

Department of Health & Human Services

DHHS

N E B R A S K A

**2015**

**Employee**

**Survey**

**Results**

## **Index**

- [Executive Summary](#)
- [Annual Employee Survey Summary](#)
- [DHHS Departmental Results](#)
  - ❖ [DHHS Division Comparison](#)
  - ❖ [DHHS Facilities Scores](#)
  - ❖ [DHHS Facilities Comparison](#)
  - ❖ [DHHS Customer Service Centers Scores](#)
  - ❖ [DHHS Customer Service Centers Comparison](#)
  - ❖ [DHHS Historical Scores](#)
  - ❖ [DHHS Supervisor and Non-supervisor Scores](#)
  - ❖ [DHHS Years of Services Scores](#)
- [Behavioral Health Results](#)
  - ❖ [Lincoln Regional Center](#)
  - ❖ [Hastings Regional Center](#)
  - ❖ [Norfolk Regional Center](#)
- [Children & Family Services Results](#)
  - ❖ [Scottsbluff Customer Service Center](#)
  - ❖ [Fremont Customer Service Center](#)
  - ❖ [YRTC - Geneva](#)
  - ❖ [YRTC - Kearney](#)
- [Developmental Disabilities Results](#)
  - ❖ [Beatrice State Developmental Center](#)
- [Medicaid & Long-Term Care Results](#)
  - ❖ [Lincoln Customer Service Center](#)
  - ❖ [Lexington Customer Service Center](#)
- [Public Health Results](#)
- [Veterans' Homes Results](#)
  - ❖ [Grand Island Veterans' Home](#)
  - ❖ [Norfolk Veterans' Home](#)
  - ❖ [Western Nebraska Veterans' Home](#)
  - ❖ [Eastern Nebraska Veterans' Home](#)

## **Index**

- [Communication and Legislative Services](#)
- [Information Systems and Technology](#)
- [Legal Services](#)
- [Human Resources and Development](#)
- [Support Services](#)
- [Financial Services](#)

**DHHS Employee Survey – 2015  
Executive Summary**

The DHHS Employee Survey for 2015 focused on Communication and Trust based on the previous four years of Employee Surveys as the lowest rated areas of all dimensions. This Executive Summary highlights the results of this year’s survey and is supplemented by a detailed Narrative, comparison charts (between Divisions and Facilities), and survey results categorized by supervisor versus non-supervisor and years of service.

**Overview**

2015 Survey Participation Rate: 62% (3,596 of 5,783 sent out); 26% increase from 2014

<b>Overall</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
<b>Total Survey Participation</b>	2,276	2,760	3,779	2,862

<b>Supervisor/Non-Supervisor</b>	<b>Supervisor</b>	<b>Non-Supervisor</b>
<b>Respondents</b>	658	2,938

<b>Years of Service</b>	<b>&lt; 1</b>	<b>1-2</b>	<b>3-5</b>	<b>6-10</b>	<b>11-20</b>	<b>&gt; 20</b>
<b>Respondents</b>	458	716	525	496	623	778

<b>Division</b>	<b>Number of responses</b>	<b>Number of surveys sent</b>	<b>Response rate</b>
Behavioral Health	402	853	47.1%
Child and Family Services	1,189	1,672	71.1%
Developmental Disabilities	559	893	62.6%
Medicaid and Long-Term Care	445	597	74.5%
Operations	325	443	73.4%
Public Health	340	455	74.7%
Veterans’ Homes	336	870	38.6%
<b>Total</b>	<b>3,596</b>	<b>5,783</b>	<b>62.2%</b>

Facility	Number of responses	Number of surveys sent	Response rate
Hastings Regional Center	39	94	41.5%
Lincoln Regional Center	240	536	44.8%
Norfolk Regional Center	101	200	50.5%
Eastern Nebraska Veterans' Home	72	179	40.2%
Grand Island Veterans' Home	138	340	40.6%
Norfolk Veterans' Home	78	221	35.3%
Western Nebraska Veterans' Home	41	122	33.6%
Youth Rehabilitation and Treatment Center - Geneva	56	98	57.1%
Youth Rehabilitation and Treatment Center - Kearney	76	155	49.0%
Beatrice State Developmental Center	298	591	50.4%
<b>Total</b>	<b>1,139</b>	<b>2,536</b>	<b>44.9%</b>

### **Format**

The 2015 DHHS Annual Employee Survey was made of 32 statements, 4 ranking charts, and 2 text boxes for comments. Respondents used a 6-level Likert-Type Scale to express their level of agreement to those statements, each level was converted into a numerical score for statistical analysis.

The 32 statements represented 6 Dimensions:

- Nature of Communication
- Communication Flow
- Knowledge Sharing
- Quality of Communication
- Timeliness
- Barriers

## Analysis

The average score for the Department of the survey was **3.13** (out of 5).

Divisions	BH	CFS	DD	MLTC	OPS	PH	VH
<b>Average Total Scores</b>	3.25	3.20	2.97	3.08	3.29	3.05	2.98

Supervisor/Non-Supervisor	Supervisor	Non-Supervisor
<b>Average Total Scores</b>	3.32	3.09

Years of Service	< 1	1-2	3-5	6-10	11-20	> 20
<b>Average Total Scores</b>	3.39	3.22	3.11	3.09	3.00	3.05

Facility (total respondents)	Average Total Scores
Hastings Regional Center (39)	3.53
Lincoln Regional Center (240)	3.31
Norfolk Regional Center (101)	2.97
Eastern Nebraska Veterans' Home (72)	3.09
Grand Island Veterans' Home (138)	3.00
Norfolk Veterans' Home (78)	2.70
Western Nebraska Veterans' Home (41)	3.16
Youth Rehabilitation and Treatment Center – Geneva (56)	3.14
Youth Rehabilitation and Treatment Center – Kearney (76)	3.31
Beatrice State Developmental Center (298)	2.93
<b>Total Average for Facilities</b>	<b>3.08</b>

<b>Customer Service Centers (total respondents)</b>	<b>Average Total Scores</b>
Lexington (42)	3.48
Lincoln (83)	2.82
Fremont (103)	3.45
Scottsbluff (74)	3.38
<b>Total Average for Customer Service Centers</b>	<b>3.26</b>

The three highest rated statements were:

- (4.02) “My coworkers and I readily share important information with each other that is critical to successfully performing our jobs”
- (3.93) “I know what my immediate supervisor expects of me”
- (3.92) “Most of the information I receive from my supervisor is accurate and trustworthy”

The three lowest rated statements were:

- (1.52) “In order to share ideas/information with top management in my division, I must go through my supervisor”
- (2.30) “I have been delayed in being able to perform my job because I do not have the information I need from others”
- (2.35) “Top management often seems hesitant to communicate news about the organization to lower level employees”

Comparison of the five statistical significant statements from previous surveys:

- “The information I need to do my job is available”
  - o From 2011 to 2013 there was a steady increase and peak at 3.71, but a decline over the last two years 3.50 for 2015.
- “Communication is clear”
  - o There has been a steady increase since 2011, with a spike in 2013 of 3.00 and reaching 3.02 this year.
- “I know what my immediate supervisor expects of me”
  - o This statement has been consistent over the years with a slight decrease in 2014, but stabilizing to the mean for 2015 at 3.93, a significant increase from baseline.
- “It is safe to be open and honest at work”
  - o The first couple of years showed low scores (2.73 and 2.70) with a significant increase in 2013 to 3.05 and pretty stable over the last two years to bring it to a current rate of 2.98.
- “It is safe to voice my opinion”
  - o There were steady increases the first three years peaking in 2013 at 3.10 and a decrease to 3.05 in 2014, dropping significantly in 2015 to a low of 2.52.

When asked about communication methods related to their job and obtaining DHHS information:

- Methods ranked highest of most used:
  - o Email
  - o Self-Seeking
  - o Coworkers (verbal)
  
- Methods listed as top ranked for needing improvement:
  - o Email
  - o Supervisor (verbal)
  - o Team Meetings (verbal)

## **Recommendations**

Reflecting on the highest rated areas:

- Continue to offer supervisor training on performance management which includes establishing clear and measureable expectations and goals.
- Use the variety of communication methods available, not relying on just one or two methods

Focusing on the lowest rated areas and opportunities for improvement:

- Emphasis should be placed on improving communication at all levels
- Emphasize supervisor's role in creating an environment safe to voice ones opinions and to be open and honest

Action Plan areas:

- Supervisor training – continue to promote A.C.T. – Accountability, Bridges to Communication, and Trust sessions; received Senior Leader and Administrator encouragement and support
- Provide a variety of training sessions to enhance effective meetings and team building
- Research methods for more appropriate use of emails as a form of communication; assist in managing, organizing, choosing the right form of communication, and being concise.

## **Communication Plan**

The HR Administrator and Regional Manager will brief the CEO, COO, and each Division Directors individually about their respective survey results to include a variety of comparison charts for their areas. They will be offered the opportunity to request any additional resources they would need for further data analysis and communication strategies with their leaders and employees.

HR will also brief Deputy Directors, Administrators, and attend scheduled leadership and team meetings to brief results of the survey to supervisors so they will be able to communicate the results of the survey to their teams. They would include:

- Creating a positive work culture using communication and trust
- Dealing with perceptions
- Clear understanding of retaliation policy and avenues for employees to use

Leading by example  
Deliberate communication

Additional communication venues will include:

Email from the CEO  
Summary in the next edition of Connections  
Neat to Know articles  
HR employee intranet site

## 2015 DHHS Annual Employee Survey Summary

The 2015 DHHS Annual Employee Survey had 3,596 respondents, a 25.65% increase in response compared to 2,862 in 2014. There were:

- 402 (11.18%) respondents from Behavioral Health
- 1,189 (33.06%) from Children and Family Services
- 559 (15.55%) from Developmental Disabilities
- 445 (12.37%) from Medicaid and Long-Term Care
- 325 (9.04%) from Operations
- 340 (9.46%) from Public Health
- 336 (9.34%) from Veterans' Homes

The 3,596 respondents to the survey were out of a possible 5,783, resulting in a response rate of 62.18% for the 2015 DHHS Annual Employee Survey. Among all divisions:

- Public Health had the highest response rate of 74.73% followed by
- Medicaid and Long-Term Care (74.54%)
- Operations (73.36%)
- Children and Family Services (71.11%)
- Developmental Disabilities (62.60%)
- Behavioral Health (47.13%)
- Veterans' Homes (38.62%)

The 2015 DHHS Annual Employee Survey had a focus on communication as it was a constant area of interest from the past DHHS annual employee surveys. The survey was made of 32 statements, 4 ranking charts, and 2 text boxes for comments.

Respondents used a 6-level Likert-Type Scale to express their level of agreement for those 32 statements, each level was later converted into a numerical score for statistical analysis.

There were 25 statements that used the following rating scale:

- 0 for "Strongly disagree"
- 1 for "Disagree"
- 2 for "Slightly disagree"
- 3 for "Slightly agree"
- 4 for "Agree"
- 5 for "Strongly agree"

There were seven statements that used the following rating scale:

- 0 for "Strongly Agree"
- 1 for "Slightly agree"
- 2 for "Agree"
- 3 for "Slightly disagree"
- 4 for "Disagree"
- 5 for "Strongly Disagree"

The seven statements that used the previous rating scale were:

- “I have been delayed in being able to perform my job because I do not have the information I need from others”
- “I usually hear about DHHS events months after they have happened”
- “In order to share ideas/information with top-management in my division, I must go through my supervisor”
- “In my division, there tends to be one or two people who withhold important information”, “Top-management often seems hesitant to communicate news about the organization to lower level employees”
- “My division does not appear committed to keeping the channels of communication open”
- “My division does not encourage the sharing of information among different units”

Those 32 statements also represent a total of 6 dimensions:

- Nature of Communication
- Communication Flow
- Knowledge Sharing
- Quality of Communication
- Timeliness
- Barriers

The average score for the entire agency was 3.13.

The highest rated statements were:

- “My coworkers and I readily share important information with each other that is critical to successfully performing our jobs” (4.02)
- “I know what my immediate supervisor expects of me” (3.93)
- “Most of the information I receive from my supervisor is accurate and trustworthy” (3.92)

The lowest rated statements were:

- “In order to share ideas/information with top-management in my division, I must go through my supervisor” (1.52)
- “I have been delayed in being able to perform my job because I do not have the information I need from others” (2.30)
- “Top-management often seems hesitant to communicate news about the organization to lower level employees” (2.35)

The dimension Quality of Communication had the highest mean score of 3.61, and the dimension Barriers had the lowest score of 2.47.

The average score for each division in descending order were:

- Operations (3.29)
- Behavioral Health (3.25)
- Children and Family Services (3.20)
- Medicaid and Long-Term Care (3.08)
- Public Health (3.05)
- Veterans' Homes (2.98)
- Developmental Disabilities (2.97)

Among the 3,596 respondents, 658 were supervisors, leaving 2,938 as non-supervisors. The average score for supervisors was 3.32, whereas the average score for non-supervisor was 3.09. The average score difference between those 2 groups was statistically significant. Moreover, for all 6 dimensions, supervisors had statistically significant higher scores than non-supervisors.

In regards to years of service, employees with less than one year of service had the highest average score of 3.39, the average scores kept decreasing when years of service increased and hit the lowest with the group of 11 to 20 years of service (3.00), the score then bounced back moving to the next group of 21 and more years of service (3.05). There were:

- 458 respondents with less than one year of service
- 716 with one to two years of service
- 525 with three to five years of service
- 496 with six to ten years of service
- 623 with 11 to 20 years of service
- 778 with 21 or more years of service

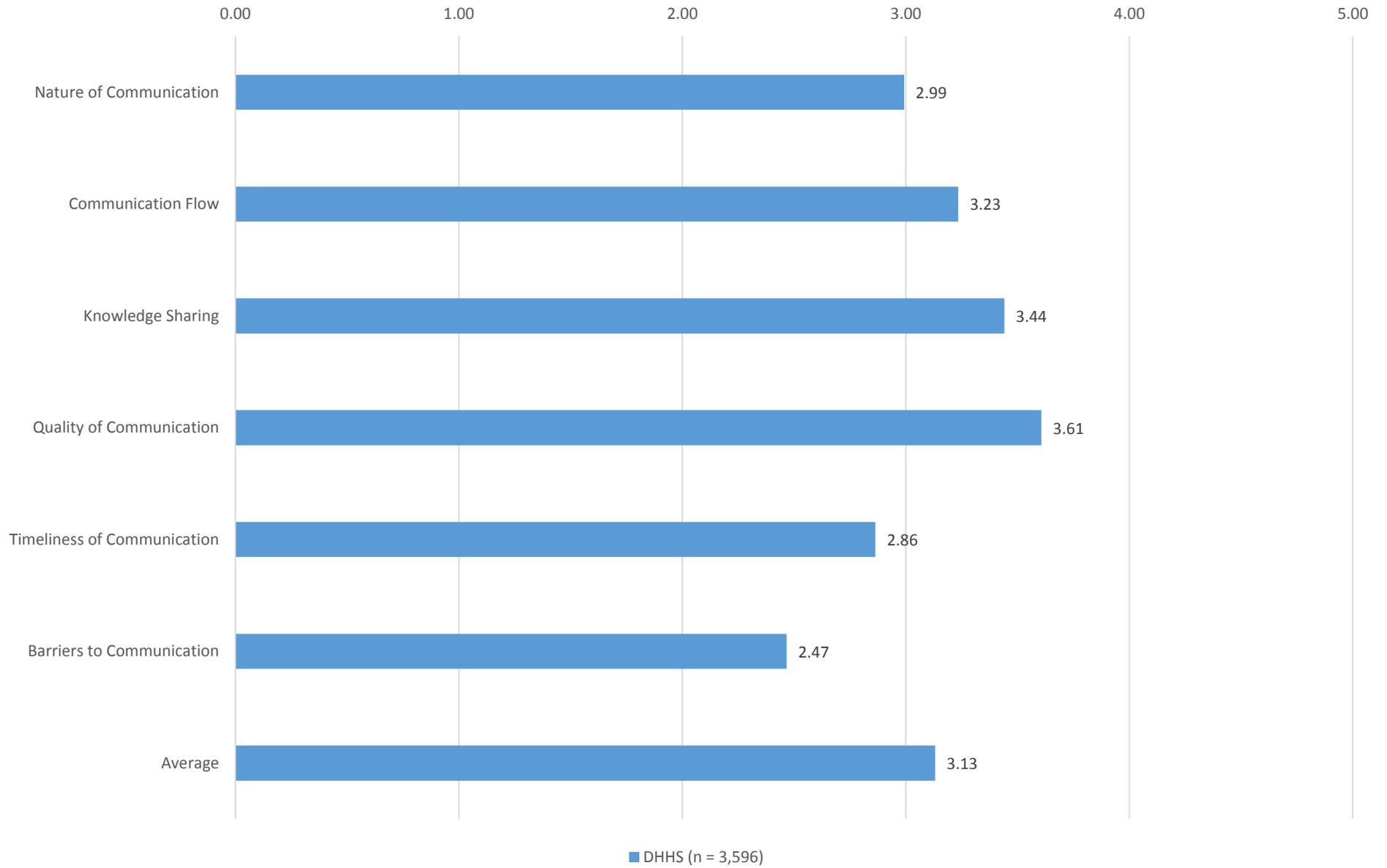
The 4 ranking charts asked respondents on their most frequently used communication methods, and on what communication methods they mostly want to see being improved. For the entire agency, email was most frequently used for both getting information to perform daily job and getting DHHS information, it was also ranked as the top communication method that needs to be improved. Each level of the scale was converted to a numerical score. For level of frequency,

- 1 was used for "Never"
- 2 was used for "Seldom"
- 3 was used for "Sometimes"
- 4 was used for "Frequently"
- 5 was used for "Always"

For priority level of improvement,

- 0 was used for "Not a priority"
- 1 was used for "Low Priority"
- 2 was used for "Somewhat Priority"
- 3 was used for "Moderate Priority"
- 4 was used for "High Priority"
- 5 was used for "Essential Priority"

# DHHS Total DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information

## DHHS Total (n = 3,596)

### DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.51
2	Self-seeking	4.07
3	Coworkers (verbal)	4.01
4	Supervisor (verbal)	3.82
5	Team meetings (verbal)	3.52
6	Phone/Voicemail	3.38
7	Intranet - Division pages	3.26
8	Memos/Faxes	3.01

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.59
2	Supervisor (verbal)	3.37
3	Team meetings (verbal)	3.20
4	Coworkers (verbal)	3.09
5	Self-seeking	2.90
6	Intranet - Division pages	2.54
7	Phone/Voicemail	2.35
8	Memos/Faxes	2.23

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information

## DHHS Total (n = 3,596)

### DHHS Annual Employee Survey 2015

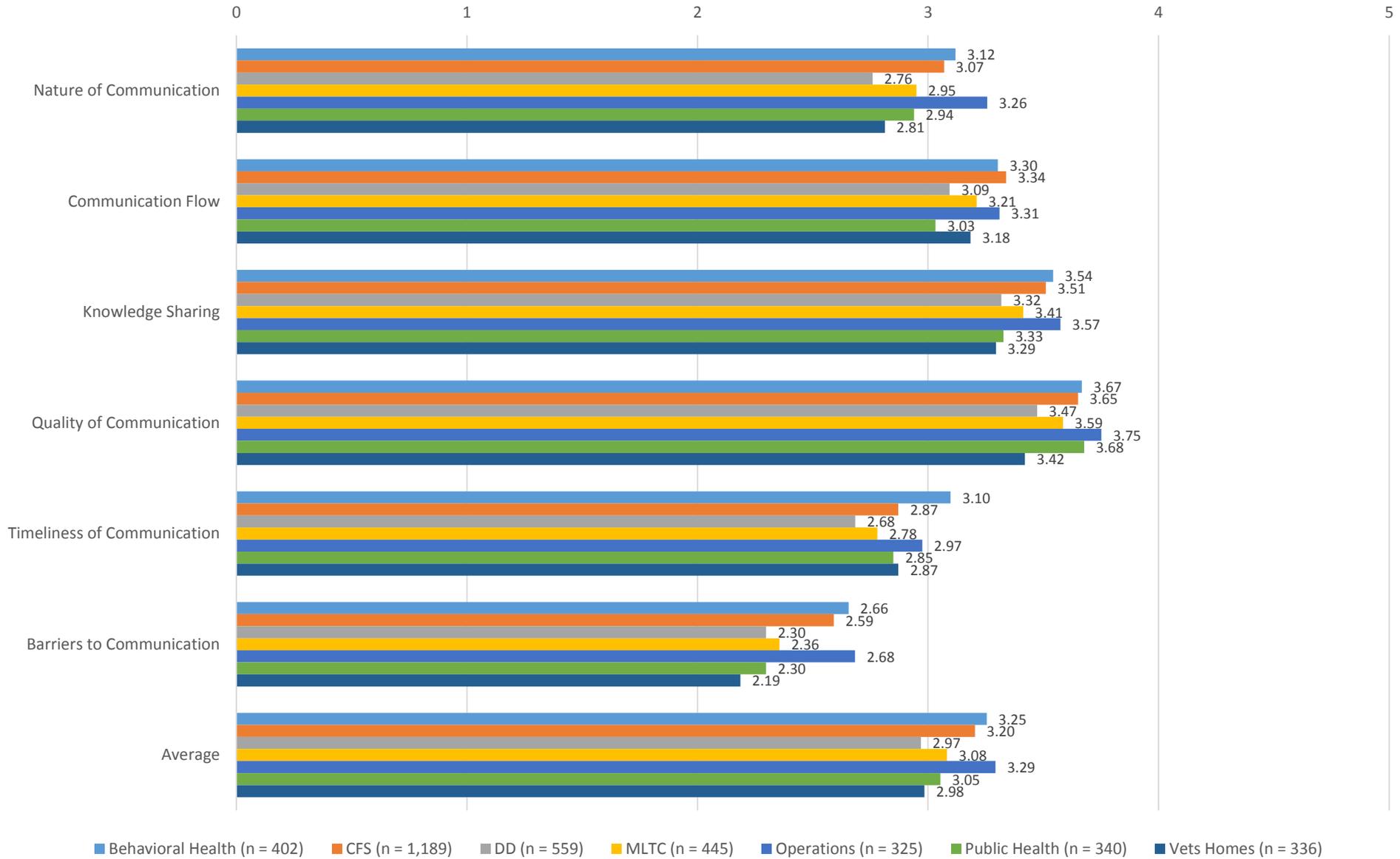
Rank	Communication Methods Used *	Score
1	Email	4.36
2	Self-seeking	3.93
3	Coworkers (verbal)	3.88
4	Supervisor (verbal)	3.79
5	Team meetings (verbal)	3.48
6	Phone/Voicemail	3.16
7	Memos/Faxes	2.99
8	DHHS Connections	2.96
9	Intranet - "Neat to know" and "In the box"	2.81
10	Intranet - Division pages	2.81
11	Intranet - News	2.76
12	Facility Publications/Newsletters	2.66
13	DHHS Social Media (Twitter and Facebook)	1.54

