

2016 Salisbury Management Inc. Employee Engagement Survey

Dear Fellow SMI Employees:

Thank you for taking the time to complete the 2016 Salisbury Management Employee Engagement Survey. Of the 70 SMI employees eligible to take the survey, just over 75% (53 people) did so. That is a fantastic response. Next year, I want that number to be closer to 100% so that everyone has a chance to have their opinions counted. Please join me and commit to responding to the 2017 SMI Employee Engagement Survey.

There are several positive things to report from the survey results. Employees report feeling very engaged with SMI as a company. Specifically, 100% of employees strongly agree or agree that they give high value to the work they do at SMI. Employees also expressed that they know what is expected of them in their work and they feel their fellow employees are also committed to doing quality work at SMI.

It is always important to remember that our job at SMI is to support our teachers, therapists, social workers, and other direct care staff to help our clients and students to lead a good life. Our clients come to us because they need our help and the work we do is critical to our clients' survival. The direct care staff couldn't do their jobs without our support. I am thrilled that we know how important our work is, and continue to dedicate ourselves to this difficult, yet important mission. Keep up the excellent work!

The survey showed that two key areas for improvement by Salisbury Management leadership are employee recognition and communication. As you all know, employee morale, retention, and recruitment are my first of three core values (hopefully everyone remembers that the next two are recommitting to quality services and enhancing financial sustainability and viability). Over the last year we have begun a number of small steps to improve employee communication and recognition. As President I have sent welcome cards to hundreds of new employees, and congratulations cards to hundreds of employees on their 3, 5, 10, 15, and 20 year anniversaries (I am running behind but I plan to catch up in November). We have also rolled out a new employee discount program called Access Perks. I encourage you to take advantage of Access Perks if you haven't already. Also, I am pleased to announce, albeit a little prematurely, that those of you who have individual (not family) insurance coverage should see little or no increase to your 2017 premiums. (Those of you who have family coverage will see a modest increase to the cost of family coverage.)

Finally, as some of you know, I recently formed a Strategic Planning Committee. That committee will establish goals and objectives and help to shape our company's future. At least one of those goals and objectives will center on improving employee morale, recognition, retention, and recruitment. While almost 90% of SMI employees have been with SMI for over 1 year, we need to do a better job communicating with our employees, and recognizing them for the hard work that they do. That is a difficult task, but it's important and I intend to accomplish it.

Thank you again for completing the 2016 SMI Employee Engagement Survey. Together, we will make 2016 the best year ever. Rome was not built overnight. A journey of a thousand miles begins with a single step. We will not solve these issues overnight, but this single step will lead to more steps. Please join me as we take another step along our life-long journey of providing excellent services to our clients, students, coworkers, and families.

Yours Truly,

David Volosov
President