

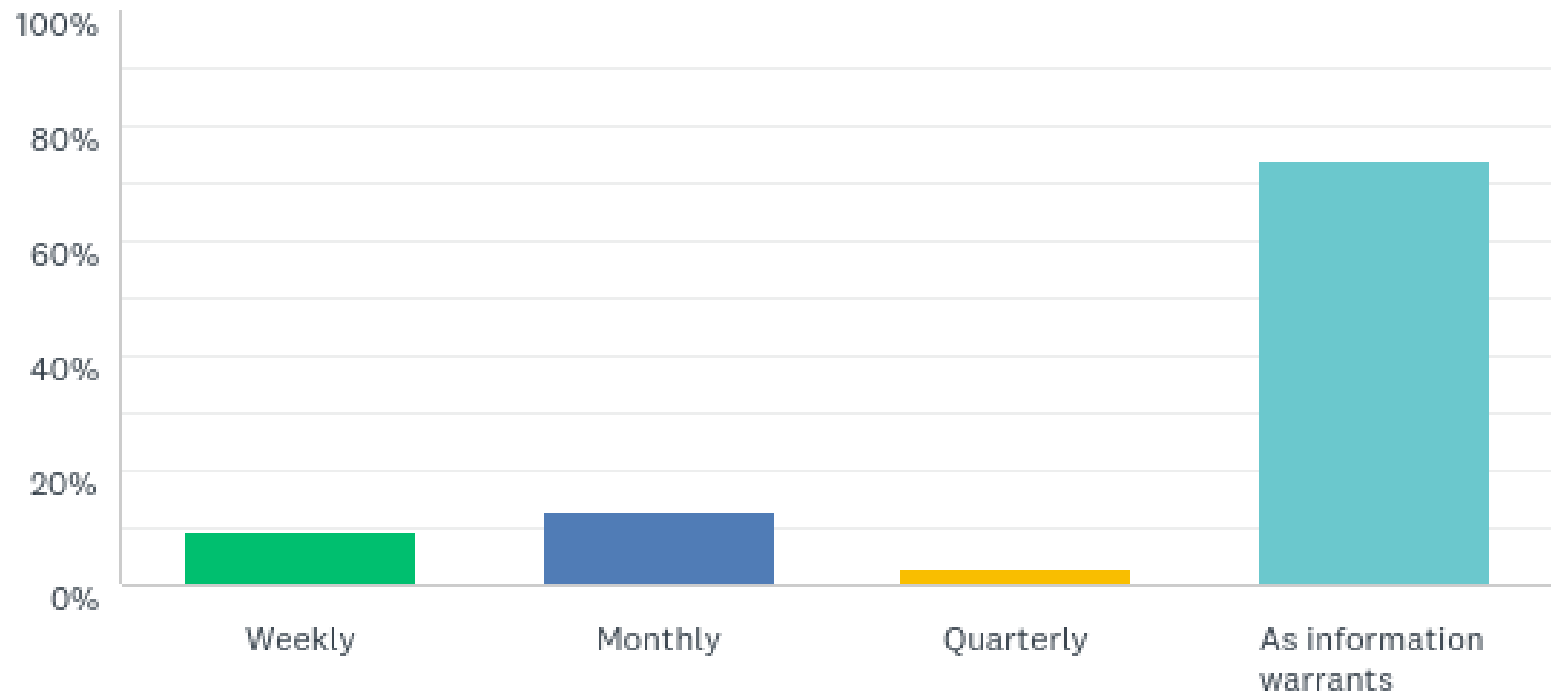
PLB Agency Partners Communications Survey Results

