



Management Survey Result Summary 2017

As a Coalition and membership organization, WCSAP strives to:

- Provide current and applicable information and resources
- Respond in a timely and appropriate way to requests
- Offer opportunities for training and participation in statewide efforts
- Represent victim voices at the state and national level through committee participation and policy work

The management survey offered directors and managers at member programs the opportunity to share how WCSAP is doing, what programs would like to see offered in trainings and activities, and ideas for future directions. We use feedback from the survey, training evaluations, and other member conversations to help guide our work for the next several years.

Respondents

- 68.4 % of respondents have been in their management role for 5 years or more, 89.5% of respondents have been in their roles for 3 years or more.
- Over 50% of respondents were from rural programs, 30% of respondents were from mixed regions, 10% urban, and 5% suburban.

Technical Assistance

Over the past year, the majority of managers reached out to WCSAP for Technical Assistance two to three times. Respondents said they were more likely to reach out if they knew who specifically to contact, what types of assistance they could receive from WCSAP, or knew individuals at WCSAP.

Training

Most respondents prefer opportunities for in-person training alongside their peers followed by the management track at annual conference, WCSAP site visits, and live webinars. Respondents said training and TA provided on site, more management

training at conference, and paid travel costs would increase their access to their preferred training methods.

Agency Governance topics respondents would find most useful:

1. Leadership development
2. Strategic Planning
3. Policy development

Suggested additional topics: Staff morale, human resources, off-site / remote management, policies that can function well for dual agencies.

Staffing topics respondents would find most useful:

1. Leadership development in others
2. Creating a more trauma-informed agency
3. Supervision practices

Suggested additional topics: Looking at restructuring specialized or separate SA/DV staff instead of dual, trauma work's impact on staff and effect on retention, volunteer program.

Programming topics respondents would find most useful:

1. Finding balance in a dual or multi-service agency
2. Managing / creating online/text services for survivors
3. Program Evaluation

Suggested additional topics: Cheat-sheet for DV vs SA training requirements and dual program policy guideline, child/youth affirming services, technology.

General Management topics respondents would find most useful:

1. Fund development
2. Media / Messaging
3. Increase technology capacity

Suggested additional topics: Financial growth and for profit business ventures, a sample program manual made for accreditation specific to dual programs, money to support technology growth, training on using technology.

Strategic Planning

Programs surveyed overwhelmingly had a strategic plan (all but one). A few could use a more developed or formal strategic plan. Program strategic plan areas of focus varied quite a bit. Some notable were strengthening board, focus on trauma-informed care, fund and donor cultivation, and strengthen services/outreach to underserved populations.

Policy and Procedure

Agency operations policy needs identified by respondents included responding to subpoenas and warrants, and gift acceptance. A few are considering a review or revamp of the policies as a whole.

Direct service provision policy needs included: navigating technology, policies needed for accreditation, children / teen services and specifically confidentiality, mobile advocacy. A few are considering a review or revamp of the policies as a whole.

Peer Learning and Management Listserv

Topics managers would like to learn from their peers included: handling conflicts, agency growth, how grants funds are directed within agency (direct and indirect).

The majority of respondents find the listserv useful.