Enhancing Social Service Workforce Development:
Improving the evidence base

By
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- Over US$ 2 billion in President’s Emergency Plan for AIDS Relief (PEPFAR) spending on orphans and vulnerable children (OVC) to date

- Paradigm shift: increased funding to strengthen national social service systems to ensure sustainability and ownership of OVC initiatives
Components of social services systems

- **Formal**
  
  government-led systems (e.g. laws, policies, public finance, public workforce)

- **Informal**
  
  traditional family and community practices

-paraphrased from PEPFAR’s OVC Guidance 2012
Framework for Social Service System Strengthening

Social Service Systems improve through strengthening:
- Leadership & Governance
- Coordination & Networking
- Financing
- Human Resources
- Information Management Systems

In order to:
Enhance provision (coverage, access, quality, prevention) of effective welfare and protection services for children and families.

With the ultimate goal of:
Improving welfare and protection for children and families.
Filling the gap

- What exists ➡️ What is needed
- Inadequate regulations
- Under-resourced
- Weak coordination
- Little to no data
Outcomes of workforce strengthening

- Regulatory bodies & associations
- National workforce standards
- Workforce strategies
- Training programs
- Availability of information

What data exist (sometimes)...

- Staffing numbers
- Ratio of social service worker to population
- Vacancy rates
- Turnover rates

Of these data, almost none are collected, analyzed or used routinely.

Creating a Framework to Improve Data Availability

- Global applicability
- Learning from what exists
- Contextualizing to reality
- Short- and long-term relevance
Draft indicators cover...

- National regulatory body
- National standards of the workforce
- Availability of data (routine or special study)
- National workforce strategy
- National professional association
- Completion of pre-service training
- Certified workers
- Ratio of social service workforce to population
- Vacancy rates of government positions
Coming soon…

- Finalize and pilot indicators
- Release a manual with data collection guidance
- Develop a data collection tool
- Integrating indicators into routine monitoring systems
- Supporting countries to use information
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