Harrisburg Area Community College
Human/Social Services Employer Survey
Spring 2016
Note: Comments appear at the end of the report

Q1a: Primary human services role of organization is basic needs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	18	28.6	28.6	28.6
	No	45	71.4	71.4	100.0
	Total	63	100.0	100.0	

Q1b: Primary human services role of organization is drug/alcohol rehab

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	10	15.9	15.9	15.9
	No	53	84.1	84.1	100.0
	Total	63	100.0	100.0	

Q1c: Primary human services role of organization is governmental agency/department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	3.2	3.2	3.2
	No	61	96.8	96.8	100.0
	Total	63	100.0	100.0	

Q1d: Primary human services role of organization is mental/physical health

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	9	14.3	14.3	14.3
	No	54	85.7	85.7	100.0
	Total	63	100.0	100.0	

Q1e: Primary human services role of organization is protective services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	4.8	4.8	4.8
	No	60	95.2	95.2	100.0
	Total	63	100.0	100.0	

Q1f: Primary human services role of organization is other (specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	34	54.0	54.0	54.0
	No	29	46.0	46.0	100.0
	Total	63	100.0	100.0	

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Q2a: Number of Administrators (e.g.,directors, division heads, managers) employed by organization

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-4	37	58.7	59.7	59.7
	5-8	11	17.5	17.7	77.4
	9-12	4	6.3	6.5	83.9
	13-16	2	3.2	3.2	87.1
	17 or more	8	12.7	12.9	100.0
	Total	62	98.4	100.0	
Missing	No response	1	1.6		
Total		63	100.0		

Q2b: Number of Professionals (e.g., social workers, case workers) employed by organization

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	10	15.9	17.2	17.2
	1-4	15	23.8	25.9	43.1
	5-8	9	14.3	15.5	58.6
	9-12	6	9.5	10.3	69.0
	13-16	2	3.2	3.4	72.4
	17 or more	16	25.4	27.6	100.0
	Total	58	92.1	100.0	
Missing	No response	5	7.9		
Total		63	100.0		

Q2c: Number of Support staff (e.g., secretaries, clerks) employed by organization

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	3	4.8	5.5	5.5
	1-4	25	39.7	45.5	50.9
	5-8	9	14.3	16.4	67.3
	9-12	3	4.8	5.5	72.7
	13-16	2	3.2	3.6	76.4
	17 or more	13	20.6	23.6	100.0
	Total	55	87.3	100.0	
Missing	No response	8	12.7		
Total		63	100.0		

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Q2d: Number of Others (specify) employed by organization

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	2	3.2	5.9	5.9
	1-4	12	19.0	35.3	41.2
	5-8	5	7.9	14.7	55.9
	9-12	2	3.2	5.9	61.8
	13-16	1	1.6	2.9	64.7
	17 or more	12	19.0	35.3	100.0
	Total	34	54.0	100.0	
Missing	No response	29	46.0		
Total		63	100.0		

Q3a: Organization requires a criminal background check for Administrators as part of the hiring process

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	59	93.7	93.7	93.7
	No	4	6.3	6.3	100.0
	Total	63	100.0	100.0	

Q3b: Organization requires a criminal background check for Professionals as part of the hiring process

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	55	87.3	94.8	94.8
	No	3	4.8	5.2	100.0
	Total	58	92.1	100.0	
Missing	No response	5	7.9		
Total		63	100.0		

Q3c: Organization requires a criminal background check for Support Staff s part of the hiring process

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	56	88.9	93.3	93.3
	No	4	6.3	6.7	100.0
	Total	60	95.2	100.0	
Missing	No response	3	4.8		
Total		63	100.0		

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Q3d: Organization requires a criminal background check for Others (specify) as part of the hiring process

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	33	52.4	94.3	94.3
	No	2	3.2	5.7	100.0
	Total	35	55.6	100.0	
Missing	No response	28	44.4		
Total		63	100.0		

Q4a: In general, minimum level of education that Administrators must bring to gain employment with organization

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	HS Diploma	6	9.5	9.5	9.5
	Some College	4	6.3	6.3	15.9
	2 Year Assoc	3	4.8	4.8	20.6
	4 Year Bachelor	40	63.5	63.5	84.1
	Graduate Degree	10	15.9	15.9	100.0
	Total	63	100.0	100.0	

Q4b: In general, minimum level of education that Professionals must bring to gain employment with organization

