

YWCA USA LOCAL ASSOCIATION PROFILE SURVEY 2015

eliminating racism
empowering women
ywca

FREQUENTLY ASKED QUESTIONS

Thank you for completing the YWCA Bi-Annual Profile Survey. Here are Frequently Asked Questions and answers to facilitate the process.

As included in the cover memo the survey completion due date is March 16, 2015.

1. Q: Where do I send questions about filling out the survey?

A: Questions or requests for clarification can be sent to nationalsurvey@ywca.org. The YWCA USA metrics team will be available to answer questions that arise with a goal of getting back to you within at least one business day.

2. Q: Can we download or print out all of the questions before entering the survey data?

A: Yes, you can preview and print the PDF copy of the survey included with this email (or, accessible [here](#)). ***Please note, data entered on the PDF form will not be saved and the PDF form cannot be used as your profile survey – the Survey Monkey online form for your association must be used.***

3. Q: How do we ensure that the data entered is saved as we move forward and if we close out of the survey and come back at a later time?

A: Please refer to “Saving Information” in the survey instructions.

4. Q: How do we make changes to data already entered?

A: Make sure you first click the “Next” button, then click on the “Prev” button to go back to the page where a change is needed. Scroll down to the question answer that needs a change. Make the change, then click on the “Next” button at the bottom of each page to move forward again. If you need to make changes after the survey is completed, the form can be re-accessed using the survey form link sent to your YWCA.

5. Q: For the staffing information query, how do I calculate FTEs?

A: Review your payroll records and add the total number of part time hours worked over the course of the year, including those among seasonal employees. Divide this number by 37.5. Then, add that to the number of full time employees to arrive at the FTE total number.

6. Q: What if a special event attendee also served as a volunteer for that event?

A: Include these volunteers in the association’s volunteer total and also include them as participants/attendees at the event.

for every woman

7. Q: In the program sections, should the numbers for participants be unduplicated?

A: Where someone makes multiple visits to the same program service, yes. For participation by the same person in different services, no. Here are examples of how to count the number of participants:

If a participant is served in the same program more than once during the year, count him/her once.

For example, a teen that is a client in the counseling program at the beginning of the year and who comes again near the end of the year should be counted once. Or, a child in the childcare center coming for the month of January and then again in April should be counted once. Or, a senior who comes more than once to the same ongoing meals program should be counted once.

However, if the teen in counseling joins a *separate* anti-smoking program, include her in the count for the counseling program as well as in the count for the anti-smoking program. If the child in the childcare program enrolls in a separate summer arts program, include her in the count for that program as well as in the count for the childcare program. If someone participates in a Study Circle and a Stand Against Racism event, include her in both the Study Circle program and as an event attendee.

For a “program within a program,” for example, where TechGyrls is a component of an afterschool childcare program, or financial literacy is a component of a supportive housing program and is only provided to those that are participating in what is a larger offering, count the participant once in the major program. Where a “program within a program” requires a separate registration and/or is open to others as well as those in a larger program, consider them to be two separate programs and enter participants attending both programs in the count for each program.

For collaborative programs with partner agencies/organizations/etc., estimate and enter the number of people involved due to YWCA outreach efforts.

8. Q: We have program number statistics but do not have an unduplicated count for program services provided across the association.

A: For these queries, enter conservative and reasoned estimates if you do not have exact numbers.

9. Q: We provide employment and training programs specifically for women of color. Does that go under Racial Justice, Economic Empowerment or both?

A: Programs specifically designed to address unique issues facing people of color are counted in the Racial Justice section. General programs involving broader target groups are counted in other program sections. Please do not double the count by entering these numbers in both sections.

10. Q: What is the definition of “women of color” and “people of color”?

A: For this survey, “women of color” and “people of color” include:

- Arab or Middle Eastern
- Asian, South Asian, or Asian American
- Biracial or Multiracial
- Black or African American
- Hawaiian Native or Pacific Islander
- Latina/o or Hispanic
- Native American or Alaska Native

11. Q: What should we report if we do not track the age or race of people served?

A: Enter conservative estimates, if possible. If this information is not tracked for a category and a conservative estimate cannot be generated, leave all the lines in that category blank. If this information is tracked and there are none in a particular group in a category of gender or category of race, enter 0 for that particular group in the category. The percentage entries made for each group need to add to 100.

12. Q: How should demographic percentages be reported and what if they are less than 1%?

A: First, be mindful of whether queries call for a percentage (%) or a number (#). For percentages, enter answers as follows – for 50%, enter 50 - not 50% or .5. For percentages that are between .6 and .9, enter 1, and enter 0 for a percentage that is less than .5. Remember, the sum of the entries in each group with percentages needs to total 100.

13. Q: Does the survey add up all of the numbers?

A: No, there are not automatic calculations within this survey tool. It may be helpful to jot down and total your numbers on the PDF sample.

14. Q: Should we include statistics for a program we closed during the year? Our stats will be from July 2013 to June 2014.

A: Yes, we still want to capture participation numbers for the time the program was active during your reporting year.

15. Q: Are there places to provide notes and/or feedback in the survey?

A: Yes, Please use the “Other-please specify” boxes and/or Question 213.