

**COMMUNITY OPTIONS, INC.
LOCAL SERVICE AREA
PLAN UPDATE**

APRIL 14, 2020

LOCAL SERVICE AREA PLAN UPDATE

MISSION STATEMENT

The mission of Community Options, Inc. is to assure the provision of services and supports to people for the six counties of Region 10 who meet the definition of having a developmental disability. These services and supports are designed to enable the people served to:

1. Uncover and develop the unique gifts each has, so as to be able to more fully contribute to their family, their community, and society at large.
2. Establish and develop meaningful relationships throughout their community.
3. Enhance their capacity to make choices and learn from the consequences of their choices.
4. Enjoy life to the fullest.

AGENCY VALUES

Community Options believes that:

- Everyone has something to contribute.
- Everyone needs meaningful relationships.
- People deserve the dignity of making choices.
- Life is meant to be enjoyed.

AGENCY ACCOMPLISHMENTS

- Provided quality Case Management/Service Coordination and a broad array of services and supports to nearly 500 area citizens with intellectual and developmental disabilities and, in some cases, their families.
- Re-designated as a Community Centered Board (CCB).
- Developed and successfully implemented Business Continuity strategies related to the COVID-19 pandemic.
- Continued efforts with HCPF and other CCBs to define and implement HB-1343 regarding bringing Colorado into compliance with Conflict Free Case Management requirements.
- Continued efforts with HCPF officials regarding the attrition of HCB-DD enrollments in rural areas that is impacting statewide access to services. Developed and submitted a proposal to HCPF to allocate new HCB-DD waiting list enrollments based on each service area's percentage of state population, and continued to work towards implementation of that proposal.
- Continued efforts to bring Colorado and Community Options into compliance with the HCBS Final Settings Rules.
- Continued providing Person Centered Thinking, and provided that training to an ever-increasing number of employees and community partners.
- Continued efforts to expand the provider choices available for people receiving services and their families. In addition to Community Options, available service agencies in our area are Mosaic, Six Points, Mountain Valley Developmental Services, Strive, Ariel Clinical Services, Behavioral Services of the Rockies and a wide array of EI, SLS, and CES providers and independent contractors.
- Successfully recruited three new Home Care Agencies that acquired Program Approval to provide the CES and SLS services vacated by Community Options' Class B License relinquishment, and began successfully transitioning people into those services.
- Continued partnering with the Arc of West Central Colorado on several collaborative projects, including the People First chapters in Delta and Montrose.
- Maintained positive working relationships with local offices of the Division for Vocational Rehabilitation (DVR), the Departments of Health and Human Services, Mid-Western Colorado Mental Health Center, the Arc, local school districts and BOCES, hospitals and medical providers, law enforcement, and transportation providers.
- Continued efforts to maintain positive relationships with Joint Budget Committee (JBC) members and other legislators, as well as local elected officials, and took an active role the Alliance's End the Waiting List campaign.

