

Organizational Effectiveness:

- Uses a model developed by APHSA that is specific to human service organizations to improve upon:
- Performance
- Performance capacity
- Client outcomes

History in Wisconsin:

- DCF and WCWPDS teamed in 2010
- Pilot phase in 2011
- Thirty-one counties have participated as of September 2018
- Full time staff at WCWPDS and contracted facilitators
- Future vision to expand

DAPIM Model:

Define

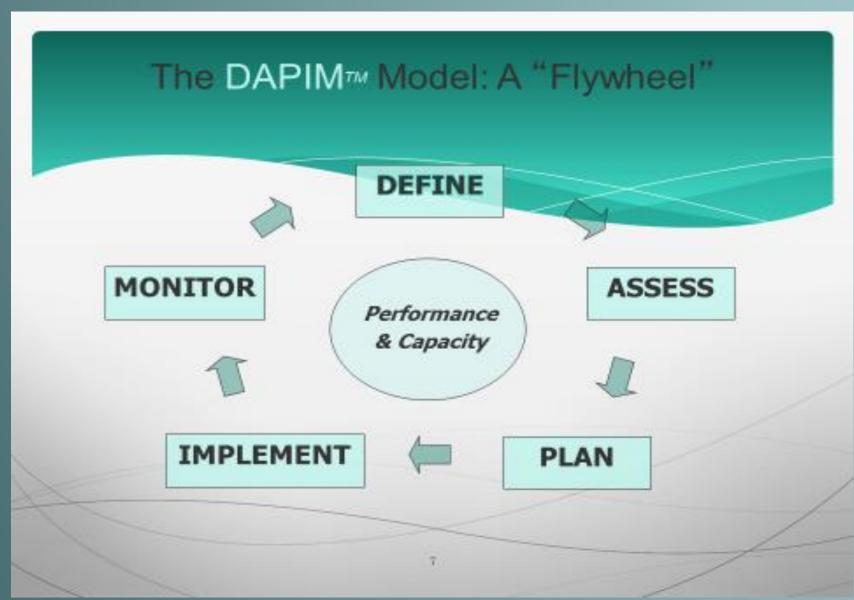
- What it is in operational terms
 Assess
- It's current and desired state
 Plan
- Quick wins, mid and long term improvements

Implement

Those plans in detail

Monitor

Plan progress, accountability & ongoing adjustment



Organizational Effectiveness

OE is a systemic and systematic approach to continuous improvement



Contact:

- > Kimberly Kelly, OE Facilitator
 - ➤ 608-890-4614
 - > kimberly.j.kelly@wisc.edu

https://wcwpds.wisc.edu/organizational-effectiveness/



Topic Areas to Date:

- Redesign of Crisis On-Call
- Employee Retention and Recruitment
- Redesign of Child Welfare Service
 Delivery System
- Implementing and Integrating Trauma Informed Care
- Building team morale
- Creating seamless services and a cohesive agency
- Building a road map for managing cases between child welfare and youth justice
- Improving communication between behavioral health and family services
- Defining agency vision, values, mission and culture
- Reduction in Out-of-Home Care Costs
- Integration of Children's Long
 Term Care Waiver

Topics can be task oriented or relational

Referral Process Includes:

- County leadership support
- Relation to county priorities
- Correlation to child welfare
- Impact on safety, permanency and well-being of children/families
- Staff on all levels involved
- Commitment to monitor the improvements and continue the OE process ongoing