

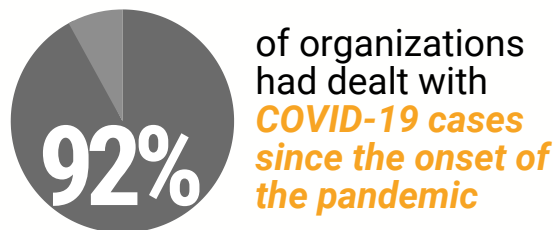
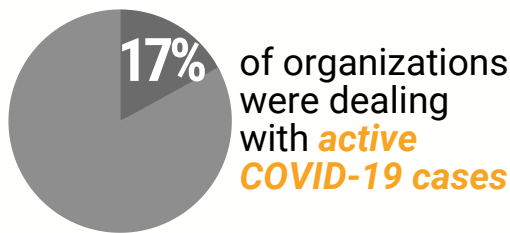
ACDS Survey 2021

Organizational Wellness and Workforce



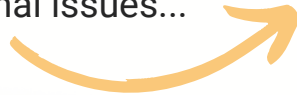
Continued Effects of COVID-19

As of early December 2021:

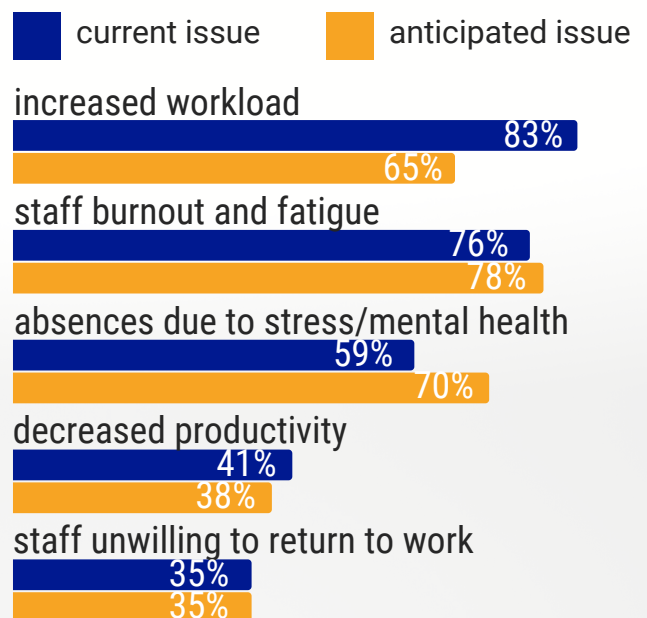


25
average of **COVID-19 cases** in each organization since pandemic onset

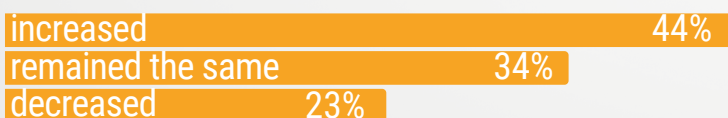
Organizations struggling with **current** or **anticipated** operational issues...



"Many employees are working in isolation, and/or restricted to cohorts. Employees have expressed increased feelings of isolation which is impacting mental health and morale."



Compared to pre-pandemic, **operating expenses** have...



Average **increase** in **operating expenses** over the course of the pandemic

+1.2%

Compared to pre-pandemic, **operating revenues** have...