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

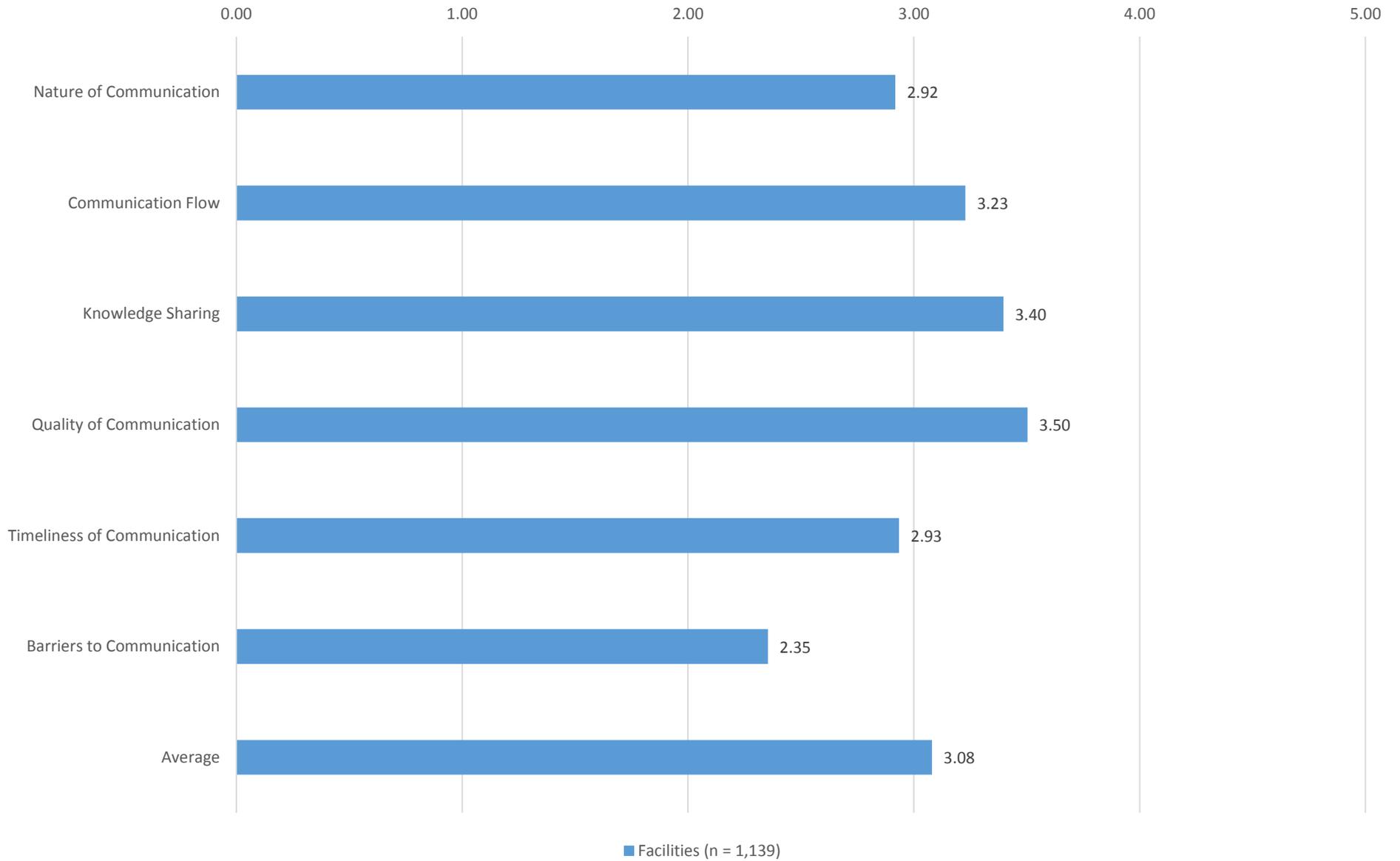
Rank	Communication Methods Improvement Priority**	Score
1	Email	3.43
2	Supervisor (verbal)	3.20
3	Team meetings (verbal)	3.09
4	Self-seeking	2.72
5	Intranet - Division pages	2.41
6	Memos/Faxes	2.33
7	Phone/Voicemail	2.26
8	Intranet - News	2.06
9	Facility Publications/Newsletters	1.99
10	DHHS Connections	1.98
11	Intranet - "Neat to know" and "In the box"	1.93
12	DHHS Social Media (Twitter and Facebook)	1.19

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

## Comparison by Divisions Employee Survey Responses DHHS Annual Employee Survey 2015



### Facilities Total DHHS Annual Employee Survey 2015



## Obtaining Job-Related Information Total Facilities (n = 1,139) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.35
2	Coworkers (verbal)	4.06
3	Self-seeking	3.88
4	Supervisor (verbal)	3.81
5	Team meetings (verbal)	3.41
6	Phone/Voicemail	3.29
7	Intranet - Division pages	2.74
8	Memos/Faxes	2.68

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.50
2	Supervisor (verbal)	3.48
3	Coworkers (verbal)	3.34
4	Team meetings (verbal)	3.27
5	Self-seeking	2.89
6	Phone/Voicemail	2.55
7	Intranet - Division pages	2.06
8	Memos/Faxes	2.06

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information

## Total Facilities (n = 1,139)

### DHHS Annual Employee Survey 2015

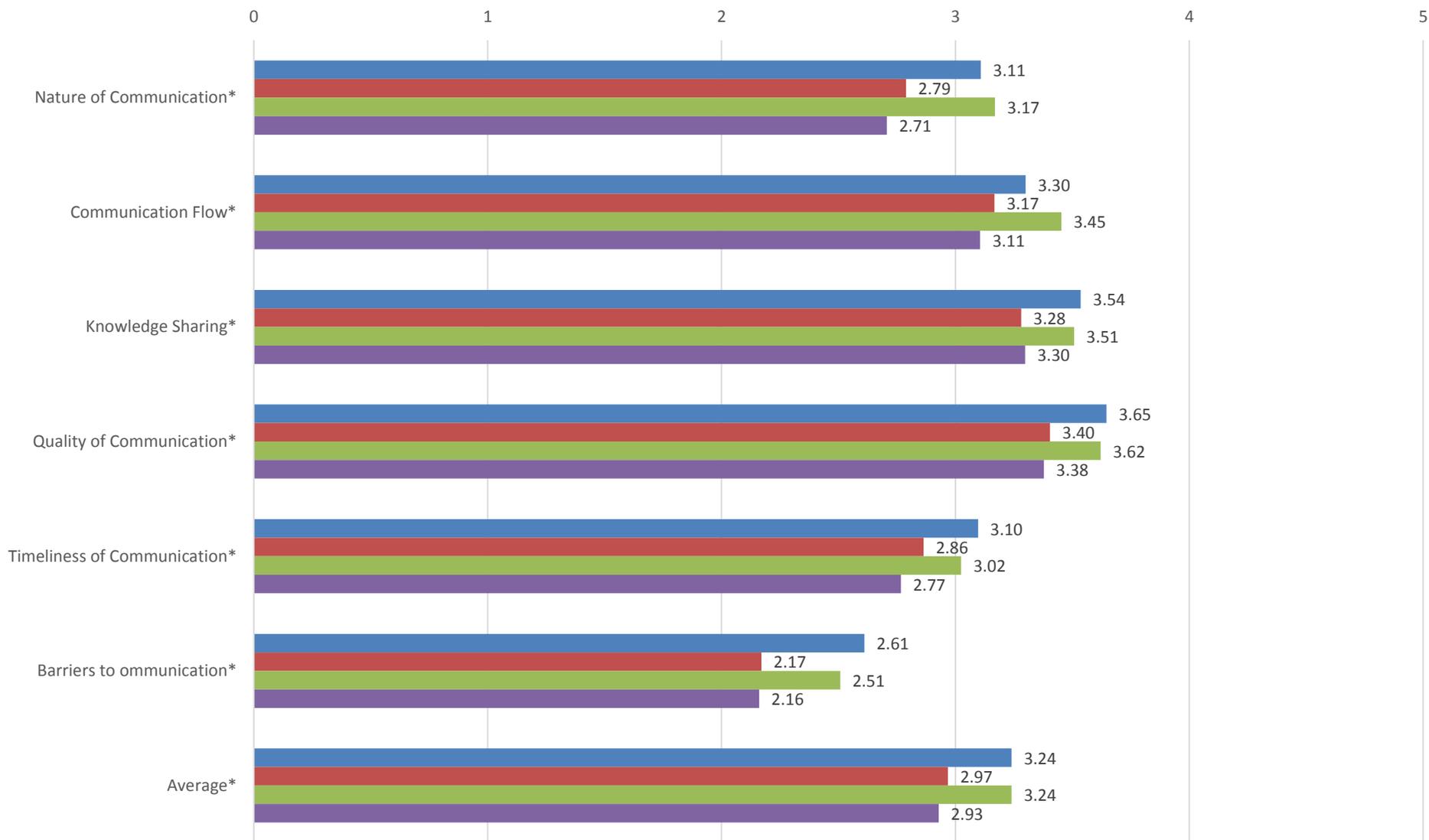
Rank	Communication Methods Used *	Score
1	Email	4.21
2	Coworkers (verbal)	3.81
3	Supervisor (verbal)	3.72
4	Self-seeking	3.68
5	Team meetings (verbal)	3.29
6	Phone/Voicemail	3.07
7	DHHS Connections	2.97
8	Facility Publications/Newsletters	2.87
9	Memos/Faxes	2.69
10	Intranet - "Neat to know" and "In the box"	2.64
11	Intranet - News	2.53
12	Intranet - Division pages	2.40
13	DHHS Social Media (Twitter and Facebook)	1.50

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.36
2	Supervisor (verbal)	3.26
3	Team meetings (verbal)	3.09
4	Self-seeking	2.71
5	Phone/Voicemail	2.44
6	Memos/Faxes	2.25
7	Facility Publications/Newsletters	2.18
8	DHHS Connections	2.12
9	Intranet - Division pages	2.01
10	Intranet - News	1.97
11	Intranet - "Neat to know" and "In the box"	1.90
12	DHHS Social Media (Twitter and Facebook)	1.20

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

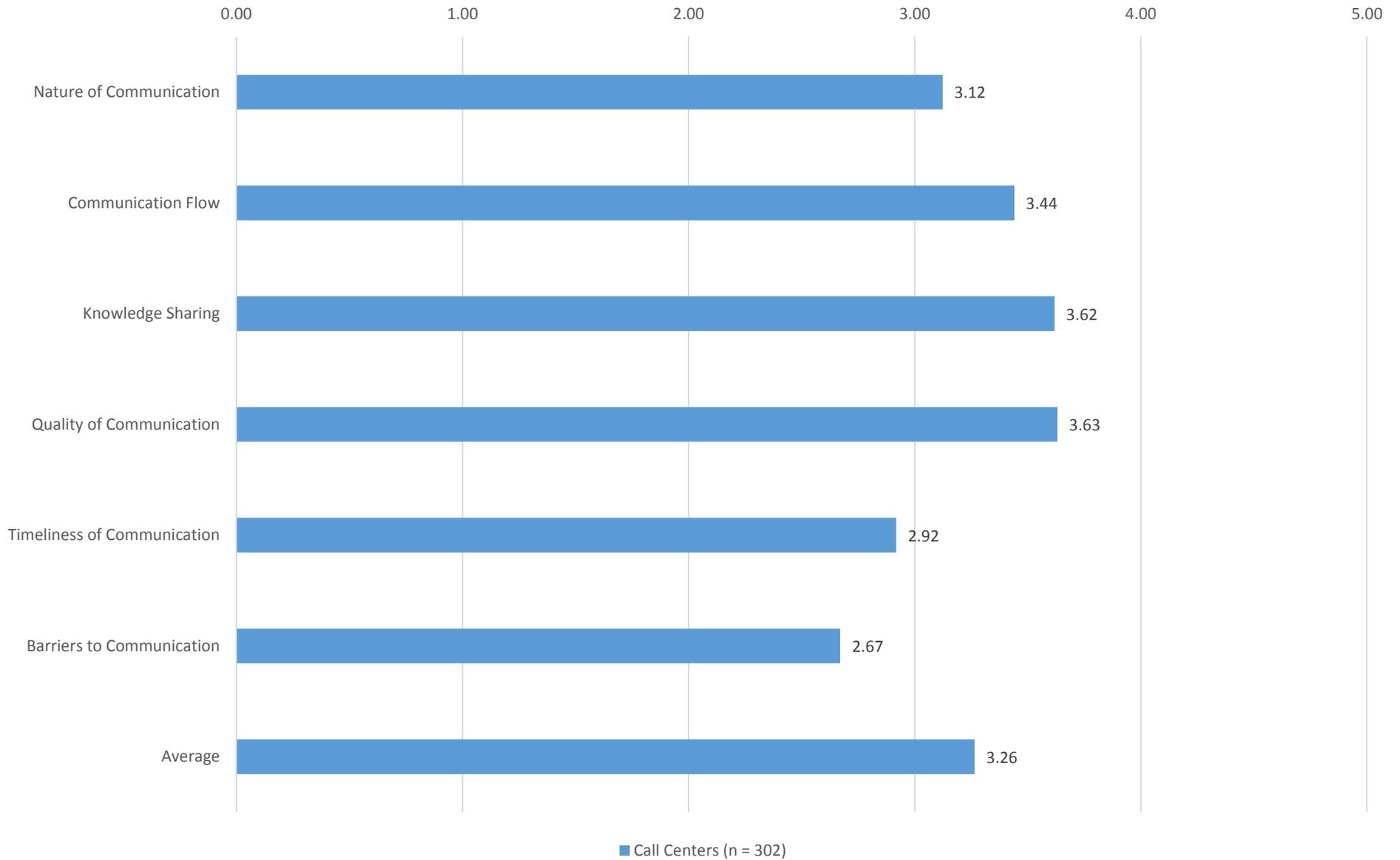
## Comparison of Regional Centers, Vets Homes, YRTC's and BSDC DHHS Annual Employee Survey 2015



\*Statistically Significant Difference

■ Regional Centers (n = 380)  
 ■ Vets Homes (n = 329)  
 ■ YRTC's (n = 132)  
 ■ BSDC (n = 298)

### Customer Service Centers Total DHHS Annual Employee Survey 2015



## Obtaining Job-Related Information Total Customer Service Centers (n = 302) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.52
2	Self-seeking	4.29
3	Team meetings (verbal)	3.95
4	Coworkers (verbal)	3.94
5	Intranet - Division pages	3.87
6	Supervisor (verbal)	3.75
7	Memos/Faxes	3.32
8	Phone/Voicemail	2.69

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.80
2	Team meetings (verbal)	3.46
3	Supervisor (verbal)	3.35
4	Intranet - Division pages	3.24
5	Self-seeking	3.17
6	Coworkers (verbal)	2.93
7	Memos/Faxes	2.53
8	Phone/Voicemail	1.75

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information

## Total Customer Service Centers (n = 302)

### DHHS Annual Employee Survey 2015

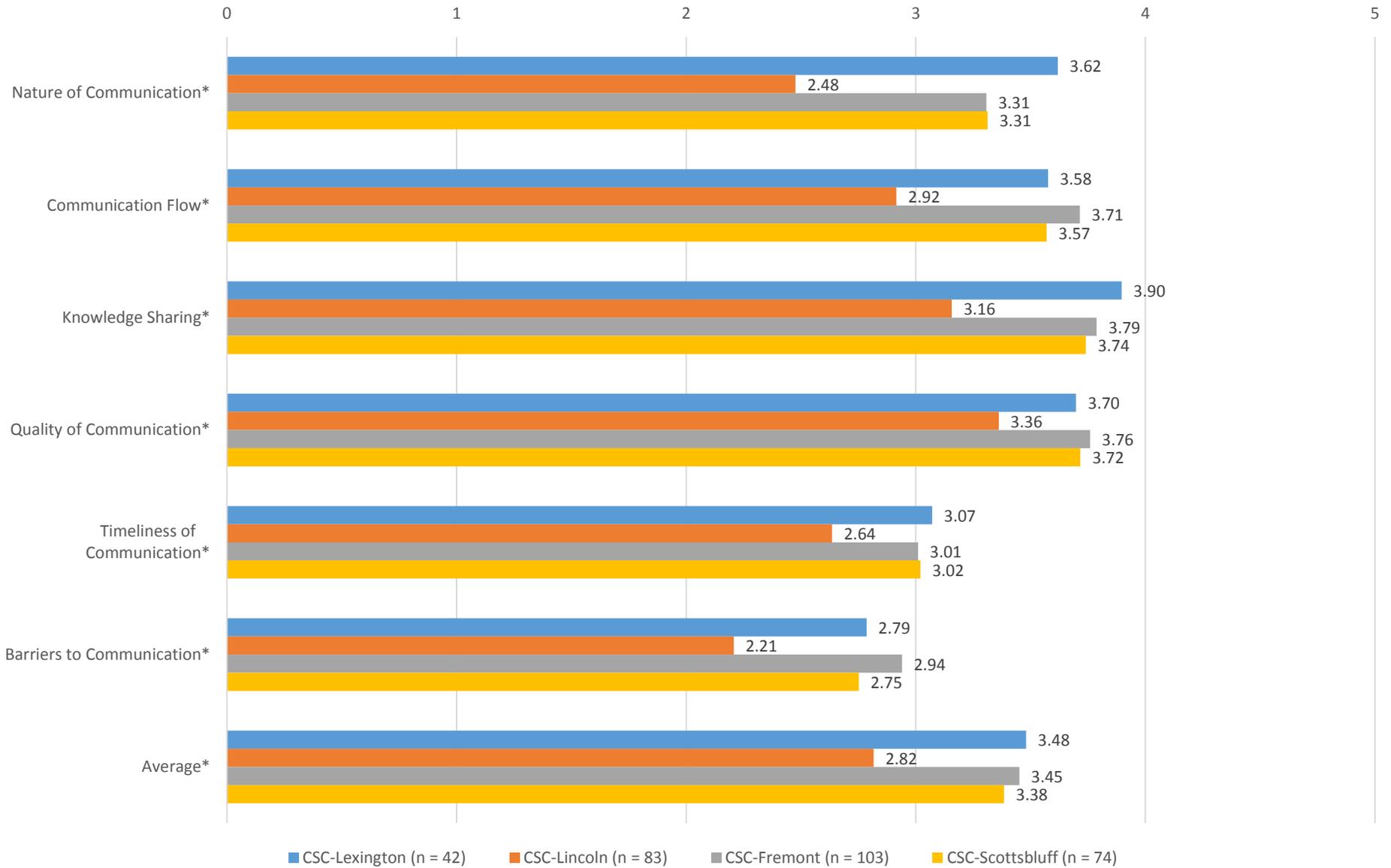
Rank	Communication Methods Used *	Score
1	Email	4.43
2	Self-seeking	4.15
3	Team meetings (verbal)	3.95
4	Coworkers (verbal)	3.89
5	Supervisor (verbal)	3.85
6	Memos/Faxes	3.21
7	Intranet - Division pages	3.11
8	Intranet - "Neat to know" and "In the box"	2.90
9	Intranet - News	2.84
10	DHHS Connections	2.70
11	Phone/Voicemail	2.58
12	Facility Publications/Newsletters	2.51
13	DHHS Social Media (Twitter and Facebook)	1.42

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.70
2	Team meetings (verbal)	3.29
3	Supervisor (verbal)	3.25
4	Self-seeking	3.00
5	Intranet - Division pages	2.85
6	Memos/Faxes	2.61
7	Intranet - News	2.18
8	Intranet - "Neat to know" and "In the box"	2.10
9	Facility Publications/Newsletters	2.01
10	DHHS Connections	1.92
11	Phone/Voicemail	1.71
12	DHHS Social Media (Twitter and Facebook)	1.13

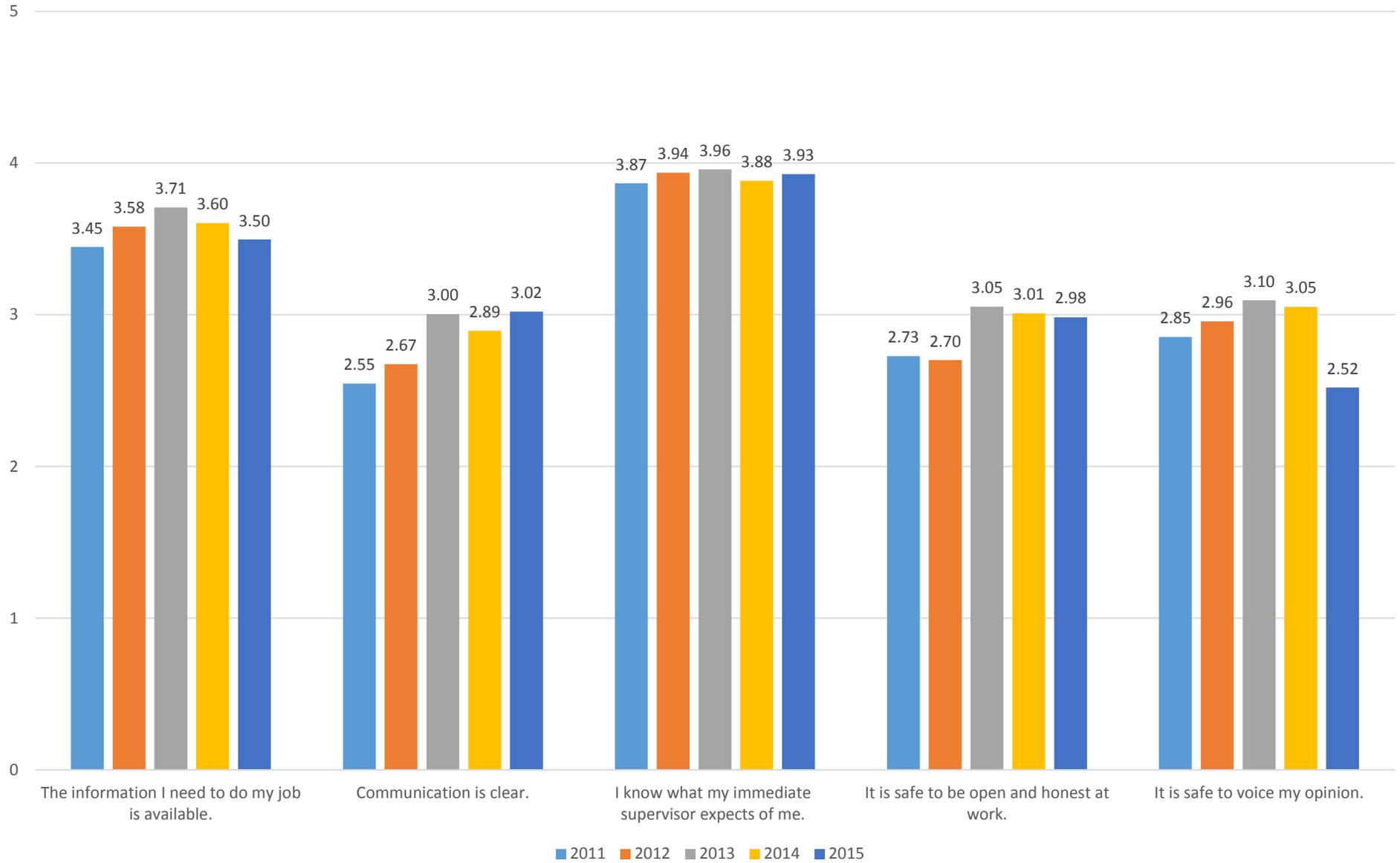
\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