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	HS Diploma	8	12.7	13.8	13.8
	Some College	2	3.2	3.4	17.2
	2 Year Assoc	18	28.6	31.0	48.3
	4 Year Bachelor	26	41.3	44.8	93.1
	Graduate Degree	4	6.3	6.9	100.0
	Total	58	92.1	100.0	
Missing	No response	5	7.9		
Total		63	100.0		

Q4c: In general, minimum level of education that Support Staff must bring to gain employment with organization

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No HS Diploma	2	3.2	3.3	3.3
	HS Diploma	50	79.4	83.3	86.7
	Some College	2	3.2	3.3	90.0
	2 Year Assoc	4	6.3	6.7	96.7
	4 Year Bachelor	2	3.2	3.3	100.0
	Total	60	95.2	100.0	
Missing	No response	3	4.8		
Total		63	100.0		

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Q4d: In general, what is the minimum level of education that Others (specify) must bring to gain employment with organization

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No HS Diploma	4	6.3	13.8	13.8
	HS Diploma	20	31.7	69.0	82.8
	2 Year Assoc	1	1.6	3.4	86.2
	4 Year Bachelor	3	4.8	10.3	96.6
	Graduate Degree	1	1.6	3.4	100.0
	Total	29	46.0	100.0	
Missing	No response	34	54.0		
Total		63	100.0		

Q5a: Salary range organization generally starts Administrators

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than $25,000	5	7.9	8.2	8.2
	$25,000 to $34,999	7	11.1	11.5	19.7
	$35,000 to $44,999	15	23.8	24.6	44.3
	$45,000 to $60,000	25	39.7	41.0	85.2
	Greater than $60,000	9	14.3	14.8	100.0
	Total	61	96.8	100.0	
Missing	No response	2	3.2		
Total		63	100.0		

Q5b: Salary range organization generally starts Professionals

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than $25,000	4	6.3	7.3	7.3
	$25,000 to $34,999	22	34.9	40.0	47.3
	$35,000 to $44,999	23	36.5	41.8	89.1
	$45,000 to $60,000	6	9.5	10.9	100.0
	Total	55	87.3	100.0	
Missing	No response	8	12.7		
Total		63	100.0		

Q5c: Salary range organization generally starts Support Staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than $25,000	34	54.0	57.6	57.6
	$25,000 to $34,999	23	36.5	39.0	96.6
	$35,000 to $44,999	2	3.2	3.4	100.0
	Total	59	93.7	100.0	
Missing	No response	4	6.3		
Total		63	100.0		

Q5d: Salary range organization generally starts Others (specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than $25,000	18	28.6	72.0	72.0
	$25,000 to $34,999	5	7.9	20.0	92.0
	$35,000 to $44,999	1	1.6	4.0	96.0
	Greater than $60,000	1	1.6	4.0	100.0
	Total	25	39.7	100.0	
Missing	No response	38	60.3		
Total		63	100.0		

Q6a: Importance to the organization of administrative/professional employee's interviewing skills

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	28	44.4	45.9	45.9
	Important	28	44.4	45.9	91.8
	Somewhat Important	2	3.2	3.3	95.1
	Not Important	2	3.2	3.3	98.4
	Do Not Use/NA	1	1.6	1.6	100.0
	Total	61	96.8	100.0	
Missing	No response	2	3.2		
Total		63	100.0		

Q6b: Importance to the organization of administrative/professional employee's case management skills

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	33	52.4	52.4	52.4
	Important	17	27.0	27.0	79.4
	Somewhat Important	7	11.1	11.1	90.5
	Not Important	3	4.8	4.8	95.2
	Do Not Use/NA	3	4.8	4.8	100.0
	Total	63	100.0	100.0	

Q6c: Importance to the organization of administrative/professional employee's ability to do a mental status exam

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	8	12.7	13.1	13.1
	Important	13	20.6	21.3	34.4
	Somewhat Important	26	41.3	42.6	77.0
	Not Important	6	9.5	9.8	86.9
	Do Not Use/NA	8	12.7	13.1	100.0
	Total	61	96.8	100.0	
Missing	No response	2	3.2		
Total		63	100.0		

Q6d: Importance to the organization of administrative/professional employee's knowledge and application of information from Diagnostic and Statistical Manual (DSM)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	6	9.5	10.0	10.0
	Important	6	9.5	10.0	20.0
	Somewhat Important	16	25.4	26.7	46.7
	Not Important	14	22.2	23.3	70.0
	Do Not Use/NA	18	28.6	30.0	100.0
	Total	60	95.2	100.0	
Missing	No response	3	4.8		
Total		63	100.0		

