

# BUILDING KNOWLEDGE TO IMPROVE WORKFORCE OUTCOMES

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## ABOUT THE QIC-WD

The Quality Improvement Center for Workforce Development (QIC-WD) is dedicated to understanding how to improve child welfare workforce outcomes. Through evaluation, the QIC-WD will enhance what is known about evidence-informed workforce interventions and how they are related to outcomes for children.

### Current Landscape

Staff recruitment and retention are persistent challenges for many child welfare agencies. In addition to being costly, staff turnover can negatively impact the relationship between families and the agency.

These challenges are compounded by a lack of research on effective strategies to attract and retain child welfare workers.

### Opportunity to Advance the Field

The QIC-WD uses a continuous workforce development process to guide selected agencies as they identify their workforce needs and implement evidence-informed interventions. Drawing from a variety of fields, the QIC-WD is gathering information about workforce trends and what works in areas such as staff recruitment, retention, and agency culture and climate. Finally, the QIC-WD works with agencies to test the effectiveness of promising interventions.

### Building the Evidence Base

The QIC-WD will synthesize the current state of trends and research and generate new knowledge about effective strategies to improve workforce outcomes.



### A Partnership

Through a five-year cooperative agreement with the Children's Bureau, the QIC-WD is led by University of Nebraska-Lincoln in partnership with experts from University of Colorado, Denver; University of Louisville; University of Tennessee, Knoxville; C.F. Parry Associates; CLH Strategies & Solutions; and Great Eastern Consulting.

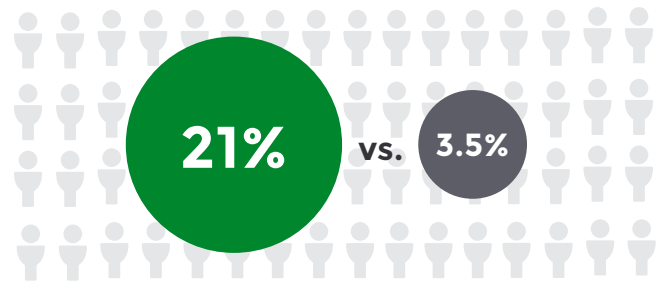
# Turnover in Child Welfare is 6 Times the National Average

All employers want to attract and retain high-quality employees. This is essential in child welfare where the well-being of children and families is at the heart of the workforce.

Effective child welfare workforce strategies are ones that have been tried and tested. The QIC-WD works in selected sites and uses systematic methods to:

- ✓ Assess and evaluate child welfare workforce issues
- ✓ Identify or develop interventions
- ✓ Provide capacity-building services to agencies
- ✓ Demonstrate the effectiveness of interventions
- ✓ Connect workforce improvements with outcomes for children and families in the child welfare system

The QIC-WD strives to support child welfare agencies that aim to reduce the current rate of staff turnover. The current rate of approximately 21% is significantly higher than the average staff turnover rate of about 3.5% across all jobs.



Although there is no simple fix to improving workforce outcomes, there are many successes to draw from. The QIC-WD is unique because it integrates workforce expertise from multiple fields to bring best practices to child welfare. QIC-WD staff understand the cultural needs and complex nature of child welfare systems.

## Working with the QIC-WD

The QIC-WD will partner with 5–10 public and tribal child welfare agencies interested in being on the cutting edge of system reform as it relates to workforce issues. Selected sites will be Title IV-B funded and include organizations interested in improving:

- ✓ Challenges such as worker recruitment, retention, satisfaction, and intention to stay
- ✓ Accurate identification of workforce issues
- ✓ Agency culture and climate
- ✓ Implementation strategies to enhance workforce development

Extensive analysis, planning, and evaluation will be conducted in collaboration with agencies. What is learned will be shared nationally to strengthen the child welfare workforce.

### CONTACT US

**Dr. Michelle Graef**

QIC-WD Project Director

✉ [qic-wd@ccfl.unl.edu](mailto:qic-wd@ccfl.unl.edu)

🌐 [www.qic-wd.org](http://www.qic-wd.org)