

This FEVS report contains content that is inconsistent with Executive Order (EO) 14151 Ending Radical and Wasteful Government DEI Programs and Preferencing, and EO 14168 Defending Women From Gender Ideology Extremism and Restoring Biological Truth to the Federal Government.

Item Number	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know N
1	*I am given a real opportunity to improve my skills in my organization.	77.5%	31.2%	46.2%	13.2%	7.6%	1.8%	9.4%	160	229	65	37	8	499	N/A
2	I feel encouraged to come up with new and better ways of doing things.	74.3%	34.4%	39.9%	12.7%	9.8%	3.2%	13.0%	176	199	60	47	15	497	N/A
3	My work gives me a feeling of personal accomplishment.	78.9%	37.4%	41.5%	12.4%	6.5%	2.2%	8.7%	189	207	59	32	10	497	N/A
4	I know what is expected of me on the job.	84.8%	38.7%	46.2%	9.2%	3.8%	2.1%	5.9%	198	228	45	18	10	499	N/A
5	*My workload is reasonable.	67.5%	18.3%	49.2%	13.3%	12.4%	6.8%	19.2%	94	243	67	60	34	498	0
6	*My talents are used well in the workplace.	67.2%	21.9%	45.3%	13.9%	11.5%	7.5%	19.0%	111	223	64	55	34	487	0
7	*I know how my work relates to the agency's goals.	91.3%	42.5%	48.8%	5.7%	2.0%	1.1%	3.1%	217	238	27	10	5	497	1
8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	66.1%	35.0%	31.2%	17.3%	7.7%	8.9%	16.6%	170	145	78	34	40	467	32
9	*The people I work with cooperate to get the job done.	88.4%	50.9%	37.5%	7.1%	3.7%	0.8%	4.5%	261	183	35	18	4	501	N/A
10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	58.8%	25.6%	33.3%	27.5%	8.9%	4.9%	13.7%	108	135	105	35	19	402	96
12	*In my work unit, differences in performance are recognized in a meaningful way.	55.4%	19.3%	36.0%	24.9%	12.9%	6.8%	19.7%	89	157	105	55	27	433	68
13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	88.1%	43.0%	45.1%	7.0%	4.1%	0.8%	4.9%	217	221	35	19	4	496	5
14	Employees are recognized for providing high quality products and services.	69.7%	23.3%	46.4%	16.9%	9.9%	3.5%	13.3%	121	226	79	47	16	489	10
15	Employees are protected from health and safety hazards on the job.	94.3%	62.2%	32.0%	3.0%	1.4%	1.3%	2.7%	310	154	14	7	6	491	8
16	My agency is successful at accomplishing its mission.	90.7%	38.4%	52.3%	6.9%	1.3%	1.1%	2.4%	192	252	34	7	5	490	9
17	*I recommend my organization as a good place to work.	82.0%	35.5%	46.5%	12.5%	3.6%	1.9%	5.6%	185	226	62	18	10	501	N/A
18	*I believe the results of this survey will be used to make my agency a better place to work.	64.3%	26.7%	37.6%	21.2%	9.8%	4.7%	14.5%	131	177	100	44	22	474	27

