



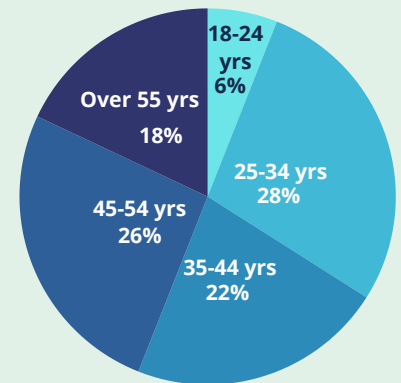
THE SURVEY

The MIECHV and IDHS State Home Visiting Program Staff Survey is conducted each year by the Center for Prevention Research and Development (CPRD) at the University of Illinois in conjunction with the Illinois Department of Human Services, Division of Early Childhood (IDHS-DEC). This year the survey was administered to IDHS State home visiting staff for the first time, in addition to MIECHV home visiting staff. The goals of the survey are to obtain feedback and better understand the needs of the Illinois MIECHV and IDHS State Home Visiting funded workforce. In 2023, the survey was open for 5 weeks in August to September, and 153 out of 254 MIECHV and IDHS staff members responded to the survey, a 60% response rate. To learn more about IDHS-DEC Home Visiting, including the communities served and benchmark achievements, see the [IDHS-DEC Home Visiting Statewide Data Summary Report 2023](#). With the exception of the turnover section, this brief does not include a comparison to prior surveys as they encompassed only MIECHV funded staff.

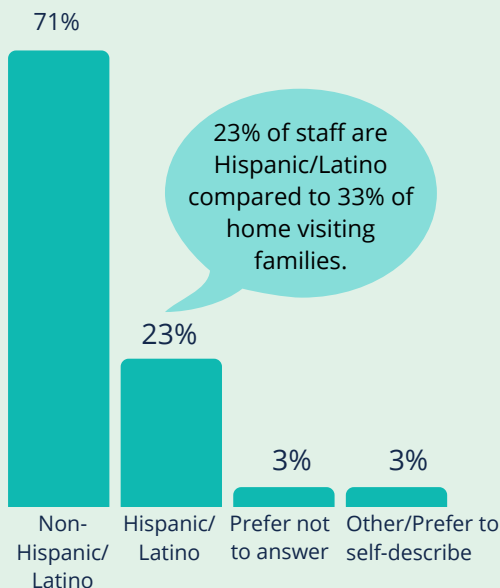
IDHS-DEC WORKFORCE DEMOGRAPHICS

Age

- Two-thirds of respondents identified as age 35 or older, with 44% identifying as age 45 or older. Only slightly over one-third (34%) of respondents indicated they were 34 years of age or younger.
- A larger proportion of staff 34 years old or younger are home visitors.

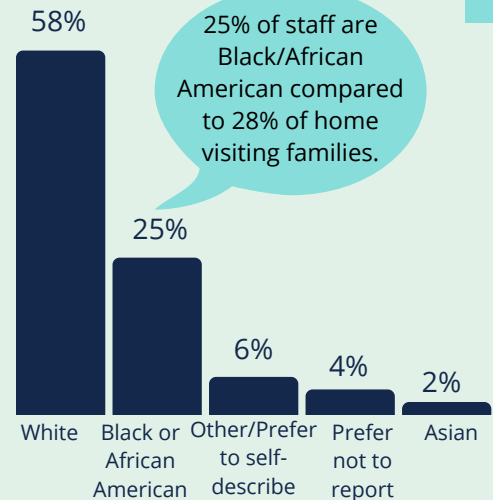


Ethnicity



- Out of 33 respondents who identified as Hispanic/Latino, 21 identified as white. Out of 102 respondents who identified as Non-Hispanic/Latino, 64 identified as white.

Race



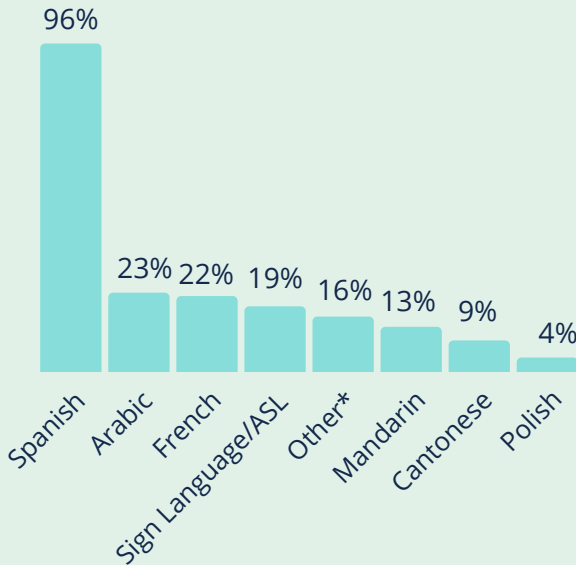
- Majority of Black/African American respondents identified as Non-Hispanic/Latino.
- Self-described races include Hispanic and multirace.

