

Key Themes of the SWWRPC Strategic Plan Surveys and Interviews Results

The following are themes, in no particular order, of the SWWRPC Strategic Plan Surveys and Interviews administered in the summer and fall of 2017. Each theme is followed by example comments relating to the theme. These example comments are not all-inclusive.

Note: These themes were determined through a qualitative analysis; the results were not statistically analyzed.

1. SWWRPC staff members are very professional.

Clients and partners expressed their strong satisfaction with staff's professionalism and general demeanor. Staff professionalism had the highest score on the Client and Partner Survey, with a median score of 97.5.

- ✓ Professionalism is at the highest level.
- ✓ My experiences with SWWRPC staff have always been positive. Staff are Absolutely, you guys are professional and just as important, PERSONABLE!
- ✓ knowledgeable, courteous and represent SWWRPC very well.
- ✓ I have experienced nothing but professionalism over my years of involvement.
- ✓ Timely for meetings and professional presentations!
- ✓ Interactions are consistently professional & responsible.
- ✓ Professional while personal.

2. Staff retention is a weakness of SWWRPC.

Keeping staff was stated as a weakness of SWWRPC throughout all feedback methods.

- ✓ Turnover is a problem for you.
- ✓ Staffing appears to be in flux. Turnover and capacity reductions impact effectiveness.
- ✓ My only criticism is that there appears to have been funding gaps in the past that created some turnover of leadership.
- ✓ [When discussing areas for improvement for SWWRPC] Staff Retention...it will allow the entity stability and growth.
- ✓ [When discussing strengths of SWWRPC] ITS EMPLOYIES, MUST DO MORE ON RETENTION.
- ✓ [When discussing areas for improvement for SWWRPC] Retain our employees.
- ✓ [When discussing areas for improvement for SWWRPC] Stabilizing the staff so projects requiring long term commitments can be implemented
- ✓ [When discussing weaknesses of SWWRPC] Turnover.
- ✓ [When discussing weaknesses of SWWRPC] Ongoing staff retention. Get 'em, keep 'em.

3. The public is often unaware of the purpose and services of SWWRPC.

There were many comments expressing a general lack of understanding of SWWRPC's services and how the organization benefits the community. On the Client and Partner Survey, understanding the Mission and Purpose of SWWRPC was one of the lowest scoring questions.

- ✓ Planning, but what else?
- ✓ I don't always understand everything SWWRPC has to offer. I am not sure how to "sell" and promote SWWRPC in networking situations.
- ✓ I'm not very familiar with this agency, except as Kate's employer.
- ✓ Some mission goals are unclear.
- ✓ I am not clear regarding what SWWRPC's specific mission is at this time.
- ✓ I don't know that enough information about SWWRPC is made public. Also don't know that people pay attention.

4. SWWRPC has strong leadership.

The executive director was often stated as a caring and competent leader.

- ✓ Troy rocks! He is always building relationships.
- ✓ Troy is impressive and I like what I see
- ✓ Troy Maggied is an outstanding executive director (administrator). He thinks futuristically, is collaborative and proactive.
- ✓ I feel the RPC has greatly improved under the leadership of Troy M. He is much more hands-on and result oriented than the past Director.
- ✓ Troy also does a great job in his role. He is a great support, has great relationships, and advocates within each county.
- ✓ [Discussing if staff know what is expected at work] Yes – Troy explains things. Communication is important.
- ✓ [Discussing if supervisor cares about staff members as a person] Yes, supervisor cares and worries about us burning out – personal check in.

5. There is lack of opportunities for collaboration between staff members.

The Staff Survey question focused on collaboration received a mean score of 46 and a median score of 35 – both are the lowest scores of all Staff Survey questions.

- ✓ We're always willing to work together, and would like to do more. Unfortunately, the timelines and workload, and possibly project budgets, keep us from doing so on a regular basis.
- ✓ I would like to collaborate more. I think we are silo-ed due to workload, not personalities or management.
- ✓ I work fairly independently but am confident that my coworkers assist when asked and bring new ideas and answers.
- ✓ [When discussion what changes would make staff more motivated.] More collaborative work. Getting to work on the same kind of project a few times so each project does not feel new.