

ILLINOIS PARTNERS

for

HUMAN SERVICE

MORE ESSENTIAL THAN EVER:

REBUILDING THE ILLINOIS HEALTH AND HUMAN SERVICES WORKFORCE IN THE WAKE OF THE COVID-19 PANDEMIC

Lauren Wright, Executive Director
Illinois Partners for Human Service
2/9/2022

WHO IS ILLINOIS PARTNERS?

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HUMAN SERVICE



Largest voice of human service organizations in Illinois with 800+ coalition partners in nearly every legislative district in Illinois.

Advocate for evidence-based, equitable, and sustainable approaches to funding human services

Engage in collective advocacy to protect funding and promote fair policies for health and human services

Purpose of Study

Our research was framed around these questions:

- What factors impact the stability of the health and human services workforce in Illinois?
- What are the ongoing challenges facing the health and human services sector?
- What is needed to stabilize and strengthen the health and human services workforce in the future?

Methodology

- The survey data collected reflects more than 12,600 employee records from 48 non-profit health and human service providers throughout Illinois, 21 organizations with fewer than 100 employees and 27 with 100 or more employees.
- Survey data was supplemented by 5 geographically-based focus groups with a total of 16 organizations.

Topics included:

- Employer size, geographic area, and type of service
- Sources of revenue
- Impact of COVID-19 on revenue, expenses, and operations
- Turnover, vacancies and general barriers to hiring
- Employee demographic data according to job category

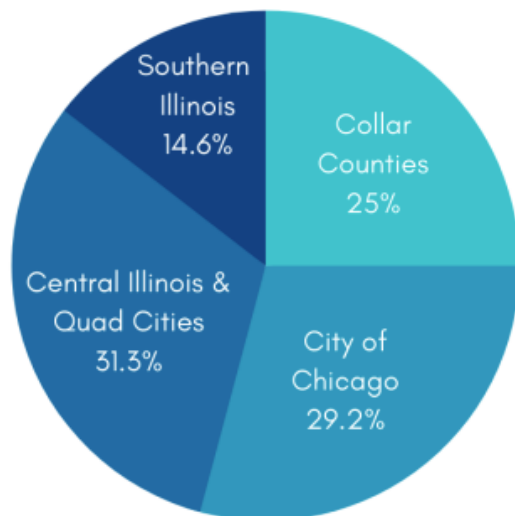
Survey Respondents

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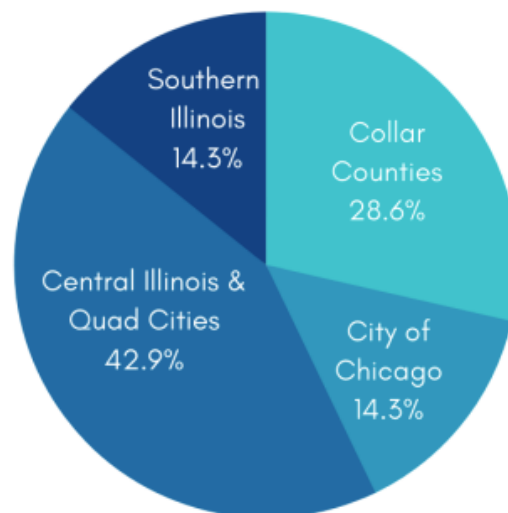
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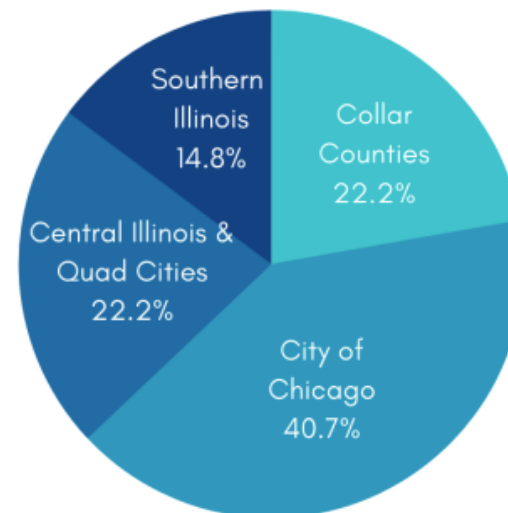
All Survey Respondents
by Geography



