

## Veterans, Seniors and Human Services Levy-Funded Countywide Nonprofit Wage & Benefits Survey and Employee Engagement Survey

### Frequently Asked Questions for VSHSL-Funded Providers

**Why are these surveys being conducted?** These surveys are being offered to provide an informational resource to help the nonprofit community better understand the array of influences – including wages – that contribute to successful employee recruitment and retention in the nonprofit sector. These surveys will also provide nonprofit leadership teams and the nonprofit community with useful information for addressing issues of staff turnover, which can negatively impact program results as well as the individuals served by the organization.

**Why are these surveys being conducted now?** Funding for these surveys was included in the Implementation Plan for the 2018-2023 King County [Veterans, Seniors and Human Services Levy](#) (VSHSL) as a levy strategy aimed at promoting service system access and improvement. During community planning sessions for the VSHSL, provider feedback cited wages as having a significant impact on staff retention. Additionally, high rates of staff turnover was a common factor experienced by nearly every provider-run program that underperformed in the prior Veterans and Human Services Levy (VHSL).

The surveys were originally planned to launch in Spring of 2020 but were postponed due to the COVID-19 pandemic. Now, with many in King County and across the country suffering impacts of COVID-19, the surveys are more useful than ever to provide the nonprofit community with critical information about employee satisfaction, recruitment and retention.

**What organizations will be surveyed?** Participation is open to all King County-based and serving nongovernmental, nonprofit entities. 501 Commons, in consultation and in collaboration with King County's Department of Community and Human Services (DCHS), will lead a promotional campaign to distribute the surveys as widely as possible to nonprofit leadership and staff.

**Is my organization required to participate in the surveys?** Yes, all VSHSL-funded organizations, and any of your nonprofit subcontractors funded by VSHSL, are **required to complete** the Wage & Benefits Survey and the Employee Engagement Survey.

**Who is conducting the surveys?** King County has contracted with 501 Commons to develop and conduct the surveys. 501 Commons is a nonprofit organization that provides expertise through 30+ consulting and capacity building services to Pacific Northwest nonprofits since 1989. Each year, 501 Commons serves more than 1,000 organizations, providing training and leadership development to 1,000 board and staff members. 501 Commons also manages GiveBIG Washington, an annual 24-hour online giving day that raised more than \$11.4 million for 1,542 participating organizations in 2019.

**When do the surveys open?** The Wage and Benefits Survey opens on **Tuesday, March 2**, and will close on May 2. The Employee Engagement Survey opens on **Tuesday, April 6**, and will close on June 6.

**How are the surveys being conducted?** 501 Commons will email links to the online surveys when they launch on March 2 and April 6. Organizations can also sign up to receive information about the surveys and links to the surveys when they launch, on 501 Commons website:

<https://www.501commons.org/survey>.

After the surveys launch, links to the surveys will also be posted on the King County Department of Community and Human Services blog, [Cultivating Connections](#) and shared in the VSHSL monthly newsletter, The Hub. To sign up to receive The Hub newsletter visit: [www.kingcounty.gov/vshsl](http://www.kingcounty.gov/vshsl)

The Wage and Benefits Survey will ask nonprofit leaders to complete questions about pay levels and benefits for their organization. The Employee Engagement Survey will ask staff to complete questions relating to non-wage benefits and other items that contribute to their job satisfaction.

**What are the benefits to participating organizations?** Completing these surveys will help nonprofit organizations better understand the array of influences – including wages – which contribute to successful employee recruitment, retention and satisfaction. Data gathered through the surveys will be analyzed and offered as a free informational resource that nonprofit leadership teams may utilize to inform evaluation of their operations and possible actions that could be implemented to strengthen employee recruitment, retention and satisfaction for their organization.

By participating in the Wage & Benefits survey and the Employee Engagement survey VSHSL-funded providers are contributing to a community resource of data to help King County nonprofits strengthen their organizations, furthering VSHSL's vision of a combined arms system of service in King County.

**How long will it take to complete the surveys?** The Employee Engagement Survey should take approximately 15-20 minutes to complete. Completion time for the Wage and Benefits Survey will vary by organization, based on the size and structure of the organization.

**How can nonprofit employees participate in the survey?** Employees can access the Employee Engagement Survey, including details and instructions for completing the survey, through the online survey link forwarded to them by their employer or by going directly to 501 Commons' website: <https://www.501commons.org/survey>. Survey responses will be submitted directly to 501 Commons. Individual responses will remain confidential and will not be shared with employers or King County.

**Will the surveys be available in languages other than English?** Yes, in order to ensure equity and inclusivity, the Employee Engagement survey will be made available in multiple languages.

The Employee Engagement survey will be available in the below 10 languages:

- English
- Amharic
- Arabic
- Simplified Chinese
- Korean
- Russian
- Somali

- Spanish
- Ukrainian
- Vietnamese

**How will the information be used?** Individual survey responses will remain confidential. Additionally, aggregate survey results will be de-identified to protect participant anonymity. Overall survey results for the nonprofit sector will be presented in the aggregate in a final report anticipated for release by the end of 2021 and will be made available online on the 501 Commons website as a free informational resource for the nonprofit community.

**Will individual organizations receive the results of their employees' surveys?** Providers with five or more employees and at least five participants in the Employee Engagement Survey can receive a de-identified aggregate survey results summary for their organization from 501 Commons, if they have signed up to receive this information, when results are available at the end of 2021. Organizations can sign up to receive information about the surveys by visiting: <https://www.501commons.org/survey>

**How will the confidentiality of participating employees be maintained?** Survey responses will be submitted directly to 501 Commons. Individual answers will not be shared with King County or other external parties. Reports for King County and published reports will only include combined results. Summary reports delivered to individual organizations will be aggregate, de-identified and will only be reported if a minimum of five employees participate. Demographic information will also be removed where necessary to protect an individual's privacy.

**Will the results be shared publicly/with all participating organizations?** The overall combined results for the nonprofit sector will be presented in a final report anticipated for release by the end of 2021 and will be made available on the 501 Commons website as a free informational resource for the nonprofit community.

**Who do I contact if I have additional questions about the surveys?** Prior to the survey launch please contact Adam Schmid at [Adam.Schmid@kingcounty.gov](mailto:Adam.Schmid@kingcounty.gov) for assistance.

After the surveys launch please direct questions or technical assistance requests to the survey vendor, 501 Commons: Contact Jenny Lundqvist at [jenny@501Commons.org](mailto:jenny@501Commons.org) for assistance. All inquiries will be confidential.

The Wage & Benefits survey launches on **Tuesday, March 2** and the Employee Engagement survey launches on **Tuesday, April 6**.