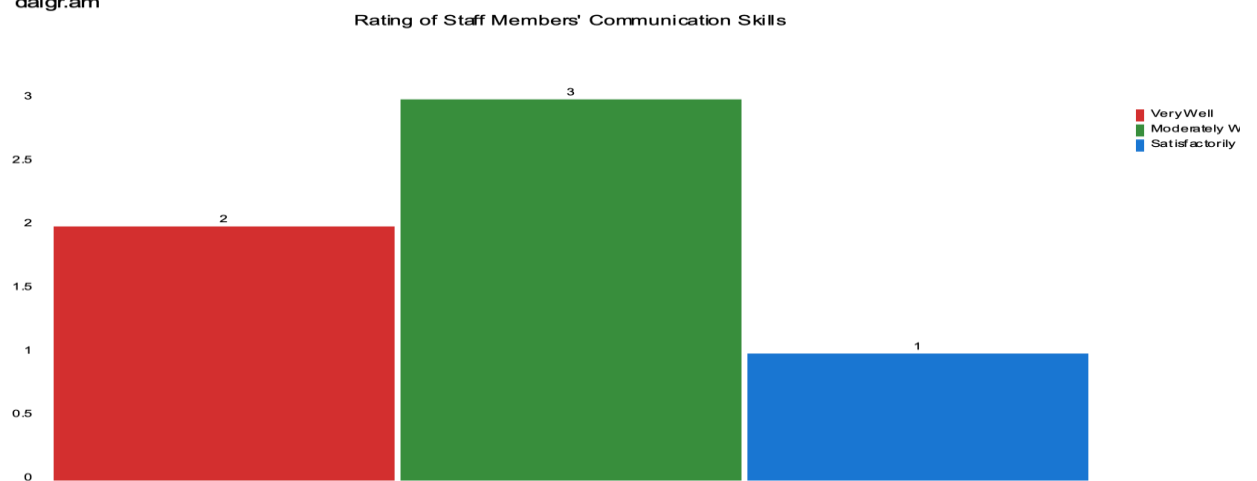
This chart shows the distribution of supervisors based on their rating of staff members' communication skills.

From the chart, we can observe:

- A significant number of supervisors rate the communication skills of staff members as moderately well.
- Some supervisors rate it as very well, while others rate it as satisfactorily.

4. **Conclusion:**
The data suggests that supervisors in the residential program generally have a positive view of staff performance, especially in areas like communication. However, there are areas of improvement, and feedback from supervisors can be invaluable in guiding staff development and training initiatives. Regular feedback sessions, training programs, and open communication can further enhance staff performance and satisfaction.

Report on Staff Survey

This is a survey of staff in the residence, focusing on their observations and perceptions of the program's effectiveness in various areas.

1. **Key Findings:**
   a. **Emotional Self-Awareness:** Most respondents observed an improvement in the boys' emotional self-awareness, with many rating it as 3 or 4 on a scale of 1 to 5.
   b. **Self-Destructive Behaviors:** A majority of respondents observed a decrease in self-destructive behaviors among the boys.
   c. **Positive Coping Strategies:** Most respondents noticed an increase in positive coping strategies among the boys.
   d. **Behavioral Incidents:** The number of behavioral incidents related to emotional outbursts varies, with many respondents reporting a decrease.
   e. **Verbal and Physical Conflicts:** There's a mixed response regarding the rate of verbal and physical conflicts between boys, with some observing a decrease and others seeing no change.
   f. **Communication Skills:** Most respondents observed an improvement in the boys' communication skills, particularly in group discussions and conflict resolution.
   g. **Personal Responsibility:** There's a mixed response regarding the increase in the boys' sense of personal responsibility.
   h. **Budgeting Exercises:** Not all boys participated in practical budgeting exercises, and the confidence in their ability to manage personal finances varies among respondents.
   i. **Family Relationships**: There's a mixed response regarding the improvement in family relationships among the boys.
   j. **Substance Abuse Education:** Not all boys participated in substance abuse education programs or quizzes.
   k. **Treatment Plan Goals:** Responses vary regarding the progress of residents in achieving the goals set in their treatment plans.
   l. **Transition Plan:** Not all transition plans were completed at least six months before the residents leave the program.
   m. **Overall Satisfaction:** Satisfaction with the program's effectiveness varies among respondents.