## Comparison of All Customer Service Centers DHHS Annual Employee Survey 2015

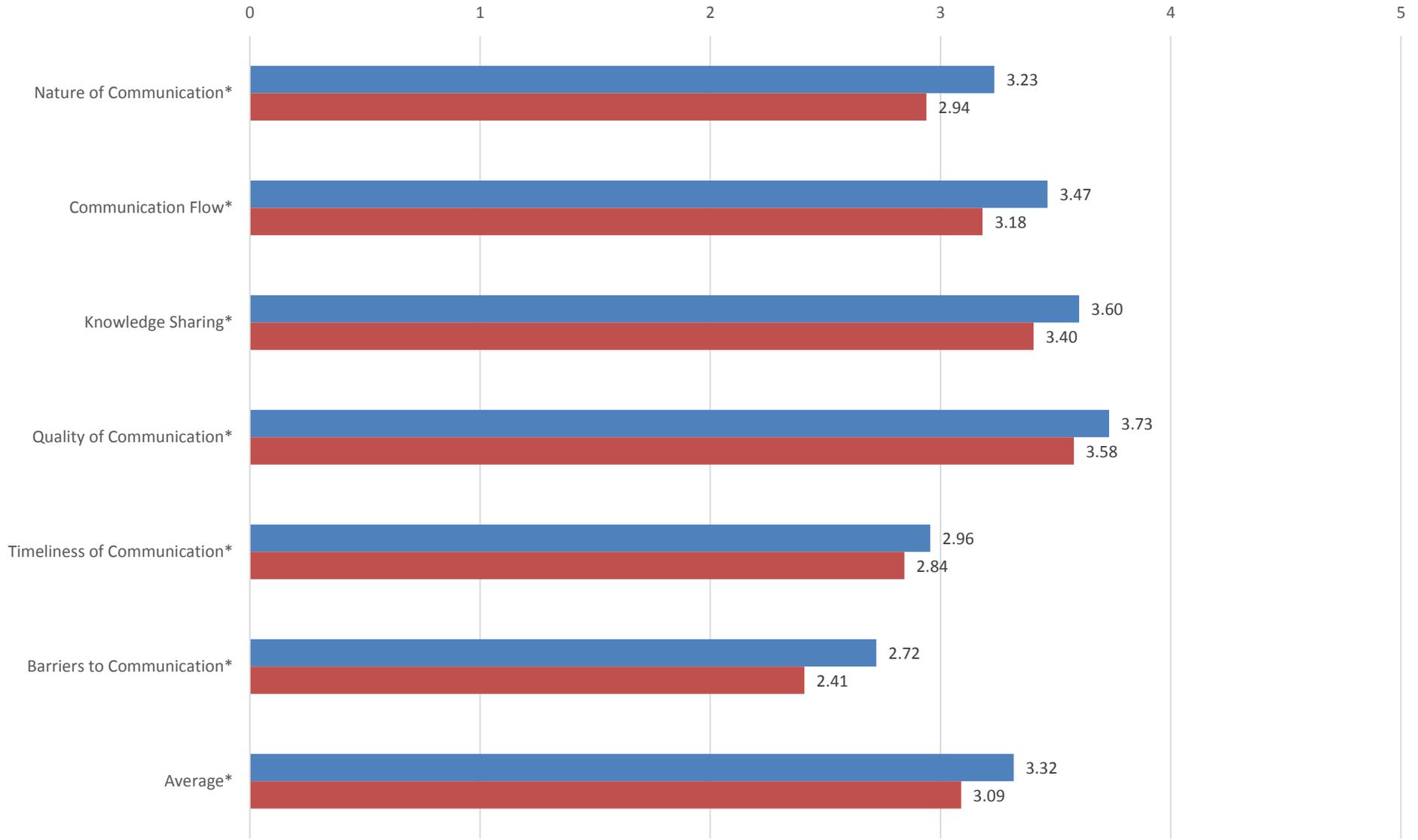


\*Statistically Significant Difference

## Comparison of 5 Consistent Questions from 2011 to 2015 for All DHHS 2015 DHHS Annual Employee Survey



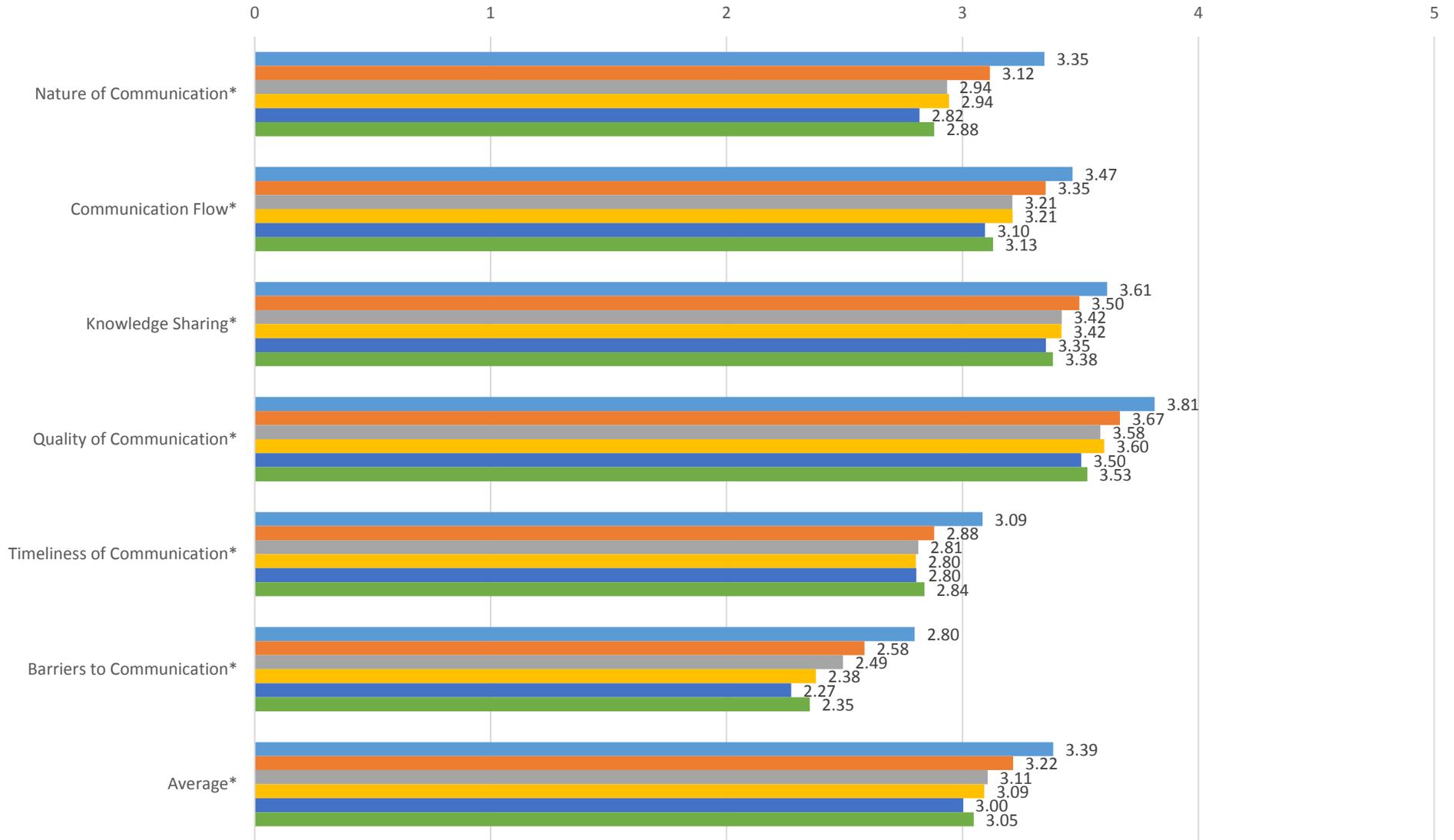
### Comparison of Supervisor and Non-Supervisor for All DHHS DHHS Annual Employee Survey 2015



\*Statistically Significant Difference

■ Supervisor (n = 658) ■ Non-Supervisor (n = 2938)

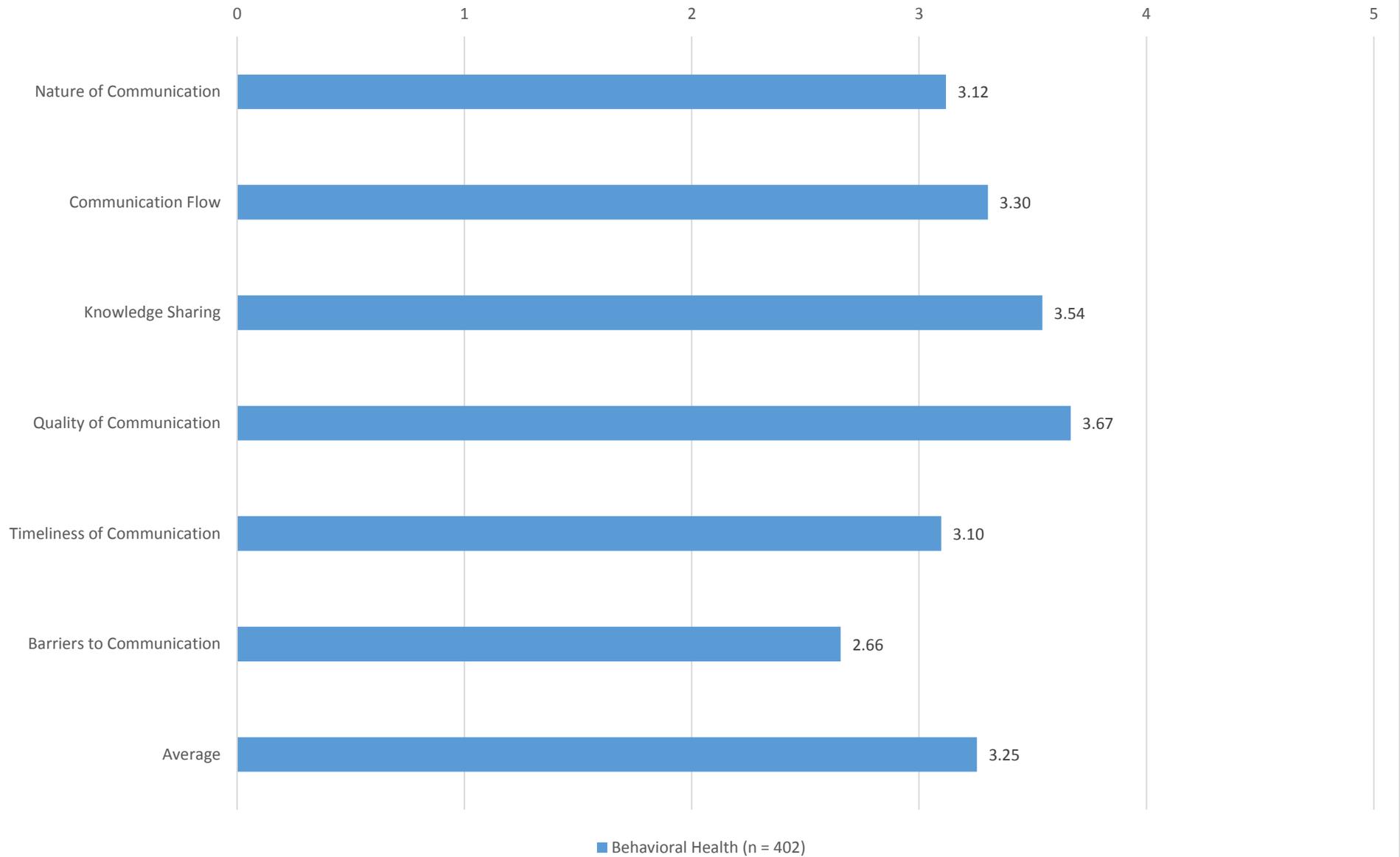
## Comparison of Year of Service Groups for All DHHS DHHS Annual Employee Survey 2015



\*Statistically Significant Difference

■ <1 ■ 1-2 ■ 3-5 ■ 6-10 ■ 11-20 ■ >20

## Behavioral Health DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information Behavioral Health (n = 402) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.32
2	Coworkers (verbal)	4.01
3	Self-seeking	3.90
4	Supervisor (verbal)	3.85
5	Team meetings (verbal)	3.49
6	Phone/Voicemail	3.19
7	Intranet - Division pages	2.75
8	Memos/Faxes	2.70

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.44
2	Supervisor (verbal)	3.36
3	Coworkers (verbal)	3.26
4	Team meetings (verbal)	3.24
5	Self-seeking	2.89
6	Phone/Voicemail	2.40
7	Intranet - Division pages	2.11
8	Memos/Faxes	2.08

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information Behavioral Health (n = 402) DHHS Annual Employee Survey 2015

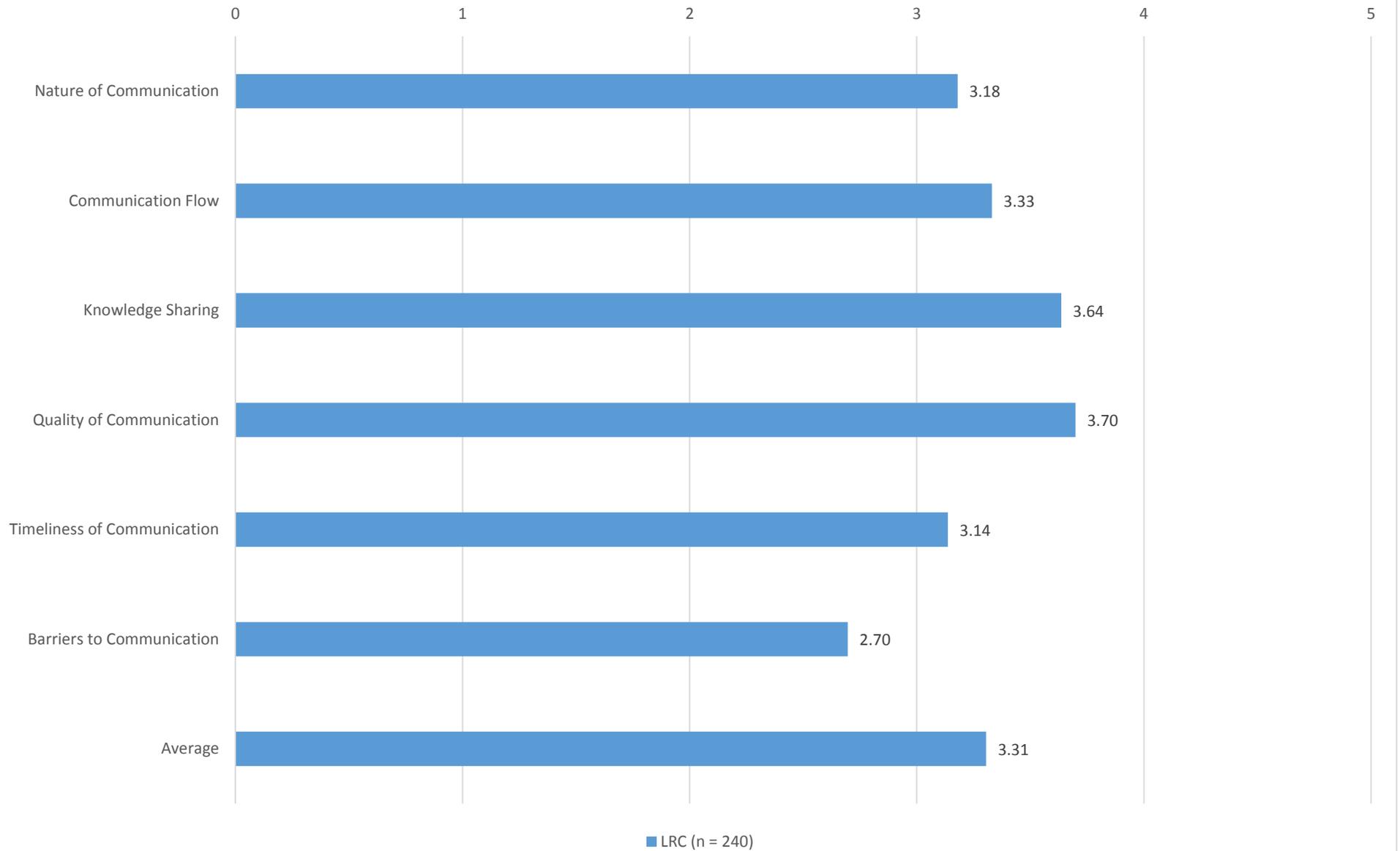
Rank	Communication Methods Used *	Score
1	Email	4.19
2	Coworkers (verbal)	3.82
3	Supervisor (verbal)	3.76
4	Self-seeking	3.71
5	Team meetings (verbal)	3.38
6	DHHS Connections	3.12
7	Facility Publications/Newsletters	3.02
8	Phone/Voicemail	3.00
9	Memos/Faxes	2.74
10	Intranet - "Neat to know" and "In the box"	2.69
11	Intranet - News	2.60
12	Intranet - Division pages	2.41
13	DHHS Social Media (Twitter and Facebook)	1.51

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.32
2	Supervisor (verbal)	3.09
3	Team meetings (verbal)	3.00
4	Self-seeking	2.69
5	Facility Publications/Newsletters	2.27
6	Memos/Faxes	2.26
7	Phone/Voicemail	2.25
8	DHHS Connections	2.21
9	Intranet - Division pages	2.14
10	Intranet - News	2.05
11	Intranet - "Neat to know" and "In the box"	2.00
12	DHHS Social Media (Twitter and Facebook)	1.22

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Lincoln Regional Center DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information LRC (n = 240) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.30
2	Coworkers (verbal)	4.07
3	Self-seeking	3.90
4	Supervisor (verbal)	3.82
5	Team meetings (verbal)	3.53
6	Phone/Voicemail	3.19
7	Intranet - Division pages	2.74
8	Memos/Faxes	2.68

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.41
2	Supervisor (verbal)	3.30
3	Team meetings (verbal)	3.22
4	Coworkers (verbal)	3.22
5	Self-seeking	2.89
6	Phone/Voicemail	2.39
7	Memos/Faxes	2.16
8	Intranet - Division pages	2.04

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information LRC (n = 240) DHHS Annual Employee Survey 2015

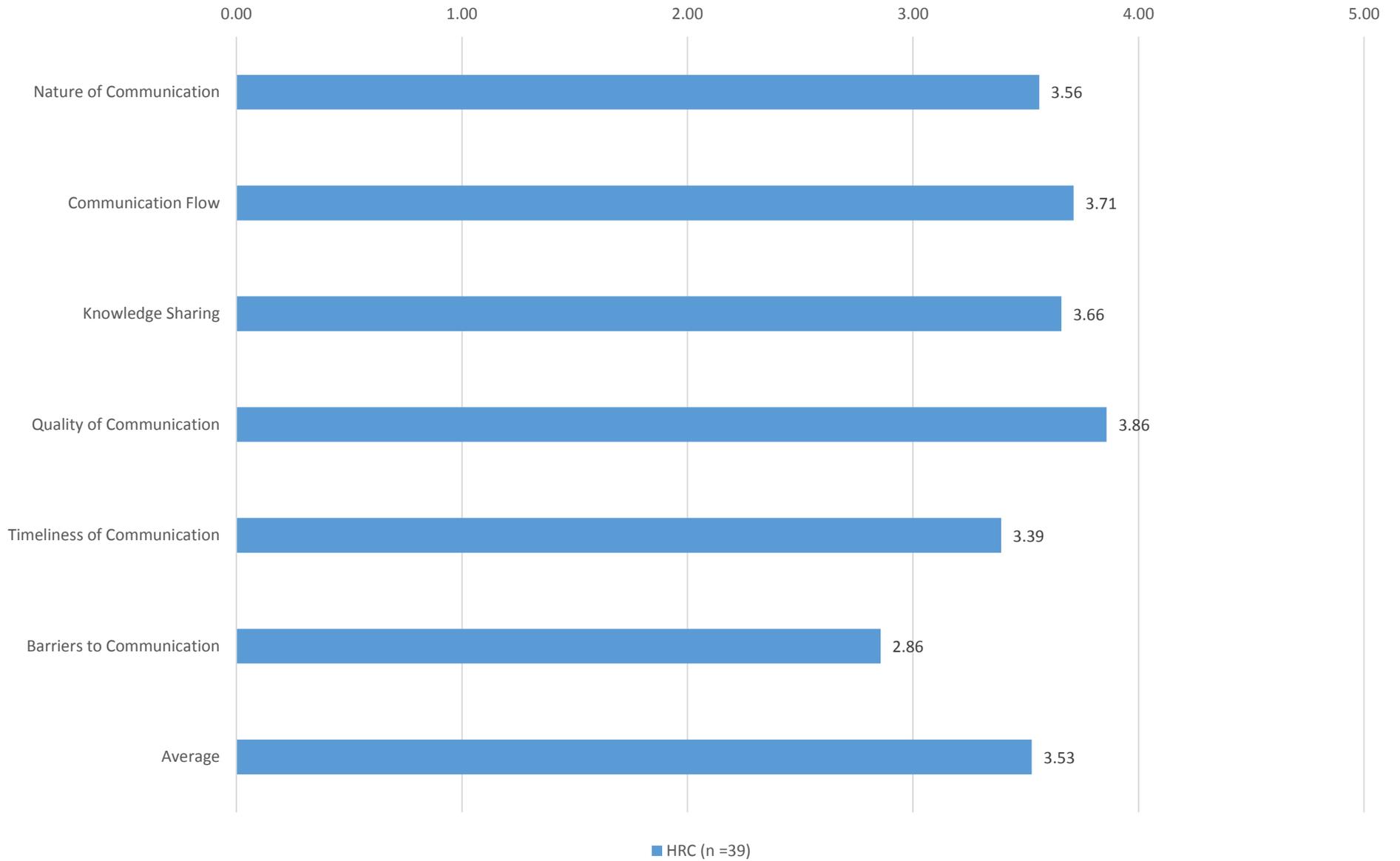
Rank	Communication Methods Used *	Score
1	Email	4.21
2	Coworkers (verbal)	3.86
3	Self-seeking	3.74
4	Supervisor (verbal)	3.74
5	Team meetings (verbal)	3.40
6	DHHS Connections	3.13
7	Phone/Voicemail	3.00
8	Facility Publications/Newsletters	3.00
9	Memos/Faxes	2.82
10	Intranet - "Neat to know" and "In the box"	2.66
11	Intranet - News	2.56
12	Intranet - Division pages	2.37
13	DHHS Social Media (Twitter and Facebook)	1.50

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.33
2	Supervisor (verbal)	3.02
3	Team meetings (verbal)	2.92
4	Self-seeking	2.60
5	Memos/Faxes	2.31
6	Phone/Voicemail	2.20
7	Facility Publications/Newsletters	2.19
8	DHHS Connections	2.17
9	Intranet - Division pages	2.02
10	Intranet - News	1.97
11	Intranet - "Neat to know" and "In the box"	1.93
12	DHHS Social Media (Twitter and Facebook)	1.26

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Hastings Regional Center DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information

## HRC (n = 39)

### DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.35
2	Supervisor (verbal)	3.97
3	Self-seeking	3.92
4	Coworkers (verbal)	3.82
5	Team meetings (verbal)	3.45
6	Phone/Voicemail	3.37
7	Memos/Faxes	2.67
8	Intranet - Division pages	2.52

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.37
2	Supervisor (verbal)	3.34
3	Coworkers (verbal)	3.31
4	Team meetings (verbal)	3.03
5	Self-seeking	2.81
6	Phone/Voicemail	2.68
7	Memos/Faxes	2.23
8	Intranet - Division pages	2.06

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information

## HRC (n = 39)

### DHHS Annual Employee Survey 2015

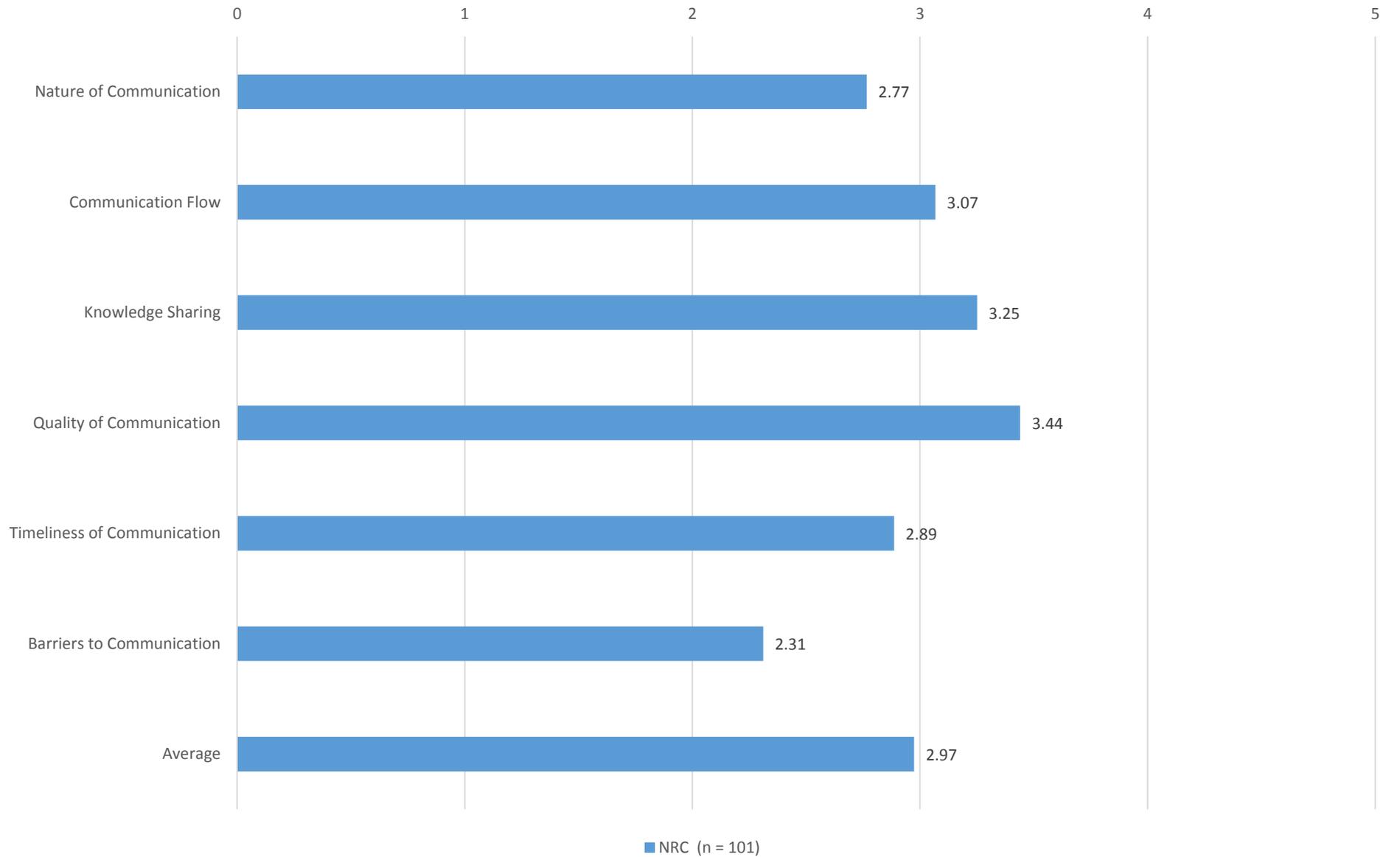
Rank	Communication Methods Used *	Score
1	Email	3.98
2	Supervisor (verbal)	3.79
3	Coworkers (verbal)	3.64
4	Self-seeking	3.61
5	Facility Publications/Newsletters	3.38
6	Team meetings (verbal)	3.27
7	Phone/Voicemail	3.23
8	DHHS Connections	3.18
9	Intranet - "Neat to know" and "In the box"	2.93
10	Intranet - News	2.73
11	Memos/Faxes	2.72
12	Intranet - Division pages	2.50
13	DHHS Social Media (Twitter and Facebook)	1.62