19	My supervisor supports my need to balance work and other life issues.	89.1%	58.4%	30.6%	5.8%	3.4%	1.7%	5.2%	297	149	28	17	8	499	3
20	My supervisor is committed to a workforce representative of all segments of society.	83.4%	56.5%	26.9%	11.8%	3.4%	1.5%	4.9%	270	121	53	15	7	466	34
21	Supervisors in my work unit support employee development.	84.1%	49.8%	34.3%	10.1%	3.7%	2.1%	5.8%	252	165	47	18	9	491	10
22	My supervisor listens to what I have to say.	86.4%	56.5%	30.0%	6.5%	4.8%	2.3%	7.0%	287	149	32	22	11	501	N/A
23	My supervisor treats me with respect.	88.6%	64.1%	24.5%	6.1%	2.6%	2.7%	5.3%	323	120	30	13	12	498	N/A
24	I have trust and confidence in my supervisor.	81.0%	53.2%	27.8%	10.3%	5.4%	3.3%	8.7%	271	138	50	27	15	501	N/A
25	Overall, how good a job do you feel is being done by your immediate supervisor?	84.0%	54.8%	29.2%	10.7%	3.1%	2.2%	5.2%	279	143	53	15	10	500	N/A
26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	66.1%	23.6%	42.5%	20.7%	9.6%	3.6%	13.1%	123	209	101	47	17	497	2
27	My organization's senior leaders maintain high standards of honesty and integrity.	70.8%	27.9%	42.9%	21.6%	4.5%	3.2%	7.6%	139	200	98	21	14	472	27
28	*Managers communicate the goals of the organization.	77.6%	27.1%	50.5%	12.6%	6.3%	3.5%	9.8%	142	246	61	31	16	496	2
29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	66.2%	24.2%	42.0%	18.0%	11.2%	4.5%	15.8%	128	204	86	55	21	494	4
30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	71.4%	37.0%	34.4%	18.9%	5.9%	3.8%	9.7%	186	164	87	26	17	480	19
31	I have a high level of respect for my organization's senior leaders.	71.2%	29.9%	41.3%	19.7%	7.4%	1.7%	9.1%	154	203	94	37	8	496	2
32	Senior leaders demonstrate support for Work-Life programs.	87.0%	46.4%	40.6%	8.4%	3.4%	1.2%	4.6%	229	192	40	16	6	483	17
33	*How satisfied are you with your involvement in decisions that affect your work?	63.9%	22.3%	41.7%	20.5%	12.0%	3.6%	15.6%	118	204	101	59	17	499	N/A
34	*How satisfied are you with the information you receive from management on what's going on in your organization?	74.9%	29.4%	45.5%	14.0%	9.0%	2.1%	11.1%	153	223	69	44	10	499	N/A
35	*How satisfied are you with the recognition you receive for doing a good job?	62.2%	20.8%	41.4%	22.0%	10.6%	5.1%	15.8%	111	204	108	52	23	498	N/A
36	*Considering everything, how satisfied are you with your job?	78.2%	28.1%	50.1%	12.7%	8.1%	1.1%	9.2%	148	244	61	40	5	498	N/A
37	Considering everything, how satisfied are you with your pay?	74.1%	31.0%	43.1%	13.9%	8.5%	3.5%	12.0%	160	215	67	41	17	500	N/A
38	*Considering everything, how satisfied are you with your organization?	78.3%	28.1%	50.2%	14.4%	5.9%	1.4%	7.3%	146	247	70	29	7	499	N/A

Core Performance Trend: Q11

	2020		2019	
	N	%	N	%
11. In my work unit poor performers usually:				
Remain in the work unit and improve their performance over time	53	14.0%	55	15.3%
Remain in the work unit and continue to underperform	95	25.7%	155	43.4%
Leave the work unit - removed or transferred	78	19.9%	55	15.5%
Leave the work unit - quit	16	4.1%	9	2.5%
There are no poor performers in my work unit	137	36.2%	79	23.3%
Item Response Total	379	100.0%	353	100.0%
Do Not Know	121	--	133	--
Total	500	100.0%	486	100.0%

COVID-19 Pandemic: Background

When responding to questions 39 through 57, respondents were asked to think of their experiences during the COVID-19 pandemic (for much of the Federal government, pandemic responses began in March 2020), unless otherwise instructed.

39. During the COVID-19 pandemic, on average what percentage of your work time have you been physically present at your agency worksite (including headquarters, bureau, field offices, etc.)?

	2020	
	N	%
100% of my work time	9	1.9%
At least 75% but less than 100%	3	0.7%
At least 50% but less than 75%	1	0.3%
At least 25% but less than 50%	4	0.9%
Less than 25%	57	11.6%
I have not been physically present at my agency worksite during the pandemic	425	84.6%
Total	499	100.0%

41. What type(s) of leave have you used because of the pandemic? (Mark all that apply)

	2020	
	N	%
Leave under the Emergency Paid Sick Leave Act (part of the Families First Coronavirus Response Act)	20	4.0%
Annual leave	216	44.4%
Sick leave	151	30.7%
Weather and safety leave	17	3.1%
Administrative leave	84	16.5%
Other paid leave (e.g., comp time, credit hours)	67	12.8%
Unpaid leave (e.g., LWOP)	2	0.3%
I have not used leave because of the pandemic	236	46.7%
Total (percentages will add to more than 100% because respondents could choose more than one response option)	499	--

If the response to item 41 was "I have not used leave because of the pandemic", item 41a was skipped.

