

RCPA Work Force Survey Questions

The COVID-19 pandemic has created significant challenges for agencies that provide supports and services to individuals who have disabilities and/or health issues. Staffing has been an area that has been significantly affected. At the request of legislators, stakeholders, and provider agencies, RCPA seeks to quantify the impact of the pandemic on our human services work force and service delivery in Pennsylvania. The survey and analysis will review data from early in the pandemic up to June 30, 2021. The outcomes of the survey will be published and shared with legislators and stakeholders to support funding and provide strategies to address this work force crisis. We encourage you to participate in this project. Please be advised that no data regarding individual agencies will ever be shared, and only aggregated data will be released.

Below is a list of questions that can be referenced:

1. What is the name of your organization?
2. What is your name and email address (for follow up on any questions)?
3. Which of the following service lines does your agency offer?
 - a. Mental Health
 - b. Intellectual/Developmental Disabilities/Autism
 - c. Brain Injury
 - d. Drug & Alcohol
 - e. Inpatient Rehabilitation Facility (IRF)
 - f. Other (please specify)
4. Which of the following service lines do you consider your PRIMARY BUSINESS?
 - a. Mental Health
 - b. Intellectual/Developmental Disabilities/Autism
 - c. Brain Injury
 - d. Drug & Alcohol
 - e. Inpatient Rehabilitation Facility (IRF)
 - f. Other (please specify)

Intellectual/Developmental Disabilities/Autism:

The following questions pertain only to program that provide supports and service to people with Intellectual/Developmental Disabilities/Autism. If you do not provide such supports and services, please skip to the next page.

5. Do you provide Intellectual/Developmental Disabilities/Autism services?
 - a. Yes
 - b. No (Skip to the next section)
6. How many individuals who have Intellectual/Developmental Disabilities/Autism were receiving Residential supports from your agency as of 6/30/21?

7. How many individuals who have Intellectual/Developmental Disabilities/Autism were receiving Residential supports from your agency as of 6/30/19?
8. How many individuals who have Intellectual/Developmental Disabilities/Autism were receiving Community-Based Non-Residential supports from your agency as of 6/30/21?
9. How many Direct Support Professionals were employed by your agency as of 6/30/2021?
10. How many Direct Support Professionals were employed by your agency as of 6/30/2019?
11. How many Direct Support Professionals separated from your agency (for any reason) between 4/01/20 and 6/30/21?
12. How many open (vacant) Direct Support Professional positions did your agency have on 6/30/21?
13. What was the average hourly wage for Direct Support Professionals within your organization as of 6/30/21?
14. From the final payroll of June 2021, how many Direct Support Professional hours were compensated at the regular hourly wage?
15. From the final payroll of June 2021, how many Direct Support Professional hours were compensated at an enhanced rate?
16. How many individuals applied for employment as a Direct Support Professional between 4/01/20 and 6/30/21?
17. How many of these applicants did you hire?
18. How many of the applicants that you hired actually worked 30 or more days?
19. Was the number of applicants sufficient to meet your need for Direct Support Professionals?
 - a. Yes
 - b. No

Mental Health Programs:

The following questions pertain only to Mental Health programs. If you do not provide Mental Health programs, please skip to the next section.

20. Does your agency provide Mental Health services?
 - a. Yes
 - b. No (Skip to the next section)
21. How many individuals were receiving Outpatient Mental Health services from your agency as of 6/30/21?
22. How many individuals were receiving Outpatient Mental Health services from your agency as of 6/30/19?
23. How many individuals were receiving Residential Mental Health services from your agency as of 6/30/21?
24. How many individuals were receiving Residential Mental Health services from your agency as of 6/30/19?
25. How many professional staff (i.e., psychologists, nurses, counselors, social workers, BCBA, psychiatrists, teachers) were employed by your agency as of 6/30/21?
26. How many professional staff (i.e., psychologists, nurses, counselors, social workers, BCBA, psychiatrists, teachers) were employed by your agency as of 6/30/19?
27. How many professional staff separated from your agency (for any reason) between 4/01/20 and 6/30/21?
28. How many professional positions within your agency were vacant (unfilled) as of 6/30/21?
29. How many professionals did you hire in the month of June 2021?

30. How many Mental Health Aides (Resident Counselors, Paraprofessionals, Peer Support Specialist, etc.) were actively employed by your agency as of 6/30/21?
31. How many Mental Health Aides (Resident Counselors, Paraprofessionals, Peer Support Specialist, etc.) were actively employed by your agency as of 6/30/19?
32. How many Mental Health Aides (Resident Counselors, Paraprofessionals, Peer Support Specialist, etc.) separated from your agency (for any reason) between 4/01/20 and 6/30/21?
33. How many Mental Health Aides positions (Resident Counselors, Paraprofessionals, Peer Support Specialist, etc.) were vacant (unfilled) as of 6/30/21?
34. What is the average hourly wage paid to Mental Health Aides working in your agency?
35. On the final payroll of June 2021, how many Mental Health Aide hours were paid at the regular hourly wage?
36. On the final payroll of June 2021, how many Mental Health Aide hours were paid at an enhanced rate of pay?
37. How many individuals applied for employment as a Mental Health Aide between 4/01/20 and 6/30/21?
38. Of the applicants, how many did you hire?
39. Of those individuals hired to a Mental Health Aide position, how many have worked at least 30 days?