IDHS-DEC WORKFORCE DEMOGRAPHICS (cont.)

Language

- Seventy-nine percent of respondents saw a need in their community for home visitors who speak languages other than English.

Respondents who replied Yes: Recommended Languages



*Other= Asian, Burmese, Dari, Dialect, Farsi, Kanjobal, Kik'che, Mid and Greater East Asian languages, Russian, Swahili, Thai, Ukrainian, Urdu, Vietnamese



Home Visiting Families

- Twenty-seven percent of survey respondents speak more than one language with proficiency. The percentage of the survey respondents who speak Spanish (23%) is very similar to the percentage of Spanish-speaking home visiting families (22%).
- In addition to Spanish, the most common languages for home visiting families are Chinese and French.

[Support for key disparities at our agency can be improved with] “access to services in native language or reliable translation services.” -Supervisor/Manager

“Hire more people from different backgrounds who can share their views and who look more like the people we serve in our community” -Home Visitor

IDHS-DEC WORKFORCE CHARACTERISTICS

FFY 2023 153 total respondents		
Role	HV	56%
	HV Supervisor	30%
	CI	4%
	Other	2%
	CI Supervisor	2%
	Agency Director	2%
	Doula	5%
Years worked at current agency	One year or less	11%
	>1 yr and <2 yrs	12%
	2-3 years	12%
	4-5 years	14%
	6-9 years	20%
	10 years or more	31%
Prior relevant experience	One year or less	26%
	>1 yr and <2 yrs	15%
	2-3 years	18%
	4-5 years	5%
	6-9 years	9%
	10 years or more	28%
Highest level of education	No degree	1%
	High School/GED	3%
	Some College; No Degree	13%
	Associate	10%
	Bachelors	52%
	Masters	21%
	Doctoral	1%

86%
are home visitors or home visitor supervisors

65%
Have 4 years or more of working at current agency

42%
have 4 years or more prior experience

IDHS-DEC WORKFORCE CHARACTERISTICS (cont.)

Education

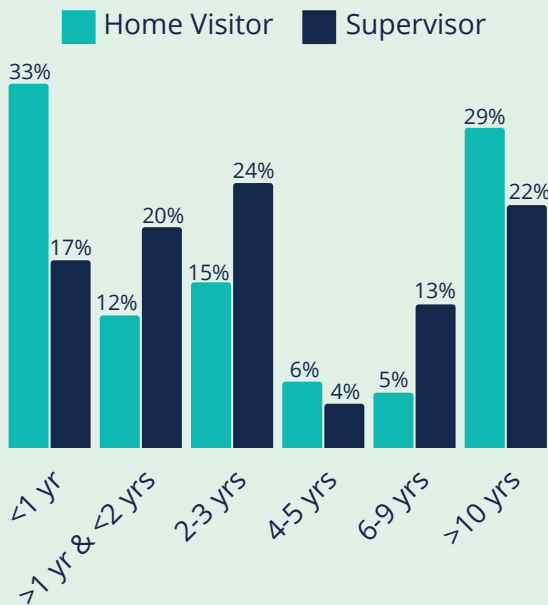
- Seventy-four percent, almost 3 out of 4, respondents have a Bachelor’s degree, Master’s degree, or PhD.
- The majority of staff with Master’s degree or higher are supervisors or agency directors.

“More adequate pay to retain staff. We require staff to have degrees, but then cannot pay them for it.” –Supervisor/Manager

Education Level	Home Visitor	Home Visiting Supervisor
High School or Less	5%	2%
Some College	18%	2%
AA and AS	13%	9%
BA	55%	48%
MS/MA	9%	37%
PhD	0%	2%

Experience

Years of relevant experience before being hired at current agency



- Overall, 55% of home visitor respondents came to their agency with two or more years of relevant work experience. However, 33% came with less than one year. This may impact the time required to onboard and train a new home visitor.

- Regarding years at current agency, 23% of home visitor survey respondents reported working at their current agencies for less than 2 years. Conversely, 31% of respondents reported working at their agencies for 10+ years.
- 87% of supervisors have been in their current agency for 4 years or more.

IDHS-DEC HOME VISITOR SALARIES

The below data is from the Start Early Analysis of IDHS-DEC data.

IDHS-DEC Salaries	FY2024 Chicago/ Cook/Collar counties	FY2024 Downstate	FY2024 All counties
Mean Salary	\$48,005.78	\$44,607.59	\$46,061
Range	\$35,844-\$61,388	\$29,120-\$65,083.20	\$29,120-\$65,083.20

- Forty-three percent of the home visitors are in Chicago area (Chicago, Cook, and Collar counties) and 57% in the rest of the state.
- Eighty-seven percent of IDHS-DEC funded home visitors (MIECHV and State funded) are earning salaries above the minimum salary floor (Note that a salary floor multi-year phase-in requirement was established by IDHS in FY2023 and home visiting programs have one more year to meet the state recommended levels for salaries).

