

# BRIDGING THE GAP

An Initiative to Support Frontline Human Service Workers and Their Families



As leaders in the nonprofit human services sector, we know that frontline employees play an essential role in our organizations – after all, we’re an industry based on caring for others, and frontline workers contribute every day to helping millions of Americans.

It can be a real challenge though for many frontline employees to manage financially – especially now, given the economic crisis. One change in a household, like having a spouse lose their job, may be enough to push a lower-wage employee and his or her family into financial instability.

That’s why, given the economic crisis, this year the National Assembly’s Family Strengthening work will focus on financial supports and earned benefits outreach, for frontline, lower-wage human services workers. **We feel that ensuring that these workers know about, and have ready access to, earned benefits like EITC is this best way to support workers and their families during this turbulent period.**

**We also feel that it’s a way to support our HR and management teams in their work to sustain strong, successful workplaces** by ensuring that they have the resources and training they need to do this kind of benefits outreach.

As part of this work, **we are developing and disseminating easy-to-use printed and digital toolkits throughout our networks.** Among others, examples of the printed resources include: **a brief guide for HR staff, including glossary of terms; “check lists” and one-sheets; paycheck stuffers; workplace posters** etc. All of this material will be downloadable from **a website that will also feature links to screening tools; a calendar of important dates; a message board/chat area; and benefits information pages.**

In addition, **we are partnering with Catholic Charities USA, Lutheran Services of America, Volunteers of America, and United Neighborhood Centers of America to implement affiliate-level “train the trainer” pilot programs.** These pilots will provide HR and other lead staff with a deeper-level of benefits education and outreach support.

Plans for these programs to include **on-site trainings, webinars, a peer support network, and technical assistance for the digital materials.** We will also customize all resources to the specific needs and organizational cultures for these pilot sites.

**Our *Bridging the Gap* initiative is a way to help relieve your HR and frontline employees from some of the pressure they may be experiencing these days. Let’s work together to support them and the vital work they do!**

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