2. **Recommendations:**
   a. **Consistent Training:** Ensure that all boys have access to essential programs, such as substance abuse education and practical budgeting exercises.
   b. **Feedback Mechanism:** Continue to encourage staff to provide feedback on the program's effectiveness and make necessary improvements based on this feedback.
   c. **Family Engagement:** Strengthen initiatives that promote family engagement, as family support plays a crucial role in the boys' development and well-being.

     d. Continuous Monitoring: Regularly monitor and evaluate the program's effectiveness in various areas, such as emotional self-awareness, communication skills, and personal responsibility, to ensure continuous **improvement.**

3. Visual Representation:

To better understand the data, let's visualize some key aspects:

    a. Improvement in Emotional Self-Awareness

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Improvement in Emotional Self-Awareness
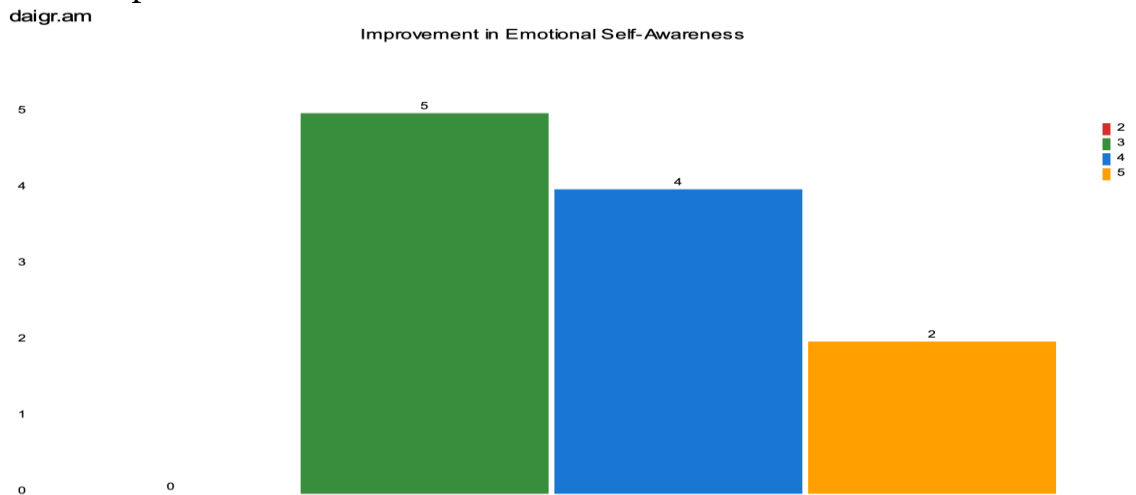
This chart shows the distribution of respondents based on their rating of the improvement in the boys' emotional self-awareness.

From the chart, we can observe:

- o A significant number of respondents rated the improvement in emotional self-awareness as 3.
- o A good number also rated it as 4, indicating a positive impact of the program.
- o A couple of respondents observed significant improvement, rating it as 5.