- Held a successful 46th Annual Meeting with an informative Keynote Address by Arc of Colorado Executive Director Christiano Sosa, and a return performance by the unified musical/dance group “Joyful Sounds”.
- Participated in the Alliance Intellectual/Developmental Disabilities Awareness Day at the Capitol.
- Successfully recruited new members to the Family Support Council.
- Successfully completed a massive amount of work related to multiple surveys, audits and program reviews, including an audit by the Social Security Administration.
- Successfully completed all Deliverables required by our contract with HCPF.
- Continued efforts to effectively capture available revenues, including Targeted Case Management (TCM) units and Medicaid and insurance reimbursements for EI services.
- Continued collaborative work with HCPF to implement a per member/per month payment methodology for TCM.
- Continued to post all required information on our website and meet all other transparency requirements related to SB-038.
- Implemented Medicaid rate pass-through for DSP workers related to HB 18-1407 and submitted required report for FY19.
- Continued successful fund-raising activities including obtaining a grant award through the Colorado Dept. of Transportation that enabled us to purchase three new vans to help replace some of our aging fleet.
- Continued efforts of our Public Relations/Fund Raising Committee on the Board of Directors, including a successful campaign to raise sufficient funds to achieve the local match component of our CDOT grant.
- Submitted a second successful CDOT grant that will enable us to obtain two new vans in the coming year.
- Facilitated a successful mail-in Public Forum process that resulted in input from 34 participants, and completed Satisfaction Surveys for HCB-SLS, HCB-DD, CES, and FSSP.
- Continued a monthly column in the *Montrose Daily Press* highlighting our agency and promoting awareness of issues related to persons with disabilities, and also had several other feature articles related to our agency and services.
- For the 14th consecutive year, co-hosted a successful and well-attended fund-raising event, MountainFilm on Tour, in collaboration with the Uncompahgre Valley Association.
- Continued efforts to examine and modify service models in an effort to identify efficiencies and cost-effective strategies to promote long-term viability.
- Continued collaborative relationships with the Montrose High School National Honor Society and Key Clubs, the All Saints Episcopal Church, a therapy dog group, and a wide variety of community volunteers, all of whom have offered a wide variety of community involvement opportunities.
- Continued publication of an informative quarterly agency newsletter.
- Continued efforts focused on work safety and risk management that resulted in maintaining our Cost Containment Certificate.
- Continued efforts to update and enhance technologies and systems capacities, transportation capacities, and facility upkeep and maintenance as revenues have allowed.
- Maintained all necessary information to continue participation on the ColoradoGives.org website, enhancing our visibility and transparency and allowing us to continue participation in Colorado Gives Day. We also registered for and participated in Telluride Gives Day.

IDENTIFIED NEEDS OF ELIGIBLE PERSONS

- **Need:** The world and our work have changed dramatically over the past several months in response to the COVID-19 pandemic. So the over-riding need is for the people we support and our staff to stay safe and healthy. **Plan to Address:** The details of the plan were submitted to HCPF in our Business Continuity Plan. In order to implement that plan and on-going revisions, we have formed a COVID Preparation and Response (CPR) Team that meets daily to address new information, new issues and new concerns. The Team includes Case Management, Program, Nursing, HR, Business Office, and CCB Administrative representation, and is chaired and facilitated by our Safety Advisor.

Assuming that the world gets back to something at least resembling our previous “normal”, the following needs of people eligible for services in our area present themselves:

- **Need:** To finally address the ever-growing waiting list of people needing and wanting HCB-DD services. **Plan to Address:** The collaborative effort led by Alliance to End the Wait had gained significant momentum prior to the COVID pandemic that tanked the economy. We will resume those efforts in future, hopefully better times.
- **Need:** To continue providing and developing a wide array of quality services and supports in accordance with people’s needs and choices, and with our mission and values. **Plan to Address:** We will continue working with both internal and external provider agencies to encourage growth and development of quality services and supports. This includes continued efforts at recruitment and retention of residential and day program staff, therapy providers, host home providers, and respite providers, all of which are needed.
- **Need:** To continue efforts to develop and diversify community employment and volunteer opportunities, enclaves, meaningful day activities, and fund-raising opportunities. **Plan to Address:** We will continue working with both internal and external provider agencies to encourage growth and development of quality services and supports.
- **Need:** To continue developing a broad range of leisure, social, experiential, educational, recreational, and exercise activities, both in our facilities and in community settings. **Plan to Address:** We will continue working with both internal and external provider agencies to encourage growth and development of quality services and supports.
- **Need:** To continue developing collaborative relationships with community partners such as the local high schools, service clubs, advocacy organizations, Colorado Mesa University, and the local business community, as well as efforts aimed at public awareness and education. **Plan to Address:** We will continue to seek opportunities to engage in collaborative efforts with all of these entities, and will also continue writing a monthly column about our agency and people with IDD in the *Montrose Daily Press*.
- **Need:** To continue efforts to maintain, upgrade, and replace aging vehicles, facilities, and infrastructure as is financially feasible. **Plan to Address:** Within our agency, we will continue our fund-raising efforts, continue to write grants, and seek other sources of funding in order to support the infrastructure necessary to meet the needs of the people we serve.