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.11
2	Supervisor (verbal)	3.07
3	Team meetings (verbal)	2.96
4	Self-seeking	2.85
5	Phone/Voicemail	2.39
6	Memos/Faxes	2.32
7	Facility Publications/Newsletters	2.10
8	Intranet - Division pages	2.00
9	Intranet - "Neat to know" and "In the box"	1.97
10	Intranet - News	1.93
11	DHHS Connections	1.90
12	DHHS Social Media (Twitter and Facebook)	1.11

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

## Norfolk Regional Center DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information NRC (n = 101) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.29
2	Coworkers (verbal)	3.95
3	Supervisor (verbal)	3.85
4	Self-seeking	3.83
5	Team meetings (verbal)	3.31
6	Phone/Voicemail	3.11
7	Intranet - Division pages	2.74
8	Memos/Faxes	2.70

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Supervisor (verbal)	3.58
2	Email	3.48
3	Coworkers (verbal)	3.45
4	Team meetings (verbal)	3.39
5	Self-seeking	2.98
6	Phone/Voicemail	2.40
7	Intranet - Division pages	2.10
8	Memos/Faxes	1.92

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information NRC (n = 101) DHHS Annual Employee Survey 2015

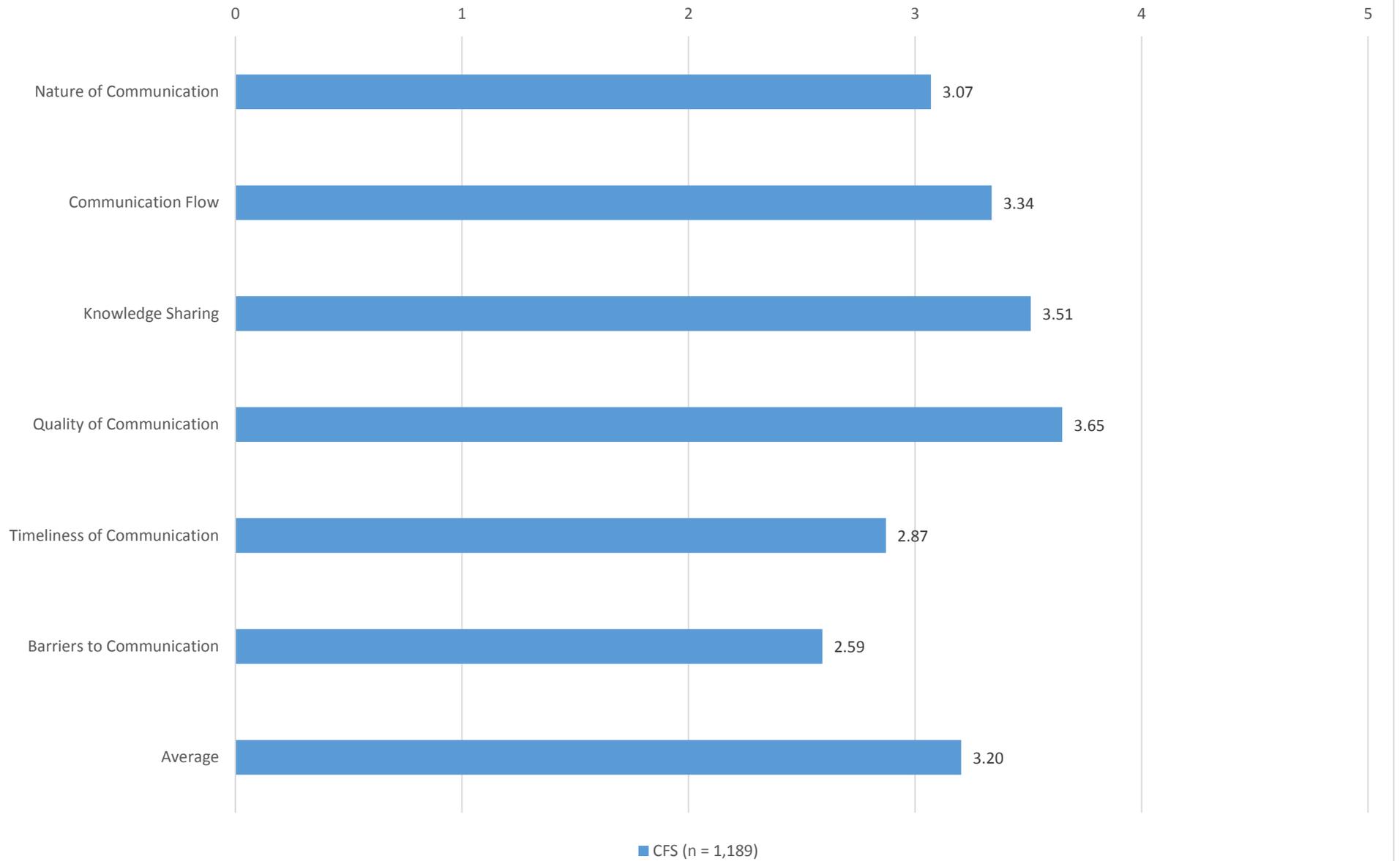
Rank	Communication Methods Used *	Score
1	Email	4.22
2	Coworkers (verbal)	3.78
3	Supervisor (verbal)	3.74
4	Self-seeking	3.62
5	Team meetings (verbal)	3.29
6	DHHS Connections	3.05
7	Facility Publications/Newsletters	2.95
8	Phone/Voicemail	2.90
9	Intranet - "Neat to know" and "In the box"	2.58
10	Memos/Faxes	2.56
11	Intranet - News	2.53
12	Intranet - Division pages	2.37
13	DHHS Social Media (Twitter and Facebook)	1.41

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.42
2	Supervisor (verbal)	3.34
3	Team meetings (verbal)	3.19
4	Self-seeking	2.87
5	Facility Publications/Newsletters	2.51
6	DHHS Connections	2.47
7	Phone/Voicemail	2.35
8	Intranet - Division pages	2.30
9	Memos/Faxes	2.24
10	Intranet - News	2.21
11	Intranet - "Neat to know" and "In the box"	2.09
12	DHHS Social Media (Twitter and Facebook)	1.17

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Children & Family Services DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information Children and Family Services (n = 1,189) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.61
2	Self-seeking	4.15
3	Coworkers (verbal)	4.03
4	Supervisor (verbal)	3.92
5	Team meetings (verbal)	3.62
6	Phone/Voicemail	3.44
7	Memos/Faxes	3.39
8	Intranet - Division pages	3.30

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.66
2	Supervisor (verbal)	3.39
3	Team meetings (verbal)	3.20
4	Coworkers (verbal)	3.03
5	Self-seeking	2.97
6	Intranet - Division pages	2.60
7	Memos/Faxes	2.57
8	Phone/Voicemail	2.38

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information Children and Family Services (n = 1,189) DHHS Annual Employee Survey 2015

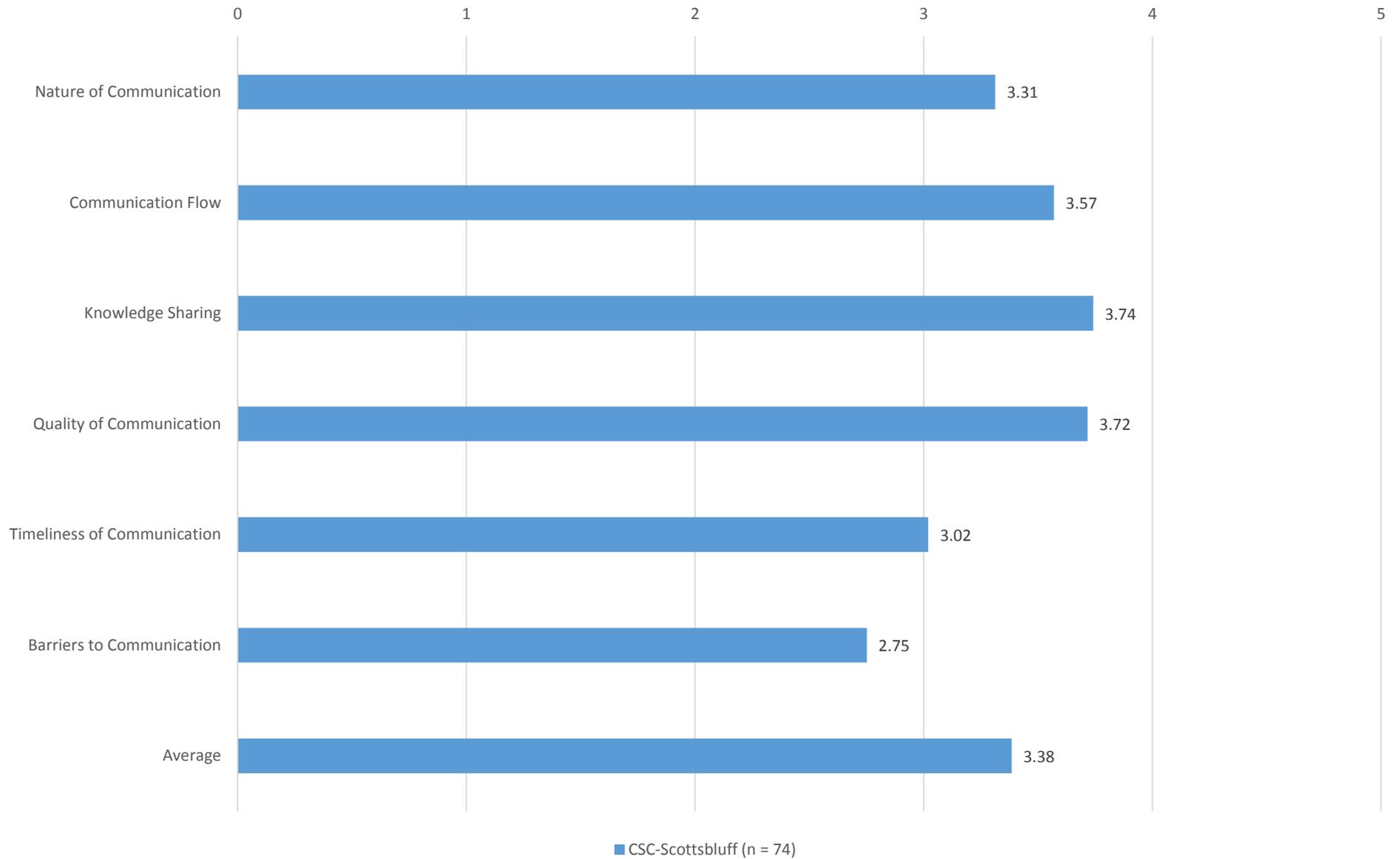
Rank	Communication Methods Used *	Score
1	Email	4.46
2	Self-seeking	4.05
3	Coworkers (verbal)	3.93
4	Supervisor (verbal)	3.92
5	Team meetings (verbal)	3.63
6	Memos/Faxes	3.42
7	Phone/Voicemail	3.22
8	DHHS Connections	2.83
9	Intranet - Division pages	2.80
10	Intranet - News	2.77
11	Intranet - "Neat to know" and "In the box"	2.76
12	Facility Publications/Newsletters	2.52
13	DHHS Social Media (Twitter and Facebook)	1.55

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.47
2	Supervisor (verbal)	3.21
3	Team meetings (verbal)	3.10
4	Self-seeking	2.79
5	Memos/Faxes	2.67
6	Intranet - Division pages	2.39
7	Phone/Voicemail	2.26
8	Intranet - News	2.01
9	Facility Publications/Newsletters	1.89
10	Intranet - "Neat to know" and "In the box"	1.86
11	DHHS Connections	1.84
12	DHHS Social Media (Twitter and Facebook)	1.16

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

### CSC-Scottsbluff DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information

## CSC-Scottsbluff (n = 74)

### DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.65
2	Self-seeking	4.16
3	Intranet - Division pages	3.94
4	Team meetings (verbal)	3.91
5	Supervisor (verbal)	3.81
6	Coworkers (verbal)	3.80
7	Memos/Faxes	3.41
8	Phone/Voicemail	2.69

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.93
2	Intranet - Division pages	3.62
3	Team meetings (verbal)	3.46
4	Supervisor (verbal)	3.34
5	Self-seeking	3.05
6	Coworkers (verbal)	2.72
7	Memos/Faxes	2.55
8	Phone/Voicemail	1.64

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information

## CSC-Scottsbluff (n = 74)

### DHHS Annual Employee Survey 2015

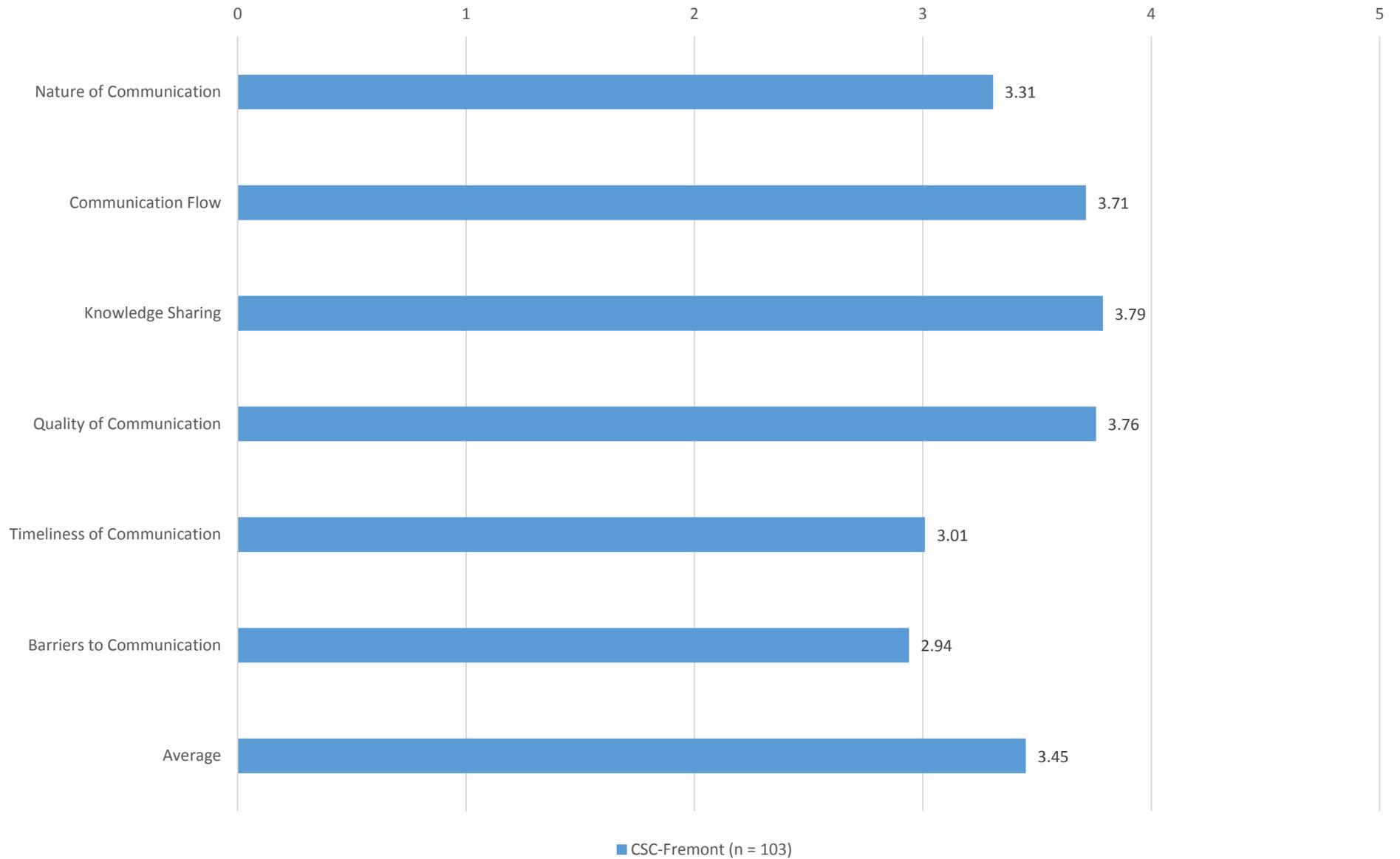
Rank	Communication Methods Used *	Score
1	Email	4.54
2	Self-seeking	4.05
3	Team meetings (verbal)	3.96
4	Supervisor (verbal)	3.88
5	Coworkers (verbal)	3.77
6	Memos/Faxes	3.26
7	Intranet - Division pages	3.21
8	Intranet - "Neat to know" and "In the box"	3.06
9	Intranet - News	2.95
10	DHHS Connections	2.86
11	Phone/Voicemail	2.65
12	Facility Publications/Newsletters	2.55
13	DHHS Social Media (Twitter and Facebook)	1.43

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.95
2	Intranet - Division pages	3.24
3	Team meetings (verbal)	3.24
4	Supervisor (verbal)	3.23
5	Self-seeking	2.87
6	Memos/Faxes	2.58
7	Intranet - "Neat to know" and "In the box"	2.48
8	Intranet - News	2.44
9	Facility Publications/Newsletters	2.32
10	DHHS Connections	2.12
11	Phone/Voicemail	1.67
12	DHHS Social Media (Twitter and Facebook)	1.06

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

### CSC-Fremont DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information CSC-Fremont (n = 103) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.64
2	Self-seeking	4.40
3	Coworkers (verbal)	4.11
4	Team meetings (verbal)	4.00
5	Supervisor (verbal)	3.86
6	Intranet - Division pages	3.82
7	Memos/Faxes	3.51
8	Phone/Voicemail	3.05

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.98
2	Supervisor (verbal)	3.38
3	Team meetings (verbal)	3.38
4	Self-seeking	3.35
5	Coworkers (verbal)	3.08
6	Intranet - Division pages	3.01
7	Memos/Faxes	2.61
8	Phone/Voicemail	2.08

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information CSC-Fremont (n = 103) DHHS Annual Employee Survey 2015

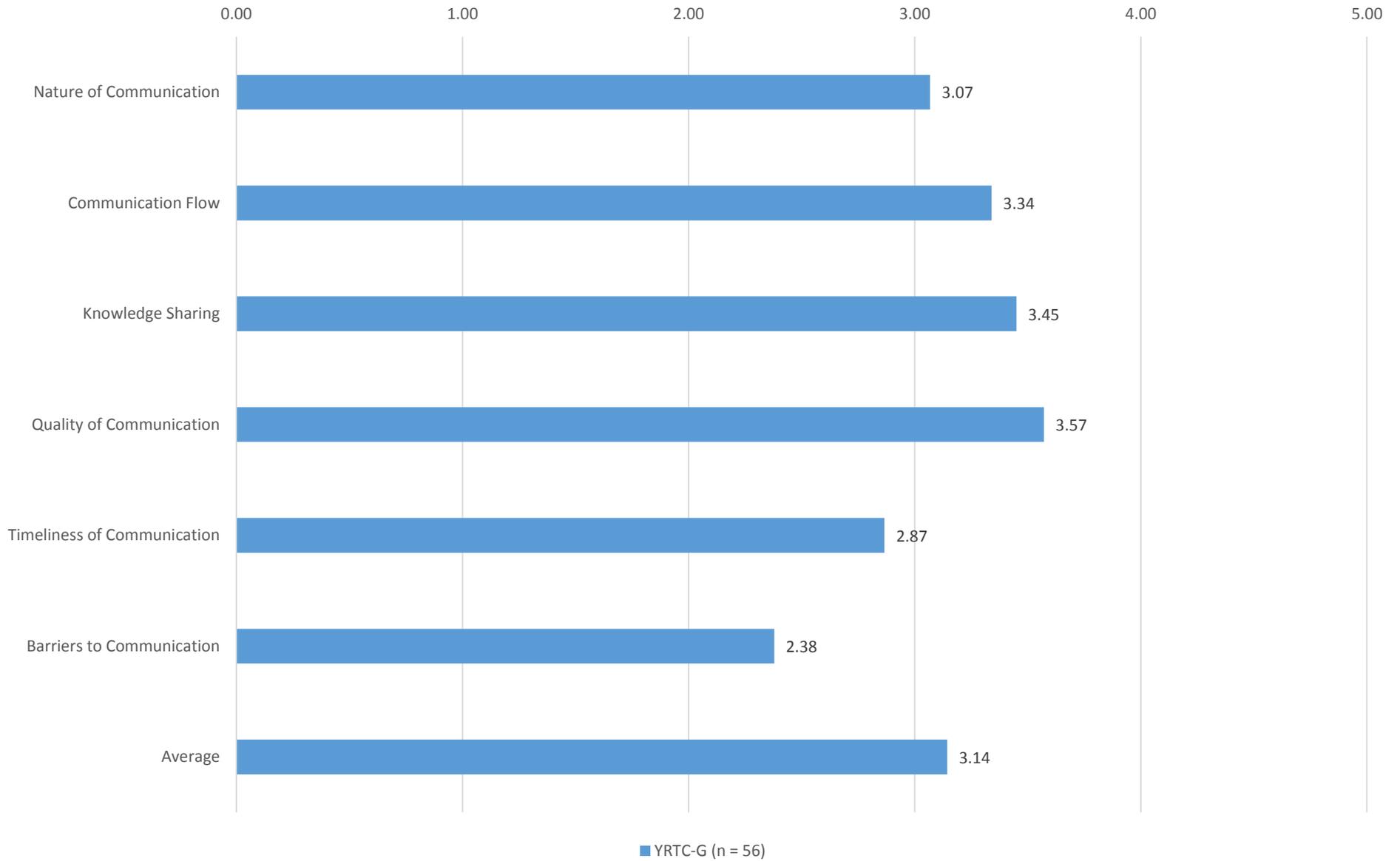
Rank	Communication Methods Used *	Score
1	Email	4.51
2	Self-seeking	4.30
3	Team meetings (verbal)	4.10
4	Supervisor (verbal)	4.08
5	Coworkers (verbal)	4.06
6	Memos/Faxes	3.37
7	Intranet - Division pages	2.96
8	Phone/Voicemail	2.88
9	Intranet - News	2.84
10	Intranet - "Neat to know" and "In the box"	2.81
11	DHHS Connections	2.67
12	Facility Publications/Newsletters	2.53
13	DHHS Social Media (Twitter and Facebook)	1.56

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.76
2	Team meetings (verbal)	3.24
3	Supervisor (verbal)	3.22
4	Self-seeking	3.08
5	Memos/Faxes	2.81
6	Intranet - Division pages	2.60
7	Intranet - News	2.07
8	Intranet - "Neat to know" and "In the box"	1.97
9	Facility Publications/Newsletters	1.87
10	DHHS Connections	1.82
11	Phone/Voicemail	1.77
12	DHHS Social Media (Twitter and Facebook)	1.23

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

YRTC-Geneva  
DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information

## YRTC-G (n = 56)

### DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.38
2	Coworkers (verbal)	3.98
3	Supervisor (verbal)	3.80
4	Self-seeking	3.79
5	Phone/Voicemail	3.54
6	Team meetings (verbal)	3.46
7	Memos/Faxes	3.45
8	Intranet - Division pages	2.51

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.78
2	Supervisor (verbal)	3.72
3	Coworkers (verbal)	3.54
4	Team meetings (verbal)	3.19
5	Phone/Voicemail	3.11
6	Self-seeking	2.90
7	Memos/Faxes	2.85
8	Intranet - Division pages	2.21

