

Frequently Asked Questions

REPORT BACKGROUND

Q1. What is the Non-Union Agency Compensation and Employee Turnover Report?

This report is an initiative coordinated by B.C. Government funders of social services to collect employee workforce and compensation data from non-union contracted social service agencies.

The data collected is targeted to help the B.C. Government better understand the non-union social services sector's compensation costs, employee turnover rates and human resource demographics.

The 2024 report collects calendar year 2023 information on:

- wages, benefits, paid hours and employee counts; and
- workforce demographics (e.g. gender, age, seniority), benefit participation, employee turnover, vacancies, funding and the number of contracts.

The data gathered by the report is not employee-specific and personal identifiers are not collected.

Q2. Why is B.C. Government collecting this information?

Currently, Government has limited data regarding social services non-union agencies' compensation and costs and human resource practices. This impacts Government's ability to make decisions regarding the funding of non-union agencies.

To address this information gap, social services Government funders have partnered with the Public Sector Employers' Council Secretariat (PSEC) to collect data concerning non-union social services agencies' compensation costs and human resource practices. Government will use the aggregated data to support its decision-making regarding future funding of compensation increases for the non-union social services sector.

Q3. Who is leading this reporting initiative?

This is a cross-Government initiative. B.C. Government funders of social services, including the Ministry of Children and Family Development, Community Living BC/ Ministry of Social Development and Poverty Reduction, the Ministry of Public Safety & Solicitor General, BC Housing/the Ministry of Housing, the Ministry of Municipal Affairs, and the Ministry of Education and Child Care are partnering with PSEC Secretariat/Ministry of Finance. CSSEA is administering the report on behalf of Government.

Q4. How have agencies been selected to complete the report?

In 2024, which marks the ninth year of this annual report, the data collection encompasses non-union agencies (employers) who receive B.C. Government funding.

B.C. Government funders have identified all non-CSSEA/non-HEABC social services agencies who receive B.C. Government funding.

If you did not receive a letter, please contact CSSEA at **1-855-625-3244** or report@cssea.bc.ca

Q5. Why is it required to participate in the report?

Completion of the 2024 report is required to support government decision-making on future funded compensation increases for the non-union social services sector.

The collection of this data is integral to supporting the long-term sustainability of the social services sector. The funding, compensation and human resource data collected by the report is used to provide Government with an in-depth picture of the non-union social services sector, which helps to address compensation disparities across the sector.

As communicated through the Social Services Sector Roundtable, the Province will provide similar funding lifts for compensation increases to both union and non-union agencies. In addition, the Province will provide additional funding for management positions consistent with the funding increases for non-management employees. Access to the funding for management increases is contingent on the completion of the Compensation and Employee Turnover Report and sharing the resulting agency-level compensation data with provincial funders.

The data collected also provides agencies with useful benchmarking information to support their own recruitment and retention strategies. Agencies will have private access to CSSEA-prepared reports regarding their own agency-specific demographics.

Q6. What is considered a ‘non-union agency’?

For the purposes of the report, a non-union agency is a service provider with employees that is not affiliated with CSSEA or HEABC. Participants in the non-union report may have staff that are unionized (e.g., CUPE, BCGEU), but the agency itself is not a member of either CSSEA or HEABC.

Q7. Why is the Community Social Services Employers’ Association (CSSEA) collecting this data?

CSSEA is collecting the data on behalf of Government to protect agency anonymity and leverage CSSEA’s existing data collection capacity. Currently, CSSEA has the infrastructure, capacity and systems/processes that can be extended to the non-union sector in a cost-effective way to collect the data.

Q8. Is personal information captured in the report, and if so, how is privacy protected?

Personal identifiers will not be captured in the report. Agencies will enter aggregate, non-employee specific data. Government will review the report data in the aggregate to better understand social services as a whole.

Q9. What is the timeline to complete the report?

Participating agencies will receive the report template and report user guide in April 2, 2024. . The report should be completed and returned before **June 30, 2024**.

ORIENTATION SESSIONS

Q10. Where can agencies get help to complete the report?

Orientation sessions will be held starting April 2, 2024. Register for a session at gov.bc.ca/socialservicesreport. These orientation sessions provide agencies with the necessary information, walkthroughs and tips to effectively and efficiently complete the report.

Additionally, dedicated CSSEA phone support at **1-855-625-3244** and email support at report@cssea.bc.ca is available during the reporting period.

Q11. Who should be attending the orientation session and webinar?

The person who will be completing the report for your agency should attend the session.

Q12. Is attendance at the orientation session mandatory?

While attendance at the orientation session is not mandatory, it is recommended in order to assist you in the completion of the report and to provide you with an opportunity to ask any questions that you may have.

COMPLETING THE REPORT

Q13. How long does it take to complete the report?

While the report itself is a simple Excel-based reporting tool, completion times will vary from agency to agency depending on each agency's number of employees, administration processes, and whether the agency has had previous experience with the report.

While a small agency should be able to rely on simple and readily-available T4 information to complete the report, a large organisation completing the report for the first time may take around a week to complete it.

If your agency uses Comvida or Payworks or Avanti Software as its payroll provider, there may be an opportunity to obtain a data extract of the required report information directly from their payroll provider – contact CSSEA at **1-855-625-3244** or report@cssea.bc.ca for more information on this option.

Q14. What if I'm missing information requested and am unable to provide all of the information necessary to fully complete the report?

Please contact CSSEA at **1-855-625-3244** or report@cssea.bc.ca should you encounter any issues in completing the report.

Q15. Which employee positions will the report collect information on?

The report will collect information on all of your employee positions, including those employees working on programs not funded by B.C. Government. All funding sources should also be included in the reported data. Employee position/role descriptions are available in the report User Guide.

Q16. I didn't receive a letter to participate in the report. Can I still participate?

In 2024, all non-union B.C. Government funded agencies delivering comparable services to their unionized counterparts will receive a letter to participate in the data collection. If you did not receive a letter, please contact CSSEA at **1-855-625-3244** or report@cssea.bc.ca

CONTACT INFORMATION

Questions about this reporting initiative should be directed to your ministry or crown contact manager or brought up during your orientation session. For assistance completing the report, please contact **1-855-625-3244** or email report@cssea.bc.ca.