

## Fall 2020 Survey Results!

### Q1: What are your top three hiring/staffing needs as an adult family home owner?

- #1 Staying up to date with new regulations (especially during a pandemic/emergency) (58%)
- #2 Recruiting job candidates (57%)
- #3 Retaining employees (52%)

### Q3: I know of several training resources in my area that I would be comfortable using.

- #1 Agree (44%)
- #2 Disagree (28%)
- #3 Strongly Disagree (14%)
- #4 Strongly Agree (13%)

### Q5: I am satisfied with the training resources my staff and I currently use.

- #1 Agree (52%)
- #2 Disagree (26%)
- #3 Strongly Agree (15%)
- #4 Strongly Disagree (7%)

### Q7: I am seeking online training resources for my staff and me.

- #1 Agree (49%)
- #2 Strongly Agree (34%)
- #3 Disagree (15%)
- #4 Strongly Disagree (2%)

### Q9: Would you support a fully online core training that includes on-the-job hands-on skills practice for your caregivers?

- #1 Yes (95%)
- #2 No (5%)

### Q2: How does your staff receive training now?

- #1 Online (Self-Paced Online Course, Virtual Classroom, Webinar) (73%)
- #2 In your adult family home (17%)
- #3 In a classroom (10%)

### Q4: My staff and I use local training resources.

- #1 Agree (58%)
- #2 Disagree (17%)
- #3 Strongly Agree (14%)
- #4 Strongly Disagree (11%)

### Q6: I am seeking additional physical, on-site training resources in my area.

- #1 Agree (53%)
- #2 Disagree (21%)
- #3 Strongly Agree (20%)
- #4 Strongly Disagree (6%)

### Q8: Of the training resources available to you, which are the most valuable?

- #1 Online (41)
- #2 CE/CEU's (9)
- #3 AFH Council Webinars (8)
- #3 In-person (8)

### Q10: Does your facility have a DSHS approved training program? If no, are you interested in developing one?

- #1 Yes (53%)
- #2 No (47%)

## Fall 2020 Survey Results!

### Q11: Where do you struggle with your existing training process? (Check all answers that apply)

- #1 AFHs not having the time or money to train staff (62%)
- #2 Cost of training (53%)
- #3 Availability of training (51%)

### Q13: If you were a DSHS approved trainer, what training(s) would you feel confident teaching? (Check all answers that apply)

- #1 Orientation and Safety (79%)
- #2 Continuing Education (65%)
- #3 Core Basic Training / Revised Fundamentals of Caregiving (49%)

### Q15: Do you have COVID-19 related special training needs? (Describe)

- #1 Yes (51%)
- #2 No (49%)

### Q17: How many times a week do you have a shift that needs coverage?

- #1 One Time a Week (33%)
- #2 2-3 Times a Week (32%)
- #3 Never (19%)
- #4 4 or More Times a Week (16%)

### Q19: I need help finding qualified candidates.

- #1 Strongly Agree (47%)
- #2 Agree (45%)
- #3 Disagree (6%)
- #4 Strongly Disagree (1%)

### Q12: Pre-COVID, what was the average amount of time it took for your employees to complete the training required for certification as a Home Care Aide? What is the average amount of time it takes currently?

- #1 Pre-COVID: about 6 months, In COVID: 10+ months
- #2 Pre-COVID: about 3-4 months, In COVID: 6+ months

### Q14: What training do you provide your caregivers in your adult family home?

- #1 Safety and Orientation (46)
- #2 None (14)
- #3 CEU's (13)

### Q16: Do you consistently have all the staff you need?

- #1 No (62%)
- #2 Yes (38%)

### Q18: It's easy to find one or more qualified candidates when I need one.

- #1 Strongly Disagree (53%)
- #2 Disagree (34%)
- #3 Agree (9%)
- #4 Strongly Agree (4%)

### Q20: What are your most successful strategies for recruiting staff?

- #1 Word of mouth (74%)
- #2 Social Media (41%)
- #3 Online search engines (e.g. Indeed, Monster) (27%)