41a. During the COVID-19 pandemic, what percentage of your total work time have you used leave because of the pandemic?

	2020	
	N	%
100% of my work time	5	1.9%
At least 75% but less than 100%	2	0.8%
At least 50% but less than 75%	3	1.2%
At least 25% but less than 50%	11	4.2%
Less than 25%	240	91.9%

42. How have you changed your participation in alternative work schedules (AWS) because of the COVID-19 pandemic? Examples of AWS include compressed work and flexible work schedule.

2020

	N	%
I <u>began</u> an alternative work schedule	15	3.3%
I <u>ended</u> my usual alternative work schedule	22	4.0%
No change because of the pandemic	462	92.7%
Total	499	100.0%

Percentages are weighted to represent the Agency's population.

Source: 2020 OPM Federal Employee Viewpoint Survey

Total	261	100.0%
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COVID-19 Pandemic: Telework

40. Please select the response that BEST describes your teleworking schedule (1) BEFORE the COVID-19 pandemic, (2) DURING the PEAK of the pandemic, and (3) AS OF the date you responded to this survey.

	BEFORE the COVID-19 pandemic		DURING the PEAK of the pandemic		AS OF the date you responded to this survey	
	2020		2020		2020	
	N	%	N	%	N	%
I telework every workday	37	7.3%	484	97.7%	483	97.0%
I telework 3 or 4 days per week	13				9	2.0%
I telework 1 or 2 days per week	206	41.2%	2	0.5%	2	0.5%
I telework, but only about 1 or 2 days per month	75				1	0.2%
I telework very infrequently, on an unscheduled or short-term basis	92	18.1%	1	0.2%	0	0.0%
I <u>do not</u> telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	8				0	0.0%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	1				0	0.0%
I <u>do not</u> telework because I did not receive approval to do so, even though I have the kind of job where I can telework	16				0	0.0%
I <u>do not</u> telework because I choose not to telework	52	10.5%	1	0.3%	1	0.3%
Total	500	100.0%	493	100.0%	496	100.0%

Telework Trends

40. Please select the response that BEST describes your teleworking schedule.

	2020 (BEFORE the COVID-19 pandemic)		2019		2018	
	N	%	N	%	N	%
I telework every work day	37	7.3%	25	4.6%	29	6.1%
I telework 3 or 4 days per week	13	2.6%	5	1.2%	6	1.4%
I telework 1 or 2 days per week	206				159	40.2%
I telework, but only about 1 or 2 days per month	75	15.0%	82	16.8%	68	16.7%
I telework very infrequently, on an unscheduled or short-term basis	92	18.1%	109	22.6%	100	25.9%
I <u>do not</u> telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	8				8	2.2%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	1				1	0.2%
I <u>do not</u> telework because I did not receive approval to do so, even though I have the kind of job where I can telework	16				6	1.4%
I <u>do not</u> telework because I choose not to telework	52	10.5%	39	8.5%	23	5.9%
Total	500	100.0%	482	100.0%	400	100.0%

COVID-19 Pandemic: Employee Supports

43. How has your organization supported your well-being needs during the COVID-19 pandemic?

For each support listed, choose the best response from one of the 3 columns: (1) those supports you needed and have been available to you, (2) those needed but not available to you, and (3) those supports you have not currently needed.

