



CASE IN POINT:

Child Abuse Prevention Organization in Crisis Outsources HR Needs to PROXUS

SITUATION:

Earlier this year when Traci Hearne took over as Executive Director of [Family Connections](#), a child abuse prevention organization serving Colorado Springs, she quickly discovered that she had inherited a host of problems. Traci identified numerous concerns in the Human Resources area having to do with unpaid bills, uncollected grant funds, directionless staff and a rapidly deteriorating reputation in the community. She joined with enthusiastic board members and dedicated staff and volunteers to address the immediate concerns in an attempt to restore positive relations with churches, agencies and other members of the community. Traci and her team lacked the necessary time or expertise to tackle the many concerns; hence the executive decision was made to outsource these critical HR needs to PROXUS.

**Note: Family Connections provides caregiver respite in their on-site child care center, 24-hour emergency support for parents in crisis and parenting education programs. The organization's services in El Paso County where Colorado Springs is the major city are viewed as critical, considering 10 children died in abuse-related incidents in 2011.*

SOLUTION:

Following an accelerated HR audit led by PROXUS Senior Advisor, Greg Gast, Client Services Representative, Tammy Sosnowski and other members of the HR team, the worst problems were attacked first. They got lapsed insurance coverage reinstated, fixed several payroll and PTO issues and brought all employee files up to-date. Then they began work on the documents that form the foundation of any strong organization. All forms and processes related to the employment of staff and utilization of volunteers were updated including applications, reference checks and interview assessments, just to name a few. Next, revised job descriptions were created for each position. Then an Employee Resource Guide (handbook) and a Volunteer Resource Guide were developed for management and staff reference. Finally, the entire Operations Manual was re-formatted and reorganized.

RESULTS:

These enhancements coupled with some strategic-staffing adjustments have established a solid framework for operating Family Connections enabling Traci and her folks to concentrate on their vital mission – caring for parents in crisis and protecting the health of their children.

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If you would like to learn more about how PROXUS can help you organize, maximize and sustain your existing HR processes, contact **Jeff Green** at **215-654-9140 ext. 102** or jgreen@proxushr.com.

"I owe PROXUS a huge debt of gratitude for quickly assessing and prioritizing our needs. We were the ones in crisis at that moment. Their expert assistance allowed us the time and confidence to continue to serve our clients while resolving some fundamental internal problems. My thanks to Greg Gast and the PROXUS HR consultants for your assistance."

Traci Hearne, Executive Director
Family Connections

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