



VACANCY,
RETENTION & TURNOVER
SURVEY

Help with the NCAL Vacancy,
Retention, & Turnover Survey

VRT Survey 2013

2013 ASSISTED LIVING STAFF VACANCY, RETENTION AND TURNOVER SURVEY ©

Please see reverse side for detailed instructions.

The National Center for Assisted Living is conducting this survey to better describe staff retention. Results of this survey will be publicly reported in aggregate form only. No individual community will be publicly reported. Data will be kept confidential. NCAL will also use the information for benchmarking, quality measure development, advocacy efforts, and the Quality Initiative.

Community Name:

Address:

City:

State:

ZIP Code:

Optional
Contact:

Phone:

Fill this out online at www.ncal.org or mail, fax, or email this completed survey to:

2013 Assisted Living Staff Survey
National Center for Assisted Living
Attn: Lindsay B. Schwartz
1201 L Street, N.W., Washington, DC 20005
Fax: 202-454-1298

Email: lschwartz@ncal.org
If you have any question, please send an email to lschwartz@ncal.org

THANK YOU!

-OVER-

Please use a separate survey for each community.

Assisted Living Job Category	Assisted Living Job Position	A	B	C	D
		Total number of CURRENT employees as of 12/31/13	Total number of VACANT positions as of 12/31/13	Total number of employees who had worked in the community for 12 months or longer as of 12/31/13	Total number of employees during calendar year 2013
Please Insert data as of December 31, 2013					
Administrative & management	1 Executive Director/ Administrator				
	2 Director of Marketing				
	3 Other Office Staff				
Nursing	4 Director of Nursing (DON) Wellness & Director of Resident Services				
	5 Staff Registered Nurse (RN)				
	6 Licensed Practical Nurse (LPN)				
	7 Certified Nurse Assistant (CNA)				
	8 Resident Caregiver (non-certified)				
	9 Medication Aide				
	10 Other Nursing Staff				
Food services	11 Food Service Director/Head Chef				
	12 Food Service Aide/Dining Staff				
Housekeeping & maintenance	13 Housekeeper				
	14 Maintenance Worker				
Social activities	15 Director of Activities				
	16 Activity Staff				
Other	17 Universal Worker				
	18				



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Where to Get the Survey

- ✓ Download the survey at ncal.org
 - Return it by email, fax, or mail
- ✓ Complete the survey online at ncal.org
- ✓ 2013 survey is open until May 1, 2014

How do I fill out this survey?

Step 1: read the instructions on the back of the survey

INSTRUCTIONS

To take the survey or to complete the survey electronically, please visit www.ncal.org
If you are part of a larger campus, please report data for your assisted living staff only.
Employees must have been employed with your community for 30 days or longer.

- Use zero (0) where appropriate and do not use numbers less than zero (for example, no fractions or decimals).
- Use only numbers; do not use names of employees.
- Only count employees once. For example, if the CNAs administer medications they would be counted only under CNAs not under medication aides.
- **Column A - Total Employees** - The total number of persons on the assisted living community's payroll who worked or received pay as of December 31, 2013. All full-time, part-time, permanent, short-term, seasonal, salaried, and hourly employees should be included.
 - Employees of temporary help agencies and outside contractors should be excluded because they are counted by their employer of record, not by your assisted living community where they are working.
- **Column B - A vacant position means that:**
 - 1) a specific full-time or part-time position exists and there is work available for that position,
 - 2) work could start within 30 days regardless of whether a suitable candidate is found, and
 - 3) the employer is actively recruiting from outside the establishment to fill the position. Jobs to be filled only by internal transfers, promotions, demotions, or recall from layoffs are excluded.
- **Column C - Total number of employees who had worked in your community for 12 months or longer** - should not include employee(s) who had changed her/his job position within the same community in the 12 months. For example, if the administrator left during 2013 and was replaced by the individual in the director of marketing position, the number of employees in this column could be reported as 0 for both the administrator and director of marketing positions.
- **Column D - Total number of employees for that position who had worked in your community during calendar year 2013.** For example, if you had 1 executive director during 2013, ID would be 1.
- **QUESTIONS** - If you have any questions, please send an email to lschwartz@ncal.org

VRT Survey: 2013

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Please use a separate survey for each community.

Assisted Living Job Category	Assisted Living Job Position	A Total number of CURRENT employees as of 12/31/13	B Total number of VACANT positions as of 12/31/13	C Total number of employees who had worked in the community for 12 months or longer as of 12/31/13	D Total number of employees during calendar year 2013
Please Insert data as of December 31, 2013					
	1 Executive Director/ Administrator				
	2 Director of Marketing				
	3 Other Office Staff				
	4 Director of Nursing (DON)/Wellness & Director of Resident Services				
	5 Staff Registered Nurse (RN)				
	6 Licensed Practical Nurse (LPN)				
	7 Certified Nurse Assistant (CNA)				
	8 Resident Caregiver (non-certified)				
	9 Medication Aide				
	10 Other Nursing Staff				
Food services	11 Food Service Director/Head Chef				
	12 Food Service Aide/Dining Staff				
Housekeeping & maintenance	13 Housekeeper				
	14 Maintenance Worker				
Social activities	15 Director of Activities				
	16 Activity Staff				
Other	17 Universal Worker				
	18				

Step 2: Complete contact information

Step 3: Fill out all columns and across rows. Use 0's if it does not apply

Helpful Hint: Column D is the total for each row not all staff



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2013 VRT Survey: Suggested Completion Tips

- ✓ Use one survey for each assisted living
- ✓ If your assisted living community is part of a larger campus, please report data for your assisted living staff only.
- ✓ Only include employees who have been employed with your community for 30 days or longer.
- ✓ Write zero (0) where appropriate and do not use numbers less than zero (for example, no fractions or decimals).
- ✓ If you have part-time staff then round-up. So if you have 1 full-time staff and 1 part-time staff for resident caregivers, that would be 2 NOT 1.5. We are counting the positions not the employment status (full-time vs part-time).

