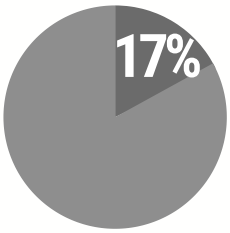
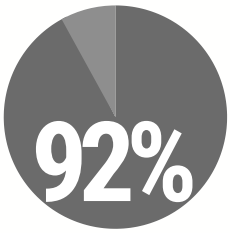
ACDS Survey 2021
Organizational Wellness and Workforce

Continued Effects of COVID-19

As of early December 2021:



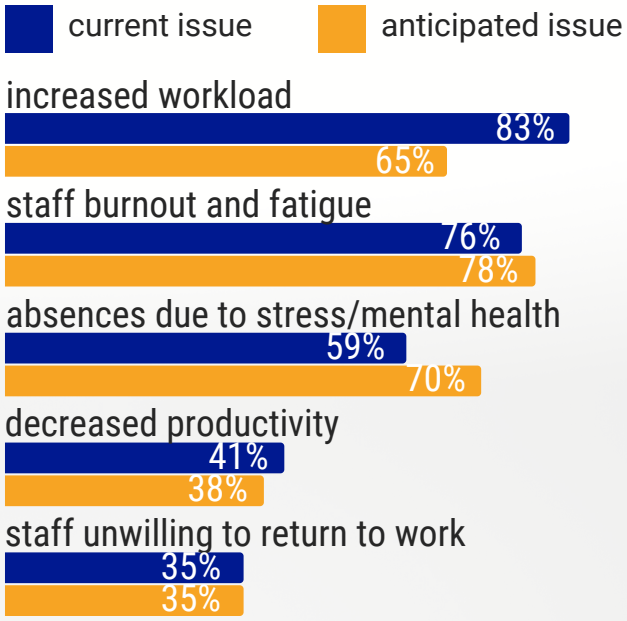
of organizations were dealing with ***active COVID-19 cases***



of organizations had dealt with ***COVID-19 cases since the onset of the pandemic***

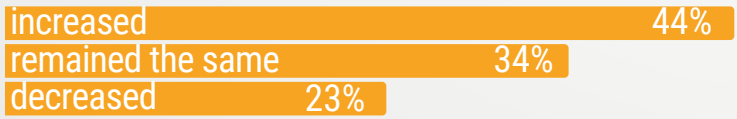
25
average of COVID-19 cases in each organization since pandemic onset

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...



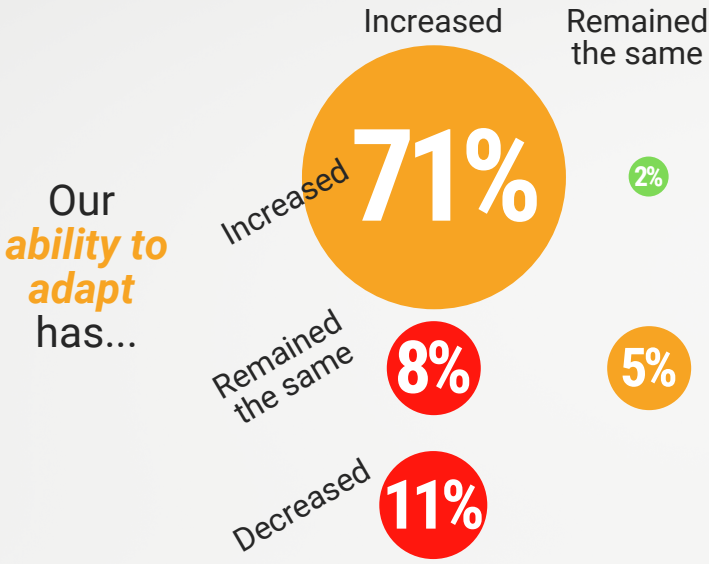
Average **increase** in ***operating expenses*** over the course of the pandemic **+1.2%**

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...

