

Strategic Planning Survey Needs Summary

Supports & Services

Innovative Supports and Services Survey (Priority 1)

Point of contact – EDs

Survey Respondent – Chapter COO and/or designee

Proposed date – 8/11 – 8/18

Survey link: <https://www.surveymonkey.com/r/3LBC7TG>

- PURPOSE OF SURVEY- To gather baseline information from the Arc New York Chapters regarding innovative supports, services, program models. This information will assist the workgroup to better understand the scope of innovative supports, services, programming that exists across the state. That information will be vetted and further explored via targeted focus groups.
- DATE THE DATA IS NEEDED BY- Our scheduling of the focus groups is dependent upon the receipt of the baseline data. To accommodate for the likelihood of vacations in the month of August, we are holding off on having the focus groups until September. We hope to have the survey data back by the **third week in August** so that focus groups can be formed shortly thereafter, but no later than September 13th.
- DO YOU PLAN TO PROVIDE SURVEY RESULTS TO STAKEHOLDERS? Yes, we are going to develop a one pager that gives a high level overview of our findings. We hope to have this out in advance of the 1st focus group meeting to help drive the conversation.
- WILL SUBSEQUENT SURVEYS BE NEEDED ON THIS TOPIC? At this time we do not intend to issue another survey to the Chapters.

Self-Direction and Fiscal Intermediary Experience Survey

Point of contact – EDs

Survey Respondent – Chapter FI and/or Self-Directed Services Management

Proposed date – 8/11 – 8/18

Survey link: <https://www.surveymonkey.com/r/FBDQTXF>

- NAME OF SURVEY- The Arc Self-Direction and Fiscal Intermediary Experience Survey
- PURPOSE OF SURVEY- To gather baseline information on the Arc New York Chapter engagement in the delivery of self-directed and Fiscal Intermediary services. This information will be used to inform targeted focus groups to gain details on best practices strategies, challenges, and other topics with the goal of developing a blueprint for Chapters interested in initiating or expanding upon their self-directed/FI services.
- WHO THE SURVEY WILL BE DISTRIBUTED TO – Chapter EDs for distribution to the Chapter's self-directed services and/or FI management or others with knowledge in this area.

- WHO WILL BE COMPLETING THE SURVEY – Primarily the Chapter FI and/or self-directed services management.
- DATE THE DATA IS NEEDED BY- Our scheduling of the focus groups is dependent upon the receipt of the baseline data. To accommodate for the likelihood of vacations in the month of August, we are holding off on having the focus groups until September. During the month of August we hope to have the survey data back by **August 13**, then organize the information by August 20 and begin to schedule focus group meetings.
- DO YOU PLAN TO PROVIDE SURVEY RESULTS TO STAKEHOLDERS? Yes, we are going to develop a one pager that gives a high level overview of some statistics on Arc New York engagement in self-directed services. We hope to have this out in advance of the 1st focus group meeting to help drive the conversation.
- WILL SUBSEQUENT SURVEYS BE NEEDED ON THIS TOPIC? At this time we do not intend to issue another survey to the Chapters; however, **a survey to other stakeholders** (family members, self-advocates, etc.) will be necessary to round out our baseline information.

Staffing

Cost of Turnover Survey

Point of Contact – EDs, CFOs

Survey Respondent – CFOs

Proposed Date – 8/11-8/18

Survey Link: <https://www.surveymonkey.com/r/35WF8CF>

- PURPOSE OF SURVEY - To capture the costs incurred as a result of staff turnover
- DATE THE DATA IS NEEDED BY - **by the end of August**
- DO YOU PLAN TO PROVIDE SURVEY RESULTS TO STAKEHOLDERS? YES
- WILL SUBSEQUENT SURVEYS BE NEEDED ON THIS TOPIC? We don't believe so

DSP Workforce Attributes Survey

Point of Contact – EDs, HR Directors

Survey Respondent – HR Directors

Proposed Date – 8/18-8/25

- PURPOSE OF SURVEY – Create an organization-wide DSP Profile based on attribute data so we have actual data to support who we employ. Having the data from the survey will be valuable in comparison to other data points such as living wage, average wage, turnover in an effort to better understand the experience of the workforce and advocate with local, state and federal partners and as part of 2022 budget discussions.
- WHO THE SURVEY WILL BE DISTRIBUTED TO – Human Resources, Executive Directors
- WHO WILL BE COMPLETING THE SURVEY – HR Directors