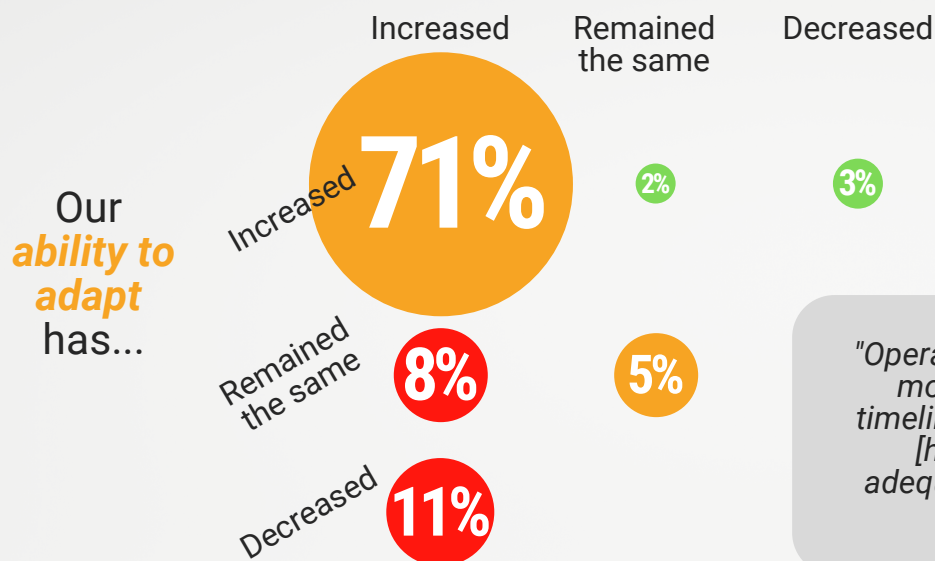


Average **decrease** in **operating revenues** over the course of the pandemic

-4.7%

Organizational Capacity

Demands on our organization have...



"Operational plans are detailed, program monitoring of goals, activities and timeline in place and reviewed regularly, [however, we] DO NOT have the adequate budget or staff to implement [them] successfully."

Organizational capacity was scored by respondents from 1 (none/minimal capacity) to 4 (excellent capacity) on indicators relating to:

financial management (overall average 3.62)
governance (3.34)
program design and management (3.21)
organizational management (3.11)
human resources (2.81)

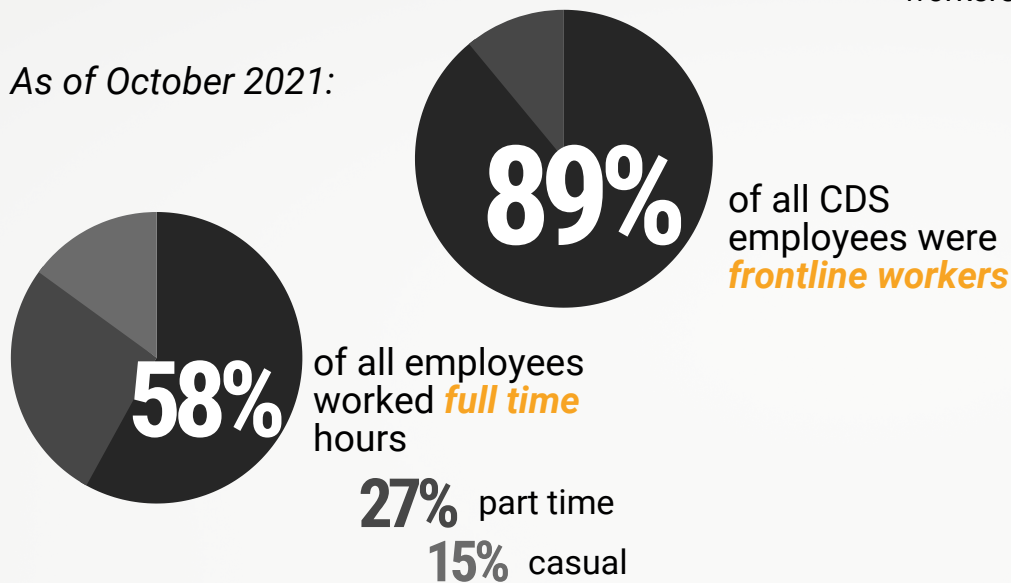
Organizational capacity overall is high. However, organizations were weakest in **compensation and staffing capacity** – areas that are critical for providing consistent, quality supports.

"The sector cannot even compete any longer. Staff [are] able to find unskilled jobs in other sectors with better hourly wage starts and benefits we cannot offer."