Survey Respondents with Fewer than
100 Employees by Geography



Survey Respondents with
100+ Employees by Geography



Top 10 Areas of Service Provision



1. Children & Youth Services



2. Housing & Congregate Living



3. Behavioral Health



4. Developmental Services



5. Older Adult Services



6. Workforce Development



7. Legal Services



8. Substance Use Disorder
Treatment/Prevention



9. Health Care Services



10. Foster Care/Child Welfare

Workforce Demographics

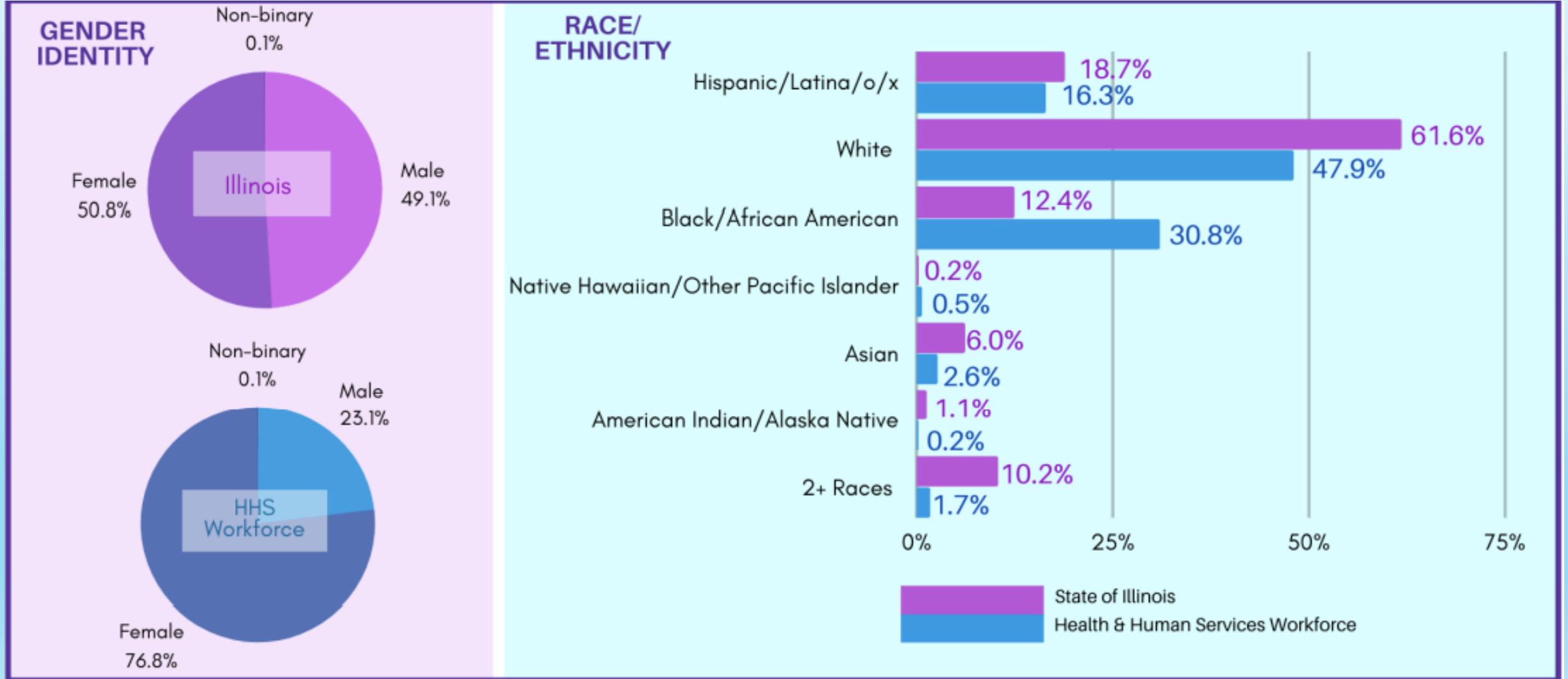
- 77% of health and human service employees are essential frontline workers;
- Nearly 77% of employees identify as female;
- 52% of the workforce is Black, Indigenous, Latina/o/x and people of color (BILPOC);
- 54% of frontline workers are BILPOC while nearly 59% of senior leadership is White;
- Disparities in wages for hourly compensation are influenced by job category, geography, and organizational size.