LOCAL ISSUES IMPACTING THE DESIGNATED SERVICE AREA

The reality is that the vast majority of issues impacting our designated service area are not local issues, but rather systemic, external issues over which we have little control, and that have major impacts on the people we serve and their families, the CCB, service providers, and employees. As stated above, all of these issues have been exacerbated by the COVID-19 crisis, which remains the over-riding issue and has implications for each of the following.

- **Issue:** The continued financial viability of the CCB/CMA and primary service provider in this six-county area. **Plan to Address:** Our agency approached HCPF/OCL for short-term emergency funding in November 2019, but was denied. We have also approached local counties and cities seeking increased financial support, with limited success. On an internal basis, we continue working with our lenders to restructure debt; relinquished our Class B Home Care Agency license to decrease FTE, administrative requirements, and services for which the rates do not support the services; continued to write grants and seek other fund-raising opportunities; implemented a partially self-funded health insurance plan that uses a “cutting-edge” Reference Based Pricing model to help contain mandated health insurance costs; and continued to examine service models for other possible efficiencies or other opportunities to decrease expenses. We also have continued to work with HCPF and the General Assembly on the systemic funding issues outlined previously.
- **Issue:** As stated above, to finally address the ever-growing waiting list of people needing and wanting HCB-DD services. **Plan to Address:** The collaborative effort led by Alliance to End the Wait had gained significant momentum prior to the COVID pandemic that tanked the economy. We will resume those efforts in future, hopefully better times.
- **Issue:** The need for the state to address compliance with federal Conflict Free Case Management requirements in a way that minimizes the impact on people receiving services and their families, Case Management Agencies, Direct Service Providers, and employees, especially given the complexities and lack of service capacity in rural/frontier areas of the state, and which provides choice and respects those choices. **Plan to Address:** To continue to be actively involved with HCPF and the General Assembly to better understand the implications of a rural exception, and to promulgate rules and regulations related to the implementation of CFCM that will minimize the impact on people receiving services, their families, and our agency.
- **Issue:** The lack of service capacity in our rural area that has been exacerbated by inadequate rates and the new requirements that providers become Medicaid providers and implement Electronic Visit Verification, many of whom are unwilling to do so. **Plan to Address:** To continue encouraging service providers to expand the scope of their services, and continue working with HCPF and the JBC to increase rates to where they actually cover the cost of providing services.
- **Issue:** The need for the state to develop and implement an efficient, effective, and equitable allocation methodology for HCB-DD enrollments that maintains statewide access to services, and addresses the attrition of enrollments in rural communities throughout the state. **Plan to Address:** To continue to be actively involved with HCPF and, if necessary, the General Assembly to develop allocation methodologies that stabilize statewide access to services. We developed and submitted a proposal to HCPF in February 2019 that we believe would effectively address these issues, and we will continue working with them towards implementation. It is our hope and expectation that that process will be implemented effective July 1, 2020.
- **Issue:** The ever-increasing complexity and volume of work expected of our agency and staff, including the new billing requirements in the Early Intervention program, which has dramatically complicated that program. This situation is also exacerbated by years of inadequate administrative funding that does not allow us to increase FTE to deal with these additional requirements, but rather, we keep piling additional demands onto already overworked employees. **Plan to Address:** To continue working with our state partners at HCPF, CDPH&E, and DHS to seek administrative relief, avenues to simplify our service system, and funding to cover the costs of these ever-increasing responsibilities.