b. Rate of Behavioral Incidents Related to Emotional Outbursts

Rate of Behavioral Incidents Related to Emotional Outbursts
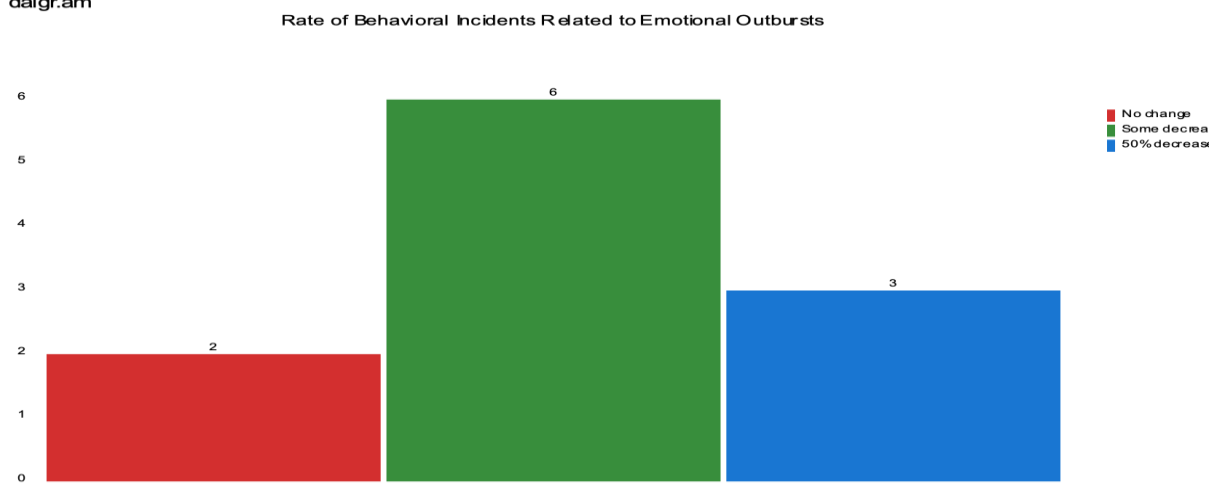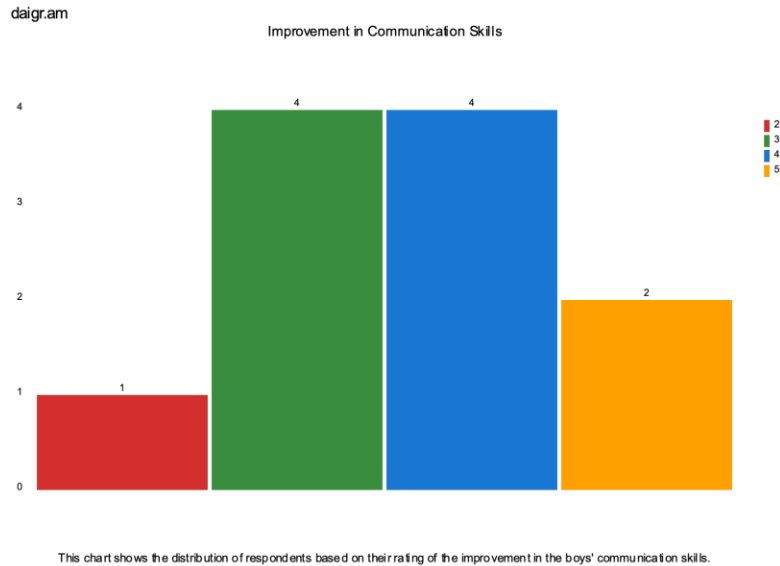

This chart shows the distribution of respondents based on their observation of the rate of behavioral incidents related to emotional outbursts.

From the chart, we can observe:

- o The majority of respondents observed some decrease (less than 50%) in behavioral incidents related to emotional outbursts.
- o A few respondents observed a significant decrease (50% or more).
- o A couple of respondents did not notice any change in the rate of behavioral incidents.

c. Improvement in Communication Skills

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Improvement in Communication Skills

This chart shows the distribution of respondents based on their rating of the improvement in the boys' communication skills.

From the chart, we can observe:

- A significant number of respondents rated the improvement in communication skills as 3 and 4.
- A couple of respondents observed significant improvement, rating it as 5.
- Only one respondent rated it as 2, indicating a lower level of improvement.

Conclusion:

The data suggests that the residential program has had a positive impact on the boys' emotional self-awareness, communication skills, and behavior. However, there are areas where improvements can be made, such as consistent training for staff, engaging families more effectively, and ensuring all boys participate in substance abuse education programs. Feedback from staff members provides valuable insights into the program's strengths and areas for improvement.