	Needed and <u>available</u> to me		Needed, but <u>not available</u> to me		Not needed by me now	
	2020		2020		2020	
	N	%	N	%	N	%
43A. Expanded telework	425	84.9%	2	0.5%	71	14.7%
43B. Expanded work schedule flexibilities	336	67.3%	8	1.7%	152	31.0%
43C. Expanded leave policies	237	48.0%	23	4.9%	234	47.1%
43D. More information on available leave policies	279	56.9%	30	6.3%	182	36.8%
43E. Expanded mental health resources (e.g., assistance with stress of COVID-19)	100	21.1%	28	5.7%	361	73.1%
43F. Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	83	17.4%	25	5.1%	379	77.5%
43G. Timely communication about possible COVID-19 illness at my agency worksite	272	55.2%	44	8.8%	180	35.9%
43H. Protection of employees at higher risk for severe illness from COVID-19 exposure	206	42.0%	17	3.6%	270	54.4%
43I. Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	271	54.0%	9	1.7%	220	44.3%
43J. Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	149	30.4%	6	1.1%	339	68.5%
43K. Rearranged workspaces to maximize social distancing	114	23.3%	12	2.5%	364	74.2%
43L. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	148	29.9%	9	2.0%	335	68.0%
43M. Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	154	31.0%	7	1.6%	332	67.4%
43N. Training for all employees on health and safety protocols	171	35.3%	35	7.3%	283	57.3%

COVID-19 Pandemic: Employee Supports

44. During the COVID-19 pandemic my organization's senior leaders have demonstrated commitment to employee health and safety.

	2020	
	N	%
Strongly Agree	417	83.1%
Agree	75	15.7%
Neither Agree nor Disagree	5	1.0%
Disagree	1	0.2%
Strongly Disagree	0	0.0%
No Basis to Judge	1	--
Total	499	100.0%

45. During the COVID-19 pandemic my organization's senior leaders have supported policies and procedures to protect employee health and safety.

	2020	
	N	%
Strongly Agree	409	81.6%
Agree	79	16.4%
Neither Agree nor Disagree	7	1.5%
Disagree	2	0.4%
Strongly Disagree	0	0.0%
No Basis to Judge	1	--
Total	498	100.0%

46. During the COVID-19 pandemic my organization's senior leaders have provided effective communications about the pandemic.

	2020	
	N	%
Strongly Agree	380	75.7%
Agree	98	20.3%
Neither Agree nor Disagree	15	3.0%
Disagree	5	1.0%
Strongly Disagree	0	0.0%
No Basis to Judge	1	--
Total	499	100.0%

47. During the COVID-19 pandemic my supervisor has shown concern for my health and safety.

	2020	
	N	%
Strongly Agree	367	72.7%
Agree	96	20.3%
Neither Agree nor Disagree	24	5.1%
Disagree	7	1.5%
Strongly Disagree	2	0.4%
No Basis to Judge	4	--
Total	500	100.0%

48. During the COVID-19 pandemic my supervisor has supported my efforts to stay healthy and safe while working.

	2020	
	N	%
Strongly Agree	367	74.1%
Agree	90	19.3%
Neither Agree nor Disagree	25	5.3%
Disagree	4	0.9%
Strongly Disagree	2	0.4%
No Basis to Judge	11	--
Total	499	100.0%

49. During the COVID-19 pandemic my supervisor has created an environment where I can voice my concerns about staying healthy and safe.

	2020	
	N	%
Strongly Agree	349	70.9%
Agree	89	19.1%
Neither Agree nor Disagree	31	6.7%
Disagree	11	2.5%
Strongly Disagree	4	0.8%
No Basis to Judge	16	--
Total	500	100.0%

COVID-19 Pandemic: Work Supports

50. How has your organization supported your work during the COVID-19 pandemic?

For each support listed choose the best response from one of the 3 columns: (1) those supports you needed and have been available to you, (2) those you needed but not available to you, and (3) those supports you have not currently needed.