## Fall 2020 Survey Results!

### Q21: Would you hire someone with no training/credentials if training was provided?

- #1 Yes (79%)
- #2 No (21%)

### Q22: What minimum qualification would you expect from a potential caregiver?

- #1 HCA (17)
- #2 First Aid/CPR (15)
- #2 Background check (15)
- #3 TB Test (13)

### Q23: What are your biggest challenges in recruiting staff? (Check all answers that apply)

- #1 No qualified (credentialed) applicants (70%)
- #2 Applicants can't access or complete training and certification (45%)
- #3 Knowing where and how to recruit (36%)

### Q24: Training and certification requirements are too difficult to meet.

- #1 Agree (39%)
- #2 Disagree (29%)
- #3 Strongly Agree (25%)
- #4 Strongly Disagree (7%)

### Q25: Current training and certification requirements help me provide quality care for my residents.

- #1 Agree (46%)
- #2 Strongly Agree (25%)
- #3 Disagree (23%)
- #4 Strongly Disagree (7%)

### Q26: How many new caregivers did you hire in the last year?

- #1 1-2 (48%)
- #2 3-5 (36%)
- #3 6+ (16%)

### Q27: On average, how long do your employees stay employed at your AFH?

- #1 Less than one year (27)
- #1 1-2 years (27)
- #2 3-5 years (19)
- #3 6+ years (16)

### Q28: The number of existing staff I anticipate needing to replace this coming year who leave their jobs is:

- #1 1-2 replacement staff (54%)
- #2 None (29%)
- #3 3 or more replacement staff (17%)

### Q29: The number of I anticipate hiring in additional new staff in 2021 (beyond replacing staff who leave their jobs) is:

- #1 1-2 new staff (53%)
- #2 None (28%)
- #3 3 or more new staff (19%)

### Q30: Do you have an orientation process for new employees? (Describe):

- #1 Yes (93%)
- #2 No (7%)

## Fall 2020 Survey Results!

### Q31: What is your starting hourly rate for a new caregiver?

- #1 \$15/\$15.50 (33)
- #2 \$14/\$14.50 (31)
- #3 \$13/\$13.50 (17)

*\*lowest \$11.50/hr, highest \$25.50/hr*

### Q32: What is your starting hourly rate for an experienced caregiver?

- #1 \$15/\$15.50 (49)
- #2 \$16/\$16.50 (25)
- #3 \$14/\$14.50 (19)
- #3 \$17/\$17.50 (19)

*\*lowest \$12.00/hr, highest \$25.00/hr*

### Q33: I have enough support from DSHS for training and workforce development.

- #1 Disagree (42%)
- #2 Agree (26%)
- #3 Strongly Disagree (26%)
- #4 Strongly Agree (6%)

### Q34: Looking back on your decision to operate an AFH, would you do it again?

- #1 Yes (72%)
- #2 No (28%)

### Q35: Compared to this time last year, I am:

- #1 More Stressed (63%)
- #2 About the Same (28%)
- #3 Less Stressed (5%)
- #4 In Crisis (4%)

### Q36: I see myself operating my current adult family home(s):

- #1 More than five years (57%)
- #2 1-5 years (41%)
- #3 More than five years (2%)

### Q37: I would recommend being an adult family home operator to a family member or close friend.

- #1 Agree (40%)
- #2 Disagree (28%)
- #3 Strongly Agree (19%)
- #4 Strongly Disagree (14%)

### Q38: Regarding the Medicaid beds in my adult family home(s), I plan to:

- #1 Keep the same number of Medicaid beds available (67%)
- #2 Decrease the number of Medicaid beds available (21%)
- #3 Increase the number of Medicaid beds available (12%)

### Q39: What is one question you wish we had asked today?

*Various answers submitted*  
*Top question:*

- #1 Are Medicaid rates adequate for the level of care required to take care of the resident?/Are we getting fairly compensated?

*Other questions included:*

- "How do you think the pool of candidates for caregiving can be increased (more people be interested in being caregivers)?"*
- "How do you plan to retain your employees?"*