Workforce Demographics

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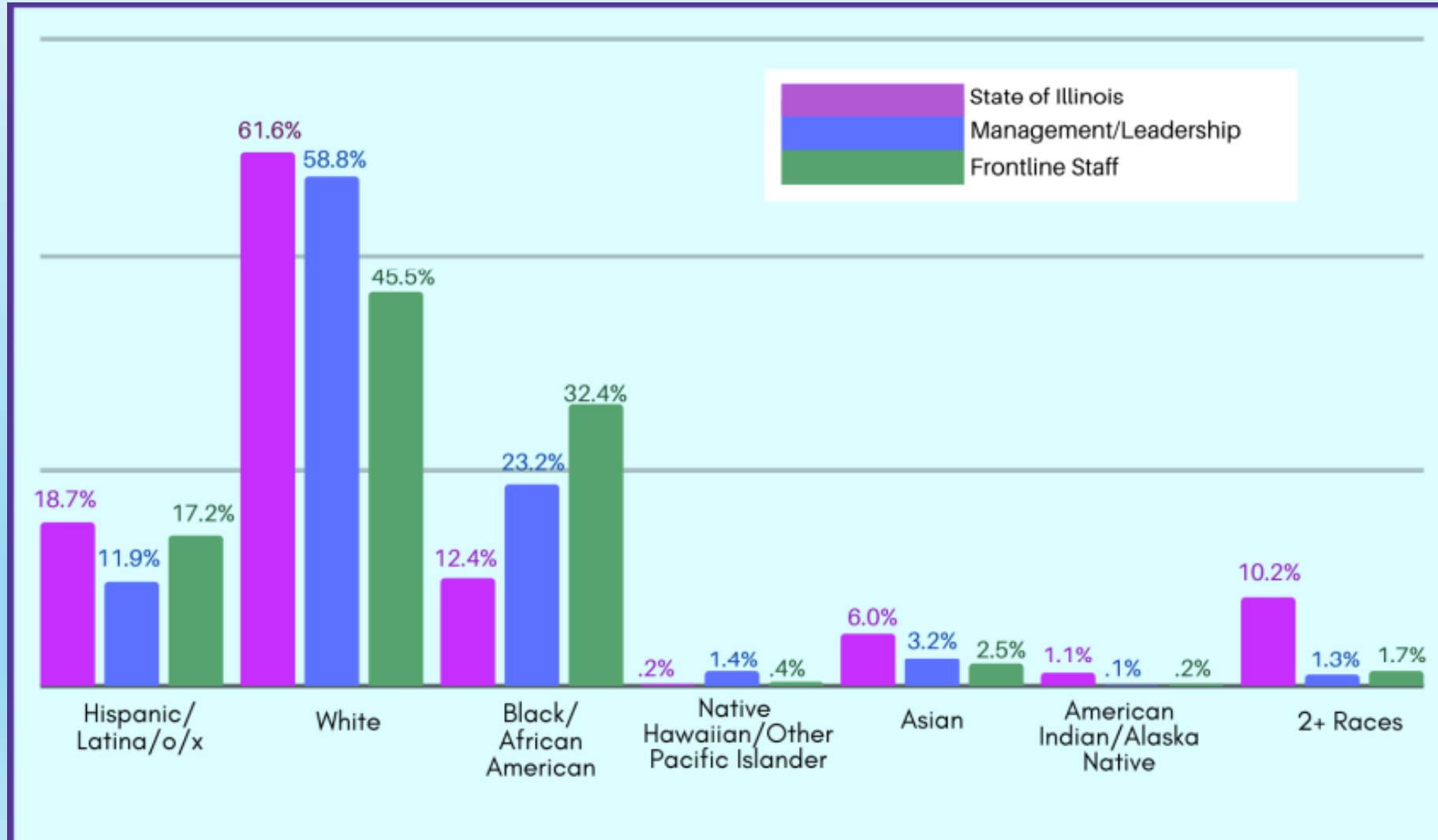