	Needed and <u>available</u> to me		Needed, but <u>not available</u> to me		Not needed by me now	
	2020		2020		2020	
	N	%	N	%	N	%
50A. Consistent communication (e.g., organizational status, what to expect)	463	93.2%	13	2.7%	21	4.1%
50B. Training for new/changed work or work processes because of the pandemic	204	43.4%	26	5.7%	252	50.9%
50C. Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	237	48.9%	42	8.6%	211	42.4%
50D. Help with commuting issues (e.g., alternatives to public transportation)	82	17.0%	12	2.5%	400	80.5%
50E. Options for work/business travel	86	17.5%	10	2.1%	395	80.3%
50F. Information on remote work policies, procedures, and expectations	377	76.8%	13	2.5%	103	20.8%
50G. Training on how to work remotely	176	36.7%	17	3.5%	299	59.8%
50H. Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	425	86.3%	9	1.8%	62	11.9%
50I. Expanded collaboration tools (e.g., video conferencing, teleconferencing)	424	86.3%	30	5.7%	41	8.1%
50J. Expanded training for using remote work tools and applications	226	46.7%	42	9.0%	221	44.4%
50K. Expanded Information Technology (IT) support	313	64.9%	41	8.1%	138	27.0%
50L. Information about data security policies and procedures	351	71.9%	17	3.6%	121	24.5%

COVID-19 Pandemic: Work Supports

51. Does the type of work you do require you to be physically present at a worksite (e.g., border patrol agent, TSA agent, meat inspector)?

	2020	
	N	%
Yes	8	1.8%
No	478	96.5%
Other	8	1.6%
Total	494	100.0%

COVID-19 Pandemic: Work Effects

52. How disruptive has the COVID-19 pandemic been to your ability to do your work?

	2020	
	N	%
Extremely	11	2.2%
Very	34	6.7%
Somewhat	90	18.2%
Slightly	133	26.8%
Not at All	228	46.0%
No Basis to Judge	3	--
Total	499	100.0%

53. How have your work demands changed because of the COVID-19 pandemic?

	2020	
	N	%
Greatly Increased	122	24.1%
Somewhat Increased	218	44.3%
About the Same	153	30.9%
Somewhat Decreased	4	0.8%
Greatly Decreased	0	0.0%
No Basis to Judge	2	--
Total	499	100.0%

56. In the phased return of employees to the agency worksite (i.e., opening up government), my organization has made employee safety a top priority.

	2020	
	N	%
Strongly Agree	355	78.8%
Agree	79	18.0%
Neither Agree nor Disagree	12	2.8%
Disagree	2	0.4%
Strongly Disagree	0	0.0%
No Basis to Judge	51	--
Total	499	100.0%

57. Based on my organization's handling of the COVID-19 pandemic, I believe my organization will respond effectively to future emergencies.

	2020	
	N	%
Strongly Agree	359	73.1%
Agree	112	23.0%
Neither Agree nor Disagree	19	3.5%
Disagree	2	0.4%
Strongly Disagree	0	0.0%
No Basis to Judge	7	--
Total	499	100.0%

COVID-19 Pandemic: Work Effects

Please answer the question below thinking of your experiences prior to the COVID-19 pandemic (for much of the Federal government, pandemic responses began in March 2020).

54A. Prior to the COVID-19 pandemic, my work unit met the needs of our customers.

2020

	N	%
Always	316	65.6%
Most of the Time	149	32.2%
Sometimes	8	1.8%
Rarely	2	0.4%
Never	0	0.0%
No Basis to Judge	23	--
Total	498	100.0%

54B. Prior to the COVID-19 pandemic, my work unit contributed positively to my agency's performance.

2020

	N	%
Always	344	70.8%
Most of the Time	121	25.7%
Sometimes	13	2.9%
Rarely	3	0.6%
Never	0	0.0%
No Basis to Judge	10	--
Total	491	100.0%

54C. Prior to the COVID-19 pandemic, my work unit produced high-quality work.

	2020	
	N	%
Always	338	68.1%
Most of the Time	130	27.0%
Sometimes	18	4.1%
Rarely	4	0.8%
Never	0	0.0%
No Basis to Judge	6	--
Total	496	100.0%

54D. Prior to the COVID-19 pandemic, my work unit adapted to changing priorities.

	2020	
	N	%
Always	329	65.7%
Most of the Time	129	26.9%
Sometimes	26	5.8%
Rarely	7	1.4%
Never	1	0.2%
No Basis to Judge	5	--
Total	497	100.0%

54E. Prior to the COVID-19 pandemic, my work unit successfully collaborated.

