

ACOM 407 Attachment A

DDD LOB

Total Participating Agencies: 219

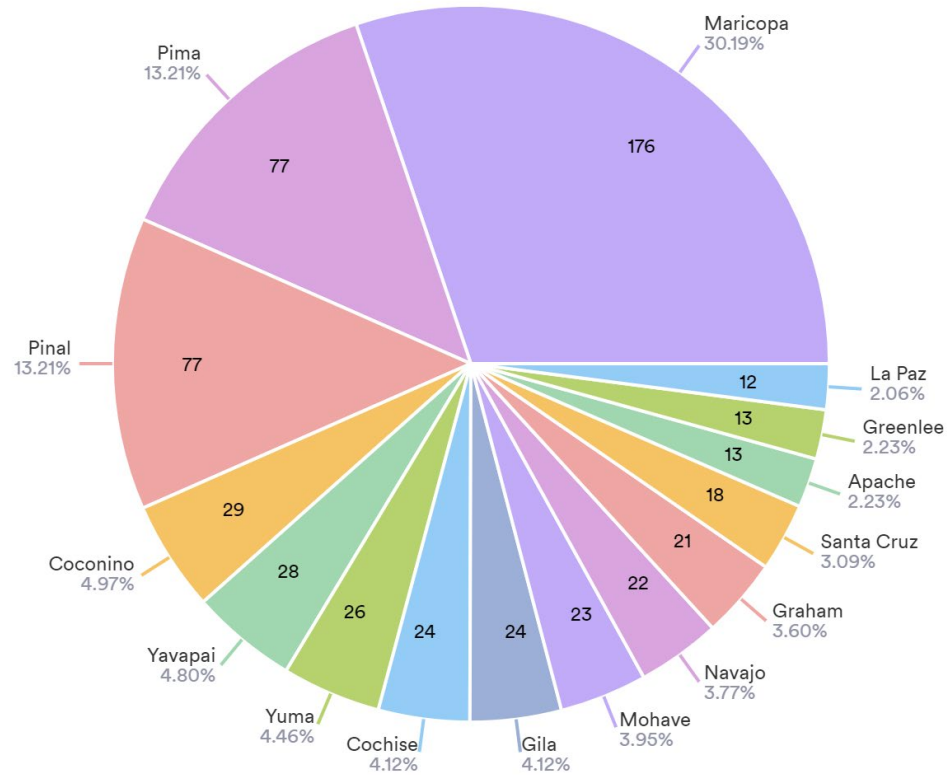
Please note!

Though there were 377 submissions for the survey, questions were NOT required for this pilot program - this explains the difference in the number of responses on various questions.

Some slides displaying tables do not equate to the total number of responses listed as some tables were shortened to highlight the highest responses. However, the total response for each question does reflect the amount in the raw data.

The amount of licensed and unlicensed Providers are not included in the slide deck as it was not a multiple-choice question, the individualized answers provided a barrier to aggregate and portray relevant data.

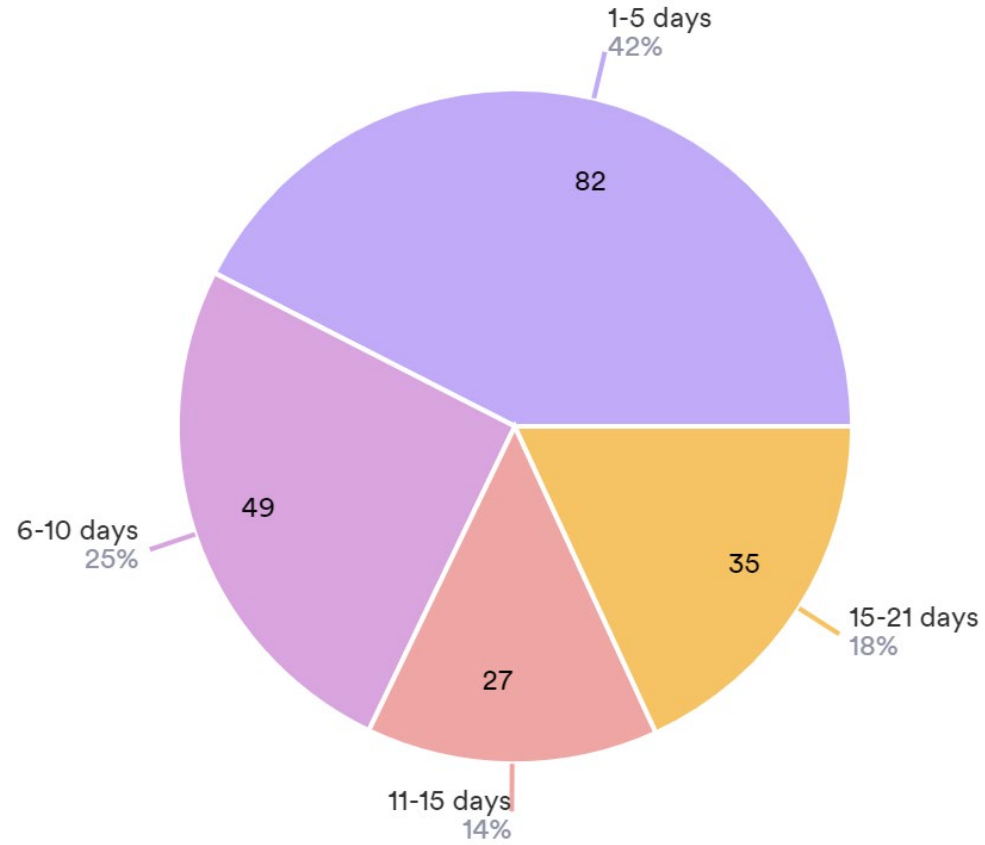
What Counties does your agency provide services in?