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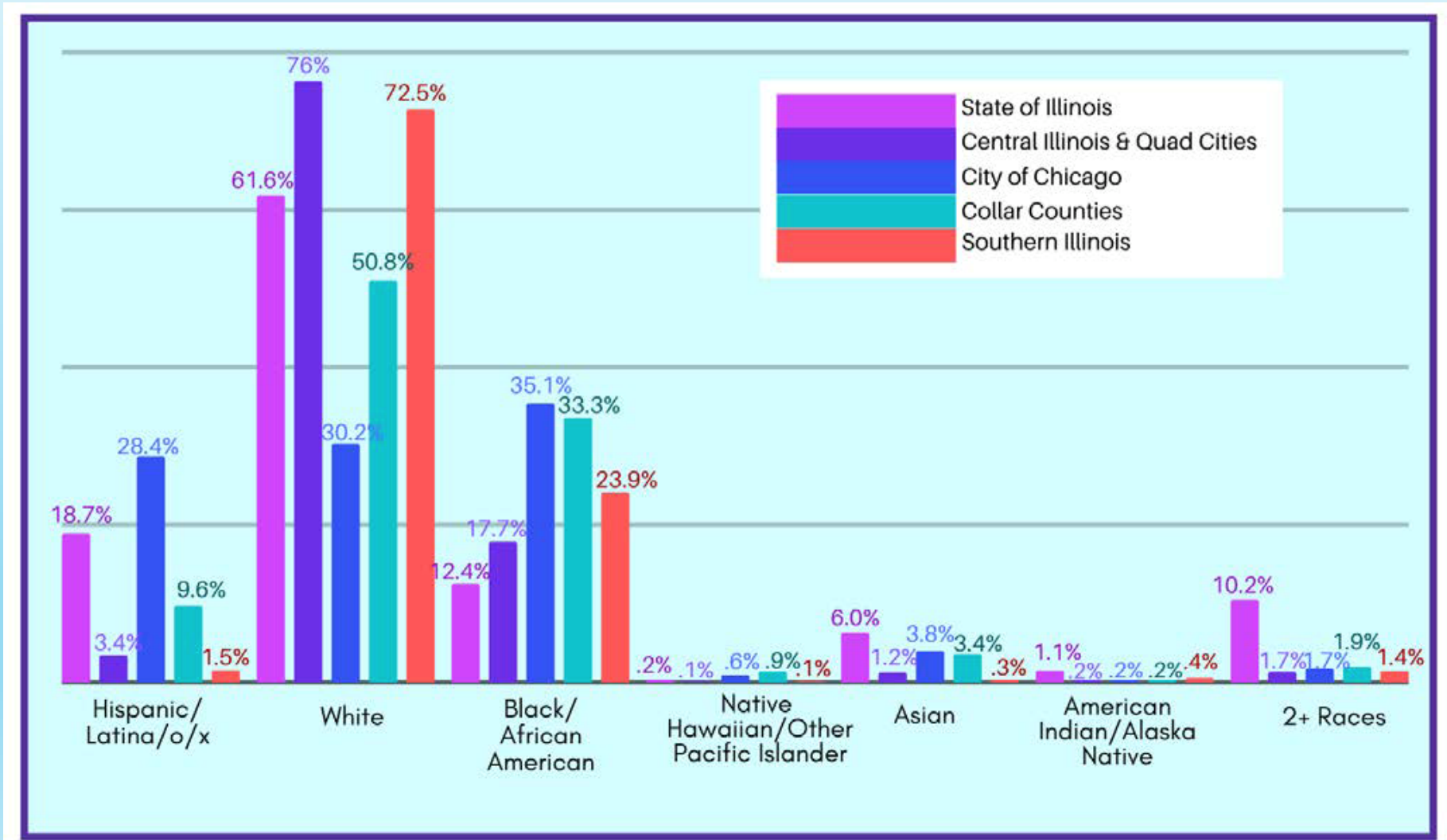
Workforce Demographics

