

39 responses, survey administered 5.28.20—6.5.20

Progress uses four methods to communicate with staff. It is imperative you check them often to stay informed during these constantly changing times:

1. TIMAS email
2. Mass Text*
3. Employee Newsletter
4. Progress Employee Website (www.Progress-Inc.Org/Employees)

*Please make sure the Human Resources Department has your current phone number on file. Contact Evalyn Franzone to update your number: (615) 399-3000.

41%

Most of those who responded think our communication about our response to the pandemic was excellent.

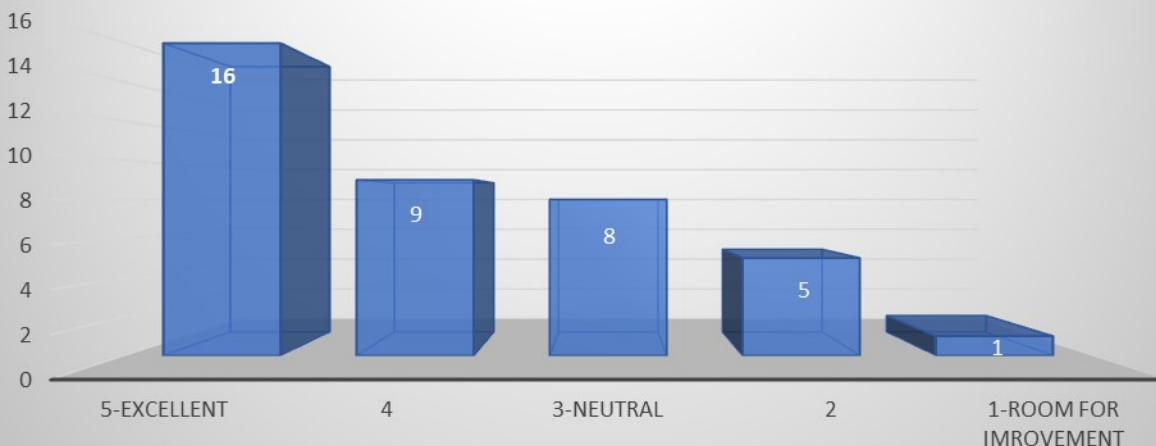
23%

Twenty three percent think our plans for gradually returning to the community are great.

24%

Of narrative responses, 24% indicated they think using caution is best when re-entering the community.

How would you rate the effectiveness of Progress' communication about our pandemic response?



Our Takeaways:

Over 1/3 of the people responding to the survey could have suggestions to improve our communication and we would like your input. If you have suggestions for how we could improve our communication, please contact Jodi Simmons Director of Accreditation and Continuous Improvement.

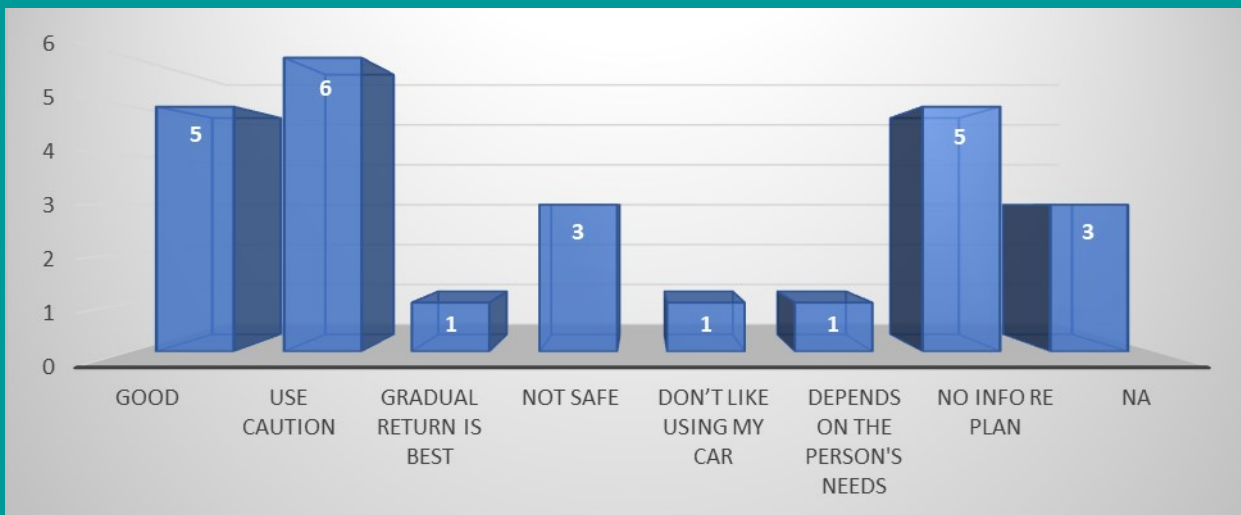
How do you feel about our plans to get back into the community?



Our Takeaways:

Eighteen (18) of the thirty-nine people who responded to the survey (or 46%) rated their answer to this question between neutral (3) and terrible (1). This information leads us to believe you may have some input about how we could better plan for re-entering the community.

Share your thoughts about our plans for getting back into the community.



Sixty-four percent (64%) of the people who took the time to complete the survey added comments. These comments were separated into eight (8) categories. The top three most common comments were to use caution is best, our plans for returning to the community are good, and people had not received information regarding the plan to return to the community.

We want your input. If you have any ideas about how we can better help you and the people you support, please contact Jodi Simmons, Director of Accreditation and Continuous Improvement via one of the following methods:

Email: J.Simmons@Progress-Inc.org

Office: (615) 399-3000

Cell: (615) 891-8811