- **Issue:** The overly-aggressive SPALS and service caps that have been imposed in SLS, Day Services, and TCM have significantly decreased the amount of services that people are able to receive, and also contribute to reversions in the DD allocation. The cap in the number of Day Program units has led to a reduction of one day/week of service, placing major hardships on many families and HH providers, and driving significant unfunded expenses onto residential service providers. **Plan to Address:** To continue to work with HCPF to modify and/or remove these service limitations in future Waiver amendments.
- **Issue:** The ever-increasing complexity of the Early Intervention program, including implementation of a completely new and complex billing methodology. **Plan to Address:** We will continue working with our state partners at the Dept. of Human Services to define and refine these processes.
- **Issue:** High turnover that impacts continuity of care, and the need for rates that actually cover the cost of providing services and that would allow the CCB and service agencies to recruit and retain quality employees and contractors. This has been exacerbated by the increase in the Minimum Wage and the fact that we have some of the highest health insurance costs in the nation, both of which have dramatically increased payroll expense, with minimal corresponding increase in rates/revenues. **Plan to Address:** To continue working with HCPF and the JBC to increase rates, and to continue to explore other avenues to improve recruitment and retention.

PROCESS TO SOLICIT LOCAL INPUT

Constituency and other input into this Plan Update was obtained through the following sources:

1. Due to the COVID-19 outbreak, we were unable to hold our usual large Public Forum meetings. Therefore, mail-in Public Forum questionnaires were sent to 227, parents/guardians/family members, providers, allied human service agencies, elected officials, school districts, law enforcement agencies, etc. Written input was submitted by 34 people, and all of the input is included with this Plan Update and entitled Public Forum Input.
2. Satisfaction Surveys were initiated to be conducted with a 20% random sample of adults involved in HCB-SLS and HCB-DD (28 people), although the closure of our day program facilities and no-visitation rules at our facilities limited survey interviews to 5 recipients in SLS and 5 in HCB-DD. Mail-in surveys were sent to 109 families/guardians of persons involved in HCB-DD, and 76 families/guardians of persons involved in SLS. We received 35 total responses to those surveys. We also sent surveys to all 6 families involved in CES (0 responses). The Family Support Council is conducting their own survey via a separate process, and that information will be submitted along with the Plan for the FSSP., and COI staff members were also surveyed regarding the quality of our services and work environments. EI Colorado was doing its own survey of Early Intervention, so we did not duplicate those efforts. Quantitative survey results and initial analysis are attached and entitled Satisfaction Survey Results.
3. A Semi-Annual Monitoring Review process was utilized whereby we review the following for trends and concerns: Incident Report tracking; Complaint Logs; Human Rights Committee recommendations; Allegations of Mistreatment, Abuse, Neglect, and Exploitation; Critical Incidents; Comprehensive Life Reviews; On-site Programmatic Monitoring; Personal Needs Audits; and Satisfaction Survey results. Additionally, information for all required Contract Deliverables was analyzed and utilized.

AVAILABILITY OF THIS PLAN UPDATE DOCUMENT

A copy of our Plan Update and the attached documents will be posted on our website, and copies will be made available free of charge to staff, the Board of Directors, Family Support Council, Human Rights Committee, elected officials, allied human service agencies, and anyone else who indicates an interest.

Attachments:

Public Forum Input; Satisfaction Survey Results

COMMUNITY OPTIONS, INC.
SATISFACTION SURVEY RESULTS-MARCH 2020
Client Satisfaction Surveys

In what has been an unprecedented year on many, many levels, the COVID-19 crisis has impacted virtually everything we do, including our satisfaction survey process. This year we again had begun surveying adults receiving Supported Living Services (SLS) and Comprehensive Services (HCB-DD). A random 20% sample of those receiving services in Delta and Montrose was selected, resulting in a total of 12 people in SLS and 16 people in HCB-DD services. Interviews were initiated by two Admin. Assistants from our Business office, but just as the process began we were compelled to close our Day Program sites and implement a no visitor policy at our facilities. As a result, we were only able to interview 5 people in each Waiver. During those interviews, opportunity was given after every question for comments or explanations. The total number of responses may not always add up as there were situations of no response or multiple responses, and because not every person is involved in every service. Also, because of rounding, total percentages may not always equal 100%.