2020

	N	%
Always	280	55.9%
Most of the Time	151	31.3%
Sometimes	47	9.8%
Rarely	12	2.6%
Never	2	0.4%
No Basis to Judge	5	--
Total	497	100.0%

54F. Prior to the COVID-19 pandemic, my work unit achieved our goals.

2020

	N	%
Always	310	64.0%
Most of the Time	151	31.6%
Sometimes	16	3.8%
Rarely	1	0.2%
Never	2	0.5%
No Basis to Judge	10	--
Total	490	100.0%

Please answer the question below thinking of your experiences during the COVID-19 pandemic (for much of the Federal government, pandemic responses began in March 2020).

55A. During the COVID-19 pandemic, my work unit has met the needs of our customers.

2020

	N	%
Always	318	66.0%
Most of the Time	146	31.1%
Sometimes	10	2.2%
Rarely	2	0.4%
Never	1	0.3%
No Basis to Judge	20	--
Total	497	100.0%

55B. During the COVID-19 pandemic, my work unit has contributed positively to my agency's performance.

2020

	N	%
Always	367	74.5%
Most of the Time	106	22.0%
Sometimes	12	2.8%
Rarely	1	0.2%
Never	2	0.5%
No Basis to Judge	7	--
Total	495	100.0%

55C. During the COVID-19 pandemic, my work unit has produced high-quality work.

2020

	N	%
Always	357	71.8%
Most of the Time	115	23.7%
Sometimes	16	3.5%
Rarely	5	1.1%
Never	0	0.0%
No Basis to Judge	6	--
Total	499	100.0%

55D. During the COVID-19 pandemic, my work unit has adapted to changing priorities.

2020

	N	%
Always	363	72.9%
Most of the Time	103	21.7%
Sometimes	20	4.1%
Rarely	4	0.8%
Never	2	0.4%
No Basis to Judge	6	--
Total	498	100.0%

55E. During the COVID-19 pandemic, my work unit has successfully collaborated.

	2020	
	N	%
Always	313	62.5%
Most of the Time	124	25.7%
Sometimes	42	8.8%
Rarely	12	2.4%
Never	3	0.6%
No Basis to Judge	5	--
Total	499	100.0%

55F. During the COVID-19 pandemic, my work unit has achieved our goals.

	2020	
	N	%
Always	337	68.3%
Most of the Time	136	28.0%
Sometimes	15	3.3%
Rarely	0	0.0%
Never	2	0.4%
No Basis to Judge	7	--
Total	497	100.0%

When responding to questions 58 through 64 about Work-Life programs, respondents were asked to share their work experiences since the last OPM FEVS administration (June 2019).

	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
58. How satisfied are you with the Telework program in your agency?									
Very Satisfied	237	48.8%	47.3%	143	31.0%	29.2%	163	43.6%	
Satisfied	156	32.5%	31.5%	175	38.4%	36.2%	141		35.3%
Neither Satisfied nor Dissatisfied	53	11.0%	10.7%	67	14.9%	14.0%	32	9.6%	8.9%
Dissatisfied	28	5.9%	5.7%	52	11.5%	10.8%	24	6.9%	6.5%
Very Dissatisfied	8	1.8%	1.8%	19	4.2%	3.9%	7	2.0%	1.8%
Item Response Total	482	100.0%	97.0%	456	100.0%	94.1%	367	100.0%	93.1%
I choose not to participate in this program	8		1.7%	15		3.3%	14		3.7%
This program is not available to me	7	--	1.4%	10	--	2.4%	13	--	3.3%
I am unaware of this program	0	--	0.0%	1	--	0.2%	0	--	0.0%
Total	497	100.0%	100.0%	482	100.0%	100.0%	394	100.0%	100.0%
59. Which of the following Work-Life programs have you participated in or used at your agency within the last 12 months? (Mark all that apply)									
	2020		2019						
	N	%	N	%					
Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)	349	70.6%	334	68.6%					
Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair)	209	42.3%	247	51.5%					
Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	40	8.3%	37	7.7%					
Child Care Programs (for example, childcare center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	40	7.6%	15	2.9%					
Elder Care Programs (for example, elder/adult care, support groups, resources)	2	0.4%	3	0.7%					
None listed above	78	15.6%	70	14.2%					
Total (percentages will add to more than 100% because respondents could choose more than one response option)	497	--	486	--					

