

Helping Human Service Workers Help Kids and Families

Objective

The Annie E. Casey Foundation established the Human Services Workforce Initiative (HSWI) as a key component in accomplishing its mission to improve the lives of vulnerable children and families. The HSWI grew out of an understanding that there is a direct correlation between the quality of human services workers and the effectiveness of the services these workers deliver to children and families.

The HSWI was the first national effort created to address the urgent need to recruit and retain human services workers. These workers must also have the appropriate training and support in order to make the crucial decisions that affect the most disadvantaged kids and families. In 2005, the Cornerstone Consulting Group assumed leadership of the Initiative from the Casey Foundation, developing a not-for-profit organization, Cornerstones for Kids, to manage the project.

Solution

In 2001, CPS Human Resource Services began working with the Casey Foundation under the Human Services Workforce Initiative. Since then CPS has worked continuously with the Casey Foundation and Cornerstones for Kids to develop products and services to help improve the effectiveness of the nation's human services workers. With each successive project, the level of service provided by CPS has expanded.

- 2001–2002: Research how to attract and retain top leadership in human services agencies.
- 2003–2005: Identify HR and management best practices for human services agencies.
- 2005–2006: Based on these best practices, develop hands-on workforce planning tools for human services agencies.
- 2006–2007: Develop a workforce planning website to deliver hands-on tools and information to human services agencies.
- 2007–2008: Provide onsite consulting utilizing our tools and research to assist human services agencies working under the HSWI to improve their workforces.

**It was such a
pleasurable
experience
working with
CPS.**

**Sharon Edwards,
Co-Director,
Cornerstones for
Kids**

Results

In December 2007, CPS and Cornerstones for Kids deployed the Workforce Planning Portal (<http://portal.cornerstones4kids.org/>). The Portal provides hands-on tools and resources to human services agencies looking for solutions to workforce challenges. It uses workforce planning as a comprehensive model agencies can use to address these challenges.

During the first quarter after the portal's launch, the average number of hits per day was well over 1,600, and the average number of bytes transferred was 44.6 MB per day, proving it to be a valuable source for agencies.



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