Race/Ethnicity Workforce Data by Job Category as Compared to the General Population of the State of Illinois



Workforce Demographics

Race/Ethnicity Workforce Data by Geography as Compared to the General Population of the State of Illinois

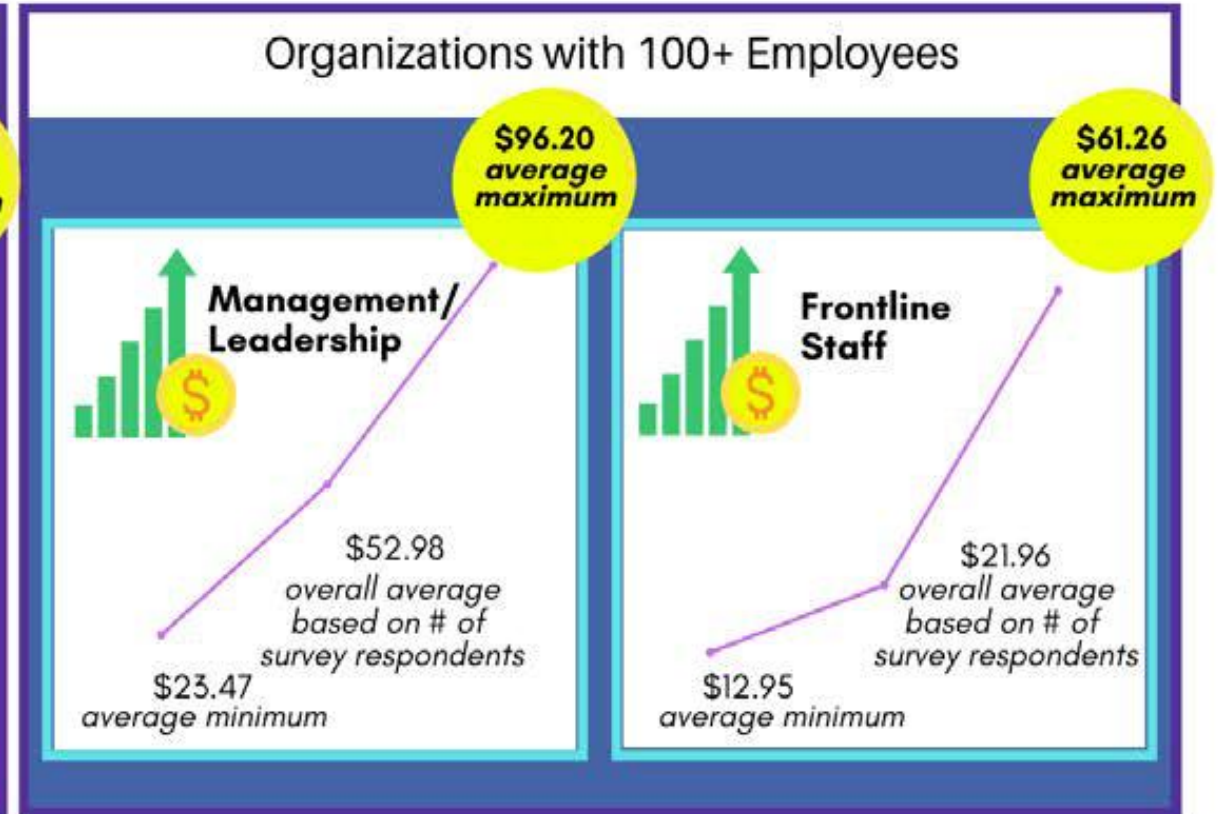
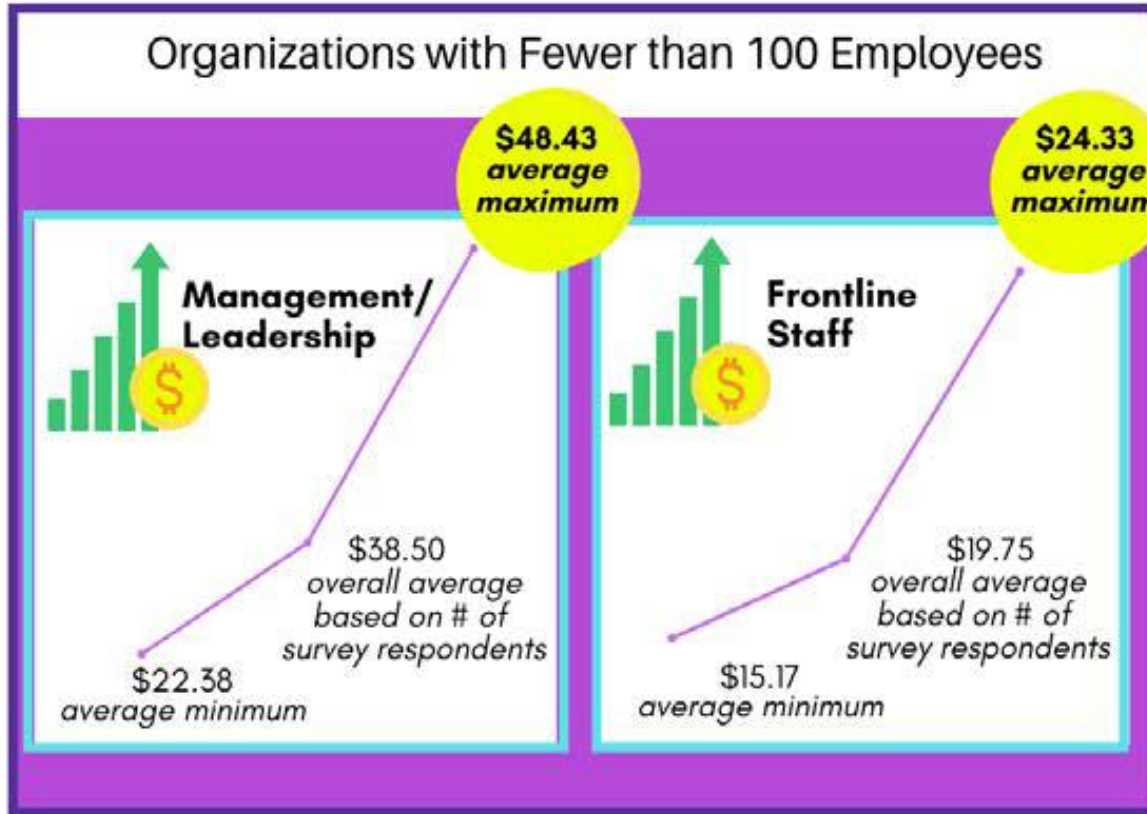