	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Satisfied	132	32.2%	26.5%	142	33.6%	29.0%	125	37.4%	26.5%
Neither Satisfied nor Dissatisfied	36	9.0%	7.4%	46	11.0%	9.5%	19	5.5%	7.4%
			1.3%			4.1%			2.1%
Very Dissatisfied	4	1.0%	0.8%	13	3.3%	2.8%	3	0.9%	0.7%
Item Response Total	406	100.0%	82.5%	417	100.0%	86.3%	345	100.0%	86.5%
I choose not to participate in these programs	64	--	12.5%	53	--	11.0%	38	--	9.6%
These programs are not available to me	26	--	5.0%	13	--	2.7%	16	--	3.8%
I am unaware of these programs	0	--	0.0%	0	--	0.0%	0	--	0.0%
Total	496	100.0%	100.0%	483	100.0%	100.0%	399	100.0%	100.0%
61. How satisfied are you with the following Work-Life programs in your agency? Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, health and wellness fair)									
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	181	45.6%	37.2%	169	43.0%	35.8%	154	40.6%	38.0%
Satisfied	153	38.0%	31.0%	165	40.8%	34.0%	171	46.6%	43.6%
Neither Satisfied nor Dissatisfied	51	13.1%	10.7%	55	13.4%	11.1%	35	9.3%	8.7%
			1.2%			1.6%			
Very Dissatisfied	7	1.8%	1.5%	4	0.9%	0.8%	2	0.5%	0.5%
Item Response Total	398	100.0%	81.5%	401	100.0%	83.3%	374	100.0%	93.6%
I choose not to participate in these programs	79	--	15.6%	59	--	11.9%	17	--	4.5%
These programs are not available to me	10	--	2.1%	16	--	3.1%	6	--	1.2%
I am unaware of these programs	4	--	0.7%	9	--	1.7%	3	--	0.6%
Total	491	100.0%	100.0%	485	100.0%	100.0%	400	100.0%	100.0%

62. How satisfied are you with the following Work-Life programs in your agency? Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	2020			2019			2018		
	N	Satisfaction	All Response Options %	N	Satisfaction	All Response Options %	N	Satisfaction	All Response Options %
		%			%			%	
Very Satisfied	54	26.4%	11.4%	38	18.5%	8.4%	70	29.5%	17.6%
Satisfied	65	32.4%	14.0%	67	31.0%	14.1%	74	30.9%	18.5%
Neither Satisfied nor Dissatisfied	69	34.1%	14.7%	95	44.1%	20.1%	80	33.3%	19.9%
Dissatisfied	8	3.8%	1.6%	5	2.2%	1.0%	10	4.2%	2.5%
Very Dissatisfied	7	3.3%	1.4%	9	4.1%	1.9%	5	2.1%	1.2%
Item Response Total	203	100.0%	43.2%	214	100.0%	45.5%	239	100.0%	59.7%
I choose not to participate in these programs	256	--	50.4%	213	--	43.8%	116	--	28.6%
These programs are not available to me	4	--			--			--	0.7%
I am unaware of these programs	29	--			--			--	11.0%
Total	492	100.0%	100.0%	480	100.0%	100.0%	402	100.0%	100.0%

63. How satisfied are you with the following Work-Life programs in your agency? Child Care Programs (for example, childcare center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	2020			2019			2018		
	N	Satisfaction	All Response Options %	N	Satisfaction	All Response Options %	N	Satisfaction	All Response Options %
		%			%			%	
Very Satisfied	30	20.7%		16	13.0%		27	17.6%	6.7%
Satisfied	40	27.3%	8.2%	30	21.2%	6.1%	24	15.2%	5.8%
Neither Satisfied nor Dissatisfied	61	43.2%		74	55.4%		82	55.0%	
Very Dissatisfied	9	5.5%	1.6%	8	5.6%	1.6%	9	6.0%	2.3%
Item Response Total	145	100.0%	30.2%	135	100.0%	28.6%	152	100.0%	38.2%
I choose not to participate in these programs	281	--	56.5%	226	--	46.7%	133	--	32.6%
These programs are not available to me	22	--	4.6%	47	--	9.9%	43	--	10.5%
I am unaware of these programs	43	--	8.8%	72	--	14.7%	73	--	18.8%
Total	491	100.0%	100.0%	480	100.0%	100.0%	401	100.0%	100.0%