- DATE THE DATA IS NEEDED BY – TBD – This is currently our next focus area based on feedback from advocacy, Chapter Executive Directors and State Office Executive Leadership. Given the upcoming budget discussions, we do intend to be a bit aggressive with this request for data. We still need to determine the actual data points. Once they are determined, we think the turnaround time would need to be shortly thereafter. Tentatively we'd like to request that the data be submitted to us by **August 20**. We recognize that this aggressive timeline will depend on our ability to determine clear data points, as **the survey can not be crafted until those data points are determined and clearly defined.**
- DO YOU PLAN TO PROVIDE SURVEY RESULTS TO STAKEHOLDERS? – Yes, we plan to develop a one pager- outlining the organization's DSP Profile.
- WILL SUBSEQUENT SURVEYS BE NEEDED ON THIS TOPIC? – **Unsure at this time.**

Wage Survey – Completed, analysis underway

Advocacy

Chapter Self-Advocacy Groups & Activities

Point of Contact – EDs, PR Directors, HR Directors

Survey Respondent – To be designated by the Executive Director. To include representative from Chapter Self-Advocacy Group and/or Group Advisor(s)

Proposed Date – Requested Distribution 8/16 (alternate proposal, 9/2, more info needed, Philip indicated it is not urgent)

- PURPOSE OF SURVEY – To gain information about individual Chapter Self-Advocacy groups, structure, activities and how groups are supported
- DATE THE DATA IS NEEDED BY – **August 2021**
- DO YOU PLAN TO PROVIDE SURVEY RESULTS TO STAKEHOLDERS? – Not at this time. Survey results will be used to guide the development of a Self-Advocacy Toolkit that will be distributed to all Chapters as part of the Advocacy Strategic Initiative Workgroup deliverables.
- WILL SUBSEQUENT SURVEYS BE NEEDED ON THIS TOPIC? – Not at this time.

Chapter Parent/Friend/Advocacy Group Survey

Point of Contact – EDs, PR Directors, Advocacy Group Liaison or Advisor, HR Directors

Survey Respondent – o be designated by the Executive Director. To include representative from Chapter Parent/Friend/Advocacy Group and Liaison or Advisor.

Proposed Date – Requested Distribution 8/16 (alternate proposal, 9/2, more info needed, Philip indicated it is not urgent)

- PURPOSE OF SURVEY – To gain information about individual Chapter Parent, Family and Advocacy Groups’ structure, activities and how these groups are supported.
- DATE THE DATA IS NEEDED BY – August 23, 2021
- DO YOU PLAN TO PROVIDE SURVEY RESULTS TO STAKEHOLDERS? – Not at this time. Survey results will be used to guide the development of the Advocacy Group Toolkit that will be distributed to all Chapters as part of the Advocacy Initiative Workgroup deliverables.
- WILL SUBSEQUENT SURVEYS BE NEEDED ON THIS TOPIC? – Not at this time.

Diversity, Equity & Inclusion

DEI Staff Survey – Separate survey for Board members?

Point of Contact – EDs, BOG

Survey Respondents – All staff, Chapter Boards, BOG

Proposed Date – Fall target, incentives and distribution tactics need to be identified

Survey Link: <https://www.surveymonkey.com/r/RTK337L> – NOT FOR PUBLIC RELEASE

- NAME OF SURVEY–DEI Survey, Board of Governors Survey, Boards of Directors Survey
- PURPOSE OF SURVEY–To obtain demographic and other information related to diversity, equity and inclusion at the Arc NY
- WHO THE SURVEY WILL BE DISTRIBUTED TO –All staff, Boards and the Board of Governors of the Arc NY
- WHO WILL BE COMPLETING THE SURVEY –Those listed above
- DATE THE DATA IS NEEDED BY–Fall of 2021
- DO YOU PLAN TO PROVIDE SURVEY RESULTS TO STAKEHOLDERS?–Yes
- WILL SUBSEQUENT SURVEYS BE NEEDED ON THIS TOPIC?–Yes, as determined by the DEI Steering Committee and the professional consultant

Fiscal Sustainability

No surveys in the next 90 days

Governance

No surveys in the next 90 days

Completed Surveys

- BOG Engagement
- EDA Engagement
- Regional VP Surveys
- Wage Survey