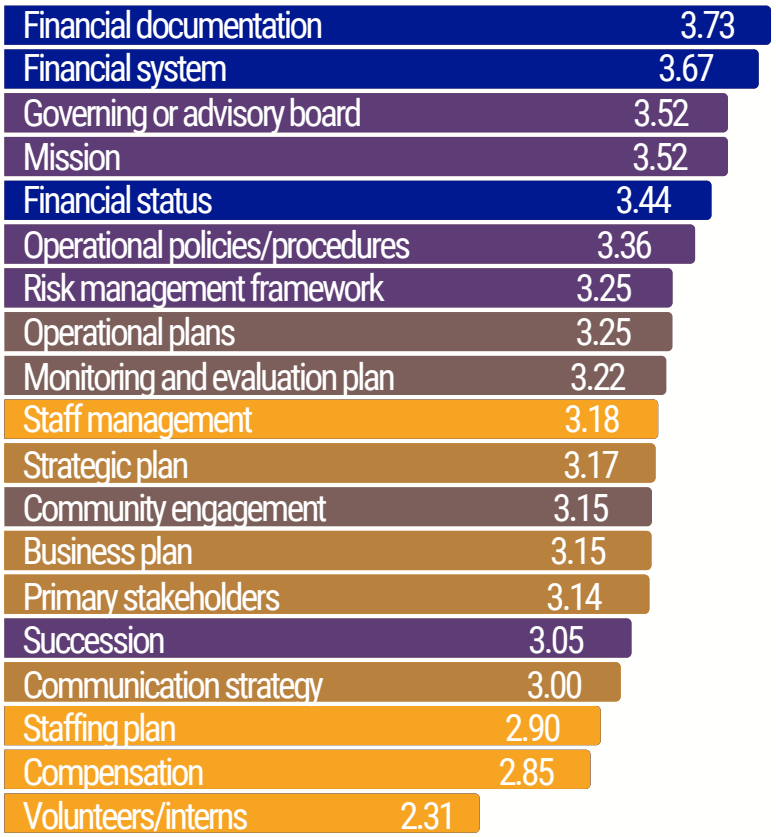


"Operational plans are detailed, program monitoring of goals, activities and timeline in place and reviewed regularly, [however, we] DO NOT have the adequate budget or staff to implement [them] successfully."

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)

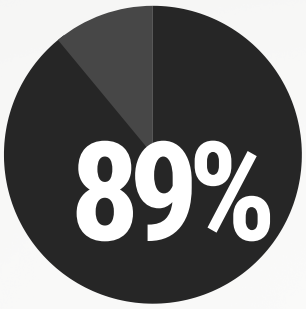
Organizational capacity overall is high. However, organizations were weakest in ***compensation and staffing capacity*** – areas that are critical for providing consistent, quality supports.



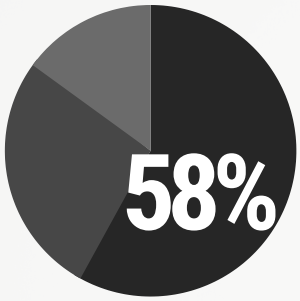
"The sector cannot even compete any longer. Staff [are] able to find unskilled jobs in other sectors with better hourly wage starts and benefits we cannot offer."

Workforce

As of October 2021:



of all CDS employees were ***frontline workers***



of all employees worked ***full time*** hours

27% part time

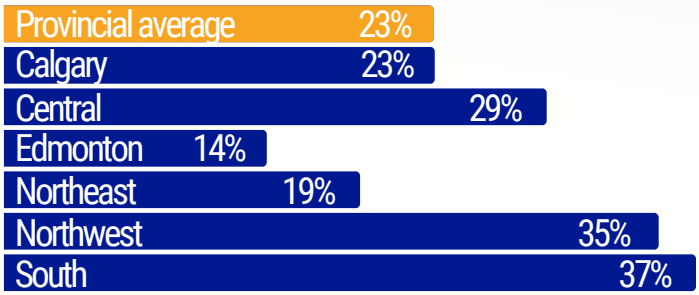
15% casual

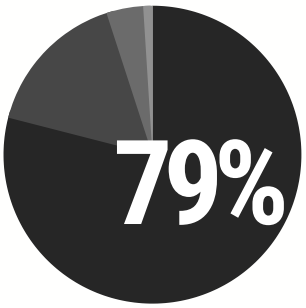
The CDS ***workforce*** was comprised of:

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***:





of all turnover was due to ***employee resignation***

16% employer decision: termination

4% employer decision: COVID or economy

1% other

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

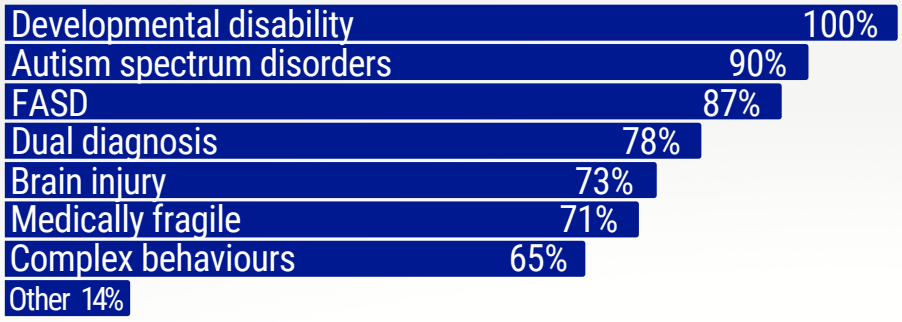
41% *response rate*

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

Results are generalizable to the PDD-funded CDS sector

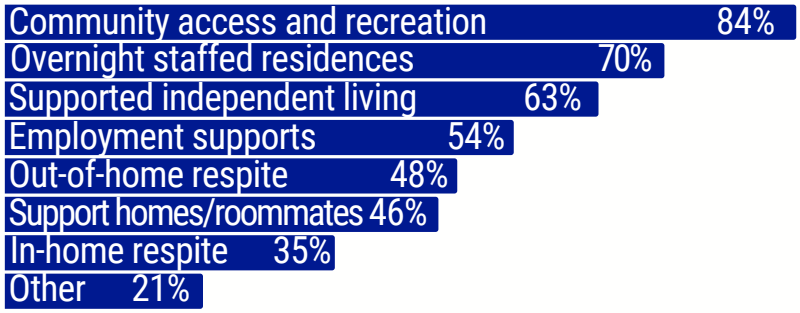
Respondent Profiles

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...

85% *PDD*

4% *Other Alberta Government*

3% *Social Enterprise*

1% *Fundraising*

1% *FSCD*

1% *Federal Government*

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