Financial documentation	3.73
Financial system	3.67
Governing or advisory board	3.52
Mission	3.52
Financial status	3.44
Operational policies/procedures	3.36
Risk management framework	3.25
Operational plans	3.25
Monitoring and evaluation plan	3.22
Staff management	3.18
Strategic plan	3.17
Community engagement	3.15
Business plan	3.15
Primary stakeholders	3.14
Succession	3.05
Communication strategy	3.00
Staffing plan	2.90
Compensation	2.85
Volunteers/interns	2.31

Workforce

As of October 2021:



The CDS **workforce** was comprised of:

Community disability services workers and practitioners	70.0%
Complex support needs workers	9.6%
Team leaders	6.0%
Coordinators	4.0%
Administration	3.0%
Other direct service	2.4%
Directors and other leadership	1.8%
Employment specialists	1.5%
All other positions	1.7%

23% **annual turnover** in 2021

Annualized industry **turnover** differed between **regions**:

Provincial average	23%
Calgary	23%
Central	29%
Edmonton	14%
Northeast	19%
Northwest	35%
South	37%



Turnover was highest among the **frontline positions** of:

Employment specialists	32%
Community disability service workers and practitioners	27%
Complex support needs workers	24%

Vacant staffing positions are an indicator of recruitment challenges

The CDS sector had an overall **vacancy rate** of **7.4%**

Survey Respondents

Representativeness

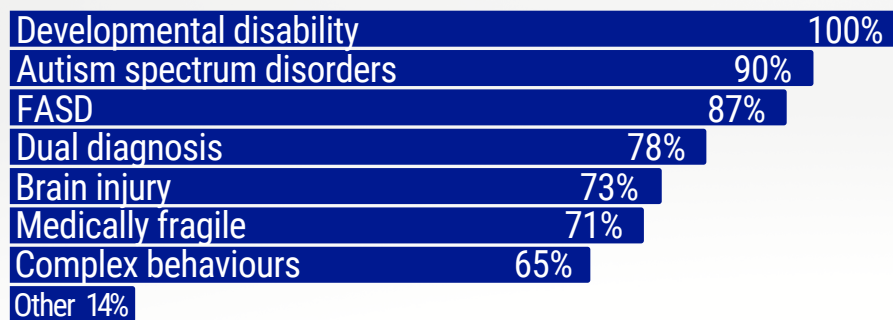
41% response rate

54 ACDS member agencies responded, representing **63** service locations across Alberta

Results are generalizable to the PDD-funded CDS sector

Respondent Profiles

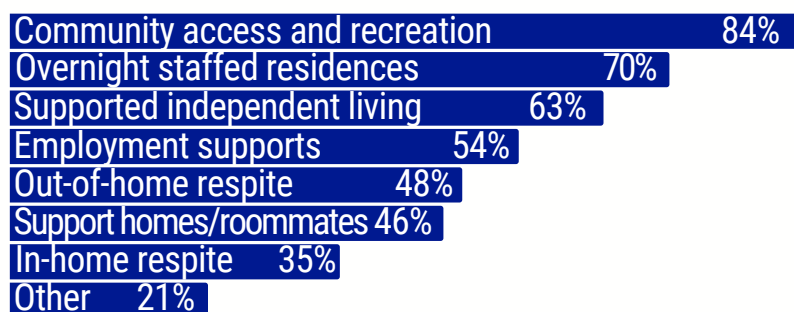
Respondents provided supports to individuals with the following **disabilities**....



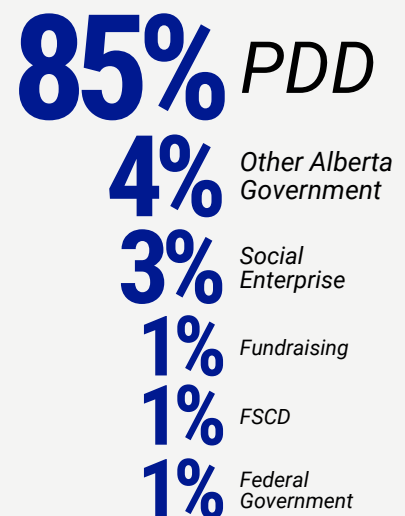
Respondents provided supports to the following **age groups**...



Respondents provided the following **programs and supports**...



Operating revenues of respondents came from the following sources...



Other revenue sources include: non-government grants, rental income, interest income, Alberta Health, municipal governments