Brain Injury Programs:

The following questions pertain to Brain Injury Programs. If your agency does not offer Brain Injury programs, please skip forward to the next set of questions.

40. Does your agency provide Brain Injury supports and services?
 - a. Yes
 - b. No (Skip to the next section)
41. How many individuals were receiving Residential Brain Injury services from your agency as of 6/30/21?
42. How many individuals were receiving Residential Brain Injury services from your agency as of 6/30/19?
43. How individuals were receiving Community-Based Brain Injury services from your agency as of 6/30/21?
44. How individuals were receiving Community-Based Brain Injury services from your agency as of 6/30/19?
45. How many professional staff (i.e., psychologists, nurses, psychiatrists, case manager's therapist - PT, OT & SLP, etc.) were employed by your agency as of 6/30/21?
46. How many professional staff (i.e., psychologists, nurses, psychiatrists, case manager's therapist - PT, OT & SLP, etc.) were employed by your agency as of 6/30/19?
47. How many professional staff separated from your Brain Injury program (for any reason) between 4/1/20 and 6/30/21?
48. How many professional positions within your Brain Injury program were unfilled (vacant) as of 6/30/21?
49. How many professional staff did you hire into your Brain Injury program between 4/01/20 and 6/30/21?
50. How many Aides (Direct Support Professionals, Resident Counselors, Peer Counselors, etc.) were actively employed in your Brain Injury Program as of 6/30/21?

51. How many Aides (Direct Support Professionals, Resident Counselors, Peer Counselors, etc.) were actively employed in your Brain Injury Program as of 6/30/19?
52. How many Aides (Direct Support Professionals, Resident Counselors, Peer Counselors, etc.) separated from your Brain Injury program (for any reason) between 4/01/20 and 6/30/21?
53. How many Aide positions (e.g. Direct Support Professionals, Resident Counselors, Peer Counselors, etc.) within your Brain Injury program were unfilled as of 6/30/21?
54. What was the average hourly wage of Aides (Direct Support Professionals, Resident Counselors, Peer Counselors, etc.) working within your Brain Injury program as of 6/30/21?
55. From the final payroll of June 2021, how many Aide hours were paid at the regular hourly rate?
56. From the final payroll of June 2021, how many Aide hours were paid at an enhanced rate?
57. How many individuals applied for employment as an Aide (Direct Support Professional, Resident Counselor, Peer Counselor, etc.) within your Brain Injury program between 4/01/20 and 6/30/21?
58. Of the applicants referenced in the previous question, how many did you hire?
59. Of the individuals you hired to an Aide position, how many have worked more than 30 days to date?

Inpatient Rehabilitation Facility (IRF) Programs:

The following questions pertain to Inpatient Rehabilitation Facility (IRF) Programs. If your agency does not offer Inpatient Rehabilitation Facility (IRF) Programs, please skip to the next set of questions.

60. Does your agency provide Inpatient Rehabilitation Facility (IRF) Programs, supports, and services?
 - c. Yes
 - d. No (Skip to the next section)
61. How many individuals were receiving Inpatient Rehabilitation Facility (IRF) Program services from your agency as of 6/30/21?
62. How many individuals were receiving Inpatient Rehabilitation Facility (IRF) Program services from your agency as of 6/30/19?
63. How many professional staff (i.e., psychologists, nurses, psychiatrists, case manager's therapist - PT, OT & SLP, etc.) were employed by your agency as of 6/30/21?
64. How many professional staff (i.e., psychologists, nurses, psychiatrists, case manager's therapist - PT, OT & SLP, etc.) were employed by your agency as of 6/30/19?
65. How many professional staff separated from your Inpatient Rehabilitation Facility (IRF) Program (for any reason) between 4/01/20 and 6/30/21?
66. How many professional positions within your Inpatient Rehabilitation Facility (IRF) Program were unfilled (vacant) as of 6/30/21?
67. How many professional staff did you hire into your Inpatient Rehabilitation Facility (IRF) Program between 4/01/20 and 6/30/21?
68. How many Aides (nursing assistants, therapy assistants, etc.) were actively employed in your Inpatient Rehabilitation Facility (IRF) Program as of 6/30/21?
69. How many Aides (nursing assistants, therapy assistants, etc.) were actively employed in your Inpatient Rehabilitation Facility (IRF) Program as of 6/30/19?
70. How many Aides (nursing assistants, therapy assistants, etc.) separated from your Inpatient Rehabilitation Facility (IRF) Program (for any reason) between 4/01/20 and 6/30/21?
71. How many Aide positions (nursing assistants, therapy assistants, etc.) within your Inpatient Rehabilitation Facility (IRF) Program were unfilled as of 6/30/21?

