

## Frequently Asked Questions

### SURVEY BACKGROUND

#### ***Q1. What is the Non-Union Agency Compensation and Employee Turnover Survey?***

This survey 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 2018 survey collects calendar year 2017 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 survey is not employee-specific and personal identifiers are not collected. The survey data is presented to Government in aggregate format so that agency anonymity is protected.

#### ***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 the funding of compensation increases for the non-union sector, including the potential extension of current wage increases that have been negotiated by the Community Social Services Employers' Association (CSSEA) or the Health Employers Association of BC (HEABC) for their members.

#### ***Q3. Who is leading this reporting initiative?***

This is a cross-Government initiative. B.C. Government funders of social services, including the Ministries of Children and Family Development, Social Development and Poverty Reduction/Community Living BC, Public Safety and Solicitor General (formerly Justice), are partnering with PSEC. CSSEA is administering the survey on behalf of Government.

#### ***Q4. How have agencies been selected to complete the survey?***

In 2018, which marks the third year of this annual survey, the data collection encompasses all non-union agencies (employers) who receive B.C. Government funding.

B.C. Government funders have identified agencies for participation based on the amount of funding that each service provider receives annually; the rationale being that service providers above a certain funding threshold will be delivering a level of services that requires them to engage employees.

If you did not receive an invitation, please contact CSSEA at 1-855-625-3244 or [survey@cssea.bc.ca](mailto:survey@cssea.bc.ca)

**Q5. Why is it important to participate in the survey?**

Completion of the 2018 survey is essential 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 survey 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.

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 survey, a non-union agency is a service provider with employees that is not affiliated with CSSEA or HEABC. Participants in the non-union survey 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 survey, and if so, how is privacy protected?**

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

**Q9. What is the timeline to complete the survey?**

Participating agencies will receive the survey in February 2018. The survey should be completed and returned before **May 31, 2018**.

**ORIENTATION SESSIONS**

**Q10. Where can agencies get help to complete the survey?**

Orientation sessions will be held throughout the province in February, March and April 2018. Register for a session at [gov.bc.ca/socialservicesurvey](http://gov.bc.ca/socialservicesurvey). These orientation sessions provide agencies with the necessary information, walkthroughs and tips to effectively and efficiently complete the survey.

Additionally, dedicated CSSEA phone support at **1-855-625-3244** and email support at [survey@cssea.bc.ca](mailto:survey@cssea.bc.ca) is available during the survey period.

**Q11. Who should be attending the orientation session?**

The person who will be completing the survey 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 survey and to provide you with an opportunity to ask any questions that you may have.

**COMPLETING THE SURVEY**

**Q13. How long does it take to complete the survey?**

While the survey 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 survey.

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

If your agency uses Comvida or Payworks as its payroll provider, there may be an opportunity to obtain a data extract of the required survey information directly from their payroll provider – contact CSSEA at **1-855-625-3244** or [survey@cssea.bc.ca](mailto:survey@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 survey?**

Please contact CSSEA at **1-855-625-3244** or [survey@cssea.bc.ca](mailto:survey@cssea.bc.ca) should you encounter any issues in completing the survey.

**Q15. Which employee positions will the survey collect information on?**

The survey will collect information on all of your of 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 survey User Guide.

**Q16. I didn't receive an invitation to participate in the survey. Can I still participate?**

In 2018, all non-union B.C. Government funded agencies delivering comparable services to their unionized counterparts are being invited to participate in the data collection. If you did not receive an invitation, please contact CSSEA at **1-855-625-3244** or [survey@cssea.bc.ca](mailto:survey@cssea.bc.ca)

**CONTACT INFORMATION**

Questions about this reporting initiative may be directed to [MCFPGPB@gov.bc.ca](mailto:MCFPGPB@gov.bc.ca).

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