Everyone has a Case Manager and receives Case Management Services, so please answer:

- 1) Does your Case Manager (CM) listen to you and respect what you say?
Yes 9 (90%) Sometimes 1 (10%) No 0
- 2) Do you see your CM enough?
Yes 4 (40%) Sometimes 2 (20%) No 4 (40%)
- 3) Does your CM help you develop a good plan with things that are important to you?
Yes 10 (100%) Sometimes 0 No 0
- 4) Overall, are you happy with your Case Management services?
Yes 9 (90%) Sometimes 1 (10%) No 0

If you receive Residential Services (group home, apartment, host home) please answer:

- 1) Do staff/provider listen to you and respect what you say?
Yes 4 (67%) Sometimes 2 (33%) No 0
- 2) Do you have the privacy that you need in your home?
Yes 2 (33%) Sometimes 2 (33%) No 2 (33%)
- 3) Do you get to choose what you eat and are you happy with the food?
Yes 4 (67%) Sometimes 2 (33%) No 0
- 4) Overall, are you happy with where you live?
Yes 5 (83%) Sometimes 0 No 1 (17%)

If you receive any Transportation Services through our programs, please answer:

- 1) Are your transportation needs being met?
Yes 9 (90%) Sometimes 0 No 1 (10%)

If you receive Supported Living Services, please answer:

- 1) Do the SLS staff and managers listen to you and respect what you say?
Yes 4 (80%) Sometimes 1 (20%) No 0
- 2) Do the SLS staff help you do things that are important to you?
Yes 5 (100%) Sometimes 0 No 0
- 3) Can you reach the SLS staff when you need to talk to them?
Yes 5 (100%) Sometimes 0 No 0
- 4) Overall, are you happy with your SLS services?
Yes 5 (100%) Sometimes 0 No 0

If you are involved in Day Program and/or Employment Services, please answer:

- 1) Do you think that the staff listen to you and respect what you say?
Yes 8 (80%) Sometimes 2 (20%) No 0
- 2) Do the staff help you do things that are important to you?
Yes 9 (90%) Sometimes 1 (20%) No 0
- 3) Do you get to make choices about the things you do?
Yes 8 (80%) Sometimes 2 (20%) No 0
- 4) Overall, are you happy with your Day Program and/or Employment Services?
Yes 8 (80%) Sometimes 2 (20%) No 0

Albeit from an unfortunately limited sample size, the quantitative data shows a high degree of client satisfaction with our SLS and Comprehensive Services, including the Day Program and Transportation components as well as our Case Management. There were numerous comments that people would like to see their Case Manager more often, but that they understood they were very busy and that there has been a lot of turnover this year. There also were many narrative comments about how happy people were, and expressing appreciation for the services they receive and for the staff who provide them.

Family Satisfaction Surveys

Three different sets of family surveys were conducted by mail for the following programs: Supported Living Services (SLS)-76 surveys sent, Comprehensive Services (HCB-DD)-109 surveys sent, Children’s Extensive Support (CES)-6 surveys sent. Surveys for the Family Support Services Program (FSSP) are being conducted by the Family Support Council via a separate process. Across all of these programs, we would have hoped for a higher rate of return, but given the stresses of the current COVID crisis, it is difficult to be disappointed. This year we also enclosed self-stamped and addressed return envelopes, which did seem to help, particularly with the HCB-DD survey. Again, the total number of responses may not always add up as there were situations of no response or multiple responses, and because not every person is involved in every service. Also, because of rounding, total percentages may not equal 100%.

I. Choose one:

27 (25% return) **My family member receives residential services through COI** (group home, host home, or home or apartment with staff as needed). If so:

Do you feel our staff or provider do a good job of meeting your family member’s needs?