June 2018

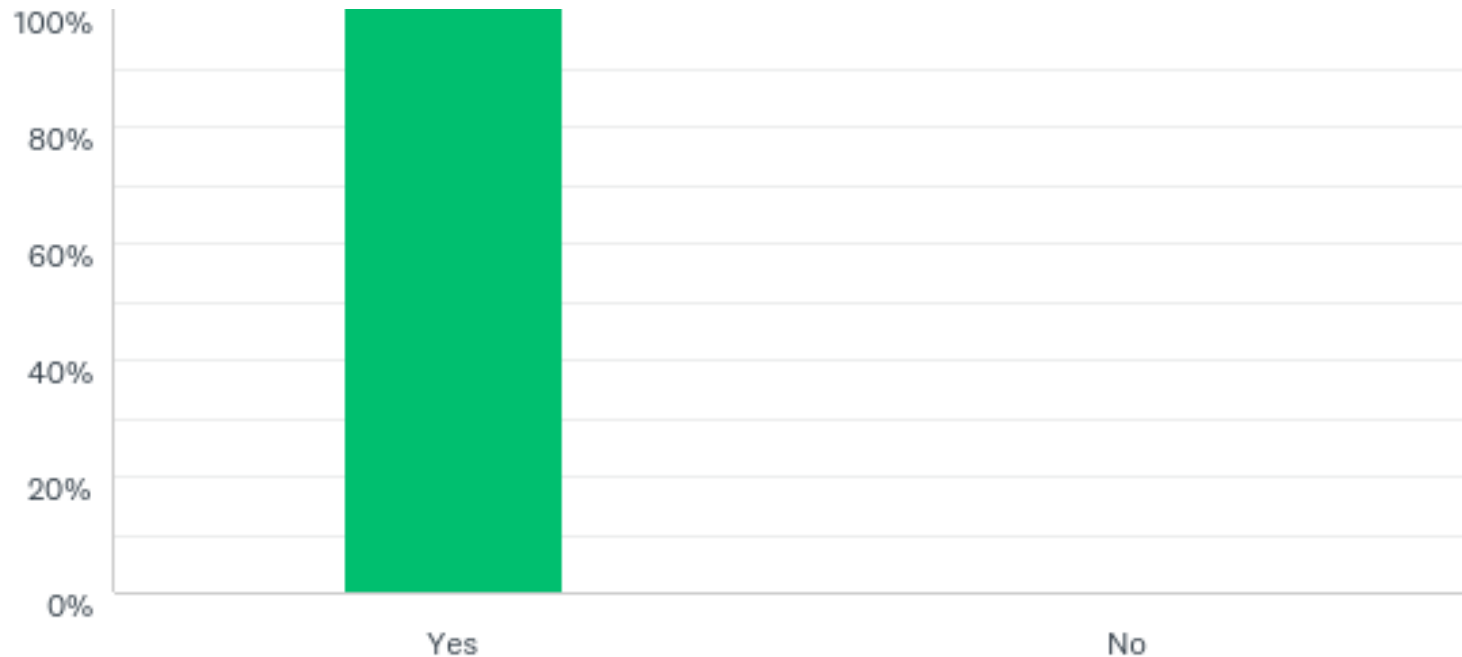
Q1: How would you describe your agency's relationship with Productive Living Board (PLB)?



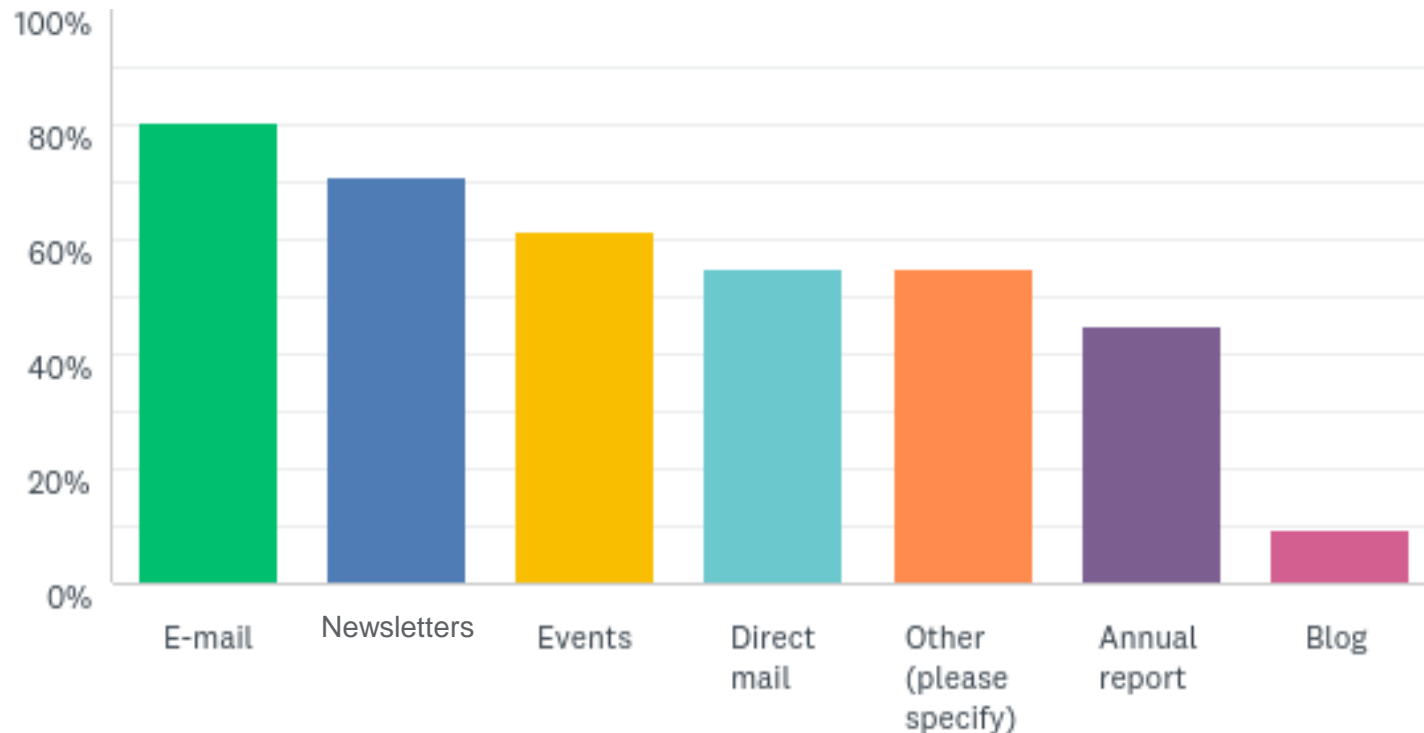
Q4: How frequently do you want to hear from PLB?