Wages

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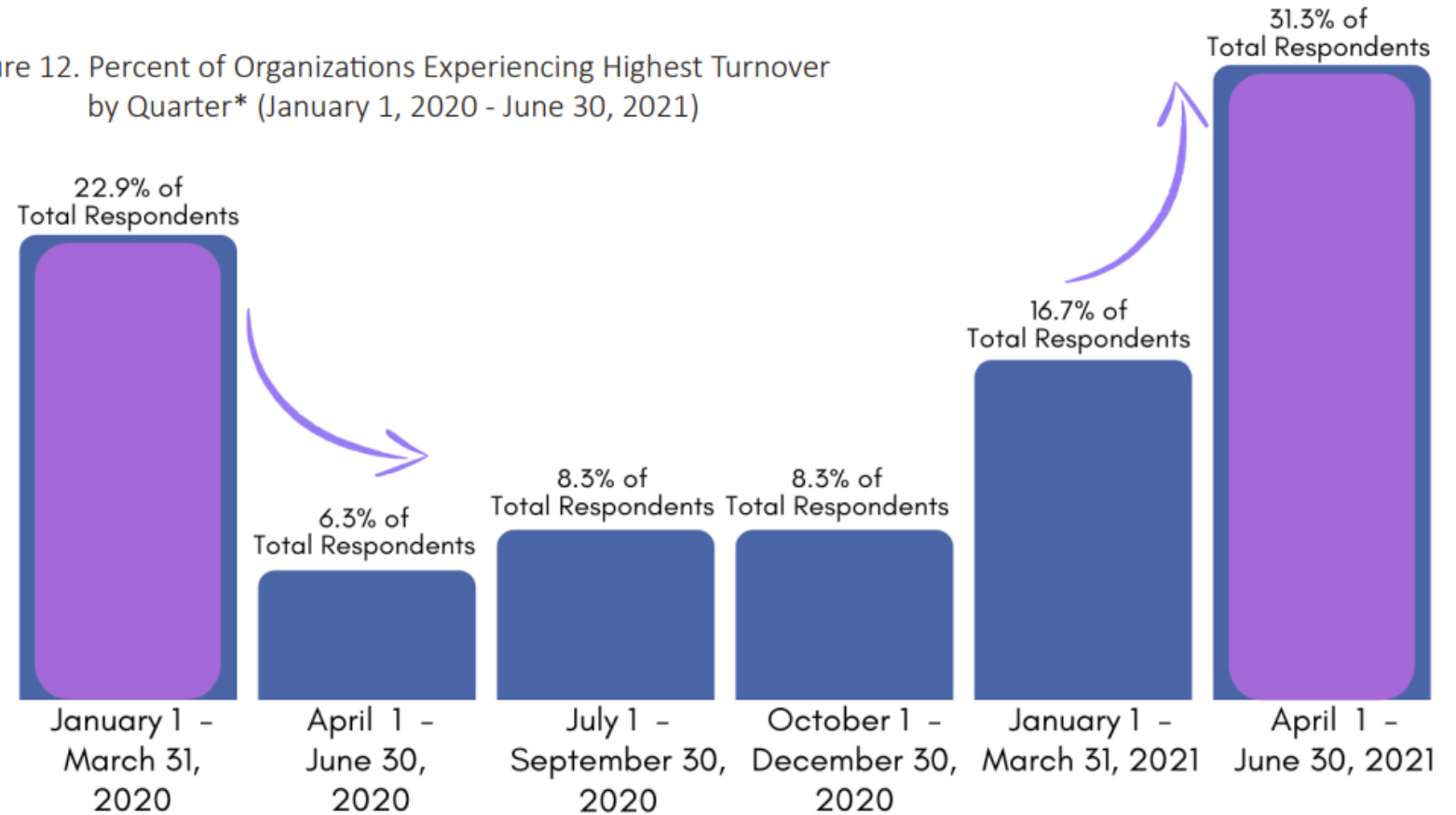


Average minimum: The average of the lowest wage offered by each of the survey respondents
Average maximum: The average of the highest wage offered by each of the survey respondents

Turnover, Vacancies, and Hiring Barriers

- More than 20% of organizations reported experiencing their highest turnover at the onset of the pandemic as compared to pre-pandemic levels.
- In April 2021, over 30% of organizations reported their highest level of turnover since the last quarter of 2019.

