

# MONTEREY COUNTY



DEPARTMENT OF HEALTH Ray Bullick, Director

ANIMAL SERVICES  
BEHAVIORAL HEALTH  
CLINIC SERVICES

EMERGENCY MEDICAL SERVICES  
ENVIRONMENTAL HEALTH

PUBLIC HEALTH  
PUBLIC ADMINISTRATOR/PUBLIC GUARDIAN



2015 All-Staff Survey

Your Voice is Valuable! February 16-27

## Frequently Asked Questions

### Why is MCHD doing an Employee Survey?

Monterey County Health Department exists to enhance, protect, and improve the health of the people in Monterey County. Our Strategic Plan initiatives ensure:

- access to culturally and linguistically appropriate, customer friendly services
- optimal capacity and infrastructure to carry out public health functions

Employee voices are essential to improving our workplace climate and customer services.

### Who is conducting the survey?

The Administration Bureau is using Survey Monkey and paper copies for employees without internet access.

### How will my answers be used?

Results will indicate what's working and what's not, and how to focus our resources to make workplace improvements that will benefit our staff and Monterey County residents.

### What about confidentiality?

Survey Monkey will group all responses by Bureau, and there is no way to track a response back to an individual. Survey results will be combined by Bureau (because EMS, PA/PG, and Administration have few employees, these results will be grouped). The overall results will be shared with all employees. MCHD leadership teams will design strategies for organizational improvements and staff training and development.

### How do I take the survey?

Please take your survey during your workday. You'll receive an email link to the online survey at your Monterey County email account on February 17th. If you don't have a county email address or have limited

access to a computer during your workday, ask your supervisor to call Jamie at 831/755-4602 to make special arrangements

**When am I supposed to take this survey?**

The survey will be available from Tuesday February 17th until Friday February 27th. If you are unsure about how to do this during your workday, please speak to your supervisor who will help you identify the best time to take the survey.

**How long will it take me to finish the survey?**

About 10 minutes. The survey needs to be finished in one sitting, so allow 10-15 minutes just to be sure you have enough time.

**Why do you ask questions about my department, job type, and length of service?**

A few questions ask about your role at MCHD. This information helps to understand how different workgroups think about MCHD and the work we do here. This information WON'T and CAN'T be used to identify you personally.

**Can my answers be identified as mine?**

No. Identifying computer information (such as IP addresses) can't be collected. Results will be combined together and no single response can or will be identified. If you have concerns about this, please call Patricia at 755-4583. She can talk with you about the security of the responses.

**Can I work on the online survey for a little bit and then come back to it?**

NO. If you navigate away from the online survey once you begin it, your survey will show as incomplete. A progress bar along the top of the survey will show how much more of the survey remains to be completed.

**What is my "work group"?**

Every work unit is different. When a question asks about your "work group," think about staff members you work with on a regular basis.

**Is the survey mandatory?**

While the survey is not mandatory, it is one of the few ways you can anonymously offer your thoughts and ideas. **Your Voice is Valuable!**