Data	Response	%
Maricopa	176	30.19%
Pima	77	13.21%
Pinal	77	13.21%
Coconino	29	4.97%
Yavapai	28	4.80%
Yuma	26	4.46%
Cochise	24	4.12%
Gila	24	4.12%
Mohave	23	3.95%
Navajo	22	3.77%
Graham	21	3.60%
Santa Cruz	18	3.09%
Apache	13	2.23%
Greenlee	13	2.23%
La Paz	12	2.06%

This question allowed for multiple responses.
Total Responses: 582

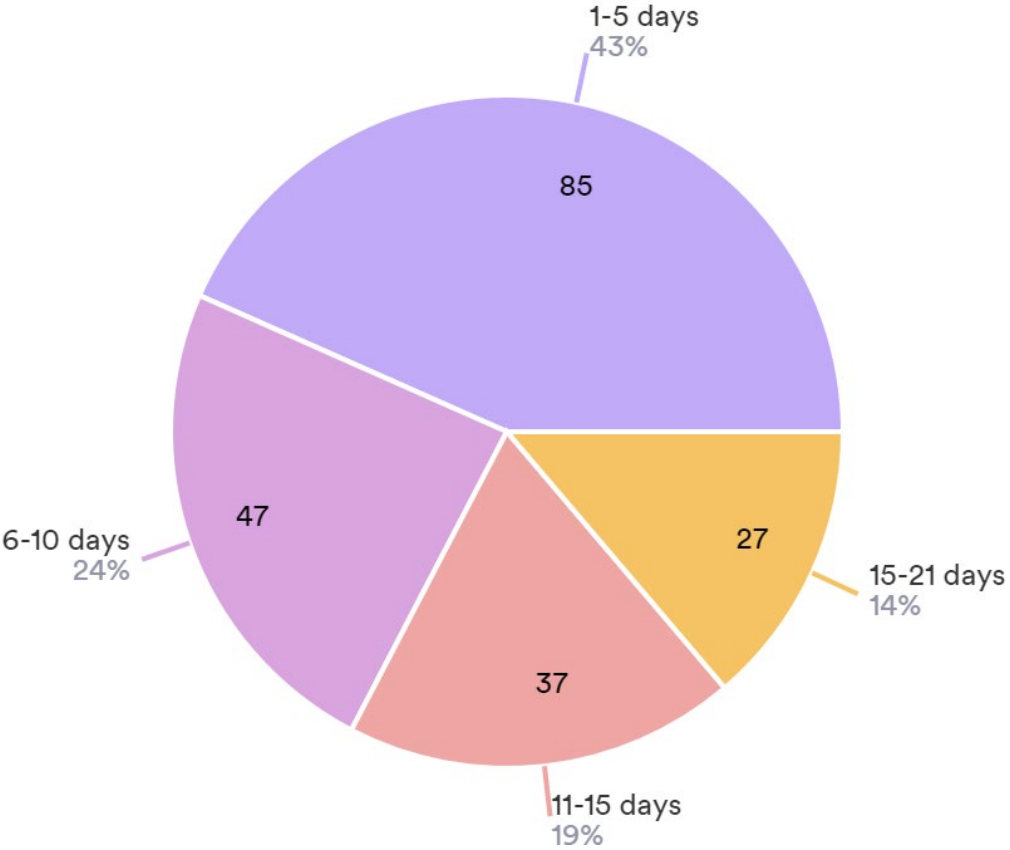
What is the average length of time associated with licensed direct care onboarding/new employee orientation?