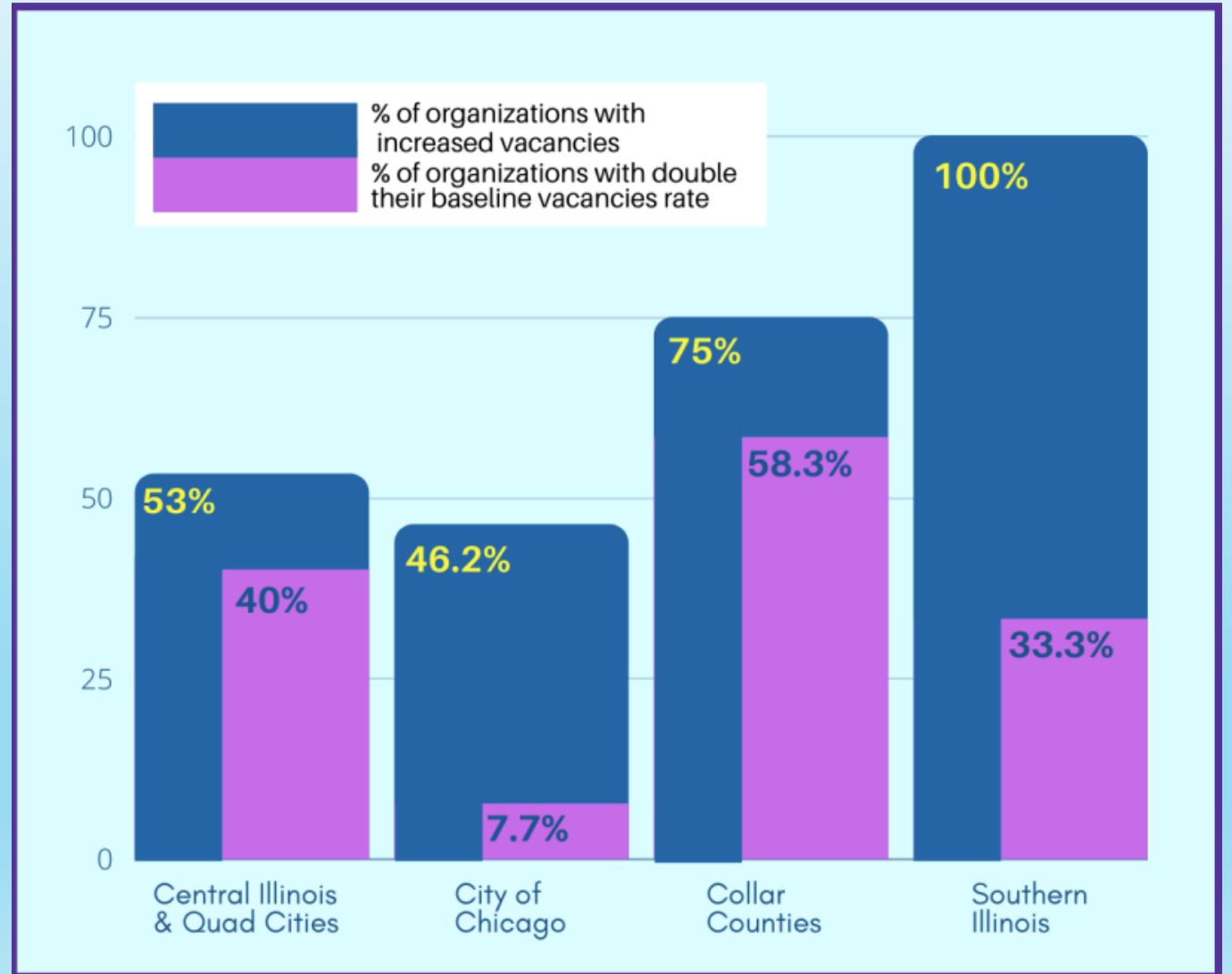
Figure 12. Percent of Organizations Experiencing Highest Turnover by Quarter* (January 1, 2020 - June 30, 2021)



*6.3% of organizations experienced no turnover from January 1, 2020 - June 30, 2021

Turnover, Vacancies, and Hiring Barriers

- Higher vacancies were also reported by 57.4% of respondents, 28% reporting double or more than their pre-pandemic baseline.
- The most common hiring barriers cited were lack of applicants and lower wages.



Impact of COVID on Operations and Finances

- 93.5% of survey respondents reported COVID-19 revenue increases while 76.1% reported COVID-19 expense increases;
- Smaller organizations experienced more volatility with bigger swings in COVID and non-COVID revenue (both positive and negative), than their larger counterparts.
- Emergency COVID-19 funding, though important, did not address workforce issues.



Recap of Key Findings

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Workforce Demographics

- Over 75% of health and human service employees identify as female and more than half of the workforce is Black, Indigenous, Latina/o/x and people of color (BILPOC);
- The majority of senior leadership is White, while the majority of frontline staff is BILPOC.

Impact of COVID-19



- The vast majority of respondents reported increases in both COVID-19 revenue and COVID-19 expenses;
- Smaller organizations experienced more volatility, with bigger swings in revenue (both positive and negative), than larger organizations;
- Emergency COVID-19 funding, while helpful, is not sustainable and does little to address growing workforce issues.

