

STRATEGIC ASSESSMENT



ALL STAFF SURVEY

Introduction: We need your help! Our Board of Directors and Senior Leadership want your help to update The Arc’s strategic plan. The plan will be our roadmap for an improved future. It will help us set realistic and meaningful goals that support The Arc’s mission. Your answers to the 14 questions in this survey will guide our planning process. We care what you think. We want you to answer these survey questions honestly. Your survey answers will be compiled by an independent contractor chosen to oversee our planning process and will be completely anonymous to Board members and Senior Leadership.

Directions: Please complete the 14-question survey. The survey will close on January 22, 2021.

You may complete the survey online or **print a copy**, fill in your answers, and mail it to our facilitator, Rhonda Beach Tyree, at 67 Woodhaul Court, Delaware, Ohio 43015. Whichever option you choose, your answers will be kept in strict confidence. The Board and Senior Leadership thank you for your work, your commitment to The Arc and its clients, and your interest in helping The Arc improve.

For all questions, try to think about The Arc of Lehigh and Northampton Counties overall (not just your department or program). The Board is not looking for comments about individual staff members but is interested in your opinions about the overall organization.

Survey Questions:

1. Our mission is to advocate, educate, and provide services and supports for people with intellectual and developmental disabilities and their families.

How well does The Arc live up to our mission?

1 2 3 4 5
Very Poor Below Average Average Above Average Excellent

2. Of the programs and services with which you have knowledge, what does the program or service do best and what is one way that it could improve?

Programs/Services	What does this program/service do best?	What is one way this program/service could improve?
Advocacy		

Information & Training		
SPARC		
Agency With Choice		
Family Support Services		
Evening Recreation		

3. How effectively has The Arc of Lehigh and Northampton Counties kept up with the changing needs of people with disabilities and their families?

1 2 3 4 5 Don't
 Very Poor Below Average Average Above Average Excellent Know

4. As a result of COVID-19, what is or will be the greatest need of the disability community?

5. Other than COVID-19 related needs, what are the top service gaps for individuals with disabilities and/or their families? (List up to three gaps).

5a. What, if anything, can The Arc do to address these gaps in service?

6. How well is The Arc prepared to meet future needs of the disability community?

1 2 3 4 5 Don't
 Very Poor Below Average Average Above Average Excellent Know

7. How can The Arc better position the organization and staff to meet the needs of people with disabilities, their families and the community? For example, what could The Arc do in terms of marketing, development, partnerships, grants, programmatic offerings, etc.?

8. As a staff member, what do you expect from The Arc?

9. How well is The Arc meeting your staff needs or expectations?

1	2	3	4	5
Very Poorly	Below Average	Average	Above Average	Extremely Well

9a. What could The Arc do to better meet your needs or expectations?

10. How well does The Arc (Board, management, other departments) keep you informed?

1	2	3	4	5
Very Poor	Below Average	Average	Above Average	Extremely Well

10a. What could The Arc do to keep you better informed?

10b. If you rated as below average or very poor, please explain.

11. What different or additional resources (funding, programs and/or staff) would improve our ability to fulfill our mission?

12. What could The Arc do to better use our current resources to fulfill our mission? How could we better use our current funding, programs and/or staff?

13. How do you rate The Arc of Lehigh and Northampton Counties as a place to work?

1	2	3	4	5
Very Poor	Below Average	Average	Above Average	Excellent

13a. What could The Arc do to improve your rating?

13b. If you rated as below average or very poor, please explain.

14. What differentiates The Arc from other organizations (makes it unique)??

Other comments?

Thank you: The Arc Board of Directors and Senior Leadership thank you for your time and voice in our organizational assessment and strategic planning process.

Demographics

*This information will help us understand characteristics of members that we have reached.
Thank you.*

About the person completing this survey

Your Gender: Male Female

Your County of Residence:

Your Age Range:

- 23 – 30 years
- 31 – 40 years
- 41 – 50 years
- 51 – 64 years
- > 65 years

Your Race/Ethnicity:

- American Indian, Alaska Native
- Asian
- Black, African American
- Hawaiian Native/Pacific Islander
- Hispanic
- White
- Other

What services do you currently provide?

- Advocacy
 - SPARC
 - Agency With Choice
 - Family Support Services
 - Other

What is your role with The Arc of Lehigh and Northampton Counties?

- Front Line Staff (Direct Support Professional, Program Specialist, Advocate)
- Administration and Support (Administrative Assistant, Finance, Human Resources, Agency With Choice Coordinators, Family Support Services, etc.)
- Program Director
- Senior Leadership

How long have you been with The Arc of Lehigh and Northampton Counties?

- < 1 year
- 1 – 10 years
- 11 - 20 years
- 21 – 30 years
- > 30 years