2013 VRT Survey: Suggested Completion Tips, continued

- ✓ Use only numbers; do not use names of employees.
- ✓ Only count employees once. For example, if the CNAs administer medications they would be counted only under CNAs not under medication aides.
- ✓ A universal worker is a term used to describe a worker who does an array of duties such as personal care, laundry, housekeeping, food preparation, and other activities

2013 VRT Survey: Suggested Completion Tips: Column A

- ✓ Column A - Total Employees - The total number of persons on the assisted living community's payroll who worked or received pay as of December 31, 2013. All full-time, part-time, permanent, short-term, seasonal, salaried, PRN, and hourly employees should be included.
- ✓ Can be obtained from the payroll that includes the date of December 31, 2013
- ✓ Employees of temporary help agencies and outside contractors should be excluded because they are counted by their employer of record, not by your assisted living community where they are working.

2013 VRT Survey: Suggested Completion Tips: Column B

Column B - A vacant position means that:

- ✓ 1. a specific full-time or part-time position exists and there is work available for that position,
- ✓ 2) work could start within 30 days regardless of whether a suitable candidate is found, and
- ✓ 3) the employer is actively recruiting from outside the establishment to fill the position. Jobs to be filled only by internal transfers, promotions, demotions, or recall from layoffs are excluded.

2013 VRT Survey: Suggested Completion Tips: Column C

Column C - Total number of employees who had worked in your community for 12 months or longer

- ✓ Can be obtained from year-end payroll records for 2013. These records may include the date of hire.
- ✓ If the individual was employed in the last payroll report for 2013 and had a hire date prior to January 1, 2013, then he/she would be included in the number provided in Column C
- ✓ Should not include employee(s) who had changed her/his job position within the same community in the 12 months.
- ✓ For example, if the executive director left during 2013 and was replaced by the individual in the director of marketing position, the number of employees in column C would be reported as 0 for both the executive director and director of marketing positions (Column C must be less than Column A)

2013 VRT Survey: Suggested Completion Tips: Column D

- ✓ For column D, the total number of employees (full-time and part-time) during all of calendar year 2013 can be obtained from the year-end payroll records for 2013
- ✓ For example, if you had 1 executive director during 2013, 1D would be 1.

Filling out the VRT: Example 1

			A	B	C	D
Assisted Living Job Category		Assisted Living Job Position	Total number of CURRENT employees as of 12/31/13	Total number of VACANT positions as of 12/31/13	Total number of employees who had worked in the community for 12 months or longer as of 12/31/13	Total number of employees during calendar year 2013
			Please Insert data as of December 31, 2013			
Administrative & management	1	Executive Director/ Administrator	1	0	1	1
	2	Director of Marketing				
	3	Other Office Staff				

Helpful hint: For example, if you had 1 executive director who had been at the community for over 12 months as of

12/31/2013 for 2013:

Row 1, Column A = 1

Row 1, Column B = 0

Row 1, Column C = 1

Row 1, Column D = 1

Filling out the VRT: Example 2

Assisted Living Job Category	Assisted Living Job Position	A Total number of CURRENT employees as of 12/31/13	B Total number of VACANT positions as of 12/31/13	C Total number of employees who had worked in the community for 12 months or longer as of 12/31/13	D Total number of employees during calendar year 2013
Nursing	4 Director of Nursing (DON)Wellness & Director of Resident Services				
	5 Staff Registered Nurse (RN)				
	6 Licensed Practical Nurse (LPN)				
	7 Certified Nurse Assistant (CNA)				
	8 Resident Caregiver (non-certified)	20	1	15	21
	9 Medication Aide				
	10 Other Nursing Staff				

As of December 31, 2013, you had 20 caregivers, which meant you had 1 vacant position because you would be fully staffed at 21. Of the 20 caregivers, 15 had worked in the community over 12 months as of 12/31/2013. The total number of resident caregivers that worked during 2013 was 21 because you had one that quit in July.

Row 8, Column A = 20

Row 8, Column B = 1

Row 8, Column C = 15

Row 8, Column D = 21

2013 VRT Survey: Error Checks

- ✓ For a particular job category, Column D must be greater or equal to Column A
- ✓ Column C must be less than or equal to Column A
- ✓ It is unlikely that the total number of employees in each position in the community in all of 2013 (Column D) is the same as the total number of employees in each position in the community on the last day of 2013 (Column A) (total staff in 2013 is the same as total staff on 12/31/2013). This implies your community had no turnover at all. Please verify.

Questions?

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