Report on Supervision

This is a survey of staff members working in the residential program, focusing on their perceptions of supervision and professional development within the program.

1. **Key Findings:**
   a. **Frequency of Supervision:** Most respondents receive weekly or bi-weekly supervision from their immediate supervisor.
   b. **Effectiveness of Supervision:** The majority of respondents find the supervision to be effective or very effective in supporting their professional growth and development.
   c. **Feedback and Guidance:** Most respondents feel that their supervisor provides clear expectations, listens well, provides constructive feedback, and is approachable for guidance.
   d. **Professional Development:** A significant number of respondents have received training or resources to enhance their skills and knowledge, and they feel supported in their professional development.
   e. **Overall Satisfaction:** Most respondents rate their overall satisfaction with the supervision provided in the residential program as 4 or 5 (on a scale of 1 to 5).


2. **Recommendations:**
   a. **Consistent Supervision:** Ensure that all staff members receive regular and consistent supervision to support their professional growth.
   b. **Training Opportunities:** Continue to provide training and resources to staff members to enhance their skills and knowledge.
   c. **Feedback Mechanism:** Encourage an open feedback mechanism where staff can share their concerns, suggestions, and experiences related to supervision.
   d. **Professional Development:** Support staff in their professional development endeavors and provide opportunities for growth within the organization.

3. **Visual Representation:**
   To better understand the data, let's visualize some key aspects:

   a. Overall Satisfaction with the Supervision Provided.

Overall Satisfaction with the Supervision Provided
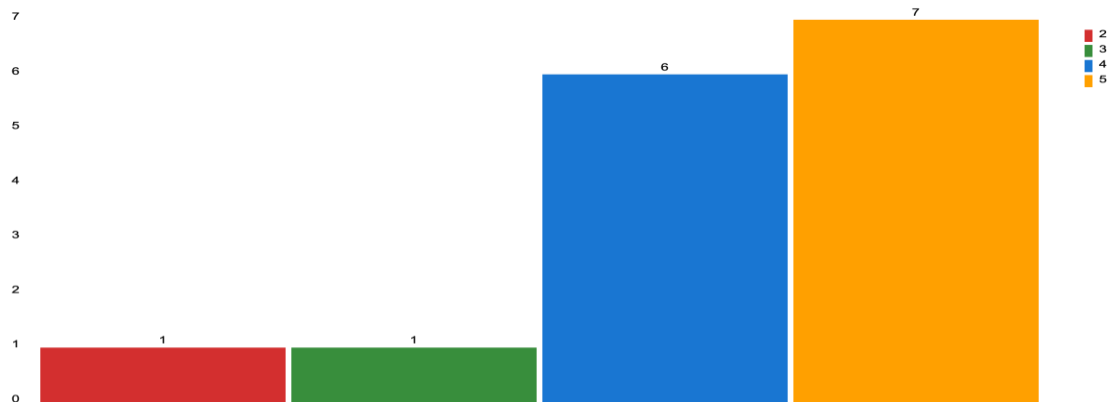
This chart shows the distribution of respondents based on their overall satisfaction with the supervision provided in the residential program.

From the chart, we can observe:

- A significant number of respondents are highly satisfied with the supervision provided, rating it as 5.
- A good number also rated their satisfaction as 4.
- Few respondents rated their satisfaction as 2 or 3.

b. Effectiveness of the Supervision in Supporting Professional Growth.