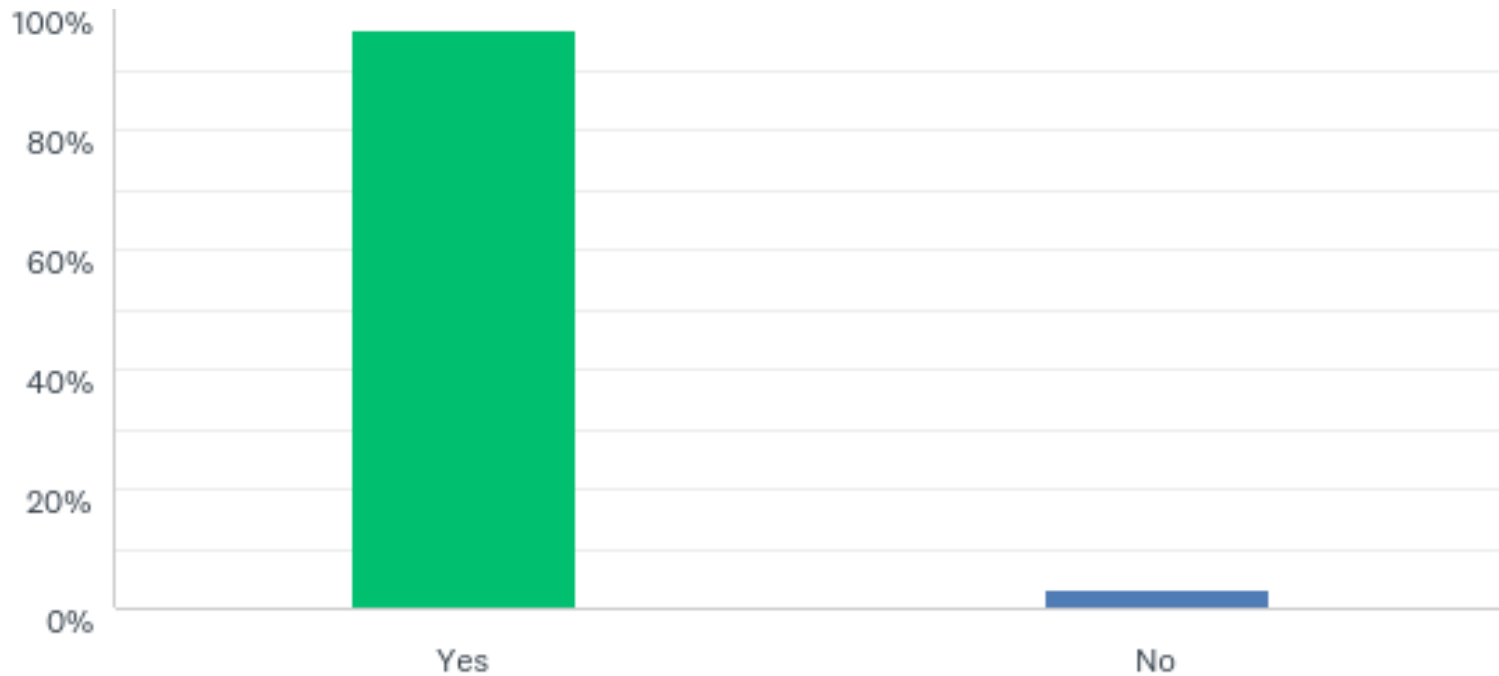
Q7: Would you be willing to collaborate with PLB on stories of impact from your agency?



