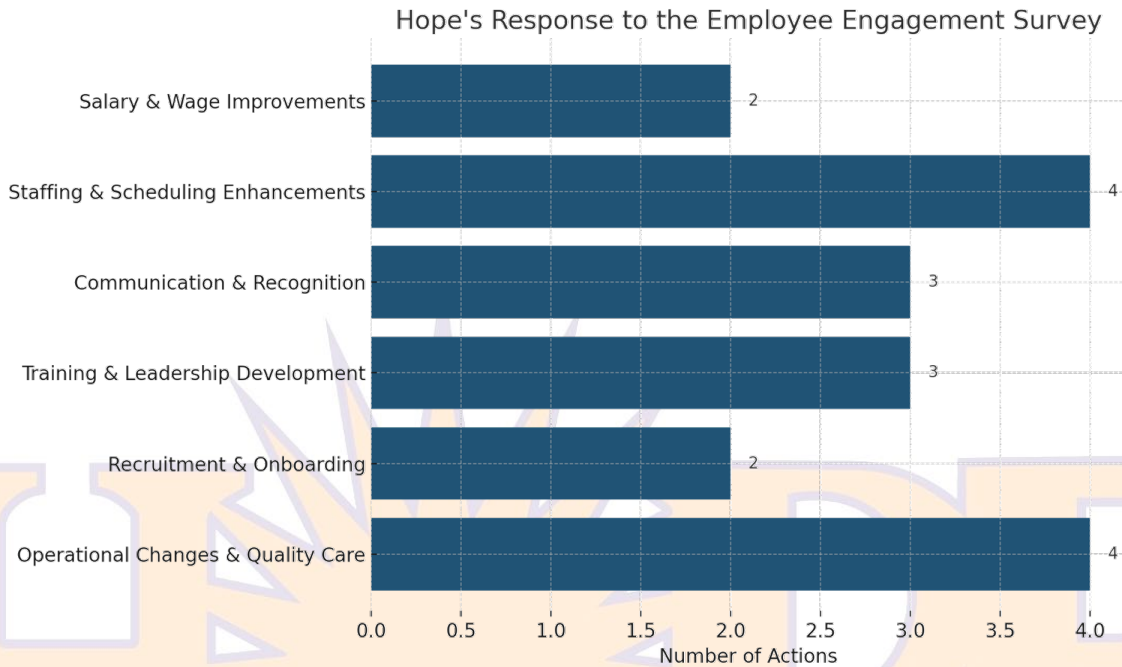




## 2024 Employee Engagement Survey

Hope Enterprises is proud to share how your feedback is shaping positive change across the organization. Based on survey insights, we have implemented key improvements to support our workforce and enhance the quality of care.



Key Wins by Category	Initiatives
<i>Salary &amp; Wage Improvements</i>	<ul style="list-style-type: none"> <li>• Implemented wage incentive for retention efforts.</li> <li>• Addressed wage compression to create equity.</li> </ul>
<i>Staffing &amp; Scheduling Enhancements</i>	<ul style="list-style-type: none"> <li>• Enhanced staffing ratios to ensure support and coverage.</li> <li>• Improved scheduling consistency and communication.</li> <li>• Leadership is present in homes daily.</li> <li>• Supervisors now provide unit coverage when needed.</li> </ul>
<i>Communication &amp; Recognition</i>	<ul style="list-style-type: none"> <li>• Created home 'staff' meeting agendas for consistency.</li> <li>• Monthly leadership development meetings.</li> <li>• Regular shoutouts, thank-you cards, and team recognition.</li> <li>• Finance holds face-to-face team huddles.</li> </ul>
<i>Training &amp; Leadership Development</i>	<ul style="list-style-type: none"> <li>• Direct Support Professionals Certification is underway.</li> <li>• Leadership training for Resident &amp; CHOICE Leadership.</li> <li>• Monthly 'Operational Huddles' to support growth.</li> </ul>
<i>Recruitment &amp; Onboarding</i>	<ul style="list-style-type: none"> <li>• Launched peer interviews for all roles.</li> <li>• Standardized 30-60-90 day check-ins for leadership.</li> </ul>
<i>Operational Changes &amp; Quality Care</i>	<ul style="list-style-type: none"> <li>• One supervisor per Direct Support Professional promotes clarity.</li> <li>• 'Why' behind schedule changes is explained.</li> <li>• Quality Management rounds promote accountability.</li> <li>• HALO implementation streamlines project tracking.</li> </ul>