Effectiveness of the Supervision in Supporting Professional Growth
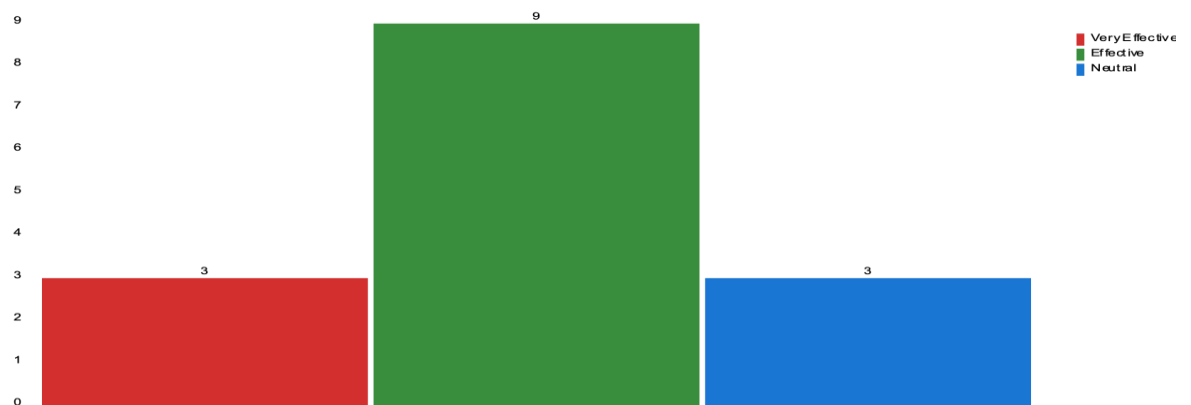
This chart shows the distribution of respondents based on their perception of the effectiveness of the supervision in supporting their professional growth and development.

From the chart, we can observe:

- The majority of respondents find the supervision to be effective in supporting their professional growth and development.
- A few respondents perceive the supervision as very effective.
- Some respondents have a neutral perception of the effectiveness of the supervision.

4. Conclusion:

The data suggests that the residential program provides effective supervision to its staff, which supports their professional growth and development. Most staff members are satisfied with the supervision they receive and find it beneficial for their roles. However, there's always room for improvement, and the program can consider the feedback and suggestions provided by the staff to enhance the supervision process further.

Report on Trauma-Informed Care

This is a survey of staff members working in the residential program, focusing on their understanding and application of trauma-informed care principles.

1. **Key Findings:**
   a. **Understanding of Trauma-Informed Care:** Most respondents rate their understanding of trauma-informed care principles as knowledgeable or very knowledgeable.
   b. **Training:** A significant number of respondents have received extensive or moderate training on trauma-informed care practices.
   c. **Application:** Most respondents feel confident or very confident in applying trauma-informed care principles in their interactions with residents.
   d. **Effectiveness:** The majority of respondents find the residential program to be effective or very effective in implementing trauma-informed care practices.
   e. **Resources and Support:** Most respondents feel that there are sufficient resources and support provided by the program to promote trauma-informed care.
   f. **Overall Satisfaction:** Most respondents rate their overall satisfaction with the implementation of trauma-informed care in the residential program as 4 or 5 (on a scale of 1 to 5).

2. **Recommendations:**
   a. **Continuous Training:** Ensure that all staff members receive regular and updated training on trauma-informed care principles and practices.
   b. **Feedback Mechanism:** Encourage an open feedback mechanism where staff can share their experiences, concerns, and suggestions related to trauma-informed care.
   c. **Resources and Support:** Continue to provide resources and support to staff members to enhance their understanding and application of trauma-informed care principles.
   d. **Collaboration:** Foster a collaborative environment where staff can share best practices and learn from each other's experiences in applying trauma-informed care.
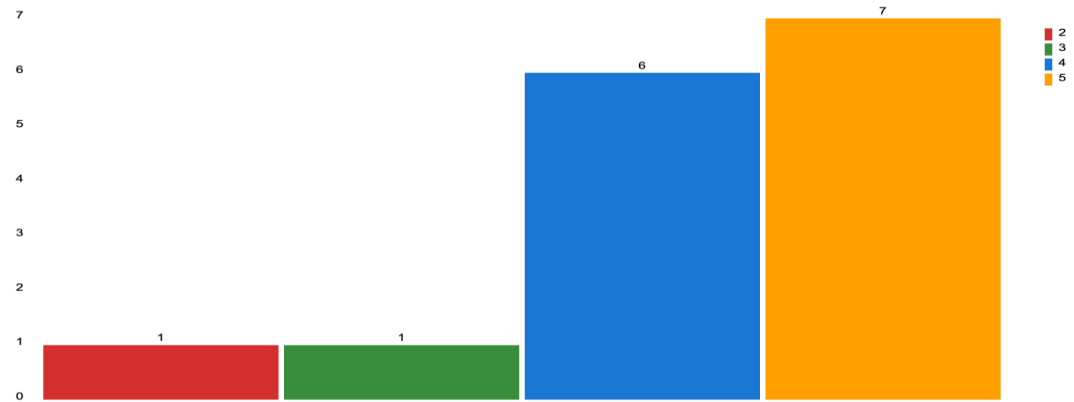
3. **Visual Representation:**
   To better understand the data, let's visualize some key aspects:

