

Gauging the Gap

Do community-based providers have the capacity to meet the true demand for human services in Illinois?

Illinois Partners for Human Service conducted statewide research to investigate the correlation between workforce challenges and the sector's capacity to meet community needs.

KEY FINDINGS:



- Nearly all organizations surveyed spend 50% or more of their operating expenses on salaries and benefits, while almost half of the organizations spend 70% or more.



- The average turnover rate is more than 21% for the majority of organizations; nearly 80% of the organizations are experiencing turnover rates greater than 16%.



- More than half of organizations have a vacancy rate of 11% or more.

- Based on 24 service-specific responses, on average, **15 additional full time employees (FTE) are needed** for organizations with waitlists to fill their capacity gap. This is in addition to these organizations filling all open positions.



- The cost to fill this capacity gap, on average, is **\$661,200** per organization.

- Funding-and lack thereof-has the most impact on operations, recruiting, and workforce.**

THE GAP:

	ALL ORGANIZATIONS	LARGE ORGANIZATIONS	SMALL ORGANIZATIONS
AVERAGE FTE NEEDED TO COVER WAITLIST	15	20	4
AVERAGE COST OF SALARY & BENEFITS FOR NEEDED FTE	\$661,203	\$900,754	\$182,099

RECOMMENDATIONS:

In order to fill the gap and ensure the well-being of all Illinoisans, human services must be prioritized and grants and contracts adjusted to include:



Increased Investment in the Workforce, including augmented Reimbursement Rates and Professional Loan Repayment;



Flexibility in Funding Allocation to allow providers discretion in how funds from state contracts, as well as private grants, are used, including for administrative and operational costs;



Revised Candidate Qualification Standards that broaden the pool of potential candidates and reflect provider input into what positions should require advanced degrees;



Preventative Care Models that direct state funding towards utilizing human services for preventative care that yields benefits for community health and prompts long-term cost savings for the sector and the state.

Sustainability for the sector depends on actionable, community-centered, and innovative solutions, rooted in a commitment to robust funding for human services in Illinois.