72. What was the average hourly wage of Aides (nursing assistants, therapy assistants, etc.) working within your Inpatient Rehabilitation Facility (IRF) Program as of 6/30/21?
73. From the final payroll of June 2021, how many Aide hours were paid at the regular hourly rate?
74. From the final payroll of June 2021, how many Aide hours were paid at an enhanced rate?
75. How many individuals applied for employment as an Aide (nursing assistants, therapy assistants, etc.) within your Inpatient Rehabilitation Facility (IRF) Program between 4/01/20 and 6/30/21?
76. Of the applicants referenced in the previous question, how many did you hire?
77. Of the individuals you hired to an Aide position, how many have worked more than 30 days to date?

Drug & Alcohol Programs:

This series of questions is addressed to Drug & Alcohol programs. If your agency does not offer Drug & Alcohol programs, please skip to the next question.

78. Does your agency provide Drug & Alcohol services?
 - a. Yes
 - b. No (Skip to the next section)
79. How many individuals were receiving Residential Drug & Alcohol services from your agency as of 6/30/21?
80. How many individuals were receiving Residential Drug & Alcohol services from your agency as of 6/30/19?
81. How many individuals were receiving Outpatient Drug & Alcohol services from your agency as of 6/30/21?
82. How many individuals were receiving Outpatient Drug & Alcohol services from your agency as of 6/30/19?
83. How many professional staff (e.g., nurses, clinical supervisors, counselors, counselor assistants, and recovery specialists) did your Drug & Alcohol program as of 6/30/21 actively employ?
84. How many professional staff (e.g., nurses, clinical supervisors, counselors, counselor assistants, and recovery specialists) did your Drug & Alcohol program as of 6/30/19 actively employ?
85. How many professional staff separated from your Drug & Alcohol program between 4/01/20 and 6/30/21?
86. How many professional positions within your Drug & Alcohol program were unfilled (vacant) as of 6/30/21?
87. How many professional staff did you hire into your Drug & Alcohol program in the month of June 2021?
88. What was the average hourly wage for professional staff (e.g., nurses, clinical supervisors, counselors, counselor assistants, recovery specialists) within your Drug & Alcohol programs as of 6/30/21?
89. From the final payroll of June 2021, how many professional staff hours within Drug & Alcohol programs were paid at the regular hourly wage?
90. From the final payroll of June 2021, how many professional staff hours within your Drug & Alcohol programs were paid at an enhanced rate?

Program Operations:

Staffing challenges have impact on the operation of agencies. Some agencies have closed or reduced programs. In this section, you will be asked about the operational impact of staffing challenges.

91. Have staffing challenges led you to reduce the number of people served in any of your programs?
- a. Intellectual/Developmental Disabilities/Autism Residential
 - b. Intellectual/Developmental Disabilities/Autism Community
 - c. Mental Health Residential
 - d. Mental Health Outpatient
 - e. Brain Injury Residential
 - f. Brain Injury Community
 - g. Inpatient Rehabilitation Facility (IRF)
 - h. Drug & Alcohol Residential
 - i. Drug & Alcohol Outpatient
92. Have staffing challenges led to you close or consolidate any of your programs?
- A. Intellectual/Developmental Disabilities/Autism Residential
 - b. Intellectual/Developmental Disabilities/Autism Community
 - c. Mental Health Residential
 - d. Mental Health Outpatient
 - e. Brain Injury Residential
 - f. Brain Injury Community
 - g. Inpatient Rehabilitation Facility (IRF)
 - h. Drug & Alcohol Residential
 - i. Drug & Alcohol Community
93. Have staffing challenges led you to require management staff to assume direct care and/or clinical responsibilities?
- a. Intellectual/Developmental Disabilities/Autism Residential
 - b. Intellectual/Developmental Disabilities/Autism Community
 - c. Mental Health Residential
 - d. Mental Health Outpatient
 - e. Brain Injury Residential
 - f. Brain Injury Community
 - g. Inpatient Rehabilitation Facility (IRF)
 - h. Drug & Alcohol residential
 - i. Drug & Alcohol community
94. Has it been necessary to pay bonuses or premium pay to ensure that all staffing positions were fully covered?
- a. Intellectual/Developmental Disability Residential
 - b. Intellectual/Developmental Disability Community
 - c. Mental Health residential
 - d. Mental Health Outpatient
 - e. Brain Injury residential

- f. Brain Injury community
- g. Inpatient Rehabilitation Facility (IRF)
- h. Drug & Alcohol residential
- i. Drug & Alcohol Outpatient

Vaccinations:

The following questions pertain to staff vaccinations.

- 95. Will the Biden-Harris Administration COVID-19 health care facility vaccination requirement or any other similar mandate (e.g. Philadelphia) be applicable to your agency?
 - a. Yes
 - b. No
 - c. Don't know
- 96. If known, what percentage of your staff have been fully vaccinated? If you do not have this information, please enter an X in the box.
- 97. What impact would an order that mandates staff vaccinations have on your organization's ability to provide services? This is an open-ended response.