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information

## YRTC-G (n = 56)

### DHHS Annual Employee Survey 2015

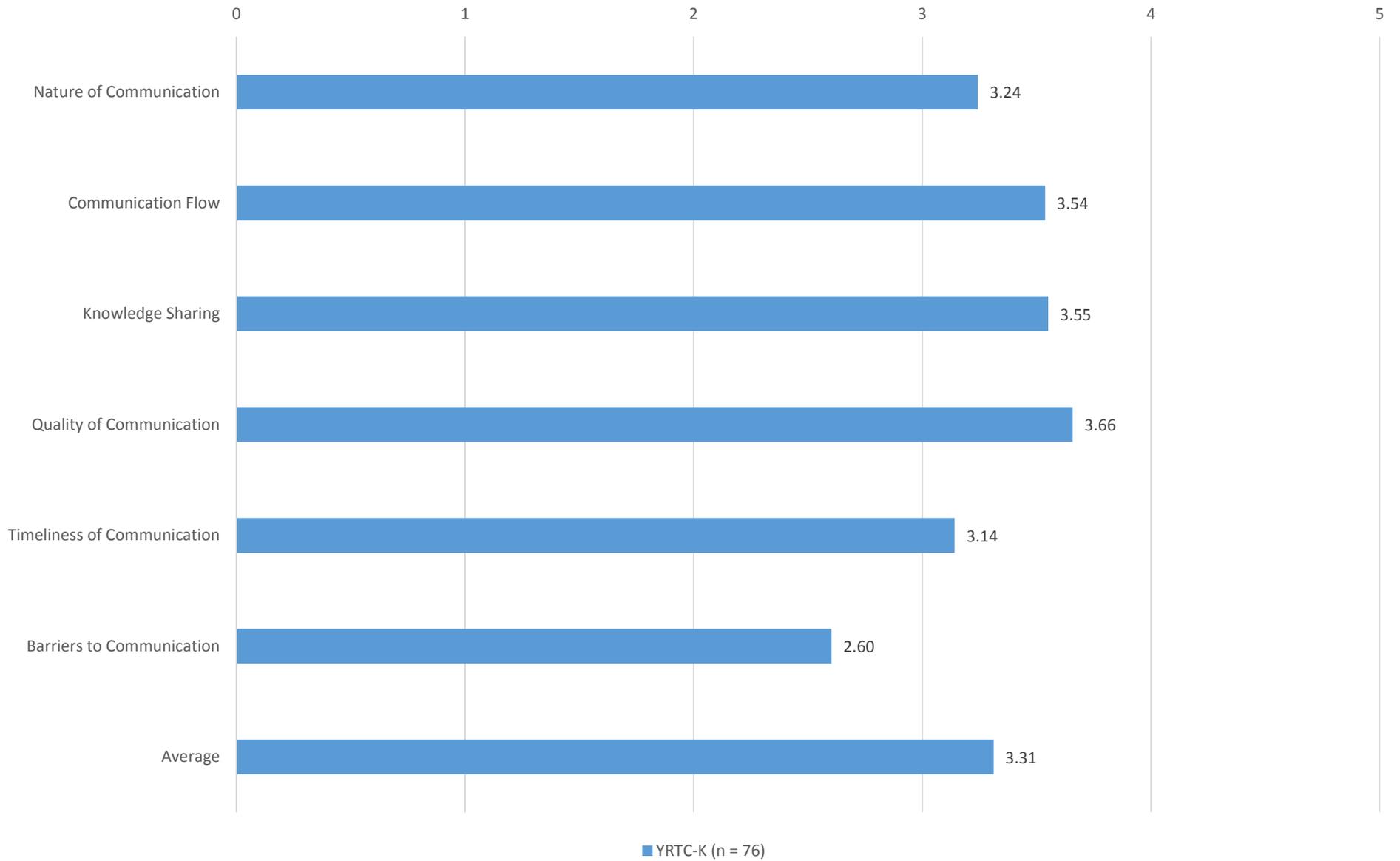
Rank	Communication Methods Used *	Score
1	Email	4.27
2	Supervisor (verbal)	3.64
3	Self-seeking	3.62
4	Coworkers (verbal)	3.57
5	Memos/Faxes	3.48
6	Team meetings (verbal)	3.27
7	Phone/Voicemail	3.24
8	DHHS Connections	3.14
9	Facility Publications/Newsletters	2.81
10	Intranet - "Neat to know" and "In the box"	2.79
11	Intranet - News	2.59
12	Intranet - Division pages	2.45
13	DHHS Social Media (Twitter and Facebook)	1.37

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.67
2	Supervisor (verbal)	3.49
3	Team meetings (verbal)	3.17
4	Memos/Faxes	3.15
5	Self-seeking	3.04
6	Phone/Voicemail	2.93
7	Facility Publications/Newsletters	2.39
8	DHHS Connections	2.32
9	Intranet - Division pages	2.03
10	Intranet - News	2.02
11	Intranet - "Neat to know" and "In the box"	1.99
12	DHHS Social Media (Twitter and Facebook)	1.24

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# YRTC-Kearney DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information

## YRTC-K (n = 76)

### DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.43
2	Self-seeking	4.11
3	Coworkers (verbal)	4.11
4	Supervisor (verbal)	3.88
5	Team meetings (verbal)	3.64
6	Phone/Voicemail	3.35
7	Intranet - Division pages	2.74
8	Memos/Faxes	2.66

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.18
2	Coworkers (verbal)	3.05
3	Supervisor (verbal)	3.04
4	Team meetings (verbal)	2.91
5	Self-seeking	2.84
6	Phone/Voicemail	2.36
7	Memos/Faxes	1.81
8	Intranet - Division pages	1.81

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information

## YRTC-K (n = 76)

### DHHS Annual Employee Survey 2015

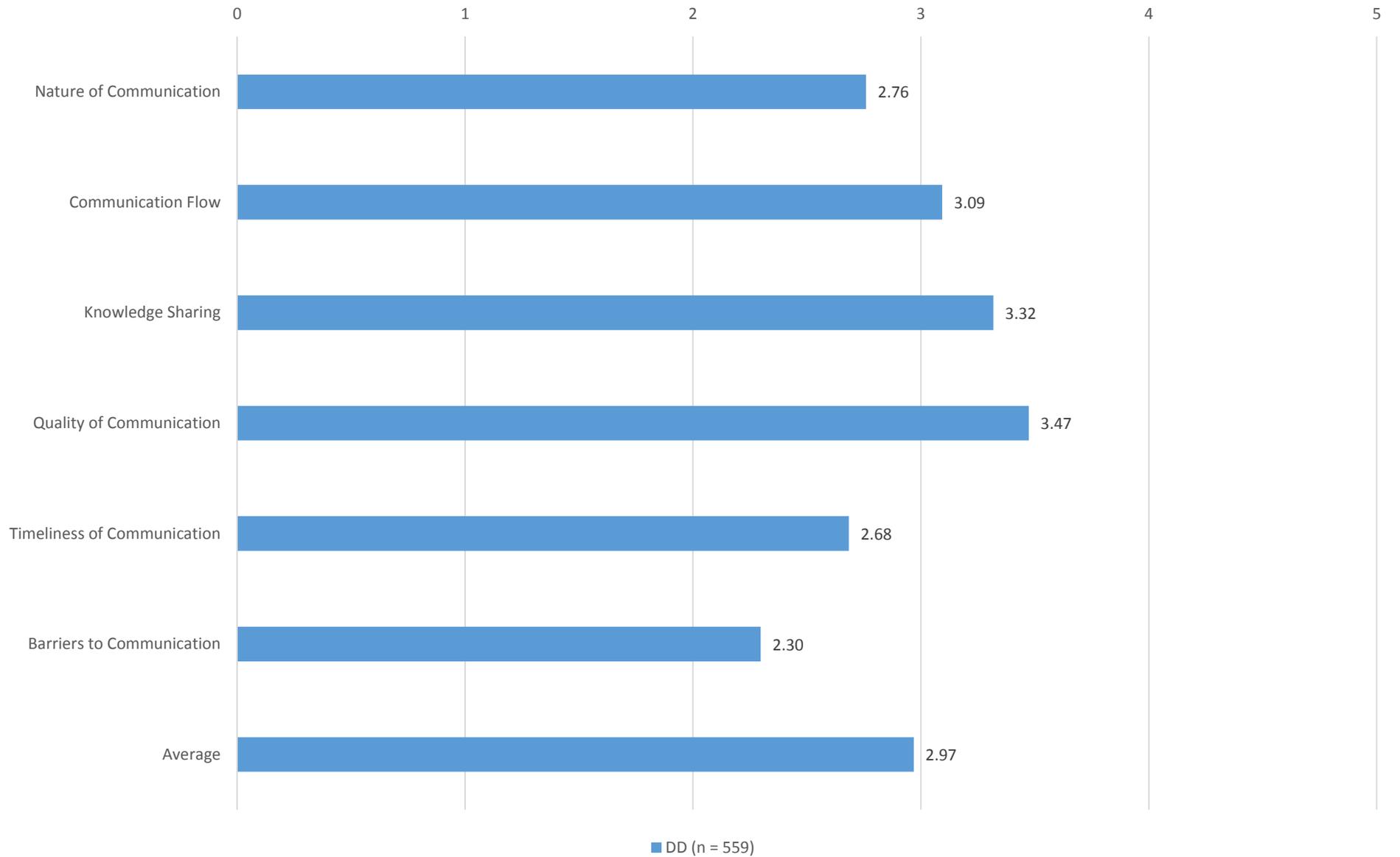
Rank	Communication Methods Used *	Score
1	Email	4.28
2	Self-seeking	3.80
3	Supervisor (verbal)	3.76
4	Coworkers (verbal)	3.71
5	Team meetings (verbal)	3.43
6	Phone/Voicemail	3.13
7	DHHS Connections	2.72
8	Memos/Faxes	2.68
9	Intranet - News	2.53
10	Intranet - "Neat to know" and "In the box"	2.48
11	Facility Publications/Newsletters	2.47
12	Intranet - Division pages	2.36
13	DHHS Social Media (Twitter and Facebook)	1.39

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.01
2	Supervisor (verbal)	2.83
3	Team meetings (verbal)	2.58
4	Self-seeking	2.45
5	Phone/Voicemail	2.23
6	Facility Publications/Newsletters	1.99
7	Memos/Faxes	1.96
8	Intranet - Division pages	1.85
9	DHHS Connections	1.78
10	Intranet - News	1.77
11	Intranet - "Neat to know" and "In the box"	1.53
12	DHHS Social Media (Twitter and Facebook)	1.12

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

## Developmental Disabilities DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information Developmental Disabilities (n = 559) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.58
2	Coworkers (verbal)	4.12
3	Self-seeking	4.05
4	Supervisor (verbal)	3.82
5	Phone/Voicemail	3.66
6	Team meetings (verbal)	3.50
7	Intranet - Division pages	3.34
8	Memos/Faxes	2.72

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.55
2	Supervisor (verbal)	3.37
3	Team meetings (verbal)	3.23
4	Coworkers (verbal)	3.07
5	Self-seeking	2.81
6	Intranet - Division pages	2.47
7	Phone/Voicemail	2.47
8	Memos/Faxes	1.90

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information Developmental Disabilities (n = 559) DHHS Annual Employee Survey 2015

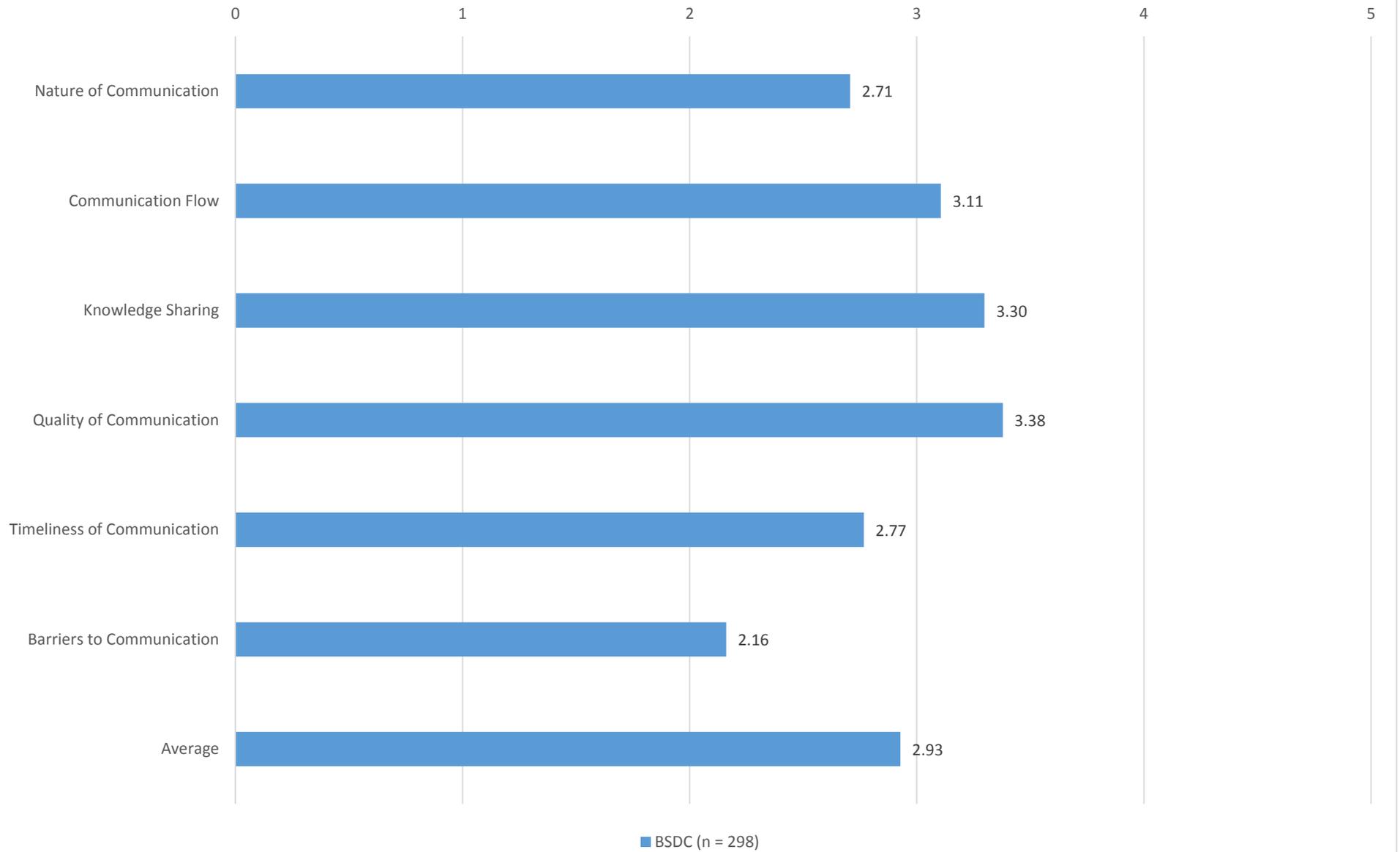
Rank	Communication Methods Used *	Score
1	Email	4.40
2	Coworkers (verbal)	3.99
3	Self-seeking	3.95
4	Supervisor (verbal)	3.83
5	Team meetings (verbal)	3.43
6	Phone/Voicemail	3.42
7	DHHS Connections	2.94
8	Intranet - Division pages	2.84
9	Intranet - "Neat to know" and "In the box"	2.73
10	Facility Publications/Newsletters	2.72
11	Intranet - News	2.69
12	Memos/Faxes	2.68
13	DHHS Social Media (Twitter and Facebook)	1.50

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.41
2	Supervisor (verbal)	3.21
3	Team meetings (verbal)	3.11
4	Self-seeking	2.62
5	Phone/Voicemail	2.37
6	Intranet - Division pages	2.36
7	Memos/Faxes	2.03
8	Intranet - News	2.02
9	DHHS Connections	1.98
10	Facility Publications/Newsletters	1.95
11	Intranet - "Neat to know" and "In the box"	1.89
12	DHHS Social Media (Twitter and Facebook)	1.12

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Beatrice State Developmental Center DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information

## BSDC (n = 298)

### DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.48
2	Coworkers (verbal)	4.12
3	Self-seeking	3.94
4	Supervisor (verbal)	3.75
5	Phone/Voicemail	3.55
6	Team meetings (verbal)	3.46
7	Intranet - Division pages	3.01
8	Memos/Faxes	2.59

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.56
2	Supervisor (verbal)	3.45
3	Team meetings (verbal)	3.29
4	Coworkers (verbal)	3.24
5	Self-seeking	2.86
6	Phone/Voicemail	2.64
7	Intranet - Division pages	2.16
8	Memos/Faxes	1.89

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information

## BSDC (n = 298)

### DHHS Annual Employee Survey 2015

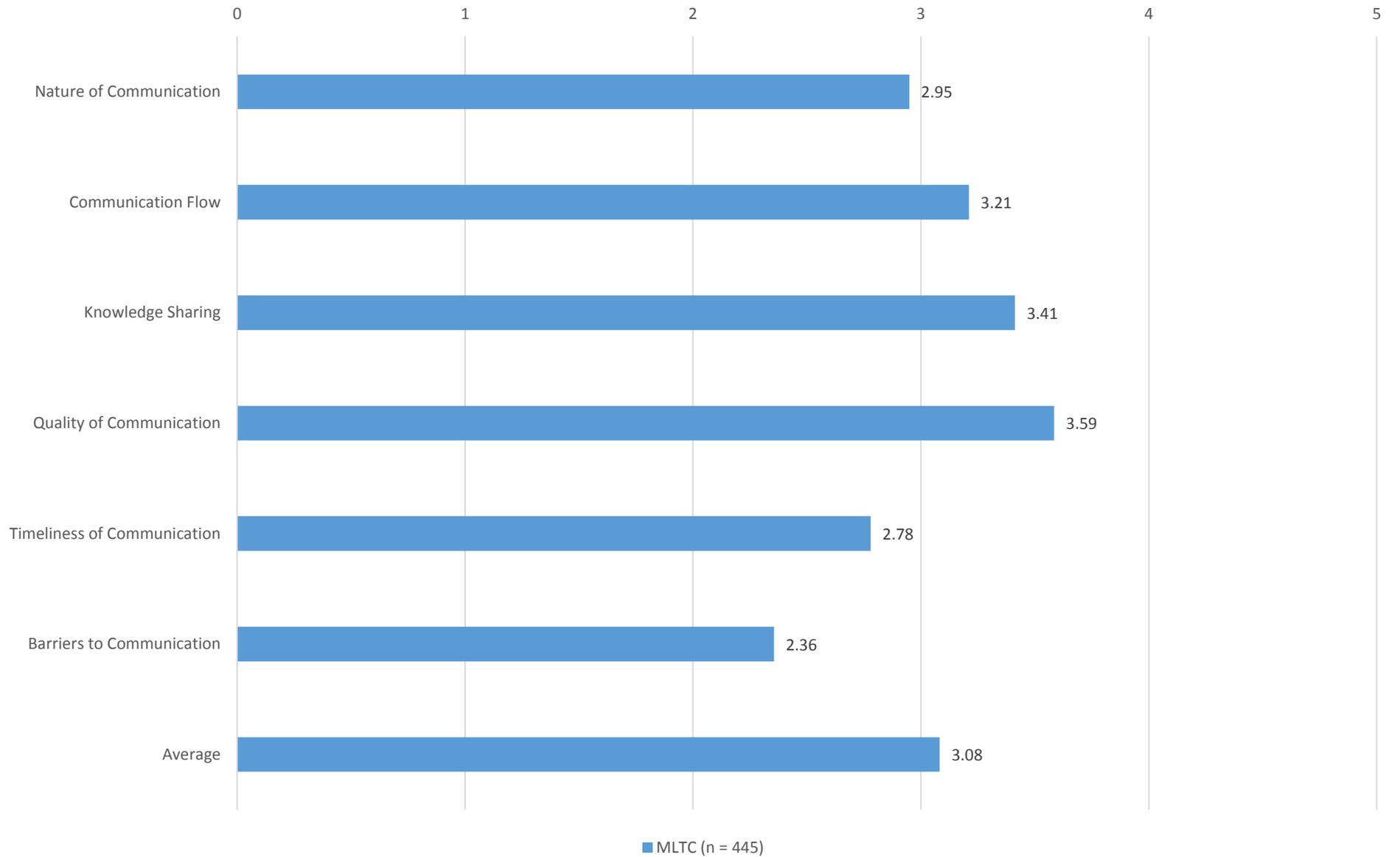
Rank	Communication Methods Used *	Score
1	Email	4.30
2	Coworkers (verbal)	3.92
3	Self-seeking	3.77
4	Supervisor (verbal)	3.73
5	Phone/Voicemail	3.35
6	Team meetings (verbal)	3.32
7	DHHS Connections	2.88
8	Facility Publications/Newsletters	2.79
9	Memos/Faxes	2.64
10	Intranet - "Neat to know" and "In the box"	2.57
11	Intranet - News	2.53
12	Intranet - Division pages	2.48
13	DHHS Social Media (Twitter and Facebook)	1.56

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.44
2	Supervisor (verbal)	3.29
3	Team meetings (verbal)	3.11
4	Self-seeking	2.65
5	Phone/Voicemail	2.53
6	Memos/Faxes	2.10
7	Intranet - Division pages	2.08
8	DHHS Connections	2.06
9	Facility Publications/Newsletters	2.04
10	Intranet - News	2.00
11	Intranet - "Neat to know" and "In the box"	1.91
12	DHHS Social Media (Twitter and Facebook)	1.22

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

## Medicaid & Long-Term Care DHHS Annual Employee Survey 2015



## Obtaining Job-Related Information Medicaid and Long-term Care (n = 445) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.44
2	Self-seeking	4.25
3	Coworkers (verbal)	3.90
4	Intranet - Division pages	3.87
5	Supervisor (verbal)	3.72
6	Team meetings (verbal)	3.66
7	Memos/Faxes	3.23
8	Phone/Voicemail	2.94

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.62
2	Supervisor (verbal)	3.34
3	Team meetings (verbal)	3.27
4	Intranet - Division pages	3.19
5	Self-seeking	3.00
6	Coworkers (verbal)	2.94
7	Memos/Faxes	2.53
8	Phone/Voicemail	1.86

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information Medicaid and Long-term Care (n = 445) DHHS Annual Employee Survey 2015

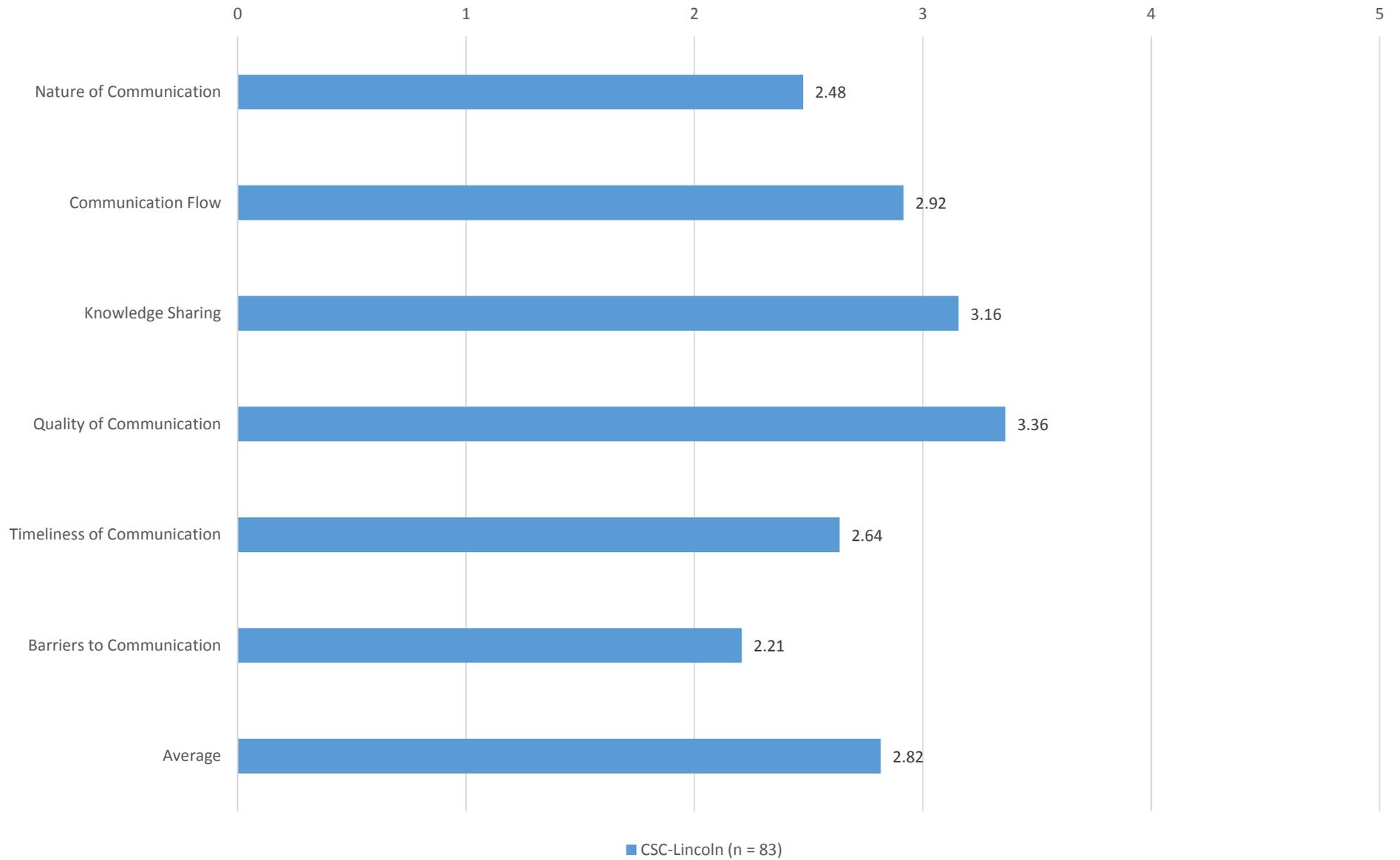
Rank	Communication Methods Used *	Score
1	Email	4.33
2	Self-seeking	4.09
3	Coworkers (verbal)	3.87
4	Supervisor (verbal)	3.73
5	Team meetings (verbal)	3.65
6	Intranet - Division pages	3.30
7	Memos/Faxes	3.20
8	Intranet - "Neat to know" and "In the box"	3.10
9	DHHS Connections	3.00
10	Intranet - News	2.98
11	Phone/Voicemail	2.76
12	Facility Publications/Newsletters	2.69
13	DHHS Social Media (Twitter and Facebook)	1.45

