

Winter 2022 Survey Results!

Q1: How long have you been an AFH provider?

- #1 2-4 years
- #2 16-20 years
- #3 21+ years

Q3: Where is/are your AFH(s) located?

- #1 Vancouver
- #2 Spokane
- #3 Seattle

Q5: How many residents do you currently serve?

- #1 Medicaid (469)
- #2 Private Pay (267)

Q7: Do you feel that your employees have the information they need to properly do their job?

- #1 Yes (92%)
- #2 No (8%)

Q9: Do you give regular constructive performance feedback to your employees?

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

Q11: What are the main reasons your employees are leaving?

- #1 Received another job offer (28%)
- #2 Wages or working conditions (16%)
- #3 Family Reasons (14%)
- #4 Employer asked employee to leave (8%)
- #5 Location (2%)
- Other (33%)

Q2: How many AFHs do you own and operate?

- #1 One home
- #2 Two homes
- #3 More than five homes

Q4: Do you have a Medicaid contract?

- #1 Yes (92%)
- #2 No (8%)

Q6: How many of your current staff fall within the following age ranges?

- #1 41-60 years old (249)
- #2 31-40 years old (133)
- #3 60+ years old (107)

Q8: Do you communicate with your employees when you are making changes to your business?

- #1 Yes (99%)
- #2 No (1%)

Q10: How often do you have performance conversations with your employees?

- #1 Every Month (66%)
- #2 Every 3 Month (13%)
- #3 Every Year (12%)
- #4 Every 6 Months (9%)

Q12: Have you used or will you use any of the following strategies to retain staff? (Check all that apply)

- #1 Offer flexibility in scheduling
- #2 Provide training to staff to develop their skills
- #3 Offer part-time employment
- #4 Offer reward and recognition programs
- #5 Other

Q13: Does your AFH utilize any of the following? (Check all that apply)

- #1 None of the above (58%)
- #2 Volunteers (23%)
- #3 Students (19%)
- #4 Apprentices (7%)
- #5 Other (6%)

Q15: On average, how long is it taking your staff to complete training and testing?

- #1 1-3 months (37%)
- #2 3-6 months (30%)
- #3 6-9 months (18%)
- #4 Over a year (10%)

Q17: What HR topics would you like to learn more about? (Please rank from 1 = Most Interested to 5 = Least Interested)

- #1 Recruiting Staff
- #2 HR Policies and Procedures for My AFH
- #3 Retaining Staff
- #4 Managing Staff
- #5 Developing Staff
- #6 Other

Q19: Have you participated in our Pilot Program?

- #1 No (78%)
- #2 Yes (22%)

Q14: What type of training does your staff need to complete in order to be compliant? (Check all that apply)

- #1 HCA
- #2 Nurse Delegation
- #3 Mental Health
- #4 Dementia
- #5 CNA
- #6 DDA Specialty Training
- #7 Other

Q16: What are the barriers for your staff to completing training and testing? (Check all that apply)

- #1 Scheduling (64%)
- #2 Accessing (39%)
- #3 Other (35%)

Q18: What ProviderOne topics would you like to learn more about? (Please rank from 1 = Most Interested to 5 = Least Interested)

- #1 How to Bill In
- #2 Where to Look for Important Information
- #3 Other
- #4 Who to Talk to About Different Resources in ProviderOne
- #5 How to Set-Up Direct Deposit
- #6 How to Avoid Overpayments

Q20: If yes, how likely are you to recommend it to other providers and why?

Answers varied