APPENDIX C: AGENCY SURVEY
AGENCY SURVEY

Date: ______________________________________

Respondent Name: ___________________________

Position with Agency: __________________________

Phone: _____________________________________

Fax: _______________________________________

Agency ID: _________________________________

Agency: ____________________________________

Address: ___________________________________

City/State/Zip: ______________________________

Email: _____________________________________

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 your 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 these benefits 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)