Yes 24 (97%) Partially 1 (4%) No 0

Overall, are you satisfied with your family member’s residential services?

Yes 23 (92%) Partially 2 (8%) No 0

Or,

9 (12% return) **My family member lives in our home or on their own and has services through the Supported Living Services Program.** If so:

Do you feel our staff or providers do a good job of meeting your family member’s needs?

Yes 4 (57%) Partially 3 (43%) No 0

Overall, are you satisfied with your family member’s Supported Living Services?

Yes 4 (67%) Partially 2 (33%) No 0

For both groups above:

II. Does your family member receive day program or employment services through COI?

Yes 28 (93%) No 2 (7%) If yes:

Do you feel our staff do a good job of meeting your family member’s needs?

Yes 26 (93%) Partially 2 (7%) No 0

Overall, are you satisfied with your family member’s day program or employment services?

Yes 23 (88%) Partially 3 (12%) No 0

III. All adults receiving program services through COI also receive Case Management services.

Do you feel your family member’s Case Manager does a good job meeting their needs?

Yes 26 (81%) Partially 6 (19%) No 0

Overall, are you satisfied with your family member’s Case Management services?

Yes 24 (83%) Partially 5 (17%) No 0

IV. If your family member receives transportation services through COI, are you satisfied with those services?

Yes 26 (100%) Partially 0 No 0

With an overall return rate of 19%, we would have liked a larger response, but that is a decent sample. Obviously, the rate of return was far higher for families in HCB-DD than for SLS. Overall, however, the quantitative results indicate a relatively high degree of parent/family satisfaction with all aspects of our services for adults, and there were many very positive and appreciative narrative comments. There were a number of comments regarding the turnover we have experienced in Case Management this year, and the fact that some are very new and all of them are so busy. That sentiment was reflected in the responses of “Partially”. Some quoted examples of the positives are as follows: “Group home staff and manager are attentive and put the well being of clients first. Good job!” “Excellent and attentive staff and group home management.” “100% satisfied. I couldn’t be happier with the care my son is getting. Thanks to all.” “Couldn’t be any better. Community Options is an answer to prayer!!!”

Children’s Extensive Support Waiver: (6 sent, 0 returned, 0% return)

1. Do you feel CES staff is available to respond to you and your family’s needs?
 Yes 0 No 0
2. Do you feel comfortable when contacting the CES staff?
 Yes 0 No 0
3. Does the CES staff respond to your calls, questions, and concerns promptly?
 Yes 0 No 0
4. Is the CES staff knowledgeable about services that might be helpful to your & your family?
 Yes 0 No 0
5. Do you feel the CES staff respect your family’s needs and opinions?
 Yes 0 No 0
6. Has CES helped your family?
 Yes 0 No 0

Obviously, no conclusions can be drawn from this survey, other than the fact that families with children in this waiver have a lot going on, and completing surveys is probably not a priority.

Staff Satisfaction Surveys:

With all of the chaos surrounding our response to the COVID-19 pandemic, we had to prioritize our time, and did not undertake surveys of staff this year. They are not required by any of our regulatory entities, but we have always believed they are important from a management perspective. We very much intend to reinstitute that process next year. In the meantime, we have included the longitudinal results for the past ten years, and will be very interested to see what staff have to say in 2021. Longitudinal results of our Staff Satisfaction Surveys for the past 10 years are as follows:

1. I believe the services/supports we provide are consistent with our mission and values.

	<u>Yes</u>	<u>Somewhat</u>	<u>No</u>	<u>Survey Rate of Return</u>
(Str. Agree + Agree)		(Neutral)	(Disagree + Str. Disagree)	
2019	88%	12%	0%	25%
2018	94%	6%	0%	26%
2017	90%	7%	2%	43%
2016	90%	8%	2%	28%
2015	86%	12%	2%	29%
2014	72%	27%	1%	38%
2013	87%	10%	3%	15%
2012	79%	21%	0%	16%
2011	85%	12%	3%	16%
2010	<u>88%</u>	<u>12%</u>	<u>0%</u>	<u>29%</u>
Average:	86%	13%	1%	27%
High:	94%	27%	3%	43%
Low:	72%	6%	0%	15%