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.53
2	Team meetings (verbal)	3.27
3	Supervisor (verbal)	3.25
4	Intranet - Division pages	3.03
5	Self-seeking	2.90
6	Memos/Faxes	2.52
7	Intranet - News	2.34
8	Intranet - "Neat to know" and "In the box"	2.16
9	Facility Publications/Newsletters	2.15
10	DHHS Connections	2.04
11	Phone/Voicemail	1.92
12	DHHS Social Media (Twitter and Facebook)	1.20

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# CSC-Lincoln DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information CSC-Lincoln (n = 83) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.39
2	Self-seeking	4.24
3	Coworkers (verbal)	3.83
4	Team meetings (verbal)	3.81
5	Intranet - Division pages	3.80
6	Supervisor (verbal)	3.41
7	Memos/Faxes	3.07
8	Phone/Voicemail	2.26

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Team meetings (verbal)	3.53
2	Email	3.48
3	Supervisor (verbal)	3.31
4	Intranet - Division pages	3.08
5	Self-seeking	3.08
6	Coworkers (verbal)	2.96
7	Memos/Faxes	2.36
8	Phone/Voicemail	1.44

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information CSC-Lincoln (n = 83) DHHS Annual Employee Survey 2015

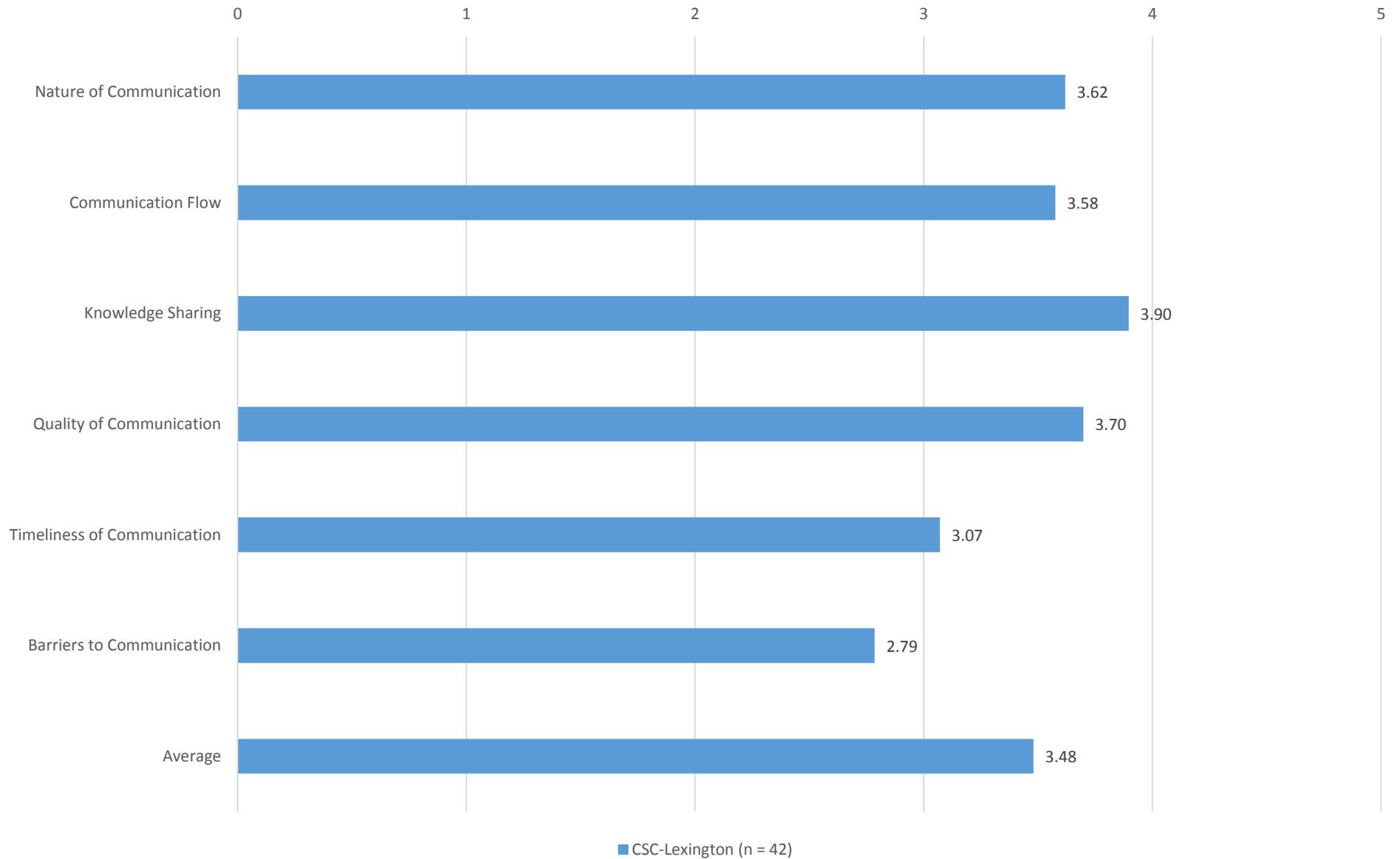
Rank	Communication Methods Used *	Score
1	Email	4.34
2	Self-seeking	4.10
3	Coworkers (verbal)	3.77
4	Team meetings (verbal)	3.66
5	Supervisor (verbal)	3.48
6	Intranet - Division pages	3.14
7	Memos/Faxes	3.05
8	Intranet - "Neat to know" and "In the box"	2.91
9	Intranet - News	2.80
10	DHHS Connections	2.64
11	Facility Publications/Newsletters	2.46
12	Phone/Voicemail	2.18
13	DHHS Social Media (Twitter and Facebook)	1.19

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.47
2	Team meetings (verbal)	3.44
3	Supervisor (verbal)	3.32
4	Self-seeking	3.08
5	Intranet - Division pages	2.75
6	Memos/Faxes	2.35
7	Intranet - News	2.10
8	Intranet - "Neat to know" and "In the box"	1.95
9	Facility Publications/Newsletters	1.94
10	DHHS Connections	1.90
11	Phone/Voicemail	1.62
12	DHHS Social Media (Twitter and Facebook)	1.00

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

### CSC-Lexington DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information CSC-Lexington (n = 42) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Self-seeking	4.38
2	Email	4.24
3	Team meetings (verbal)	4.19
4	Intranet - Division pages	4.05
5	Supervisor (verbal)	4.02
6	Coworkers (verbal)	4.00
7	Memos/Faxes	3.21
8	Phone/Voicemail	2.67

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.74
2	Team meetings (verbal)	3.53
3	Intranet - Division pages	3.44
4	Supervisor (verbal)	3.40
5	Self-seeking	3.13
6	Coworkers (verbal)	2.89
7	Memos/Faxes	2.65
8	Phone/Voicemail	1.73

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information

## CSC-Lexington (n = 42)

### DHHS Annual Employee Survey 2015

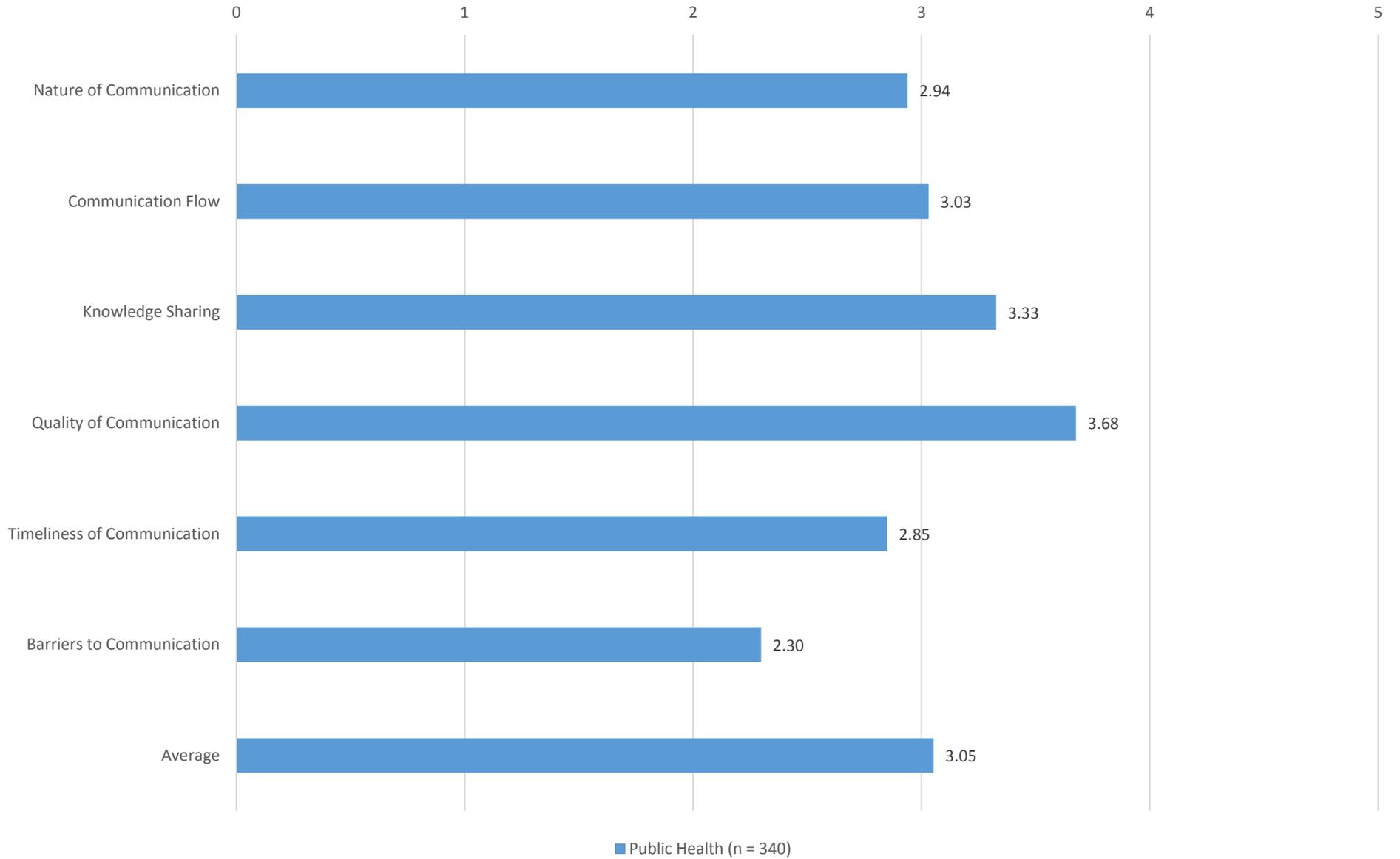
Rank	Communication Methods Used *	Score
1	Email	4.19
2	Team meetings (verbal)	4.14
3	Self-seeking	4.05
4	Supervisor (verbal)	3.95
5	Coworkers (verbal)	3.93
6	Intranet - Division pages	3.23
7	Memos/Faxes	3.05
8	Intranet - "Neat to know" and "In the box"	2.83
9	Intranet - News	2.71
10	DHHS Connections	2.64
11	Phone/Voicemail	2.48
12	Facility Publications/Newsletters	2.46
13	DHHS Social Media (Twitter and Facebook)	1.50

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.53
2	Team meetings (verbal)	3.22
3	Supervisor (verbal)	3.18
4	Intranet - Division pages	2.97
5	Self-seeking	2.90
6	Memos/Faxes	2.69
7	Intranet - News	2.15
8	Intranet - "Neat to know" and "In the box"	2.07
9	Facility Publications/Newsletters	1.93
10	Phone/Voicemail	1.83
11	DHHS Connections	1.81
12	DHHS Social Media (Twitter and Facebook)	1.26

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Public Health DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information Public Health (n = 340) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.56
2	Self-seeking	4.01
3	Coworkers (verbal)	3.90
4	Supervisor (verbal)	3.66
5	Phone/Voicemail	3.60
6	Team meetings (verbal)	3.33
7	Intranet - Division pages	3.30
8	Memos/Faxes	3.00

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.63
2	Supervisor (verbal)	3.33
3	Team meetings (verbal)	3.07
4	Coworkers (verbal)	3.05
5	Self-seeking	2.82
6	Intranet - Division pages	2.57
7	Phone/Voicemail	2.52
8	Memos/Faxes	2.01

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information Public Health (n = 340) DHHS Annual Employee Survey 2015

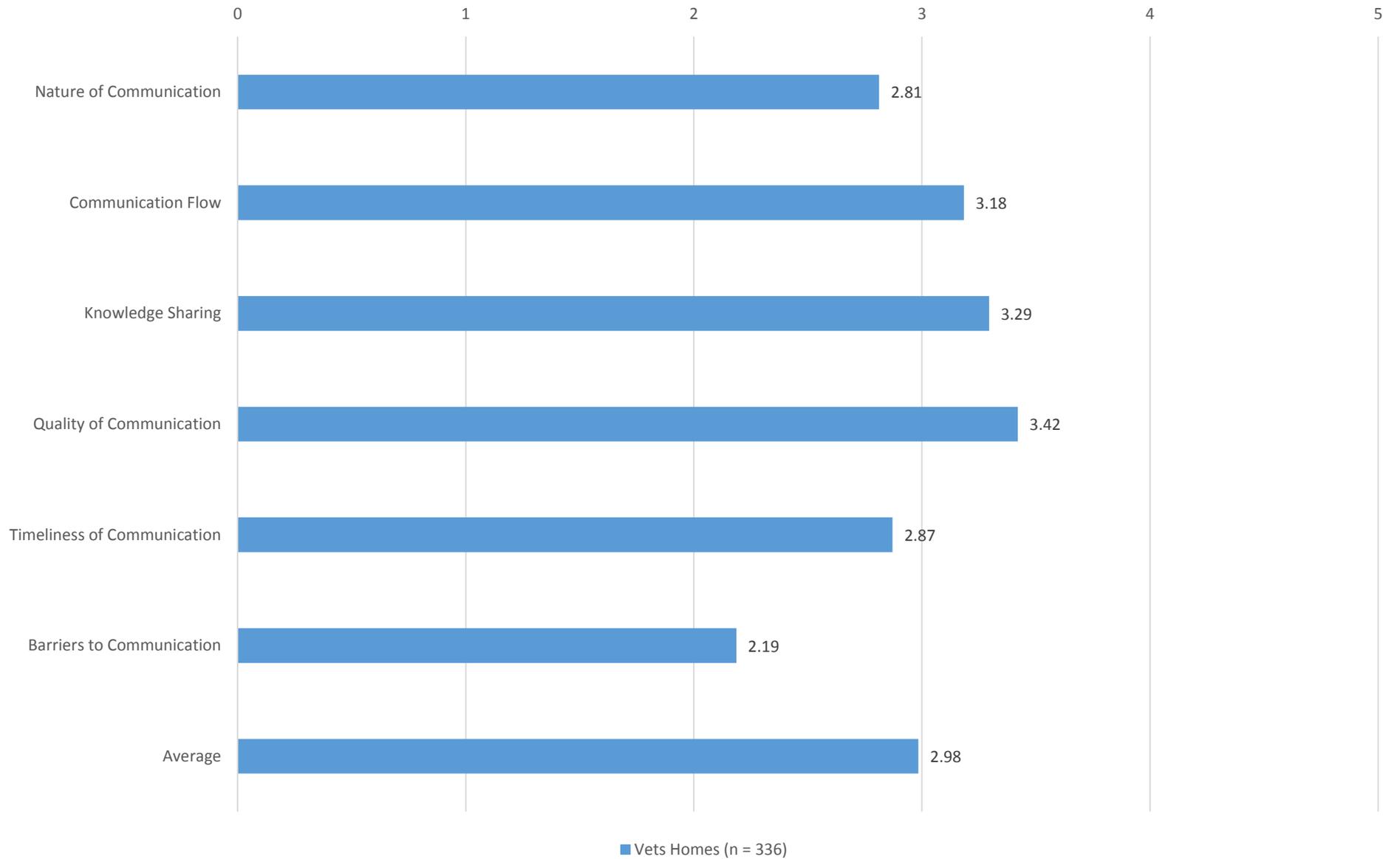
Rank	Communication Methods Used *	Score
1	Email	4.40
2	Self-seeking	3.90
3	Coworkers (verbal)	3.80
4	Supervisor (verbal)	3.63
5	Phone/Voicemail	3.35
6	Team meetings (verbal)	3.29
7	DHHS Connections	3.05
8	Memos/Faxes	2.89
9	Intranet - Division pages	2.89
10	Intranet - "Neat to know" and "In the box"	2.80
11	Intranet - News	2.78
12	Facility Publications/Newsletters	2.47
13	DHHS Social Media (Twitter and Facebook)	1.60

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.48
2	Supervisor (verbal)	3.20
3	Team meetings (verbal)	3.03
4	Self-seeking	2.58
5	Intranet - Division pages	2.53
6	Phone/Voicemail	2.38
7	Intranet - News	2.10
8	DHHS Connections	2.08
9	Memos/Faxes	2.06
10	Facility Publications/Newsletters	1.90
11	Intranet - "Neat to know" and "In the box"	1.88
12	DHHS Social Media (Twitter and Facebook)	1.34

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Veterans' Homes DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information Veterans' Homes (n = 336) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.28
2	Coworkers (verbal)	4.04
3	Supervisor (verbal)	3.82
4	Self-seeking	3.79
5	Team meetings (verbal)	3.26
6	Phone/Voicemail	3.14
7	Memos/Faxes	2.63
8	Intranet - Division pages	2.59

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Supervisor (verbal)	3.67
2	Email	3.54
3	Coworkers (verbal)	3.51
4	Team meetings (verbal)	3.37
5	Self-seeking	2.91
6	Phone/Voicemail	2.57
7	Memos/Faxes	2.05
8	Intranet - Division pages	2.00

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information Veterans' Homes (n = 336) DHHS Annual Employee Survey 2015

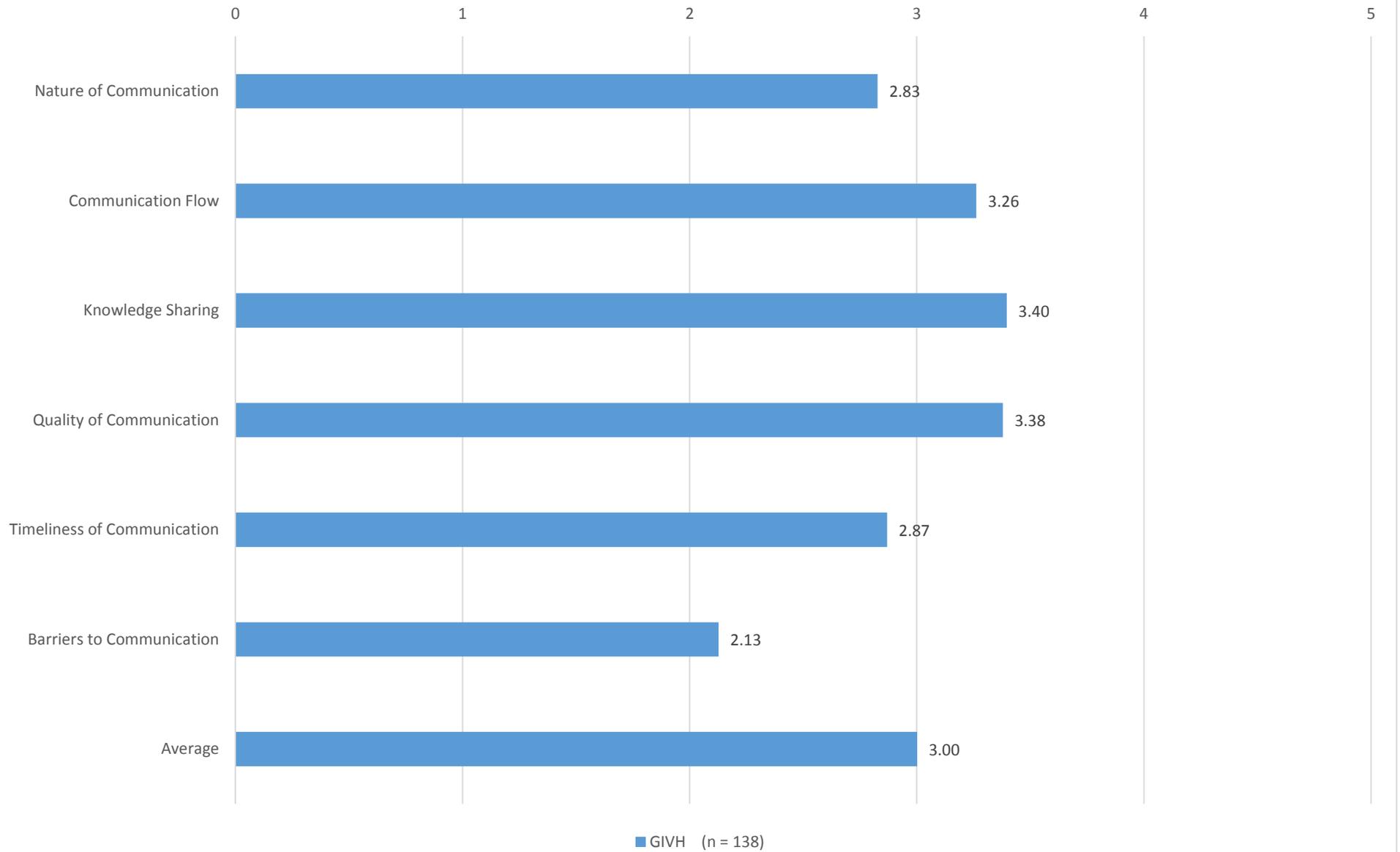
Rank	Communication Methods Used *	Score
1	Email	4.13
2	Coworkers (verbal)	3.77
3	Supervisor (verbal)	3.68
4	Self-seeking	3.56
5	Team meetings (verbal)	3.16
6	DHHS Connections	2.94
7	Facility Publications/Newsletters	2.86
8	Phone/Voicemail	2.86
9	Intranet - "Neat to know" and "In the box"	2.69
10	Memos/Faxes	2.53
11	Intranet - News	2.49
12	Intranet - Division pages	2.36
13	DHHS Social Media (Twitter and Facebook)	1.50

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Supervisor (verbal)	3.45
2	Email	3.35
3	Team meetings (verbal)	3.27
4	Self-seeking	2.77
5	Phone/Voicemail	2.54
6	Memos/Faxes	2.25
7	Facility Publications/Newsletters	2.20
8	DHHS Connections	2.10
9	Intranet - News	1.90
10	Intranet - Division pages	1.88
11	Intranet - "Neat to know" and "In the box"	1.88
12	DHHS Social Media (Twitter and Facebook)	1.16

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Grand Island Veterans' Home DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information GIVH (n = 138) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.25
2	Coworkers (verbal)	4.06
3	Supervisor (verbal)	3.86
4	Self-seeking	3.79
5	Team meetings (verbal)	3.35
6	Phone/Voicemail	3.13
7	Intranet - Division pages	2.63
8	Memos/Faxes	2.60

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Supervisor (verbal)	3.57
2	Coworkers (verbal)	3.48
3	Email	3.39
4	Team meetings (verbal)	3.34
5	Self-seeking	3.01
6	Phone/Voicemail	2.67
7	Intranet - Division pages	2.00
8	Memos/Faxes	1.99