	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
64. How satisfied are you with the following Work-Life programs in your agency? Elder Care Programs (for example, elder/adult care, support groups, resources)									
Very Satisfied	16	15.3%	3.4%	11	10.2%	2.6%		16.0%	
Satisfied	17	16.8%	3.7%	19		4.0%	15	11.2%	3.5%
Neither Satisfied nor Dissatisfied	62	61.3%	13.5%	83	70.1%	17.8%	80	65.1%	20.5%
Dissatisfied	3	2.9%	0.6%	2	1.6%	0.4%	7	5.4%	1.7%
Very Dissatisfied	4	3.7%	0.8%	3	2.4%	0.6%	3	2.3%	0.7%
Item Response Total	102	100.0%	22.1%	118	100.0%	25.4%	126	100.0%	31.6%
I choose not to participate in these programs	293	--	58.5%	232	--	47.6%	140	--	34.2%
These programs are not available to me	19	--	3.9%	36	--	7.4%	29	--	7.3%
I am unaware of these programs	77	--	15.5%	96	--	19.7%	107	--	26.9%
Total	491	100.0%	100.0%	482	100.0%	100.0%	402	100.0%	100.0%

Work-Life: COVID-19 Child Care Q65

65. Which of the following paid and unpaid childcare arrangements have you used to perform your work responsibilities during the COVID-19 pandemic? (Mark all that apply)

	2020	
	N	%
I do not have any childcare responsibilities	303	62.0%
No arrangements needed to manage childcare responsibilities (e.g., older children)	52	10.8%
Childcare in my own home (e.g., other parent, relative, nanny, au pair)	97	19.2%
Alternative work arrangement (e.g., telework, flexible work schedule)	81	16.0%
Childcare center	18	3.4%
Paid leave	71	14.0%
Unpaid leave	4	0.7%
Childcare in someone else's home (e.g., relative or neighbor, professional childcare provider)	17	3.2%
Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver)	3	0.6%
Agency emergency back-up care program	18	3.4%
Resource and referral services for dependent childcare	2	0.4%
Other services/arrangements	17	3.4%
Total (percentages will add to more than 100% because respondents could choose more than one response option)	492	--

Work-Life: Elder Care Q66

66. Which of the following paid and unpaid elder/adult care arrangements have you used to perform your work responsibilities during the COVID-19 pandemic? (Mark all that apply)

	2020	
	N	%
I do not have any elder/adult care responsibilities	380	76.3%
No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)	49	10.5%
Alternative work arrangement (e.g., telework, flexible work schedule)	30	6.1%
Elder/adult day care center	2	0.3%
Paid leave	37	7.5%
Unpaid leave	2	0.4%
Long-term care insurance	0	0.0%
Respite care (temporary care of a sick or disabled adult/elder, providing relief for their usual caregiver)	2	0.5%
Other services/arrangements	18	3.8%
Total (percentages will add to more than 100% because respondents could choose more than one response option)	493	--

Work-Life: COVID-19 Closures Q67-68

67. During the COVID-19 pandemic, how disruptive have school closures/changes been to your ability to do your work?

	2020	
	N	%
I do not have responsibility for school-aged children	256	--
Extremely	48	23.5%
Very	31	15.2%
Somewhat	52	26.0%
Slightly	39	19.3%
Not at All	30	15.9%
Does Not Apply	40	--
Total	496	100.0%

68. During the COVID-19 pandemic, how disruptive have changes to your children's day care been to your ability to do your work?

	2020	
	N	%
I do not have responsibility for children who need day care	305	--
Extremely	40	30.6%
Very	23	17.4%
Somewhat	29	23.3%
Slightly	15	12.0%
Not at All	21	16.7%
Does Not Apply	63	--
Total	496	100.0%