Data	Response	%
1-5 days	82	42%
6-10 days	49	25%
11-15 days	27	14%
15-21 days	35	18%

Total Responses: 193

What is the average length of time associated with unlicensed direct care onboarding/new employee orientation?



Data	Response	%
1-5 days	85	43%
6-10 days	47	24%
11-15 days	37	19%
15-21 days	27	14%

Total Responses: 109

For your agency, what are some of the positions that are difficult to fill?

Highest Response

Direct Caregiver / Line Staff / Direct Care Worker

32%
Percentage

415
Responses

Data	Response	%
Direct Caregiver / Line Staff / Direct ...	132	32%
BH Direct Care Professional / Direct ...	52	13%
Licensed (i.e., PT, OT, ST Therapist)	45	11%
Administrative (i.e., Human Resources)	42	10%
Clinical – Licensed (i.e., Therapist)	41	10%

This question allowed for multiple responses.
Total Responses: 415

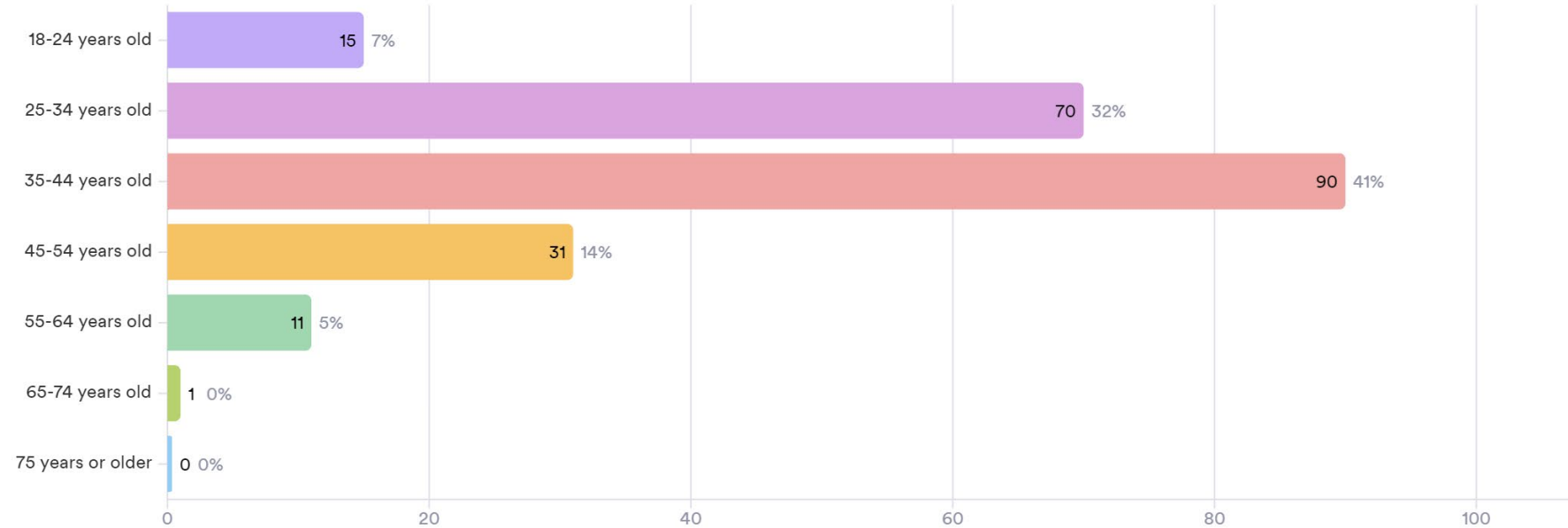
For your agency, what are the critical gaps in your workforce?