Q6e: Importance to the organization of administrative/professional employee's experience with children's issues, policies, and intervention

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	12	19.0	19.0	19.0
	Important	12	19.0	19.0	38.1
	Somewhat Important	19	30.2	30.2	68.3
	Not Important	10	15.9	15.9	84.1
	Do Not Use/NA	10	15.9	15.9	100.0
	Total	63	100.0	100.0	

Q6f: Importance to the organization of administrative/professional employee's experience with women's issues, policies, and intervention

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	13	20.6	20.6	20.6
	Important	13	20.6	20.6	41.3
	Somewhat Important	18	28.6	28.6	69.8
	Not Important	9	14.3	14.3	84.1
	Do Not Use/NA	10	15.9	15.9	100.0
	Total	63	100.0	100.0	

Q6g: Importance to the organization of administrative/professional employee's experience with substance abuse issues, policies, and intervention

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	16	25.4	25.4	25.4
	Important	9	14.3	14.3	39.7
	Somewhat Important	19	30.2	30.2	69.8
	Not Important	9	14.3	14.3	84.1
	Do Not Use/NA	10	15.9	15.9	100.0
	Total	63	100.0	100.0	

Q6h: Importance to the organization of administrative/professional employee's experience with mental health (including retardation) issues, policies, and intervention

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	12	19.0	19.0	19.0
	Important	21	33.3	33.3	52.4
	Somewhat Important	19	30.2	30.2	82.5
	Not Important	4	6.3	6.3	88.9
	Do Not Use/NA	7	11.1	11.1	100.0
	Total	63	100.0	100.0	

Q6i: Importance to the organization of administrative/professional employee's experience with aging issues, policies, and intervention

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	13	20.6	20.6	20.6
	Important	14	22.2	22.2	42.9
	Somewhat Important	20	31.7	31.7	74.6
	Not Important	8	12.7	12.7	87.3
	Do Not Use/NA	8	12.7	12.7	100.0
	Total	63	100.0	100.0	

Q6j: Importance to the organization of administrative/professional employee's knowledge and experience applying ethical standards to all cases

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	41	65.1	65.1	65.1
	Important	12	19.0	19.0	84.1
	Somewhat Important	7	11.1	11.1	95.2
	Not Important	2	3.2	3.2	98.4
	Do Not Use/NA	1	1.6	1.6	100.0
	Total	63	100.0	100.0	

Q6k: Importance to the organization of administrative/professional employee's knowledge of current social welfare issues and policies

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	23	36.5	36.5	36.5
	Important	22	34.9	34.9	71.4
	Somewhat Important	15	23.8	23.8	95.2
	Not Important	2	3.2	3.2	98.4
	Do Not Use/NA	1	1.6	1.6	100.0
	Total	63	100.0	100.0	

Q6l: Importance to the organization of administrative/professional employee's writing skills

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	22	34.9	34.9	34.9
	Important	32	50.8	50.8	85.7
	Somewhat Important	9	14.3	14.3	100.0
	Total	63	100.0	100.0	

Q6m: Importance to the organization of administrative/professional employee's planning and goal setting skills

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	30	47.6	47.6	47.6
	Important	26	41.3	41.3	88.9
	Somewhat Important	6	9.5	9.5	98.4
	Not Important	1	1.6	1.6	100.0
	Total	63	100.0	100.0	

Q6n: Importance to the organization of administrative/professional employee's oral/speech communication skills

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	34	54.0	54.0	54.0
	Important	21	33.3	33.3	87.3
	Somewhat Important	8	12.7	12.7	100.0
	Total	63	100.0	100.0	

Q6o: Importance to the organization of administrative/professional employee's management and supervision skills (including scheduling)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	31	49.2	49.2	49.2
	Important	25	39.7	39.7	88.9
	Somewhat Important	7	11.1	11.1	100.0
	Total	63	100.0	100.0	

Q6p: Importance to the organization of administrative/professional employee's assessment and evaluation skills (both client and programs)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	31	49.2	49.2	49.2
	Important	21	33.3	33.3	82.5
	Somewhat Important	10	15.9	15.9	98.4
	Do Not Use/NA	1	1.6	1.6	100.0
	Total	63	100.0	100.0	