Salaries increased an average of 11% from FY22 to FY23.
Salaries increased an average of 5% from FY23 to FY24.

- There has been great progress in improving the salaries for home visitors across the state. However, depending on family size and county, the salary floor may not always equal a living wage for home visitors (Glasmeier, A. K. (2024). Living wage calculator. Massachusetts Institute of Technology. Access on 2/15/2024 from <https://livingwage.mit.edu>).

“Continue the increases in the minimum salary requirements. These are making the positions much more attractive and sustainable. This has been a huge help. This will help us attract and maintain significant talent. Thank you!”

-Supervisor

“Increase our pay. We do so so much that is behind the scenes and not in our job descriptions because it betters the lives of families.”

-Home Visitor



MIECHV TURNOVER

Please note, 2023 turnover data was only available for MIECHV staff. Therefore all data and findings in this section do not include IDHS state funded home visiting staff.

- There were 34 total departures (out of 138 positions) in SFY2023. However, the overall staff turnover rate for all MIECHV positions remained at 25%, the same as SFY2022. During the pandemic (SFY2020 and SFY2021), the overall turnover rate was lower (19%) because the labor market was not dynamic during this time.
- Length of vacancy went down from 4.8 months in SFY2022 to 3.1 months in SFY2023. This is a slightly lower length of vacancies compared to the results from the 2023 Illinois Home Visiting Staffing and Salary Survey Report (INCCRRA, 2023) which showed that 38.5% of programs had at least one chronic vacancy (unfilled for 6 of the last 24 months).

25% overall turnover for all MIECHV positions.

“We had some staff turnover this year. It was very stressful during periods of those changes.” -Supervisor/Manager

- When supervisors were asked about the reasons that staff at their agency left their positions, the top three reasons for leaving included: **left for a better paying job (65%), position not a good fit (46%), and home visiting requirements too challenging (30%).**



MIECHV TURNOVER (cont.)

MIECHV Position Type	Sum of Positions	New Hires SFY2023	Departures (turnover)	% Departures (turnover)	Average Length of Vacancy (months) SFY2023
CI	10	5	1	10%	6.3
CI Supervisor	8	2	2	25%	3.9
Home Visitor	69	20	17	25%	2.48
Home Visitor Supervisor	20	9	8	40%	2.37
Other Staff	31	9	6	19%	4.0
Grand Total	138	45	34	25%	3.1

Home Visitors

Among home visitors, the turnover rate decreased from 31% in FFY2022 to 25% in FFY2023. This may be partially related to the efforts of IDHS-DEC to raise the salary floor for home visitors in 2023.

Home Visitor Supervisors

Among HV supervisors, the turnover rate increased significantly from 9% in FFY2022 to 40% in FFY2023. This represented 8 departures among 20 supervisors.

Coordinated Intake

Although the number of CI workers and CI supervisors is small, the turnover rate in FFY2023 decreased for CI workers (44% to 10%) and increased for CI supervisors (0% to 25%) from the previous year. This represented 3 departures among 18 CI workers and supervisors.

“One of the biggest challenges is being short staffed and the inability to serve families as the program is designed.” -Supervisor/Manager

“The biggest work challenges this year have been that we have been short of staff for most of the year. That has made it difficult to keep benchmarks up where they should be.” -Supervisor/Manager

MIECHV TURNOVER (cont.)

Implications of Turnover:

- Turnover impacts service delivery to families. Some families have built a strong relationship with their home visitor, and they may not feel comfortable with a new person, as it takes time to develop the relationship and return to working on the family's goals. To mitigate this, some home visiting programs introduce families to other home visitors within the agency at group events so that they know other staff, which can help when turnover occurs and they are reassigned to different home visitor.

Average length of vacancies across all position types is 3 months, an improvement since last year, when it took almost 5 months to fill vacancies.

“The relationship between FSS [family support specialist] and their families is the best way to engage and retain parents and families. We have high retention rates due to the professional, caring services our FSS provide.”

-Supervisor/Manager

- Turnover often creates stress among the remaining staff who are asked to increase their caseloads until the vacancy is filled. It can also result in delays in filling caseloads if staff are unable to work with additional families, until staff are hired and training requirements are completed.
- For CI workers and supervisors, since typically there is only one of each per community, turnover has a significant impact on recruitment and community partnerships. Turnover often results in the interruption of the flow of referrals to a single point of contact.
- Often smaller agencies with only one or two home visitors are impacted to a greater degree than larger agencies because they don't have as much capacity to shift caseloads to other staff if one of them leaves.

For More Reports on the 2023 IDHS-DEC Staff Survey:

- [Parent Engagement & Caseload Capacity Report](#)
- [Professional Development Report](#)
- [Assessing Disparities in Home Visiting Report](#)
- [Home Visiting Workforce: Burnout, Stressors, & Supports Report](#)



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