Data	Response	%
Recruitment	161	41%
Retention	105	27%
Selection	45	12%
Training	33	8%
Deployment	7	2%

This question allowed for multiple responses.
Total Responses: 390

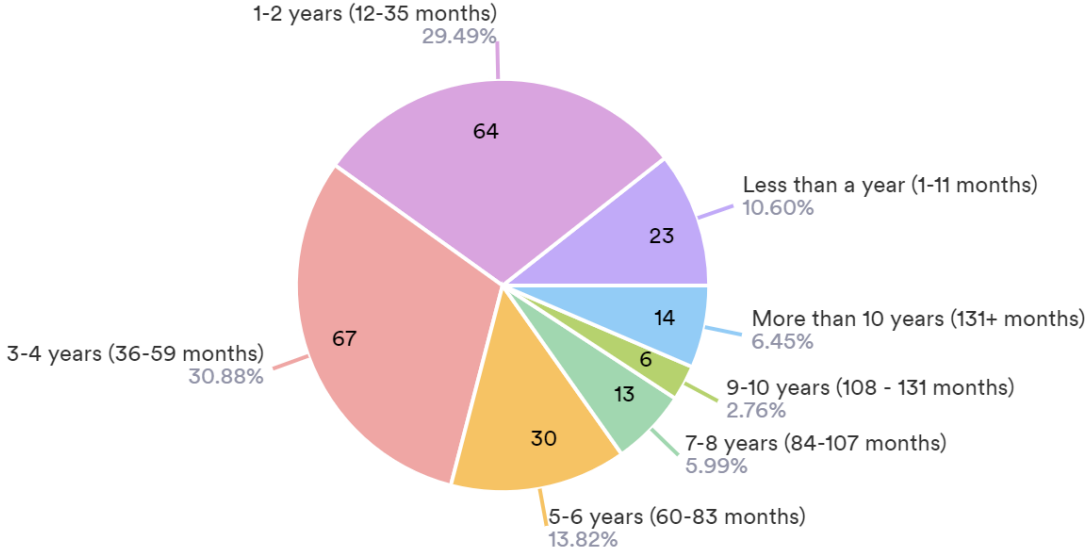
What is the median age of your agency's workforce?



Data	Response	%
18-24 years old	15	7%
25-34 years old	70	32%
35-44 years old	90	41%
45-54 years old	31	14%
55-64 years old	11	5%
65-74 years old	1	0%
75 years or older	0	0%

Total Responses: 218

What is the average length of employment at your agency?

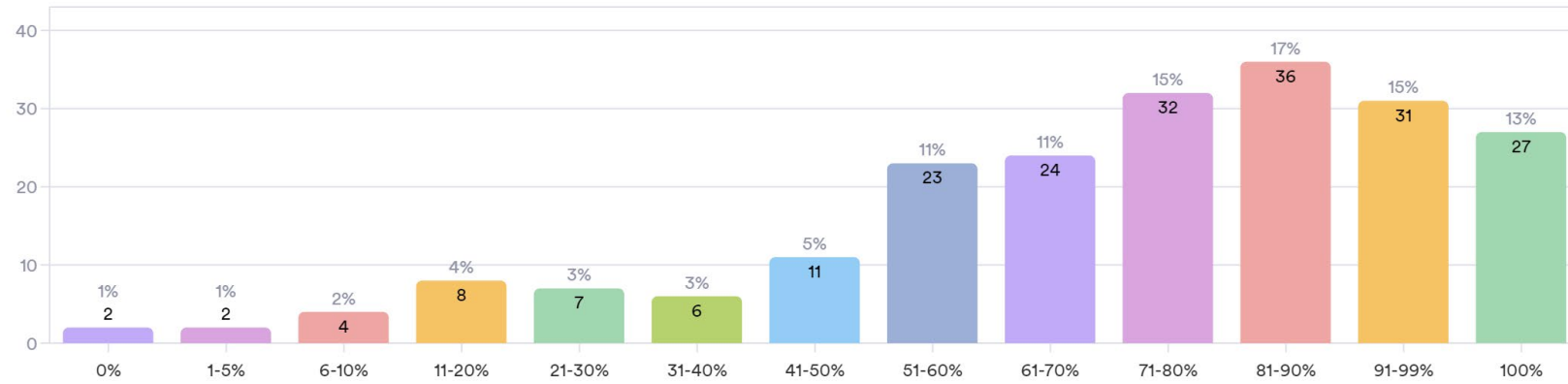


Data	Response	%
Less than a year (1-11 months)	23	10.60%
1-2 years (12-35 months)	64	29.49%
3-4 years (36-59 months)	67	30.88%
5-6 years (60-83 months)	30	13.82%
7-8 years (84-107 months)	13	5.99%
9-10 years (108 - 131 months)	6	2.76%
9-10 years (108 - 131 months)	6	2.76%
More than 10 years (131+ months)	14	6.45%

Total Responses: 217

What is your agency's retention rate?