Q6q: Importance to the organization of administrative/professional employee's computer skills

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	23	36.5	36.5	36.5
	Important	33	52.4	52.4	88.9
	Somewhat Important	7	11.1	11.1	100.0
	Total	63	100.0	100.0	

Q6r: Importance to the organization of administrative/professional employee's other skills (specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	2	3.2	25.0	25.0
	Do Not Use/NA	6	9.5	75.0	100.0
	Total	8	12.7	100.0	
Missing	No response	55	87.3		
Total		63	100.0		

Q7a: Over the past five years, indicate organization's level of difficulty in retaining qualified Administrators

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Difficult	1	1.6	1.6	1.6
	Difficult	6	9.5	9.5	11.1
	Somewhat Difficult	13	20.6	20.6	31.7
	Not Difficult	38	60.3	60.3	92.1
	Did Not Hire/NA	5	7.9	7.9	100.0
	Total	63	100.0	100.0	

Q7b: Over the past five years, indicate organization's level of difficulty in retaining qualified Professionals

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Difficult	4	6.3	6.9	6.9
	Difficult	7	11.1	12.1	19.0
	Somewhat Difficult	27	42.9	46.6	65.5
	Not Difficult	15	23.8	25.9	91.4
	Did Not Hire/NA	5	7.9	8.6	100.0
	Total	58	92.1	100.0	
Missing	No Response	5	7.9		
Total		63	100.0		

Q7c: Over the past five years, indicate organization's level of difficulty in retaining qualified Support staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Difficult	4	6.3	6.8	6.8
	Difficult	12	19.0	20.3	27.1
	Somewhat Difficult	14	22.2	23.7	50.8
	Not Difficult	25	39.7	42.4	93.2
	Did Not Hire/NA	4	6.3	6.8	100.0
	Total	59	93.7	100.0	
Missing	No Response	4	6.3		
Total		63	100.0		

Q7d: Over the past five years, indicate organization's level of difficulty in retaining qualified Other staff (specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Difficult	1	1.6	3.6	3.6
	Difficult	5	7.9	17.9	21.4
	Somewhat Difficult	8	12.7	28.6	50.0
	Not Difficult	10	15.9	35.7	85.7
	Did Not Hire/NA	4	6.3	14.3	100.0
	Total	28	44.4	100.0	
Missing	No Response	35	55.6		
Total		63	100.0		

Q8a: Generally, when hiring a professional staff member (e.g., social workers, case workers), is past experience always required?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	17	27.0	27.9	27.9
	Sometimes	26	41.3	42.6	70.5
	No	18	28.6	29.5	100.0
	Total	61	96.8	100.0	
Missing	No Response	2	3.2		
Total		63	100.0		

Q8b: If yes or sometimes, number of years typically required

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 2 years	12	19.0	41.4	41.4
	2-5 years	17	27.0	58.6	100.0
	Total	29	46.0	100.0	
Missing	No Response	34	54.0		
Total		63	100.0		

Q9a: Are you aware that HACC offers a one-year certificate program in Human Services and two-year associate programs in Human Services and Social Services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	32	50.8	50.8	50.8
	Somewhat	15	23.8	23.8	74.6
	No	16	25.4	25.4	100.0
	Total	63	100.0	100.0	

Q9b: Organization has hired HACC graduates in professional positions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, with certificate or AA degree	22	34.9	37.3	37.3
	Yes, only if they transferred & completed BA degree or equivalent	3	4.8	5.1	42.4
	No, not hired HACC grads in profession roles with only a certification or AA degree	20	31.7	33.9	76.3
	Don't know	14	22.2	23.7	100.0
	Total	59	93.7	100.0	
Missing	No Response	4	6.3		
Total		63	100.0		

Q10a: How well prepared were recent Administrator/manager hires when beginning their new position?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Well Prepared	18	28.6	31.0	31.0
	Adequately Prepared	22	34.9	37.9	69.0
	Somewhat Prepared	6	9.5	10.3	79.3
	Don't Know	3	4.8	5.2	84.5
	No Recent Hires	9	14.3	15.5	100.0
	Total	58	92.1	100.0	
Missing	No Response	5	7.9		
Total		63	100.0		

