THEY SAY...
Some state officials, funders and commentators argue that the human service sector is not as efficient as other businesses.

RESEARCH SAYS...
Some studies suggest "that many non-profits operate with underfunded overhead - possibly performing more 'efficiently' than they should."*

What does efficiency look like when comparing human service industries to other Illinois industries?

**Production Resources**
Human service industries: allocate a greater proportion of their staff to production/operations, allocate a higher percentage of their total salaries and wages to staff operations, *all while* top management takes a smaller proportion of wages and salary when compared to other industries. *

**Enterprise and Establishment Size**
Human service industries are comparable to other industries regarding the number of enterprises that are small, that have multiple establishments, and in their distribution of employees and payroll across the enterprises. *

**Employee Turnover**
The national employee turnover rate for Health Care and Social Service industries is typical of other industries, being higher than some, but lower than others.*

**BOTTOM LINE:** Human service providers operate as efficiently, and in some cases more efficiently, than do other Illinois industries.

* Citations are in the full report