2. I believe we provide good quality services and supports.

	<u>Yes</u> (Str. Agree + Agree)	<u>Somewhat</u> (Neutral)	<u>No</u> (Disagree + Str. Disagree)
2019	88%	12%	0%
2018	99%	2%	0%
2017	90%	7%	2%
2016	93%	5%	2%
2015	83%	14%	3%
2014	87%	13%	3%
2013	93%	3%	1%
2012	85%	15%	0%
2011	89%	11%	0%
2010	<u>96%</u>	<u>4%</u>	<u>0%</u>
Average:	90%	9%	1%
High:	99%	15%	3%
Low:	83%	2%	0%

3. I believe that COI promotes a climate that supports staff and helps them work together.

	<u>Yes</u> (Str. Agree + Agree)	<u>Somewhat</u> (Neutral)	<u>No</u> (Disagree + Str. Disagree)
2019	60%	30%	11%
2018	78%	18%	4%
2017	70%	20%	10%
2016	67%	24%	9%
2015	63%	25%	5%
2014	68%	26%	5%
2013	67%	27%	7%
2012	61%	39%	0%
2011	74%	26%	0%
2010	<u>78%</u>	<u>22%</u>	<u>0%</u>
Average:	69%	26%	5%
High:	78%	39%	11%
Low:	60%	18%	0%

4. I have the opportunity to offer input & suggestions and they are valued by my manager and others in the agency.

	<u>Yes</u> (Str. Agree + Agree)	<u>Somewhat</u> (Neutral)	<u>No</u> (Disagree + Str. Disagree)
2019	81%	15%	4%
2018	94%	6%	0%
2017	81%	13%	7%
2016	79%	12%	9%
2015	76%	17%	5%
2014	83%	15%	1%
2013	87%	10%	3%
2012	90%	10%	0%
2011	91%	9%	0%
2010	<u>90%</u>	<u>10%</u>	<u>0%</u>
Average:	85%	12%	3%
High:	94%	17%	9%
Low:	76%	6%	0%

5. The agency provides sufficient training to prepare me to do my job?

	<u>Yes</u> (Str. Agree + Agree)	<u>Somewhat</u> (Neutral)	<u>No</u> (Disagree + Str. Disagree)
2019	80%	18%	2%
2018	84%	15%	0%
2017	84%	10%	6%
2016	78%	16%	5%
2015	83%	8%	8%
2014	75%	24%	1%
2013	76%	17%	7%
2012	73%	27%	0%
2011	84%	16%	0%
2010	<u>76%</u>	<u>22%</u>	<u>2%</u>
Average:	79%	17%	3%
High:	84%	27%	8%
Low:	73%	8%	0%

6. Please rate your overall satisfaction with your job.

	Very Satisfied (1)	Mostly (2)	Somewhat (3)	Not Satisfied (4)	<u>1 + 2</u>	<u>3 + 4</u>
2019	47%	35%	18%	0%	82%	18%
2018	35%	60%	6%	0%	95%	6%
2017	41%	51%	8%	0%	92%	8%
2016	41%	45%	10%	3%	86%	13%
2015	36%	48%	16%	0%	84%	16%
2014	47%	43%	9%	0%	90%	9%
2013	58%	33%	3%	6%	91%	9%
2012	58%	36%	6%	0%	94%	6%
2011	61%	36%	3%	0%	97%	3%
2010	<u>60%</u>	<u>40%</u>	<u>0%</u>	<u>0%</u>	<u>100%</u>	<u>0%</u>
Average:	48%	43%	8%	1%	91%	9%
High:	61%	60%	17%	6%	100%	18%
Low:	35%	33%	0%	0%	82%	0%