Q10b: How well prepared were recent Professional hires when beginning their new position?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Well Prepared	4	6.3	7.3	7.3
	Adequately Prepared	25	39.7	45.5	52.7
	Somewhat Prepared	15	23.8	27.3	80.0
	Don't Know	3	4.8	5.5	85.5
	No Recent Hires	8	12.7	14.5	100.0
	Total	55	87.3	100.0	
Missing	No Response	8	12.7		
Total		63	100.0		

Q10c: How well prepared were recent Support staff hires when beginning their new position?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Well Prepared	1	1.6	1.8	1.8
	Adequately Prepared	24	38.1	42.9	44.6
	Somewhat Prepared	19	30.2	33.9	78.6
	Not Prepared	2	3.2	3.6	82.1
	Don't Know	2	3.2	3.6	85.7
	No Recent Hires	8	12.7	14.3	100.0
	Total	56	88.9	100.0	
Missing	No Response	7	11.1		
Total		63	100.0		

Q10d: How well prepared were recent Other staff (specify) hires when beginning their new position?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Well Prepared	1	1.6	3.8	3.8
	Adequately Prepared	9	14.3	34.6	38.5
	Somewhat Prepared	7	11.1	26.9	65.4
	Not Prepared	2	3.2	7.7	73.1
	Don't Know	2	3.2	7.7	80.8
	No Recent Hires	5	7.9	19.2	100.0
	Total	26	41.3	100.0	
Missing	No Response	37	58.7		
Total		63	100.0		

Q11a: Organization offers support and encouragement to Administrators to complete HS/GED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5	7.9	7.9	7.9
	No	58	92.1	92.1	100.0
	Total	63	100.0	100.0	

Q11a: Organization offers support and encouragement to Administrators to complete AA degree

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	13	20.6	20.6	20.6
	No	50	79.4	79.4	100.0
	Total	63	100.0	100.0	

Q11a: Organization offers support and encouragement to Administrators to complete BA degree

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	11	17.5	17.5	17.5
	No	52	82.5	82.5	100.0
	Total	63	100.0	100.0	

Q11a: Organization offers support and encouragement to Administrators to complete Graduate (MA/Ph.D) degree

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	21	33.3	33.3	33.3
	No	42	66.7	66.7	100.0
	Total	63	100.0	100.0	

Q11a: Organization offers no support and encouragement to Administrators to complete further educational degrees

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	25	39.7	39.7	39.7
	No	38	60.3	60.3	100.0
	Total	63	100.0	100.0	

Q11b: Organization offers support and encouragement to Professionals to complete HS/GED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5	7.9	7.9	7.9
	No	58	92.1	92.1	100.0
	Total	63	100.0	100.0	

Q11b: Organization offers support and encouragement to Professionals to complete AA degree

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	12	19.0	19.0	19.0
	No	51	81.0	81.0	100.0
	Total	63	100.0	100.0	

Q11b: Organization offers support and encouragement to Professionals to complete BA degree

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	17	27.0	27.0	27.0
	No	46	73.0	73.0	100.0
	Total	63	100.0	100.0	

Q11b: Organization offers support and encouragement to Professionals to complete Graduate (MA/Ph.D) degree

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	20	31.7	31.7	31.7
	No	43	68.3	68.3	100.0
	Total	63	100.0	100.0	

Q11b: Organization offers no support and encouragement to Professionals to complete further educational degrees

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	21	33.3	33.3	33.3
	No	42	66.7	66.7	100.0
	Total	63	100.0	100.0	

Q11c: Organization offers support and encouragement to Support staff to complete HS/GED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	9	14.3	14.3	14.3
	No	54	85.7	85.7	100.0
	Total	63	100.0	100.0	

Q11c: Organization offers support and encouragement to Support staff to complete AA degree

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	21	33.3	33.3	33.3
	No	42	66.7	66.7	100.0
	Total	63	100.0	100.0	

Q11c: Organization offers support and encouragement to Support staff to complete BA degree

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	19	30.2	30.2	30.2
	No	44	69.8	69.8	100.0
	Total	63	100.0	100.0	

Q11c: Organization offers support and encouragement to Support staff to complete Graduate (MA/Ph.D) degree

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	7	11.1	11.1	11.1
	No	56	88.9	88.9	100.0
	Total	63	100.0	100.0	

Q11c: Organization offers no support and encouragement to Support staff to complete further educational degrees

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	21	33.3	33.3	33.3
	No	42	66.7	66.7	100.0
	Total	63	100.0	100.0	

