

**APPENDIX C: AGENCY SURVEY**

## AGENCY SURVEY

Date: \_\_\_\_\_ Agency: \_\_\_\_\_  
Respondent Name: \_\_\_\_\_  
Position with Agency: \_\_\_\_\_ Address: \_\_\_\_\_  
Phone: \_\_\_\_\_ City/State/Zip: \_\_\_\_\_  
Fax: \_\_\_\_\_ Email: \_\_\_\_\_  
Agency ID: \_\_\_\_\_

**When completing this survey, unless otherwise indicated, please report information for your entire agency. If your agency provides services in more than one state, include information only for the state in which you work. Please answer each question as accurately as possible. If a question is unclear, answer to the best of your knowledge and note the question or comment in the margin. If you have questions, please contact Sherri Larson at (612) 624-6024, Pat Salmi at (612) 625-0171, or Bob Doljanac at (612) 625-1842.**

### Definitions

**Direct Support Professionals (DSP):** Employees whose primary responsibilities include providing support, training, supervision, and personal assistance to people supported by your agency. At least 50% of a DSP's hours are spent in direct support tasks. DSP may perform some supervisory tasks, but the focus of their job is direct support work. Unless noted specifically, do not include workers whose position is only "on-call".

**Frontline Supervisors (FLS):** Employees whose primary responsibility is the supervision of DSP. While these individuals may perform direct support tasks, less than 50% of their time is spent in direct support roles.

### A. Agency Characteristics

1. How many people does this agency serve in this state?  
\_\_\_\_\_ total # of people
2. How many different program sites does your agency operate in this state?  
\_\_\_\_\_ a. # of different sites  
\_\_\_\_\_ b. # of in-home sites
3. Which of the following best describes your agency: (check one)  
\_\_\_\_\_ a. State-operated  
\_\_\_\_\_ b. County-operated  
\_\_\_\_\_ c. Private for-profit  
\_\_\_\_\_ d. Private non-profit  
\_\_\_\_\_ e. Family (private pay)  
\_\_\_\_\_ f. Other (specify): \_\_\_\_\_
4. What year did your agency begin providing services to people with developmental disabilities?  
\_\_\_\_\_
5. Does your agency provide community services in a state other than the one in which you work?  
\_\_\_\_\_ 0. No  
\_\_\_\_\_ 1. Yes
6. How many staff members does your agency employ? (Provide a # for each category)  
\_\_\_\_\_ a. # of Direct Support Professionals  
\_\_\_\_\_ b. # of Frontline Supervisors  
\_\_\_\_\_ c. # of other staff and administrators

7. How many full and part-time direct support staff are employed by you agency? (Provide a # for each category)
- \_\_\_\_\_ a. # of full-time direct support employees  
 \_\_\_\_\_ b. # of part-time direct support employees  
 \_\_\_\_\_ c. # of on-call direct support employees
8. How many hours per week must a direct support staff member work to be considered full-time?  
 \_\_\_\_\_ hours per week
9. For all of the Direct Support staff employed at your agency, please provide the following demographic information (provide a # for each):
- (a) *Gender:*
- \_\_\_\_\_ a. Females  
 \_\_\_\_\_ b. Males
- (b.) *Age*
- \_\_\_\_\_ a. less than 18 years of age  
 \_\_\_\_\_ b. 18-24 years  
 \_\_\_\_\_ c. 25-34 years  
 \_\_\_\_\_ d. 35-54 years  
 \_\_\_\_\_ e. 55 years and above
10. Which of the following describe the level of education *required* for employment at your agency as a direct support staff member? (Mark one)
- \_\_\_\_\_ 0. None  
 \_\_\_\_\_ 1. GED or high school diploma  
 \_\_\_\_\_ 2. Post-secondary education
11. Please list the average hourly wage of all direct support staff members at your agency:  
 \$\_\_\_\_\_ per hour
12. Please list the average hourly wage of all frontline supervisors at your agency:  
 \$\_\_\_\_\_ per hour
13. Counting all shifts and sites, how many direct support staff members left your agency for any reason in the last 12 months?  
 \_\_\_\_\_ # of DSP who left in the last 12 months
14. Counting all shifts and sites, how many frontline supervisors left your agency for any reason in the last 12 months?  
 \_\_\_\_\_ # of FLS who left in the last 12 months

**B. Paid Leave and Benefits**

15. How many hours per week must a direct support staff member work to be eligible for paid leave time (e.g., sick days, holidays, or personal leave) from your agency?
- \_\_\_\_\_ a. # of hours per week direct support staff must work to be eligible (write 1 if all are eligible)  
 \_\_\_\_\_ b. N/A, we do not offer these benefits to *anyone*  
 \_\_\_\_\_ c. N/A, we do not offer these benefits to *direct support staff*
16. How many hours per week must a direct support staff member work to be eligible for benefits such as health and/or dental insurance from your agency?
- \_\_\_\_\_ a. # of hours per week a direct support staff must work (write 1 if all are eligible)  
 \_\_\_\_\_ b. N/A, we do not offer these benefits to *anyone*  
 \_\_\_\_\_ c. N/A, we do not offer to *direct support staff*

**C. Recruitment and Retention Issues**

17. Which of the following are the biggest concerns for your agency? (Mark up to three choices)
- a. finding qualified direct support staff
  - b. new hires quitting during the first 6 months
  - c. coworkers who do not get along
  - d. workers who are dissatisfied with supervisors
  - e. morale problems
  - f. training does not produce desired results
  - g. supervisors who are not well trained
  - h. staffing patterns/scheduling issues
  - i. working conditions
  - j. staff wages/ benefits
  - k. job descriptions are outdated or incomplete
  - l. resistance to providing community-based supports
18. What percentage of your annual budget is allocated to training, employee assistance, and staff development?  
\_\_\_\_\_ % of annual budget  
Comment: \_\_\_\_\_
19. How many people would you have to hire today to be fully staffed based on your current funding and commitments at all sites?  
\_\_\_\_\_ # of Direct Support Professionals  
\_\_\_\_\_ # of Frontline Supervisors
20. What proportion of new hires apply based on information from each of the following sources? (Note a % for each)
- a. we don't track this information
  - b. newspaper/ circular ads
  - c. referrals from current employees
  - d. Website
  - e. employment or temp agency, school placement offices
  - f. other (please describe)  
\_\_\_\_\_