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information

## GIVH (n = 138)

### DHHS Annual Employee Survey 2015

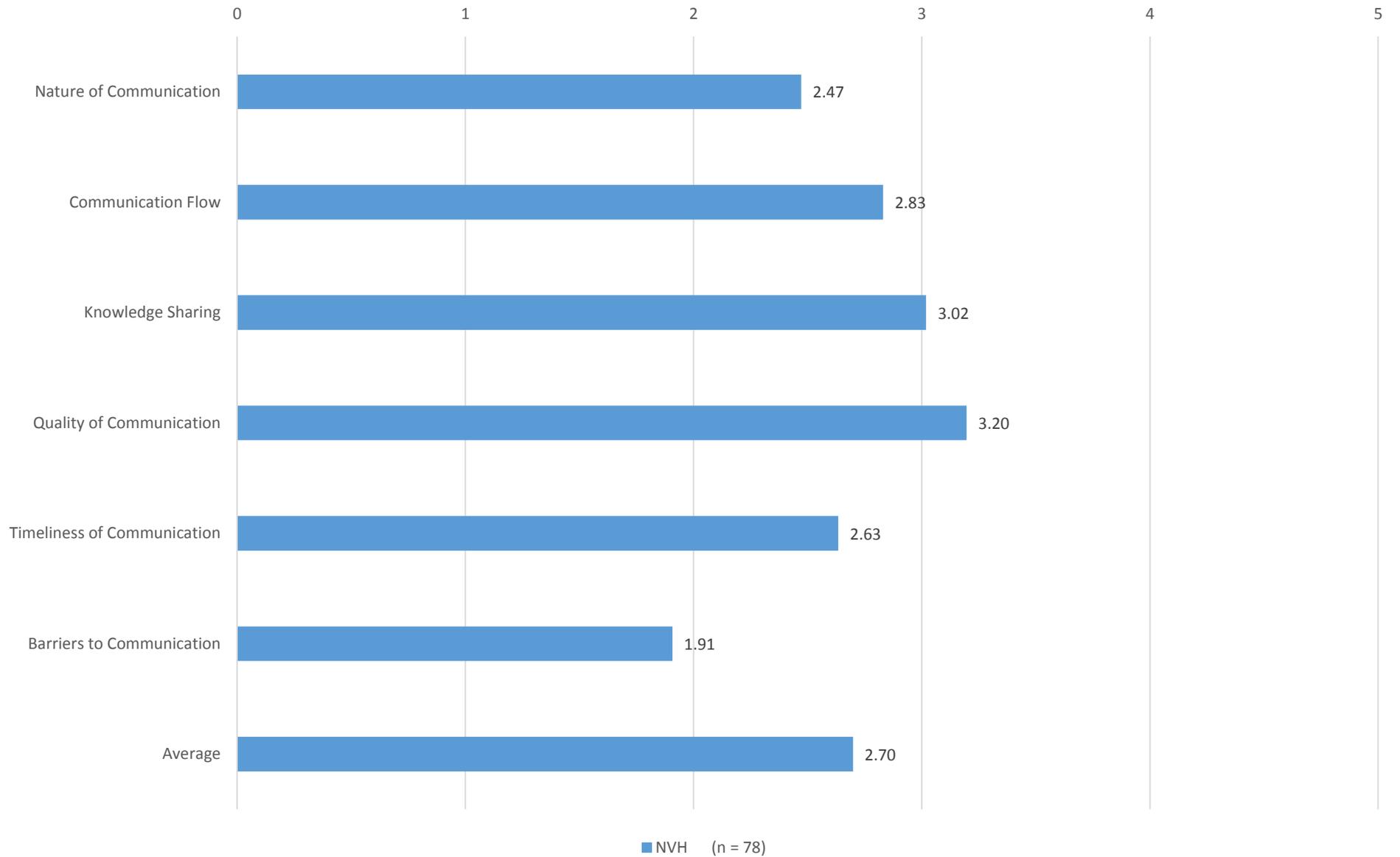
Rank	Communication Methods Used *	Score
1	Email	4.03
2	Coworkers (verbal)	3.78
3	Supervisor (verbal)	3.66
4	Self-seeking	3.56
5	Team meetings (verbal)	3.23
6	DHHS Connections	3.06
7	Phone/Voicemail	2.92
8	Facility Publications/Newsletters	2.88
9	Intranet - "Neat to know" and "In the box"	2.76
10	Intranet - News	2.57
11	Memos/Faxes	2.50
12	Intranet - Division pages	2.37
13	DHHS Social Media (Twitter and Facebook)	1.58

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Supervisor (verbal)	3.37
2	Email	3.30
3	Team meetings (verbal)	3.21
4	Self-seeking	2.88
5	Phone/Voicemail	2.54
6	DHHS Connections	2.21
7	Facility Publications/Newsletters	2.14
8	Memos/Faxes	2.14
9	Intranet - "Neat to know" and "In the box"	1.87
10	Intranet - News	1.85
11	Intranet - Division pages	1.82
12	DHHS Social Media (Twitter and Facebook)	1.29

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

## Norfolk Veterans' Home DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information NVH (n = 78) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.35
2	Coworkers (verbal)	4.08
3	Self-seeking	3.75
4	Supervisor (verbal)	3.65
5	Phone/Voicemail	3.09
6	Team meetings (verbal)	2.81
7	Intranet - Division pages	2.61
8	Memos/Faxes	2.48

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.91
2	Supervisor (verbal)	3.72
3	Coworkers (verbal)	3.45
4	Team meetings (verbal)	3.34
5	Self-seeking	2.75
6	Phone/Voicemail	2.51
7	Intranet - Division pages	2.05
8	Memos/Faxes	2.00

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information NVH (n = 78) DHHS Annual Employee Survey 2015

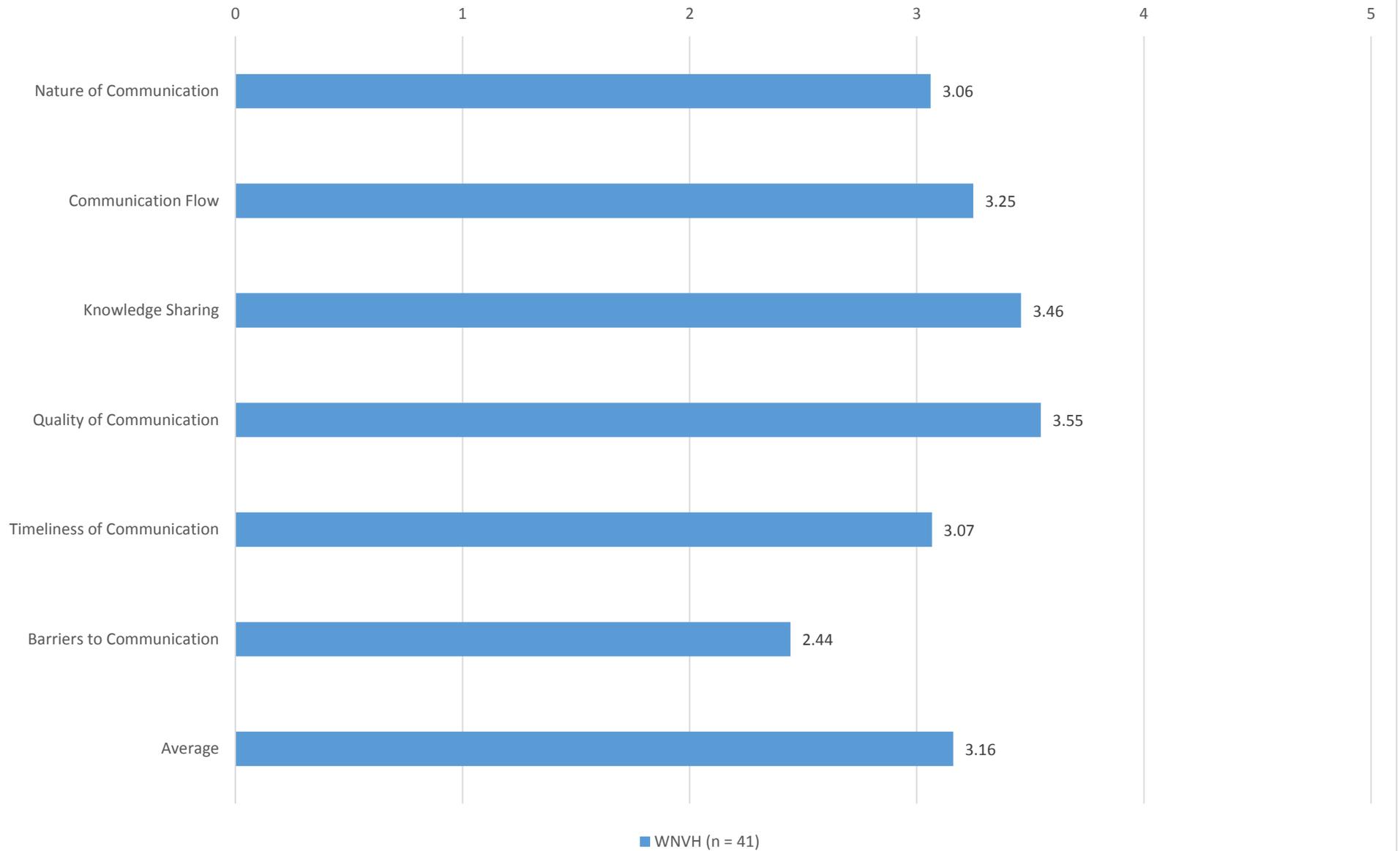
Rank	Communication Methods Used *	Score
1	Email	4.26
2	Coworkers (verbal)	3.67
3	Self-seeking	3.51
4	Supervisor (verbal)	3.41
5	Facility Publications/Newsletters	3.09
6	DHHS Connections	2.83
7	Phone/Voicemail	2.72
8	Team meetings (verbal)	2.57
9	Intranet - "Neat to know" and "In the box"	2.44
10	Memos/Faxes	2.41
11	Intranet - Division pages	2.26
12	Intranet - News	2.23
13	DHHS Social Media (Twitter and Facebook)	1.52

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.57
2	Supervisor (verbal)	3.56
3	Team meetings (verbal)	3.30
4	Phone/Voicemail	2.70
5	Self-seeking	2.68
6	Facility Publications/Newsletters	2.24
7	Memos/Faxes	2.22
8	Intranet - Division pages	1.83
9	DHHS Connections	1.81
10	Intranet - News	1.75
11	Intranet - "Neat to know" and "In the box"	1.64
12	DHHS Social Media (Twitter and Facebook)	1.02

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

## Western Nebraska Veterans' Home DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information

## WNVH (n = 41)

### DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.04
2	Coworkers (verbal)	3.81
3	Supervisor (verbal)	3.71
4	Self-seeking	3.56
5	Team meetings (verbal)	3.48
6	Phone/Voicemail	3.26
7	Memos/Faxes	2.56
8	Intranet - Division pages	2.45

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Supervisor (verbal)	3.52
2	Coworkers (verbal)	3.25
3	Team meetings (verbal)	3.24
4	Email	3.07
5	Self-seeking	2.67
6	Phone/Voicemail	2.21
7	Memos/Faxes	2.17
8	Intranet - Division pages	1.83

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information

## WNVH (n = 41)

### DHHS Annual Employee Survey 2015

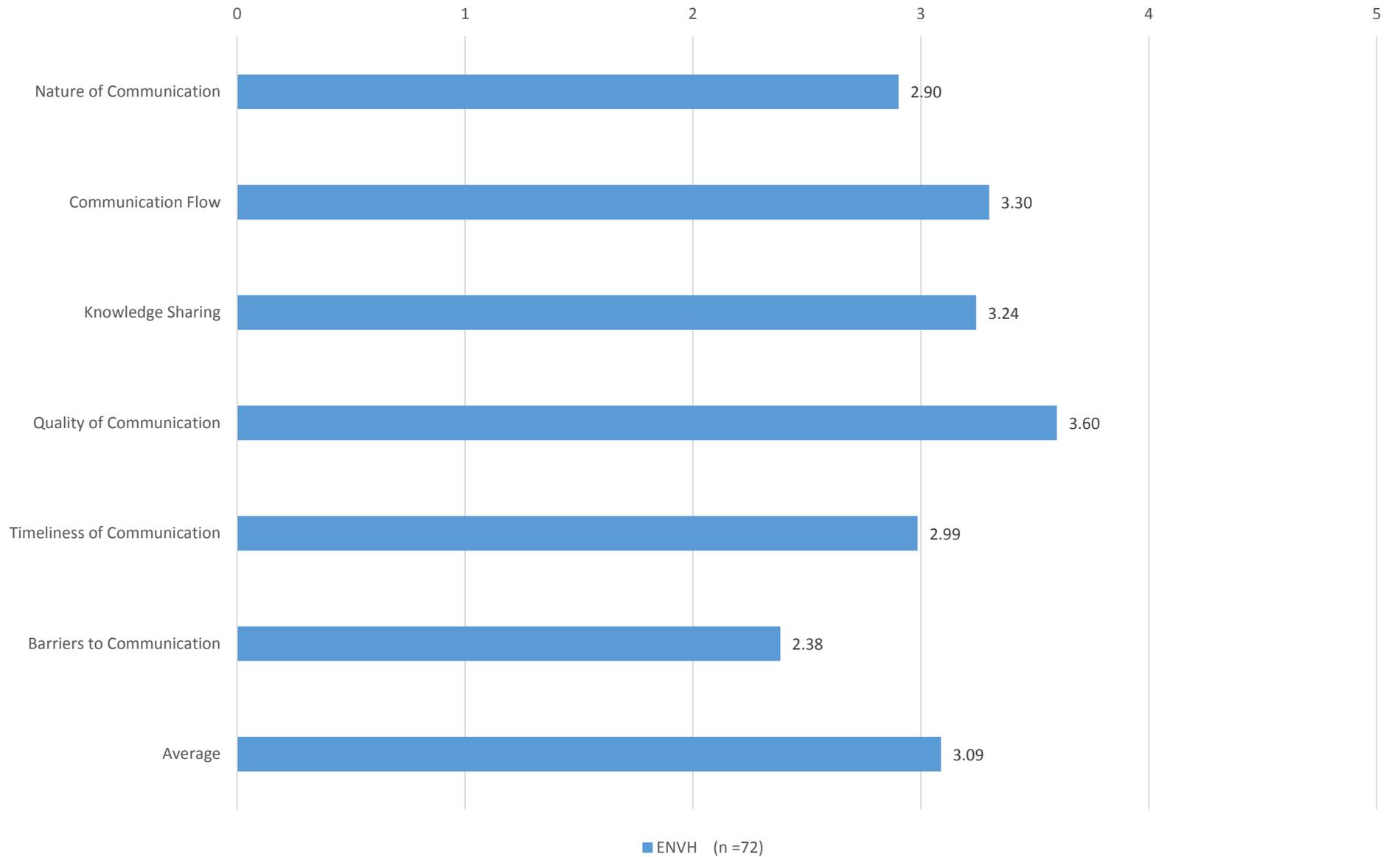
Rank	Communication Methods Used *	Score
1	Email	4.00
2	Supervisor (verbal)	3.84
3	Coworkers (verbal)	3.82
4	Self-seeking	3.61
5	Team meetings (verbal)	3.51
6	DHHS Connections	3.17
7	Phone/Voicemail	3.13
8	Intranet - "Neat to know" and "In the box"	2.82
9	Memos/Faxes	2.61
10	Facility Publications/Newsletters	2.54
11	Intranet - News	2.52
12	Intranet - Division pages	2.40
13	DHHS Social Media (Twitter and Facebook)	1.48

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Supervisor (verbal)	3.19
2	Team meetings (verbal)	3.03
3	Email	2.93
4	Self-seeking	2.46
5	Memos/Faxes	2.33
6	DHHS Connections	2.14
7	Facility Publications/Newsletters	2.07
8	Phone/Voicemail	2.03
9	Intranet - "Neat to know" and "In the box"	2.02
10	Intranet - News	1.96
11	Intranet - Division pages	1.85
12	DHHS Social Media (Twitter and Facebook)	1.08

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

## Eastern Nebraska Veterans' Home DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information ENVH (n = 72) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.38
2	Coworkers (verbal)	4.14
3	Supervisor (verbal)	4.00
4	Self-seeking	3.96
5	Team meetings (verbal)	3.40
6	Phone/Voicemail	3.11
7	Memos/Faxes	2.90
8	Intranet - Division pages	2.51

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Supervisor (verbal)	3.89
2	Coworkers (verbal)	3.82
3	Email	3.74
4	Team meetings (verbal)	3.54
5	Self-seeking	3.03
6	Phone/Voicemail	2.62
7	Memos/Faxes	2.29
8	Intranet - Division pages	2.09

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information

## ENVH (n = 72)

### DHHS Annual Employee Survey 2015

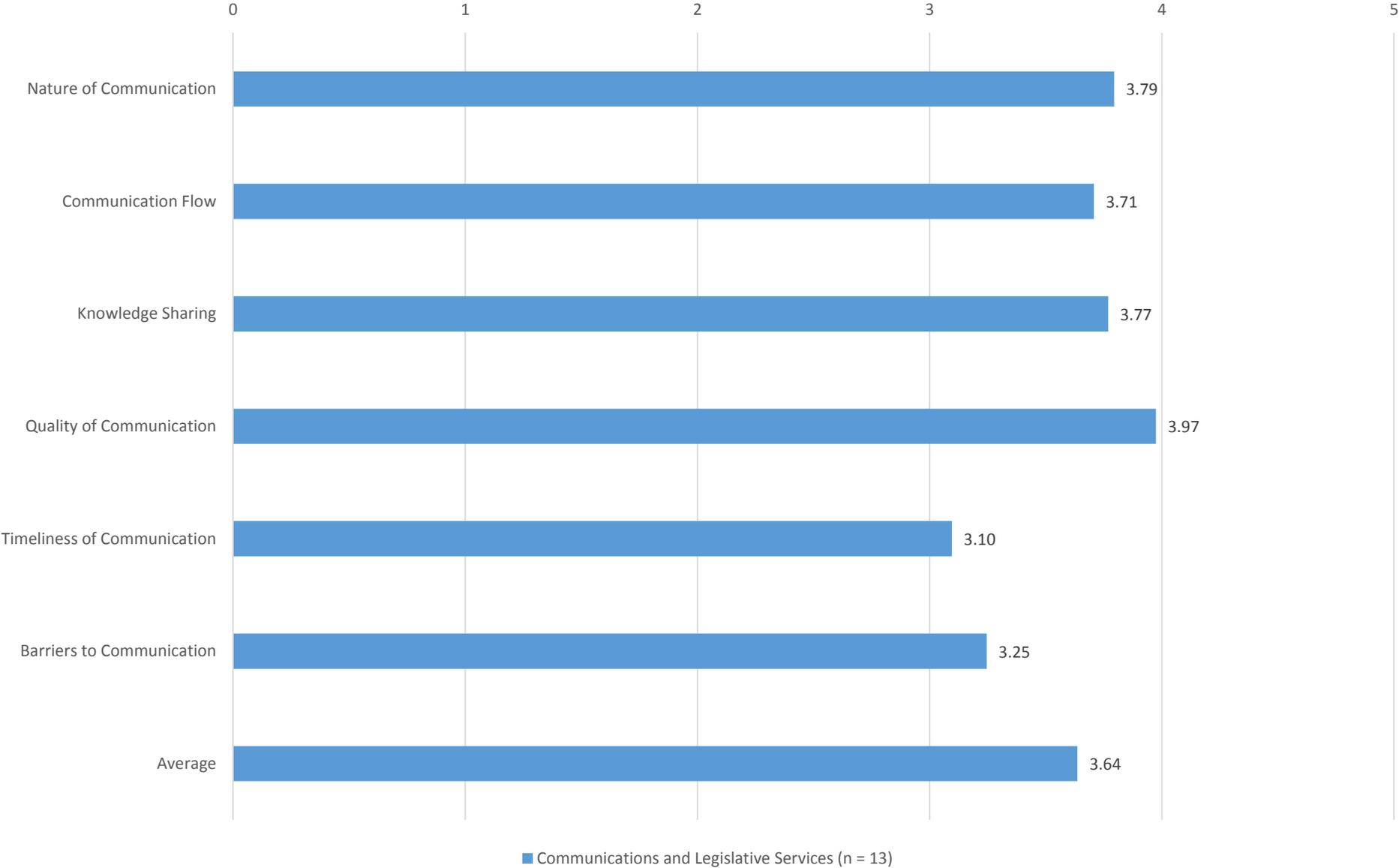
Rank	Communication Methods Used *	Score
1	Email	4.21
2	Supervisor (verbal)	3.87
3	Coworkers (verbal)	3.78
4	Self-seeking	3.54
5	Team meetings (verbal)	3.41
6	Facility Publications/Newsletters	2.78
7	Intranet - "Neat to know" and "In the box"	2.75
8	Memos/Faxes	2.69
9	DHHS Connections	2.68
10	Phone/Voicemail	2.65
11	Intranet - News	2.51
12	Intranet - Division pages	2.35
13	DHHS Social Media (Twitter and Facebook)	1.34

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Supervisor (verbal)	3.66
2	Team meetings (verbal)	3.50
3	Email	3.47
4	Self-seeking	2.84
5	Phone/Voicemail	2.66
6	Memos/Faxes	2.53
7	Facility Publications/Newsletters	2.43
8	DHHS Connections	2.27
9	Intranet - News	2.15
10	Intranet - Division pages	2.13
11	Intranet - "Neat to know" and "In the box"	2.11
12	DHHS Social Media (Twitter and Facebook)	1.17

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Communications and Legislative Services DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information Communications and Legislative Services (n = 13) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.69
2	Self-seeking	4.00
2	Phone/Voicemail	4.00
4	Intranet - Division pages	3.92
5	Coworkers (verbal)	3.69
6	Supervisor (verbal)	3.62
7	Team meetings (verbal)	3.38
8	Memos/Faxes	2.69

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.51
2	Self-seeking	2.83
3	Intranet - Division pages	2.81
4	Coworkers (verbal)	2.70
5	Phone/Voicemail	2.57
6	Supervisor (verbal)	2.49
7	Team meetings (verbal)	2.48
8	Memos/Faxes	1.86

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information Communications and Legislative Services (n = 13) DHHS Annual Employee Survey 2015

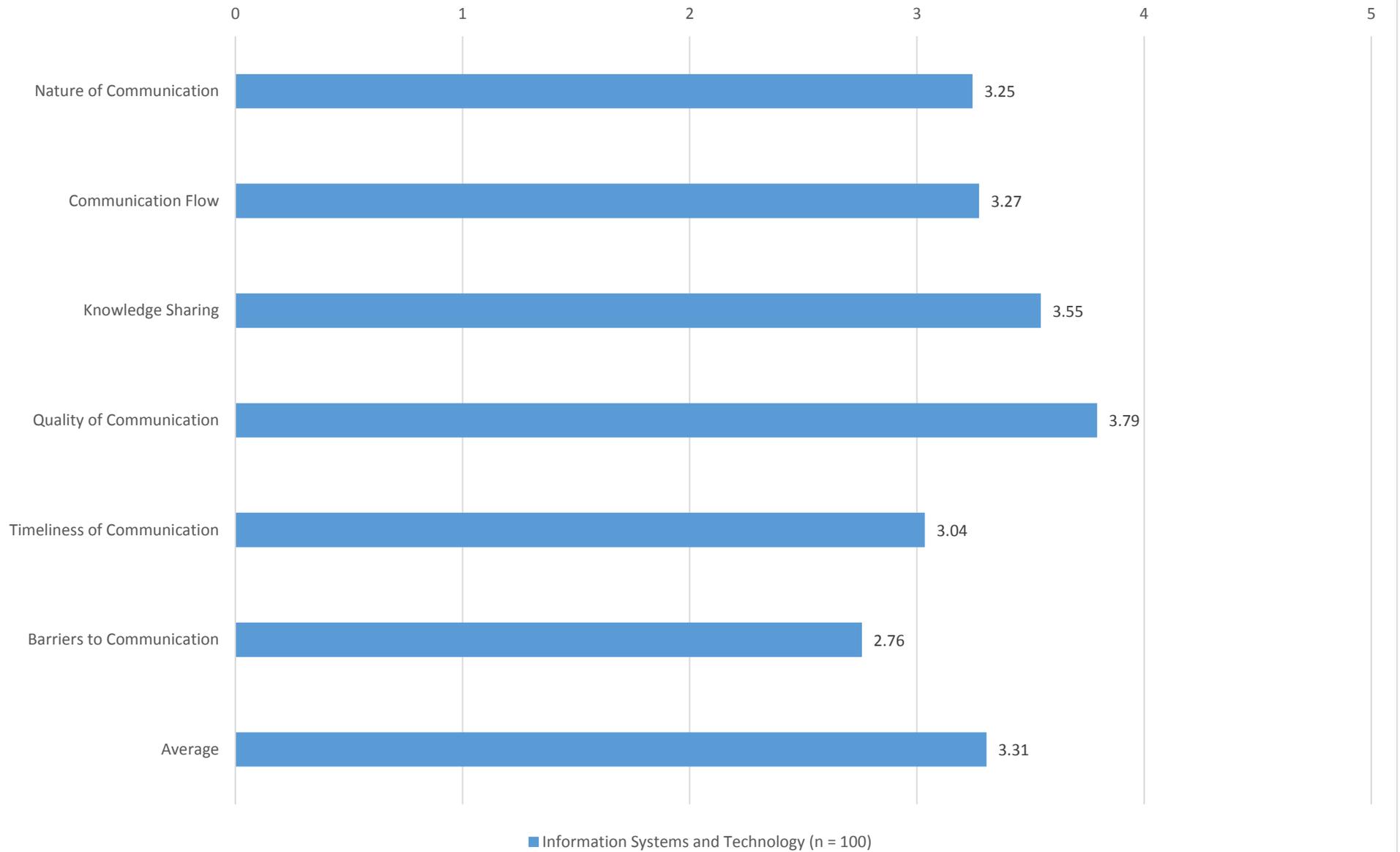
Rank	Communication Methods Used *	Score
1	Email	4.77
2	Intranet - "Neat to know" and "In the box"	4.08
3	Self-seeking	4.00
4	Intranet - News	3.85
5	Supervisor (verbal)	3.77
5	Team meetings (verbal)	3.77
5	DHHS Connections	3.77
8	Phone/Voicemail	3.69
9	Coworkers (verbal)	3.62
10	Intranet - Division pages	3.31
11	Facility Publications/Newsletters	2.92
12	Memos/Faxes	2.46
12	DHHS Social Media (Twitter and Facebook)	2.46