   a. Overall Satisfaction with the Implementation of Trauma-Informed Care.

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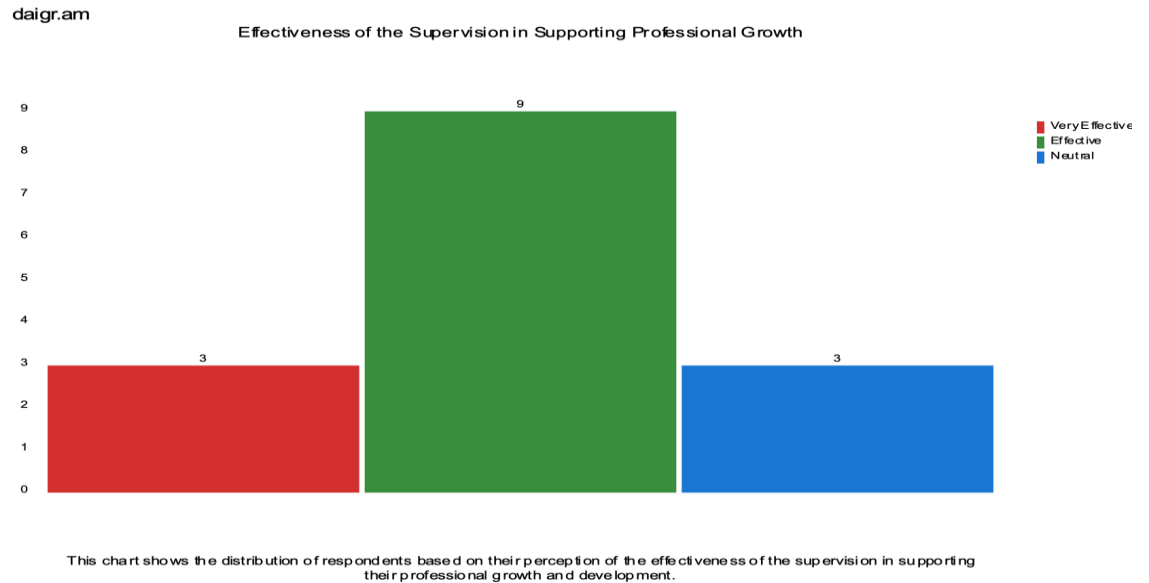Overall Satisfaction with the Supervision Provided

This chart shows the distribution of respondents based on their overall satisfaction with the supervision provided in the residential program.

From the chart, we can observe:

- A significant number of respondents are satisfied with the implementation of trauma-informed care, rating it as 4.
- Several respondents are highly satisfied, rating it as 5.
- Few respondents rated their satisfaction as 2 or 3.

b. Effectiveness of the Residential Program in Implementing Trauma-Informed Care Practices.

Effectiveness of the Supervision in Supporting Professional Growth

This chart shows the distribution of respondents based on their perception of the effectiveness of the supervision in supporting their professional growth and development.

From the chart, we can observe:

- The majority of respondents find the residential program to be effective in implementing trauma-informed care practices.
- A few respondents perceive the program as very effective or moderately effective.

4. Conclusion:

The data suggests that the residential program is doing well in implementing trauma-informed care practices. Most staff members have a good understanding of trauma-informed care principles and feel confident in applying them. They also perceive the program as effective in this regard. However, continuous training, feedback mechanisms, and collaboration among staff can further enhance the implementation of trauma-informed care in the program.

