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5 Key Industry Trends

A Guest Article from DATIS

While most human services organizations strive for operational excellence, many are unsure of the steps and strategies that are needed to achieve it. Your operations are made up of a combination of the processes you have in place and the actions of your employees as they complete their tasks. But your operations can also be influenced by your organization's culture, mission, and many other factors. Your operations are about much more than checklists and workflows, and a strategic organization will take a holistic approach to workforce management solutions.

This starts with looking at workforce management solutions as a whole and identifying your priorities. But before we can prioritize our initiatives, we need to start with an understanding of the current state of the human services industry and an idea of where things are heading. In our [2021 Workforce Management Report](#), we identified five trends that are currently shaping the human services landscape. Some of these trends are not so surprising, and some may serve as a reminder that many human services organizations share similar challenges.

1. Demand is growing.

Anyone within the human services industry is well aware that demand has only continued to grow over the years. With the sudden changes and stressors brought about by the pandemic, this demand for mental health care has surged. Frontline workers feel the strain of heavy workloads, while the organization experiences an influx of new clients. While this increase in demand is not surprising, it's a reminder that operational efficiency is essential to be able to grow and scale effectively to meet the needs of your clients.

2. Our priorities are shifting.

With the dramatic changes that organizations underwent in 2020, it's also not surprising that many of us went through some serious re-evaluation. That's reflected in our workforce management priorities for 2021 now, as financial sustainability has become our number one focus as we keep an eye to the future.

3. Complex challenges require strategic solutions.

When looking at different areas of workforce management, such as recruiting, employee engagement, and retention, there was a consistent trend in the results. When we asked human services leaders to identify their challenges with each element of workforce management, there was never one, single challenge that stood out from the rest. Instead, we saw a fairly even spread across three, four, or more different challenges. Therefore, we need strategic workforce management solutions that can overcome a variety of challenges.

4. We need metrics.

Another consistent finding in the report was a lack of metrics and benchmarks being used to measure progress and success with workforce management initiatives. As we know, we can't improve what we can't measure. But we're having trouble measuring the more qualitative aspects of workforce management. If you feel like you're not making progress with your workforce management goals, you need to understand why not. And only data-driven metrics can provide us with a real answer here.

5. Digital enablement is the way of the future.

Our use of technology and reliance on digital tools has only increased over the years, reaching new heights in our socially distant 2020. It's time to bring that tech enablement to the world of workforce management – to help us gain visibility into our workforce operations and to start collecting the data we need for measuring and making improvements.

Workforce Management Solutions to Achieve Your Goals

Human services organizations are experiencing steady growth and becoming increasingly complex in their operations. All of these changes make it that much more important to have the right level of visibility into workforce operations, so organizations can take a proactive approach as they find workforce management

solutions. Technology that provides a holistic view of the organization as well as the ability to look at things at the program level, department, or another dimension, can help you achieve this level of visibility for your organization.

This guest article was provided by DATIS, part of the ContinuumCloud. DATIS provides HR and payroll software intentionally designed for behavioral health and human services organizations. As part of the ContinuumCloud spectrum of solutions, DATIS is committed to helping organizations better achieve their mission through their unified workforce management solution.



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