

# **GOVERNOR'S CABINET ON NONPROFIT HEALTH AND HUMAN SERVICES**

Presentation to Governor's  
Intellectual and Developmental Disabilities  
Working Group  
10/2/14

# Governor's Cabinet on Nonprofit Health and Human Services

- A Collaboration between state agencies and nonprofit organizations
- Ongoing opportunities for participation

# Governor's Cabinet on Nonprofit Health and Human Services

Recommendations have resulted in:

- Collaborative problem-solving approach toward meeting the health and human service needs of Connecticut residents
- Greater uniformity in Purchase of Service contracting
- Increasing stakeholder input in developing new or innovative service models

# **Governor's Cabinet on Nonprofit Health and Human Services**

## **2014 Work Groups**

- Nonprofit Employment Data
- Contract Procurement and Administration
- Business Practice

# **The Nonprofit Employment Data Work Group**

Purpose, Process & Progress

Work Group Co-Chairs

Cheryl Cepelak, Deputy Commissioner  
Department of Correction

Luis Perez, President & CEO  
Mental Health Association of Connecticut

# The Work Group's Charge

1. Work with the Department of Labor (DOL), Office of Policy and Management (OPM), and relevant state agencies to collect data on the Purchase of Service (POS) and the Judicial Branch Court Support Services Division's (CSSD) contracted workforce in the nonprofit sector.
2. Assess and report on a process to develop and implement a statewide data system that captures nonprofit sector workforce needs and trends.

# The Work Group's Charge

3. Assess the impact of wage/pay equity, specifically as it relates to the predominately female workforce employed by nonprofit organizations, building on the work of Gender Wage Gap Task Force.
4. Coordinate linkage between the Cabinet and other venues that relate to the nonprofit workforce including:
  - a. The State Innovation Model Grant (SIM) and its Workforce Task Force
  - b. The Veteran's Cabinet
5. Provide recommendations to the Cabinet about the current workforce and areas for future enhancement.

# The Work Group's Mission

To identify current and trend data that will provide nonprofit organizations with information they can use to strengthen their organization as well as inform public policy to increase viability and sustainability.



# Defining Work Group Success

- Compiling data to support decision-making and policy recommendations to develop the workforce to benefit the state and local economy.
- Identifying core competencies that can be used to make recommendations for career pathways and to create a model that can be used by any organization to support staff development.
- Identifying demographic information on this workforce.
- Changing the philosophy on how nonprofit organizations are perceived by reimagining and rebranding.

# The Process

- The Work Group is comprised of a cross-section of members from the state, nonprofit organizations and the Governor's Cabinet on Nonprofit Health and Human Services.
- The Work Group met monthly April through August.
- Two subcommittees were created: (1) Core Competencies and (2) Demographic Information, which met between full Work Group meetings and reported updates at monthly meetings.

# The Process

- To achieve its charge, the Work Group gathered data from DOL, the Permanent Commission on the Status of Women, the U.S. DOL Standard Occupational Classifications, and O\*Net Online.
- Special thanks to Andrew Condon, Director of Research and Information and Patrick Flaherty, Economist, Office of Research, CT Department of Labor

# Findings: Employee Core Competencies\*

## Senior Leadership

- Vision
  - Consistency
  - Decisiveness
  - Experience
  - Educational Achievement
  - Commitment to Diversity
  - Accountability
  - Governance
- Demonstrated Strong Emotional Intelligence
  - Commitment to Staff Development, Growth & Autonomy
  - Courage to Implement Change
  - Creates Environment that Fosters Diversity of Ideas
  - Flexible
- Willingness to Take Risks
  - Awareness of Importance of Due Diligence
  - Ability to Build Alliances:
    - Constituents
    - Community
    - Businesses
    - Vendors
    - Donors

## Emerging Leaders

- Manages Resources
  - Fosters Teamwork
  - Emotional Intelligence
  - Manages Change
  - Manages Crisis
  - Has Good Boundaries
  - Has Emotional Balance
  - Ability to Persuade
    - Influences Others & Builds Collaborative Relationships
- Strategic Thinker
  - Supports & Develops Individual Contributors
  - Manages Competing Interests & Conflicts
  - Invests in personal Career Development
  - Effectively Manages Performance Issues
  - Educational Achievement
  - Culturally Competent

## Direct Support

- Has Comfort with and Respect for People Served
- Good Literacy/Written Communication skills
- Meets Minimum Educational Standards
- Understands Person-centered Planning
  - Has Customer Service Orientation
  - Has a Strong Sense of Mission
  - Has Good Interpersonal Skills
  - Has Good Technology Skills

\* Created by the Core Competencies Work Group, 2014.