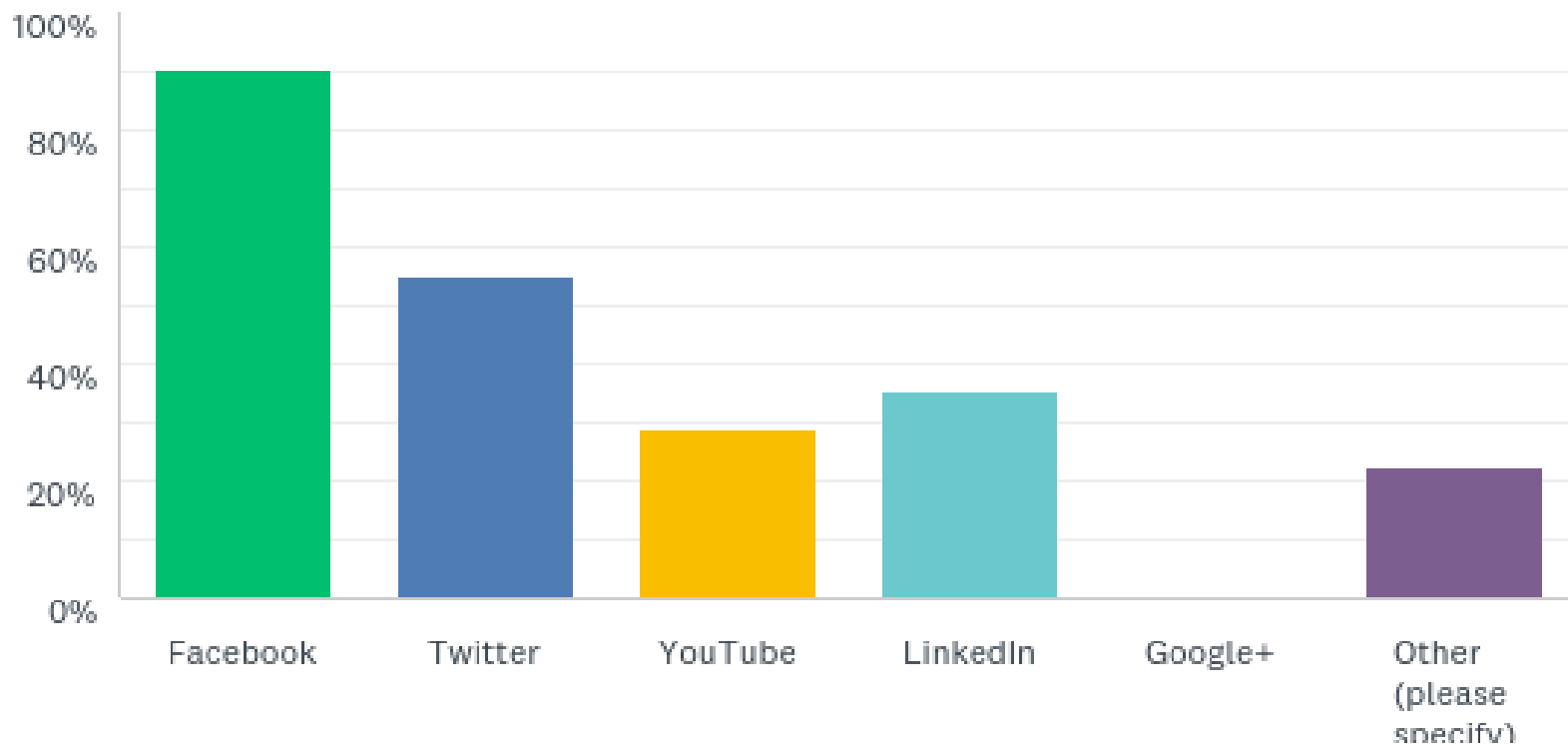
Q8: Which of the following communication channels does your organization use to regularly distribute information to your constituents? (select all that apply)