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Intranet - Division pages	3.03
2	Email	2.96
3	Self-seeking	2.80
4	Team meetings (verbal)	2.70
5	Intranet - "Neat to know" and "In the box"	2.30
6	Phone/Voicemail	2.25
7	Supervisor (verbal)	2.25
8	Intranet - News	1.93
9	Memos/Faxes	1.87
10	DHHS Social Media (Twitter and Facebook)	1.86
11	Facility Publications/Newsletters	1.85
12	DHHS Connections	1.54

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

## Information Systems and Technology DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information Information Systems and Technology (n = 100) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.46
2	Self-seeking	4.04
3	Coworkers (verbal)	3.96
4	Supervisor (verbal)	3.66
5	Team meetings (verbal)	3.65
6	Phone/Voicemail	3.50
7	Intranet - Division pages	3.33
8	Memos/Faxes	2.19

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.56
2	Supervisor (verbal)	3.08
3	Team meetings (verbal)	2.90
4	Self-seeking	2.82
5	Coworkers (verbal)	2.77
6	Intranet - Division pages	2.30
7	Phone/Voicemail	2.02
8	Memos/Faxes	1.39

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information Information Systems and Technology (n = 100) DHHS Annual Employee Survey 2015

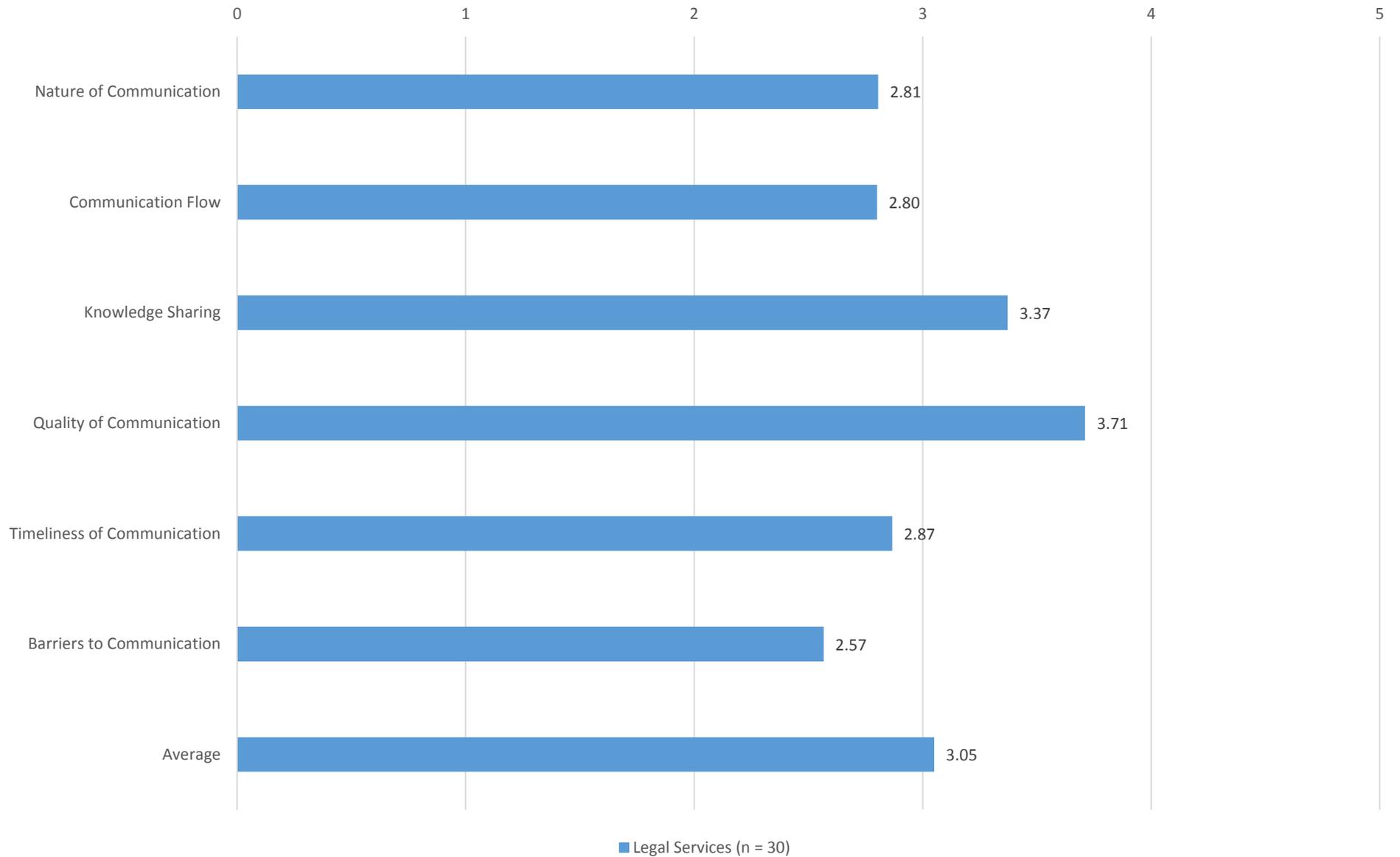
Rank	Communication Methods Used *	Score
1	Email	4.23
2	Coworkers (verbal)	3.82
3	Self-seeking	3.79
4	Supervisor (verbal)	3.71
5	Team meetings (verbal)	3.54
6	Phone/Voicemail	3.16
7	DHHS Connections	3.02
8	Intranet - "Neat to know" and "In the box"	2.88
9	Intranet - Division pages	2.84
10	Intranet - News	2.78
11	Facility Publications/Newsletters	2.39
12	Memos/Faxes	2.16
13	DHHS Social Media (Twitter and Facebook)	1.69

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.28
2	Supervisor (verbal)	2.82
3	Team meetings (verbal)	2.71
4	Self-seeking	2.41
5	Intranet - Division pages	2.03
6	Phone/Voicemail	1.91
7	Intranet - News	1.90
8	DHHS Connections	1.80
9	Intranet - "Neat to know" and "In the box"	1.71
10	Facility Publications/Newsletters	1.55
11	Memos/Faxes	1.29
12	DHHS Social Media (Twitter and Facebook)	1.16

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

## Legal Services DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information Legal Services (n = 30) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.47
2	Self-seeking	4.03
3	Coworkers (verbal)	3.93
4	Intranet - Division pages	3.23
5	Phone/Voicemail	3.18
6	Supervisor (verbal)	3.17
7	Memos/Faxes	2.83
8	Team meetings (verbal)	2.79

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Supervisor (verbal)	3.26
2	Email	3.25
3	Team meetings (verbal)	2.48
4	Coworkers (verbal)	2.40
5	Intranet - Division pages	2.40
6	Self-seeking	2.26
7	Memos/Faxes	1.92
8	Phone/Voicemail	1.61

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information Legal Services (n = 30) DHHS Annual Employee Survey 2015

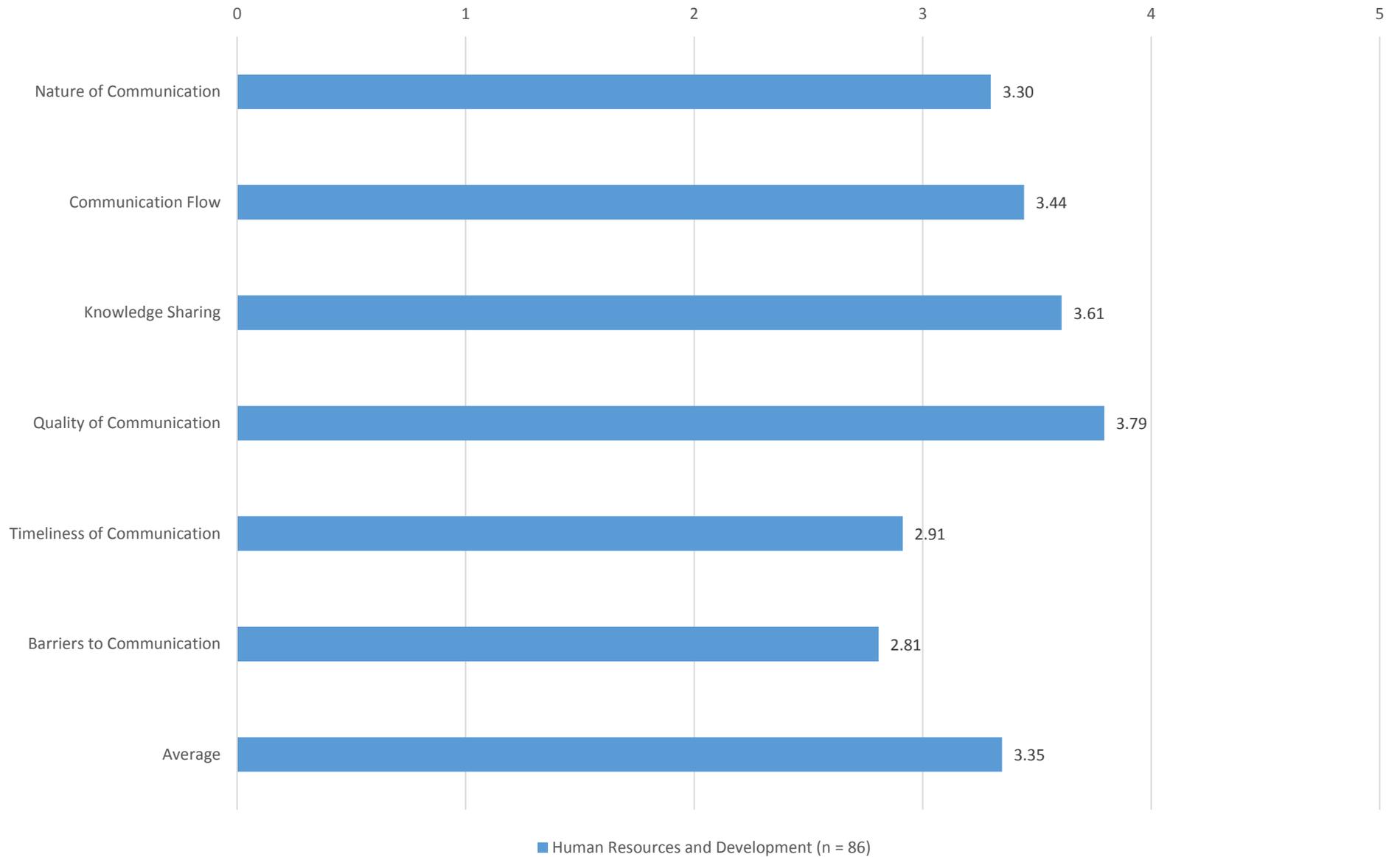
Rank	Communication Methods Used *	Score
1	Email	4.30
2	Self-seeking	4.00
3	Coworkers (verbal)	3.97
4	Supervisor (verbal)	3.27
5	Phone/Voicemail	3.04
6	Intranet - News	3.03
7	Intranet - Division pages	2.90
8	Team meetings (verbal)	2.78
9	Memos/Faxes	2.67
10	DHHS Connections	2.63
11	Intranet - "Neat to know" and "In the box"	2.53
12	Facility Publications/Newsletters	2.29
13	DHHS Social Media (Twitter and Facebook)	1.63

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Supervisor (verbal)	2.98
2	Email	2.95
3	Team meetings (verbal)	2.34
4	Intranet - Division pages	2.33
5	Self-seeking	2.21
6	Intranet - News	1.77
7	Memos/Faxes	1.74
8	DHHS Connections	1.50
9	Phone/Voicemail	1.48
10	Intranet - "Neat to know" and "In the box"	1.46
11	Facility Publications/Newsletters	1.43
12	DHHS Social Media (Twitter and Facebook)	0.73

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

## Human Resources and Development DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information

## Human Resources and Development (n = 86)

### DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.66
2	Self-seeking	4.20
3	Coworkers (verbal)	3.99
4	Supervisor (verbal)	3.84
5	Phone/Voicemail	3.67
6	Intranet - Division pages	3.65
7	Team meetings (verbal)	3.42
8	Memos/Faxes	2.88

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.44
2	Supervisor (verbal)	3.07
3	Team meetings (verbal)	3.02
4	Coworkers (verbal)	2.91
5	Intranet - Division pages	2.73
6	Self-seeking	2.56
7	Phone/Voicemail	2.39
8	Memos/Faxes	1.91

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information

## Human Resources and Development (n = 86)

### DHHS Annual Employee Survey 2015

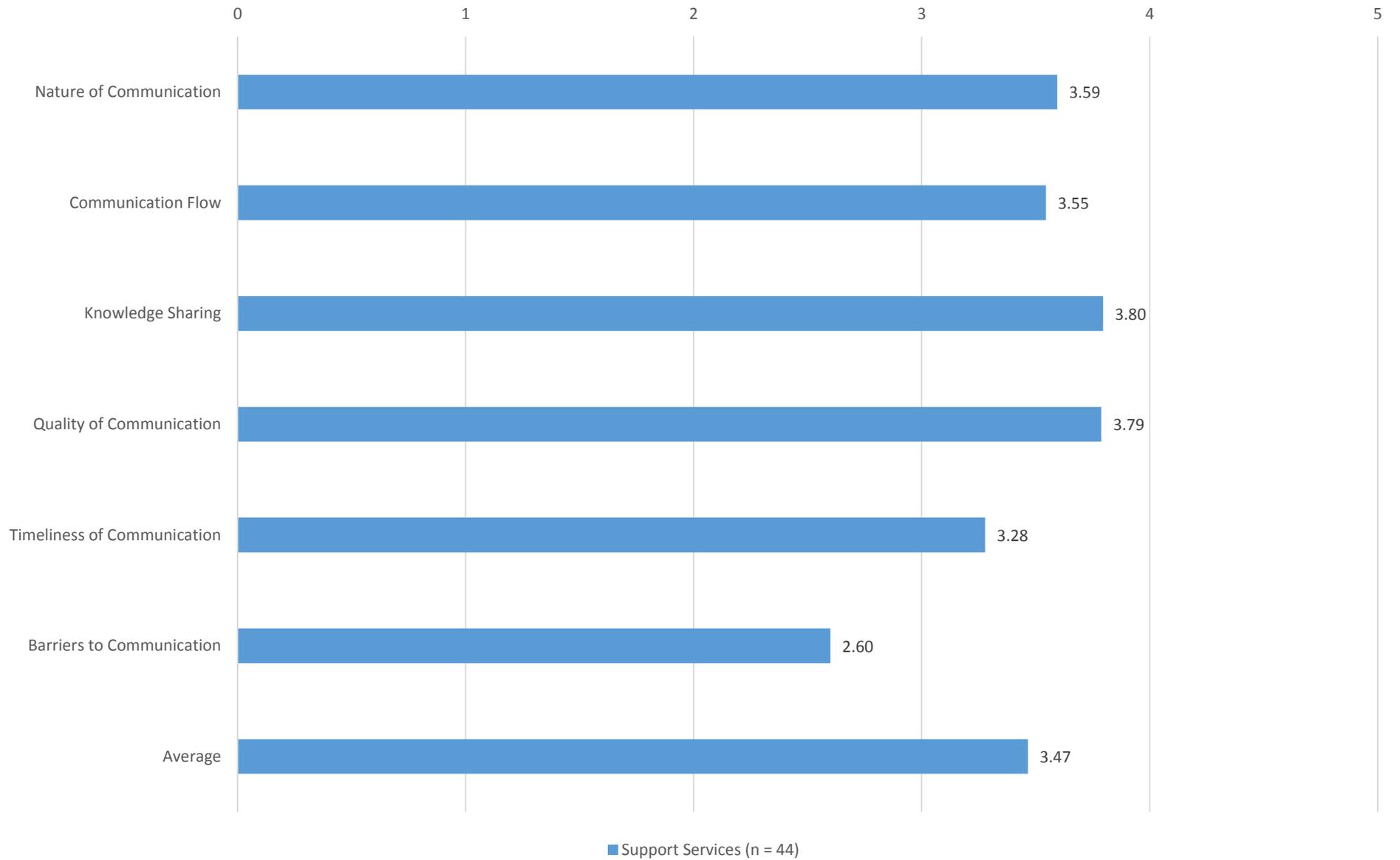
Rank	Communication Methods Used *	Score
1	Email	4.72
2	Self-seeking	4.09
3	Coworkers (verbal)	3.89
4	Supervisor (verbal)	3.83
5	Phone/Voicemail	3.52
6	DHHS Connections	3.48
7	Team meetings (verbal)	3.42
8	Intranet - "Neat to know" and "In the box"	3.24
9	Intranet - Division pages	3.17
10	Intranet - News	3.13
11	Memos/Faxes	2.91
12	Facility Publications/Newsletters	2.84
13	DHHS Social Media (Twitter and Facebook)	1.68

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.56
2	Supervisor (verbal)	3.04
3	Team meetings (verbal)	2.99
4	Intranet - Division pages	2.79
5	Self-seeking	2.50
6	Phone/Voicemail	2.42
7	Intranet - News	2.31
8	Memos/Faxes	2.20
9	DHHS Connections	2.13
10	Facility Publications/Newsletters	2.12
11	Intranet - "Neat to know" and "In the box"	2.08
12	DHHS Social Media (Twitter and Facebook)	1.56

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

## Support Services DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information Support Services (n = 44) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.52
2	Coworkers (verbal)	4.16
3	Self-seeking	4.05
4	Supervisor (verbal)	4.02
5	Phone/Voicemail	3.80
6	Team meetings (verbal)	3.72
7	Intranet - Division pages	3.31
8	Memos/Faxes	3.18

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Supervisor (verbal)	3.47
2	Email	3.40
3	Coworkers (verbal)	3.17
4	Team meetings (verbal)	3.01
5	Self-seeking	2.74
6	Phone/Voicemail	2.68
7	Intranet - Division pages	2.45
8	Memos/Faxes	2.41

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information Support Services (n = 44) DHHS Annual Employee Survey 2015

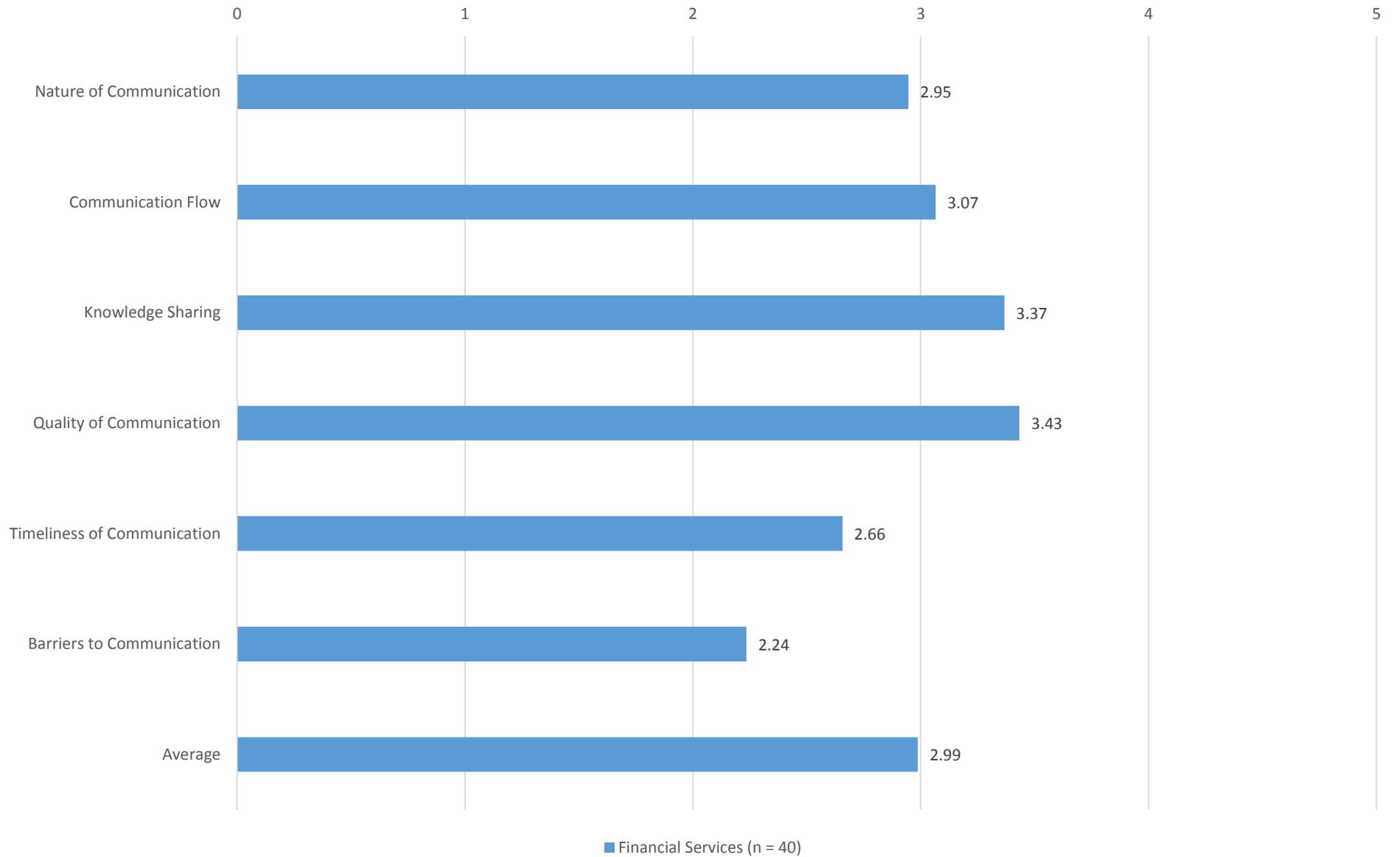
Rank	Communication Methods Used *	Score
1	Email	4.32
2	Coworkers (verbal)	3.98
3	Supervisor (verbal)	3.91
4	Self-seeking	3.77
5	Phone/Voicemail	3.67
6	Team meetings (verbal)	3.43
7	Intranet - "Neat to know" and "In the box"	3.22
8	DHHS Connections	3.07
9	Memos/Faxes	3.02
10	Intranet - News	2.98
11	Intranet - Division pages	2.84
12	Facility Publications/Newsletters	2.64
13	DHHS Social Media (Twitter and Facebook)	1.55

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.21
2	Supervisor (verbal)	3.04
3	Team meetings (verbal)	2.86
4	Phone/Voicemail	2.47
5	Intranet - Division pages	2.46
6	Self-seeking	2.45
7	Memos/Faxes	2.38
8	Intranet - News	2.33
9	DHHS Connections	2.16
10	Facility Publications/Newsletters	2.09
11	Intranet - "Neat to know" and "In the box"	2.08
12	DHHS Social Media (Twitter and Facebook)	1.03

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

## Financial Services DHHS Annual Employee Survey 2015



# Obtaining Job-Related Information Financial Services (n = 40) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.50
2	Self-seeking	4.13
3	Coworkers (verbal)	3.90
4	Supervisor (verbal)	3.68
5	Phone/Voicemail	3.38
6	Team meetings (verbal)	3.35
7	Intranet - Division pages	3.21
8	Memos/Faxes	2.63

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.76
2	Supervisor (verbal)	3.13
3	Coworkers (verbal)	3.13
4	Team meetings (verbal)	2.95
5	Self-seeking	2.74
6	Intranet - Division pages	2.66
7	Phone/Voicemail	2.54
8	Memos/Faxes	1.69

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"

# Obtaining DHHS Information Financial Services (n = 40) DHHS Annual Employee Survey 2015

Rank	Communication Methods Used *	Score
1	Email	4.18
2	Self-seeking	3.85
3	Coworkers (verbal)	3.68
4	Supervisor (verbal)	3.38
5	Team meetings (verbal)	3.23
6	Phone/Voicemail	3.13
7	Intranet - News	3.05
8	Intranet - Division pages	3.00
9	Intranet - "Neat to know" and "In the box"	2.98
10	DHHS Connections	2.88
11	Memos/Faxes	2.65
12	Facility Publications/Newsletters	2.42
13	DHHS Social Media (Twitter and Facebook)	1.55

\* Number Meaning: 5 - "Always", 4 - "Frequently", 3 - "Sometimes", 2 - "Seldom", 1 - "Never"

Rank	Communication Methods Improvement Priority**	Score
1	Email	3.36
2	Supervisor (verbal)	3.00
3	Team meetings (verbal)	2.85
4	Intranet - Division pages	2.67
5	Self-seeking	2.54
6	Intranet - News	2.18
7	Phone/Voicemail	2.13
8	Intranet - "Neat to know" and "In the box"	2.00
9	Memos/Faxes	1.68
10	DHHS Connections	1.65
11	Facility Publications/Newsletters	1.35
12	DHHS Social Media (Twitter and Facebook)	0.98

\*\* Number Meaning: 5 - "Essential Priority", 4 - "High Priority", 3 - "Moderate Priority", 2 - "Somewhat Priority", 1 - "Low Priority", 0 - "Not a Priority"