

Using Human Resources Data to Address Workforce Challenges

[Addressing the Disconnects Between HR and Child Welfare](#) This brief describes the challenges and benefits of collaborations between child welfare leadership and agency Human Resources to address workforce issues. Suggestions are provided for how to promote these partnerships.

[Creating a Workforce Analytics Team](#) When conducting workforce analytics, it can be helpful to adopt a team approach and involve various experts and stakeholders, each of which can make a valuable contribution. This brief provides suggestions for how to create a team to delve into your agency's workforce metrics.

[Data Quality](#) This resource highlights 9 criteria that are relevant for workforce data, suggests ways to assess data quality, and provides information on how to correct data and improve the quality of future incoming data.

[Worker Turnover Is a Persistent Challenge—So Is Measuring It](#) This brief summarizes the current national turnover challenges and outlines specific recommendations for how to accurately measure and understand agency turnover.

[Introduction to Workforce Metrics](#) This blog post describes some of what is possible to explore within the realm of workforce metrics as they relate to employee well-being, performance, and retention, and it explains key terms and concepts.

[Workforce Metrics](#) This brief provides details on how to calculate over 90 workforce metrics applicable to the child welfare workforce, related to recruitment and selection, education, work hours, work arrangements, caseload capacity, supervision, career development, performance, turnover and tenure, and costs.

[Data Segmentation](#) This brief describes the concept of using data segmentation, or disaggregation, to drill down into workforce data to identify areas of strength and opportunity.

[Umbrella Summaries](#) Umbrella summaries provide synopses of research on various workforce topics, along with recommended measures.

[Inclusive Language Guidelines](#) These guidelines from the American Psychological Association aim to raise awareness, guide learning, and support the use of culturally sensitive terms and phrases that center the voices and perspectives of those who are often marginalized or stereotyped.

Find more at www.qic-wd.org