

Adams County Organizational Effectiveness

Desired Future State:

Staff & Management

- Understand roles of each division
- Resources in place to support our work

Agency

- Advocates for promotion of self-care
- Divisions equally valued & respected

Children & Families

- Effective measures to address trauma
- Improved health & well-being of clientele

Community

- Comfortable contacting us and confident in getting their needs met
- Boards understand value of our work

Strengths:

- Dedicated staff
- Everyone in single building
- Workforce & leadership is stabilizing
- CW staff to adequate levels
- Increased agency programming to support reduction in OHC
- Good communication across teams
- Great informal supports

Priority Gaps:

- Lack of knowledge/skills of what other divisions do
- Lack of policies and procedures
- Lack shared execution of mission and values
- Internal resources
- Community resources and partnerships

Topic: Creating an Orientation Process for New Staff

Dates: January-April 2015



Root Causes:

- Staff/management lacks knowledge of other divisions
- Lack of stability and leadership
- Funding stream not being maximized
- Perception that some divisions are more important
- Lack of trust
- Culture protecting its own resources
- Not being held accountable to act as one department
- Handbooks and policies are unclear

Remedies:

- Visual Who's Who reference guide
- "Lunch N Learn" monthly division presentations
- Creation of electronic "Footprints"
- Prescribed welcome activities
- Better defined Central Intake
- Implementation of a Rapid Response Team
- Staff education on role of crisis team

Recommendations:

- Share the OE plan results and celebrate the successes with the agency
- Establish an internal OE team and meeting schedule with defined roles and responsibilities
- Continue to identify existing gaps in working toward the DFS
- Prioritize identified gaps and work towards root causes
- Evaluate the success of Orientation/Welcome process
- Evaluate the time capacity of current management staff to execute OE plan
- Develop mechanism for regularly communicating the results of ongoing remedies
- Establish plan for ongoing OE support from WCWPDS and BRO

Measures of Success

- ❖ Staff job satisfaction will improve
- ❖ Retention will increase
- ❖ Orientation and development will be collaborative across divisions
- ❖ New employees feel welcome and engaged in their work
- ❖ All employees are engaged in mission and values
- ❖ All employees are supported in development opportunities