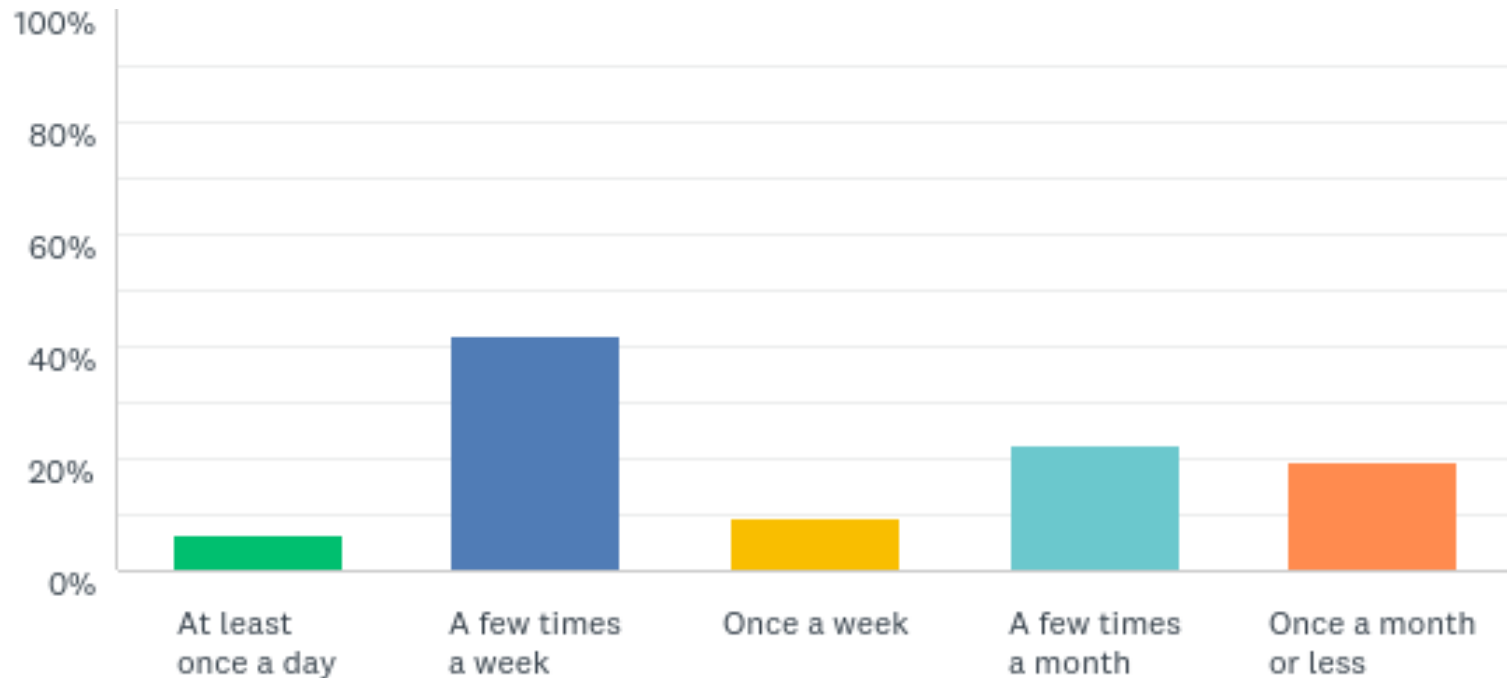
Q9: Is your organization active on social media?



Q10: If so, on which platforms are you active? (select all that apply)



Q11: How often does your organization post on social media?



PLB Agency Partners Communication Survey: Summary June 2018

- All agencies positively described their relationship with PLB.
- PLB's communications are seen as informative, timely and easy-to-understand.
 - The partners are appreciative of PLB's communications, noting they are positive, proactive and thorough.
 - PLB staff are seen as responsive and helpful.
- Agency partners want to know more about:
 - Funding deadlines and financial updates
 - Policy/procedure changes
 - Training/professional development opportunities
 - Updates on shared issues/best practices
 - Strategic initiatives and plans
 - Satisfaction survey results
 - Required meetings
- Most agencies want to hear from PLB as information warrants. This may be as frequently as weekly or monthly, but should be more often than quarterly.
- Agencies prefer to hear from PLB primarily via email.
 - For more complex topics or discussions, phone call or in-person meetings are also nice.
 - Website updates are appreciated.
- PLB has greatly improved its communication over the last 2-3 years. The staff is now seen as approachable and accessible. Most agencies are very happy with the current communications. A few comments and ideas include:
 - Share successes and innovative ideas from across agencies
 - Funding application meetings in a webinar format
 - Post board reports (budget/financial) and minutes on website
 - Communicate about classes/speakers earlier for busy schedules
 - Virtual training options to reduce travel time
 - The current phone system can be challenging
 - Fix Help ticket function

-more-



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- All agency partners are willing to collaborate with PLB on stories of impact.
- 70% or more of your agencies communicate with their constituents via email and newsletters.
 - Events, direct mail, websites and annual reports are common channels for about half of the organizations.
 - Only 3 have a blog.
- 80% of agencies post on their social media channels *at least* a few times a month, with most posting several times each week.
 - Nearly all partners are active on Facebook, followed by Twitter. About half are active on LinkedIn and YouTube.
 - Only one agency is not active on social media.

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