

2021 ANR Administrative and Support Services Customer Satisfaction Survey

Risk & Safety Services

| PRIMARY OPPORTUNITIES | | | ACTIONS TAKEN/IN PROCESS | OUTCOME/HIGHLIGHTS (updated Jan. 2023) |
|-----------------------|------------------------|--|--|---|
| Prior Year (2021) | Current Year (2022) | PO Identified | | |
| 3.97 | [PO Score] | Understands my needs and requirement | Reinstate on-site safety/risk reviews (suspended due to COVID-19) - a portion of these reviews is a risk interview with Director and other staff on their program needs and challenges | Resumed onsite reviews in fall 2022. Included time and questions for identifying local needs and concerns related to safety and risk management. Continuing this in 2023. |
| 3.97 | [PO Score] | Moving in a positive direction to better meet my needs | Return to full staffing for department should help with responsiveness to meeting client requests for service. | one position filled to support risk management and background checks and improve responsiveness. Recruiting for EHS position to increase capacity and timeliness. |

| ADDITIONAL OPPORTUNITIES IDENTIFIED (e.g. verbatim/themed comments, secondary opportunities) | ACTIONS TAKEN/IN PROCESS | OUTCOME/HIGHLIGHTS (updated Jan. 2023) |
|---|--|---|
| Clarity of Policy (SO, 3.87) | Establish 5-year review/update cycle for policies and guidance documents. Improve website to make policy guidance easier to find | Plan to work with Policy, Compliance & Programmatic Agreements unit for policy review and update. Not started yet. |
| Increase staffing to cover workload | Recruiting for 1 limited term position in Risk and preparing to recruit for open safety specialist position. | ERM Analyst position filled, supporting risk management and background checks. Recruiting for EHS position to increase capacity and responsiveness for safety issues. |
| Improve communication | Maintain monthly report to County/REC Directors. In addition to quarterly Safety Coordinator meetings, establish monthly message to Safety Coordinators about current safety issues, recent injuries, upcoming regulations, etc. | Attending monthly County/REC Director meetings to communicate current safety and risk issues. |

updated: 1/20/2023