Turnover, Vacancies, and Hiring Barriers



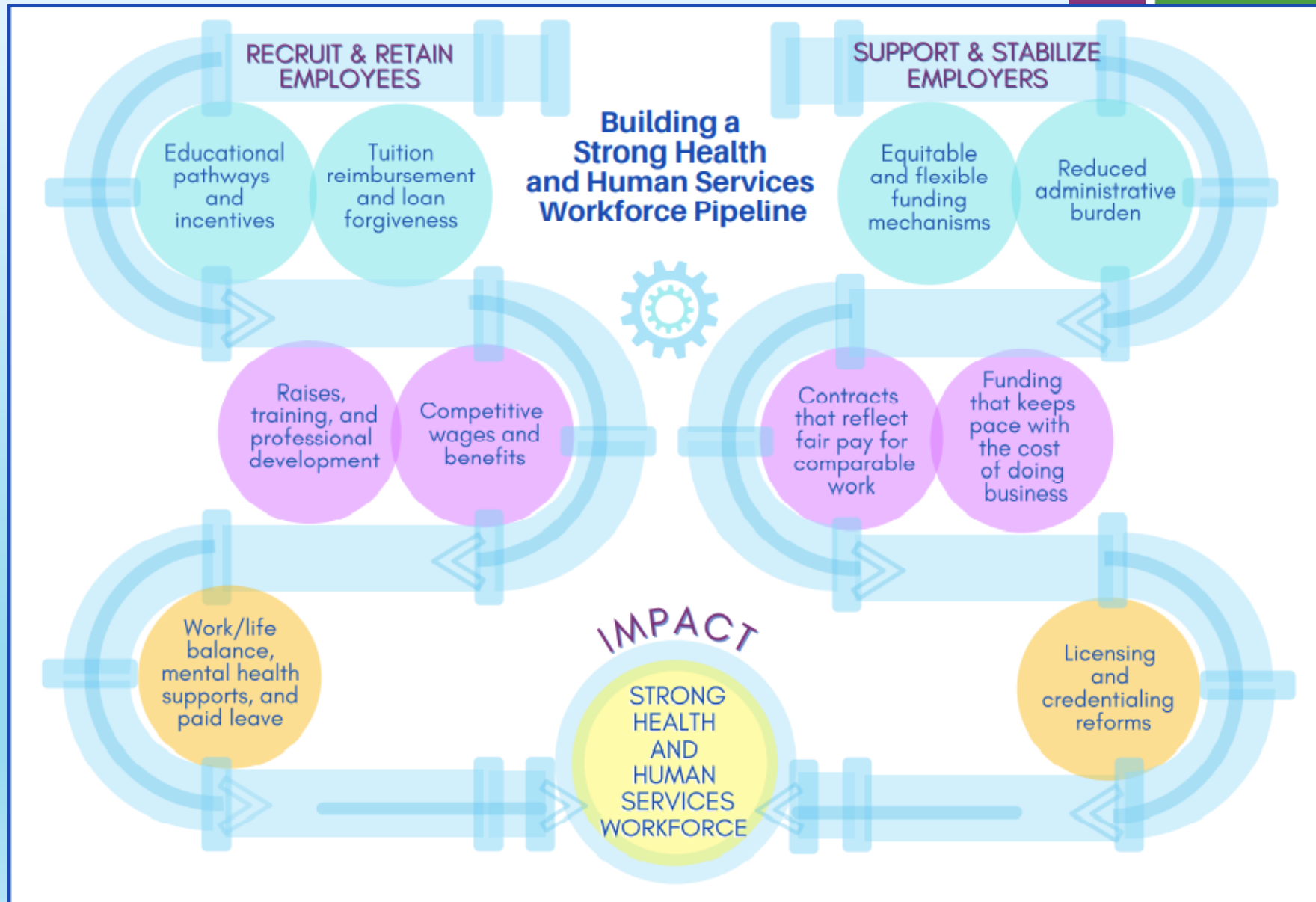
- Most organizations experienced their highest turnover at the onset of the pandemic or in the most recent quarter surveyed;
- More than half of survey respondents experienced higher vacancies during the study period than their pre-pandemic baseline, of which over 25% reported double or more vacancies;
- Lack of applicants and lower wages were the most common hiring barriers reported by survey respondents.

Recommendations

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2022 Legislative Session

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Health and Human Services Advocacy Event

2022 HEALTH AND HUMAN SERVICES WORKFORCE LEGISLATION

FACT SHEET

[Link to full fact sheet](#)

Role of Funders in supporting Workforce

- Workforce Funder Collaboratives (Chicago Community Trust)
- Connecting Grantees to resources for HR and technical support
- Supporting grantees with General Operating Funds (very important)

THANK YOU!

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The infographic features a background of stylized green hills and a blue sky. At the top center is the logo "ILLINOIS PARTNERS for HUMAN SERVICE". Below it, the text "We are Illinois Partners for Human Service" is displayed. The infographic is divided into three vertical sections, each with an icon and a description. The first section on the left has a circular icon with people silhouettes and the text "Leading a coalition of 800+ human service providers." The middle section has a white dome icon representing a state capitol and the text "Advocating for funding, efficiency, and equity in the entire sector." The third section on the right has a purple crane icon and the text "Building a movement for community well-being." A small version of the logo is also present near the crane icon.

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We are Illinois Partners for Human Service

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Leading a coalition of 800+ human service providers.

Advocating for funding, efficiency, and equity in the entire sector.

Building a movement for community well-being.

Contact for follow up:

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