Report on Working Conditions

This is a survey of staff members working in the residential program, focusing on their working conditions, communication, workload, support, and overall satisfaction.

1. **Key Findings:**
   a. **Working Conditions:** Most respondents rate the physical working conditions as good or excellent.
   b. **Resources:** The majority of respondents have access to the necessary equipment and resources most of the time.
   c. **Communication:** Communication within the program is generally rated as good or excellent.
   d. **Workload:** Most respondents find their workload to be manageable, though some find it heavy.
   e. **Support:** A significant number of respondents feel supported in maintaining a healthy work-life balance and in facing challenges in their role.
   f. **Recognition:** Most respondents occasionally receive recognition or incentives for their performance.
   g. **Value:** The majority of respondents feel valued or very valued as staff members.
   h. **Teamwork:** Teamwork and support among colleagues are generally rated as good or excellent.
   i. **Overall Satisfaction:** Most respondents rate their overall satisfaction with the working conditions as 4 or 5 (on a scale of 1 to 5).

2. **Recommendations:**
   a. **Enhance Communication:** While communication is generally rated as good, there's always room for improvement. Regular team meetings, feedback sessions, and open-door policies can further enhance communication.
   b. **Workload Management:** For those who find their workload heavy, consider redistributing tasks or providing additional support to ensure a balanced workload.
   c. **Recognition and Incentives:** Regularly recognize and reward staff performance to boost morale and motivation.
   d. **Resources and Equipment:** Ensure that all staff members have consistent access to the necessary equipment and resources to perform their job effectively.

3. **Visual Representation:**
   To better understand the data, let's visualize some key aspects:

   a. Overall Satisfaction with the Working Conditions.

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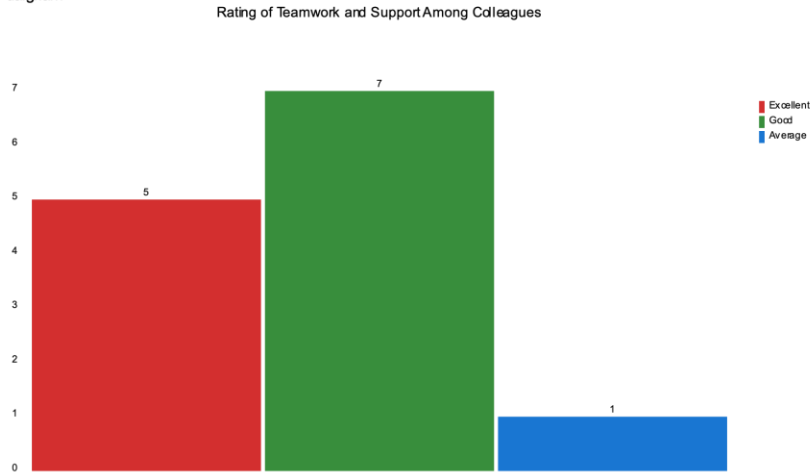Overall Satisfaction with the Working Conditions

This chart shows the distribution of respondents based on their overall satisfaction with the working conditions in the residential program.

From the chart, we can observe:

- A significant number of respondents are satisfied with the working conditions, rating it as 4.
- Several respondents are highly satisfied, rating it as 5.
- Few respondents rated their satisfaction as 2.

b. Rating of Teamwork and Support Among Colleagues.

Rating of Teamwork and Support Among Colleagues

This chart shows the distribution of respondents based on their rating of teamwork and support among colleagues in the residential program.

From the chart, we can observe:

- A significant number of respondents rate the teamwork and support among colleagues as good.
- Several respondents rate it as excellent.
- A few respondents rate it as average.

4. Conclusion:

The data suggests that the residential program provides a conducive working environment for its staff. Most staff members are satisfied with the working conditions, feel valued, and experience good teamwork and support among colleagues. However, there's always room for improvement, and the program can consider the feedback and suggestions provided by the staff to further enhance the working conditions and overall satisfaction.