Q11d: Organization offers support and encouragement to Other staff to complete HS/GED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	6.3	6.3	6.3
	No	59	93.7	93.7	100.0
	Total	63	100.0	100.0	

Q11d: Organization offers support and encouragement to Other staff to complete AA degree

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	10	15.9	15.9	15.9
	No	53	84.1	84.1	100.0
	Total	63	100.0	100.0	

Q11d: Organization offers support and encouragement to Other staff to complete BA degree

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	7	11.1	11.1	11.1
	No	56	88.9	88.9	100.0
	Total	63	100.0	100.0	

Q11d: Organization offers support and encouragement to Other staff to complete Graduate (MA/Ph.D) degree

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	6.3	6.3	6.3
	No	59	93.7	93.7	100.0
	Total	63	100.0	100.0	

Q11d: Organization offers no support and encouragement to Other staff to complete further educational degrees

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	16	25.4	25.4	25.4
	No	47	74.6	74.6	100.0
	Total	63	100.0	100.0	

Q12a: Is your agency/organization aware of the many non-credit, short-term courses available for required CEU's and/or updating and learning new skills?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	24	38.1	38.1	38.1
	Unsure	20	31.7	31.7	69.8
	No	19	30.2	30.2	100.0
	Total	63	100.0	100.0	

Q12b: If yes, has your staff enrolled in HACC's non-credit courses?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	4.8	11.5	11.5
	Unsure	13	20.6	50.0	61.5
	No	10	15.9	38.5	100.0
	Total	26	41.3	100.0	
Missing	No Response	37	58.7		
Total		63	100.0		

Q13a: Are there specific training topics, courses, and/or programs that your agency/organization would like to see offered by HACC?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	7	11.1	11.3	11.3
	Unsure	41	65.1	66.1	77.4
	No	14	22.2	22.6	100.0
	Total	62	98.4	100.0	
Missing	No Response	1	1.6		
Total		63	100.0		

Q14a: In regards to training/education, are there specific skills which your organization feels colleges should improve to better prepare Human Service/Social Service graduates to work in the field?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	18	28.6	34.0	34.0
	Unsure	21	33.3	39.6	73.6
	No	14	22.2	26.4	100.0
	Total	53	84.1	100.0	
Missing	No Response	10	15.9		
Total		63	100.0		

Q#	Comment
1f	**Primary human services role of your organization – "other" category responses**
	activities, education, resources for seniors
	adoption services
	Adults w/intellectual disabilities
	After school & summer programs
	Community advocating agency
	domestic violence/sexual assault services – safety
	Drug & alcohol outpatient services
	Education [2 responses]
	Education for students w/autism
	Educational
	Elder Care
	elder transportation
	Family support services (parenting, maternal health, etc)
	Health Care for elderly
	Home & community based services
	Homeless shelter
	Hospice
	I&R
	ID, ED, Autism
	Information & referrals; translations, free legal consultations; job finding assistance; resume writing
	Intellectual disabilities/mental health/shelter services
	Intellectual Disability, Early Intervention
	Life skills building, employment
	Mental Health counseling, education & advocacy
	Non profit human service org
	Personal Care Home (Independent Living, Senior Living, Memory Care)
	Preventative Services
	Retirement community
	Self sufficiency case management & education programs for youth
	senior center
	Senior Services
	Shelter/education
	temporary housing for families & support services

2d	Please indicate the category that reflects the number of employees in your organization for each classification – "other" category responses
	Home Care Associates (HCA)
	Direct Care Staff, overnight staff, maintenance, nurse, PR, etc
	temporary hires
	Advocate (client & family)
	volunteers
	House Managers
	volunteers, interns
	Human Resources/Administration/IT/Finance and other departments
	Part-time case manager (20 hrs/wk)
	Nurse practitioner, medical directors
	Interns 1-2 per semester
	IT
	Laundry, housekeeping, maintenance, dietary
	Maintenance, kitchen staff
	House managers, nurses
	Direct care
	Maintenance, drivers
	part time cleaning
	Van drivers and home delivered meals worker
	Drivers, drivers aids
	Security
	Bus drivers, Industrial arts instructor
	Program Supervisors, maintenance
	GED teacher pt
	Educational Enrichment, Food Service, Family Svcs staff
	LPN, RN, Security Officers, Activity Specialists, Nursing Assistants, Dietary Aides, Customer Service