Retention Period: 9/1/2020 - 8/31/2021



Data	Response	%
0%	2	1%
1-5%	2	1%
6-10%	4	2%
11-20%	8	4%
21-30%	7	3%
31-40%	6	3%
41-50%	11	5%
51-60%	23	11%
61-70%	24	11%
71-80%	32	15%
81-90%	36	17%
91-99%	31	15%
100%	27	13%

Total Responses: 124

Reason for Retention Rate (60% and Below)

69 agencies below threshold

Highest Response

Left for higher paying position

20%

Percentage

230

Responses

Data	Response	%
Left for higher paying position	46	20%
Personal issues/life challenges	40	17%
Termination	21	9%
High stress environment	19	8%
Burnout	19	8%

This question allowed for multiple responses.

Total Responses: 230

Reason for Retention Rate (61% and Above)

150 agencies above threshold



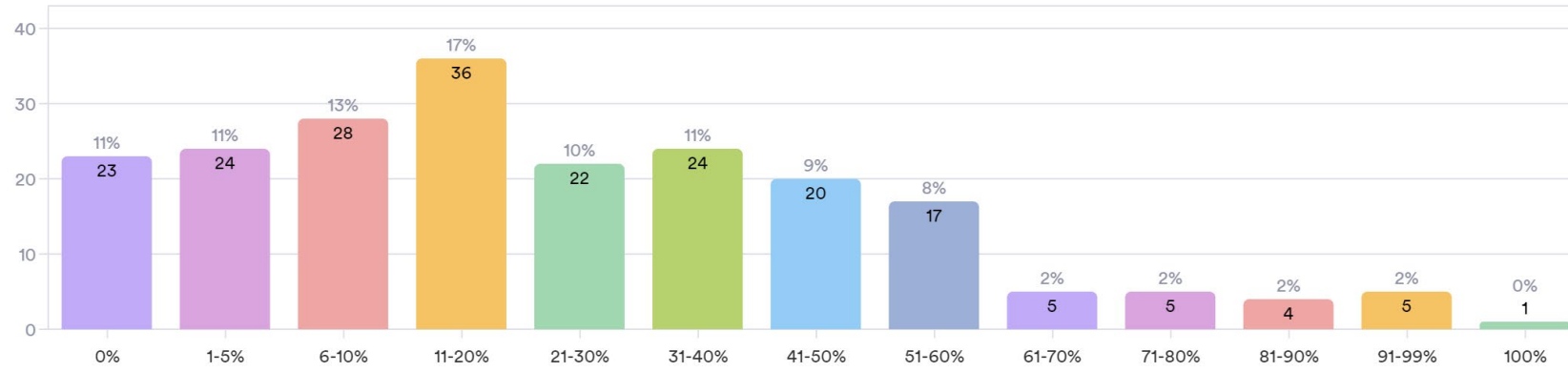
Data	Response	%
Positive environment	99	8%
Culture of respect	95	8%
Support from supervisor	90	8%
Communication and feedback	85	7%
Support from upper manage...	80	7%

This question allowed for multiple responses.

Total Responses: 1,189

What is your agency's turnover rate?

Turnover Period: 9/1/2020 - 8/31/2021



Data	Response	%
0%	23	11%
1-5%	24	11%
6-10%	28	13%
11-20%	36	17%
21-30%	22	10%
31-40%	24	11%
41-50%	20	9%
51-60%	17	8%
61-70%	5	2%
71-80%	5	2%
81-90%	4	2%
91-99%	5	2%
100%	1	0%

Total Responses: 214

Reason for Turnover Rate (60% and Below)

150 agencies below threshold

Highest Response

Employee compensation (wages)

14%

Percentage

717

Responses

Data	Response	%
Employee compensation (wages)	98	14%
Support from supervisor	51	7%
Work-Life balance	49	7%
Support from upper management	44	6%
Employee benefits program	37	5%

This question allowed for multiple responses.

Total Responses: 717

Reason for Turnover Rate (61% and Above)

69 agencies above threshold

Highest Response

Left for higher paying position

19%

Percentage

72

Responses

Data	Response	%
Left for higher paying position	14	19%
High stress environment	10	14%
Burnout	9	13%
Termination	7	10%
Personal issues/life challenges	7	10%

This question allowed for multiple responses.

Total Responses: 72