# Findings: Health & Human Service Definitions

Source: U.S. Department of Labor,  
Employment and Training  
Administration. O\*Net Online.  
[www.onetonline.org](http://www.onetonline.org).

Accessed in June 2014

# Findings: Health & Human Service Definitions

- **Personal and Home Care Aides:** Assist elderly or disabled adults with daily living activities at the person's home or in a daytime non-residential facility. Duties performed at a place of residence may include keeping house and preparing meals. May provide meals and supervised activities at non-residential care facilities. May advise families, the elderly, and disabled on such things as nutrition, cleanliness, and household utilities.

# Findings: Health & Human Service Definitions

- **Social and Human Service Assistants:** Assist professionals from a wide variety of fields, such as psychology, rehabilitation or social work to provide client services as well as family support. May assist clients with identifying benefits and services and obtaining them. May assist social workers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse, human relationships, rehabilitation, or adult daycare.

# Findings: Health & Human Service Definitions

- **Home Health Aides:** Provide routine, personal healthcare, such as bathing, dressing, or grooming, to elderly, convalescent, or disabled persons in the home of patients or in a residential care facility.



# Findings: Health & Human Service Definitions

- **Social and Community Service Managers:**  
Plan, organize, or coordinate the activities of a social service program or community outreach organization. Oversee the program or organization's budget and policies regarding participant involvement, program requirements, and benefits. Work may involve directing social workers, counselors, or probation officers.

# Findings: Health & Human Service Definitions

- **Child, Family and School Social Workers:** Provide social services and assistance to improve the social and psychological functioning of children and their families and to maximize the family well-being and the academic functioning of children. May assist single parents, arrange adoptions, and find foster homes for abandoned or abused children. In schools, they address such problems as teenage pregnancy, misbehavior, and truancy. May also advise teachers on how to deal with problem children.

# Findings: Health & Human Service Definitions

- **Substance Abuse and Behavioral Disorder Counselors:** Counsel and advise individuals with alcohol, tobacco, drug, or other problems, such as gambling and eating disorders. May counsel individuals, families, or groups or engage in prevention programs.

# Findings: Health & Human Service Definitions

- **Executive Leadership:** Determine and formulate policies and provide the overall direction of companies or private and public sector organizations within the guidelines set up by a board of directors or similar governing body. Plan, direct, or coordinate operational activities at the highest level of management with the help of subordinate executives and staff managers.

# Findings: Top 8 Health & Human Service Positions as Determined by Number of People Employed

Source: U.S. Department of Labor, Bureau of Labor Statistics. “May 2013 State Occupational Employment and Wage Estimates, Connecticut.”

Accessed at

[www.bls.gov/oes/current/oes\\_ct.htm#00-0000](http://www.bls.gov/oes/current/oes_ct.htm#00-0000) in June 2014

# **Findings: Top 8 Health & Human Service Positions as Determined by Number of People Employed**

## **Limitations and considerations of the data:**

- Distinguishing public vs. private workers
- Distinguishing nonprofit from for profit companies
- Determining which “industry groups” to utilize
- Determining which “occupational codes” to utilize

# Findings: Top 8 Health & Human Service Positions as Determined by Number of People Employed

Occupation Title/Category	# Employed	Average Hourly Rate	Average Annual Income
Personal Care Aides	13,150	\$11.85	\$24,666
Community & Social Services Occupations	8,530	\$19.07	\$39,667
Social & Human Service Assistants	3,200	\$15.94	\$33,152
Home Health Aides	2,330	\$13.82	\$28,741
Social & Community Service Managers	1,230	\$29.08	\$60,484
Child, Family & School Social Workers	1,210	\$22.16	\$46,103
Substance Abuse & Behavioral Disorder Counselors	960	\$21.82	\$45,387
Chief Executives	20	\$93.64	\$194,788

# Summary of Current Challenges

- The ability of private agencies with Purchase of Service (POS) contracts to recruit and retain qualified employees at all levels.
- The prohibitive cost of tuition, fees and books for those seeking an education in health and human services.
- The high-costs associated with child care and transportation related to the pursuit of education and/or health and human service jobs.



# Topics for Future Research & Discussion

- Opportunities to increase affordability of child care and transportation enabling residents to pursue education and employment.
- Opportunities to coordinate efforts for Connecticut residents to pursue affordable certificates and degrees in health and human services.
- Opportunities to recruit, train and sustain staff in health and human service positions.
- Opportunities to pay health and human service employees living wages.
- Develop a standardized human services data collection database for nonprofit organizations.