3	**Does your organization require a criminal background check for each group of employees as part of the hiring process?**
	Yes, BUT we hire people w/criminal hxs with the exception of sex crimes and arson. We are a recovery community organization – everyone who works here is in recovery from addiction. Most have a criminal hx.
	All employees require a criminal background check
	We must comply with child abuse clearance laws for all staff & some volunteer roles
	Every employee within our agency
	Criminal, FBI & child abuse clearances required
	Criminal background check required for all positions
4d/5d	**Minimum required educational qualifications & salary range at hire**
	Behavioral Specialist/Mobile Therapists
6r	**Other experience/skills**
	knowledge of recovery process
	Service Orientation
7d	**Considering employees hired over the past five years, indicate the level of difficulty experienced by your organization in retaining qualified staff for each category.**
	Development Director
	constant turnover in Nursing and Dining Service positions
11	**Considering your agency/organization's current practices/policies, please indicate which continuing education options are encouraged and supported (i.e., tuition assistance) for each staffing group.**
	Supported & encouraged – not funded
	must be a full-time employee
	No money to do so, but would if could
	All are encouraged, none are financially supported
	no tuition asst offered

13b	What continuing education topics would meet your organization's needs?
	Workshops for CEU credits on MH issues, D&A issues
	Geriatrics, Dementia
	Access
	HACC is a bit far from Westminster MD for our staff to use.
	Assertiveness vs aggressiveness Codependency vs compassion Brain chemistry assoc w/addiction Pharmacology
	Autism & behavioral Interventions ABA coursework
	Job searching, taking care of self, would be nice to have 1 day seminar for our homeless population as well – if they could be free?
	Parent involvement Work ethics Professionalism
	Domestic Violence, Human Trafficking, Mental Health, D&A, Sexual Assault, Ind w/Disabilities
	Authorization expertise in dealing with Managed Care systems

14b	What skills require improvement?
	Writing ability. This is one of the top expectations of the field, yet one of the greatest deficiencies of entry level staff.
	any Human Service/Social Service degree
	Customer service
	Addiction/Recovery Studies
	hands-on experience/internships
	In the past five years, most candidates that have worked out best for our organization were criminal justice, behavioral science, psychology, and recreational/leisure majors. Some billed experience/certifications greatly benefit interested candidates.
	Service Orientation, Work Ethics, Compassion
	Professional boundaries, ethics, confidentiality
	Time management: balancing charting vs doing treatment Active listening
	Understanding human service systems Understanding autism and current interventions Understanding skills needed to transition into adulthood
	Professional skills, such as interacting w/ppl you may not like – difficult clients & how to get volunteers to volunteer.
	Social policies – and how truly differs from practice. IE no beds for addicts open delays treatment.
	Building rapport in professional way. Maintaining professional boundaries. Self care practices.
	Work ethic Commitment Dedication
	professional boundaries/ethics
	computer skills
	Counseling skills Documentation skills, progress notes, treatment plans
	People skills, customer service
	Maybe offer specialized courses that are devoted to trending topics such as listed above [refers to Domestic Violence, Human Trafficking, etc comment in 13b]
	Multi tasking – dealing w/stressors in the field Self-care to avoid burnout How to discern between objectivity & subjectivity Family counseling/group skill development
	More focus on DSM revisions. Advocacy/confidence – new comers tend to be bullied by funding sources.

15	**Additional comments/suggestions concerning the quality of graduates, programs, training, and/or other issues related to how HACC's Human Services/Social Services Department can best assist your agency/organization.**
	Teach people how to write. Teach people how to make logical choices. Emphasize professional behavior.
	We hire only through Civil Service
	We have always been pleased with HACC graduates.
	We aren't really a human services agency but we do employ a social worker who collaborates in the field.
	Those graduates and current students with whom I interact are excellent at their jobs. I am really quite impressed w/them.
	I am a Masters level D&A counselor & would be nice to have CEU classes to keep up w/our certification. With a low cost/fee. I am so excited to have HACC be part of our community.
	Understanding importance of paperwork related to field Organizational skills Time management skills
	Work ethic Commitment Dedication Professionalism
	HS assoc degrees are very well prepared to work at our agency
	We have a current student finishing an internship who was just offered a position. She seems to have gained sufficient knowledge for an entry level position w/our agency.
	Our two recent interns appeared to be very prepared to enter the field due to their time as students at HACC.
	HACC students could seek internships through local providers. Interpreting services – foreign language, signing? Not sure if HACC offers or not, but a needed community service.