

## Assessing the Status of the Certified Family Partner Workforce

---

**INTRODUCTION:** TIEMH created a survey to elicit feedback and generate a deeper understanding of CFP certification and employment.

**METHOD:** TIEMH assessed the following via a statewide survey with active and inactive CFPs: 1) CFP training and certification, 2) employment status, salary, and benefits 3) satisfaction in employment, 4) support in employment, and 5) organizational recovery orientation. Of the 175 CFPs ever certified by Via Hope, 155 were reachable by email and were sent the survey; 61 responded (cooperation rate = 39.4%).

### FINDINGS

#### Training and Certification

- In addition to Via Hope certification 43% had received additional training from employers and other agencies.
- 44% reported that they were able to observe or shadow an experienced FP as a part of their employee training.

#### Employment Status, Salary, and Benefits

- 67% were employed full-time, 7% part-time, and 7% were full- and part-time contract workers.
- Average reported salary was \$14.09. Overall, salary ranged from \$8.90 to \$25.50.
- Top benefits received included: paid vacation (85%), dental (83%), medical (75%), sick leave (70%), and retirement (68%).

#### Features of Employment

- Only 51% of respondents reported that their agency provided opportunities for career development.
- 64% reported they had productivity expectations. These varied greatly, but the average was 44% of hours be direct contact.
- Most (78%) worked at agencies that employed multiple FPs. 51% collaborated with other FPs frequently (daily or weekly).
- FPs ranked level of supportiveness and understanding from their supervisors at 8 (of 10) each. Level of supportiveness and understanding from coworkers was lower, at 7 and 6 (of 10), respectively.

#### Satisfaction and Support in Employment

- The significant majority of respondents reported that: they were able to do their job well; they were satisfied with their overall job experience; their supervisor listened to their suggestions; and that their position positively impacted their family.
- Many reported that they did not have adequate training (25%) nor opportunities for career advancement (31%).
- Most reported that they did have adequate supervision to be competent in their role (56%).
- Many were neutral on whether they had adequate support from their agency to be successful (21%).

#### Organizational Recovery Orientation

- Most reported that their agency “often” or “always” utilized several components of recovery-oriented care, including: believing that people can grow and recover (61%), respecting peoples’ decisions (57%), and modeling hope (54%).
- Several respondents reported that their organizations “rarely” or “never” provides trauma-specific services (15%).

#### Final Comments

- In their final statements, the most frequently cited needs were for additional trainings, especially in trauma-specific services, and in career advancement opportunities.
- Two respondents reported that their employers did not provide a budget for items necessary to lead group meetings.
- Many respondents reported that they love their job, and that they feel they make a significant difference in the lives of the families they serve.

### RECOMMENDATIONS

- Employers should work to minimize time FPs spend on administrative tasks and maximize direct contact time.
- Employers should allow more time to attend outside trainings.
- Employers should provide more opportunities for career advancement.
- Via Hope should work to engage more supervisors in their FP supervision training program.
- Via Hope and TIEMH should work together to develop tools that support coaching and skills development.
- A trauma-specific service training program needs to be developed and implemented. Respondents consistently reported that this was necessary to meet the needs of the families they work with.

