

Wood County Human Services Organizational Effectiveness

Desired Future State:

Human Services is a trust-based work atmosphere that celebrates each individuals' unique skills and strengths. The Divisions will provide education to one another to better understand program roles and limitations. Employees will collaborate to provide efficient services for the benefit of the individuals and families we serve. Communication will be free flowing and non-judgmental as well as helpful, hopeful and goal-oriented.

Strengths:

- We have many experienced employees
- Our staff is creative and supportive
- We have laptops and work cell phones
- There is good support staff to assist us
- We have supportive stakeholders
- Numerous wraparound services
- Director is flexible and focused on improvements
- Training opportunities are available

Priority Gaps:

- Lack of cross-training and education between Family Services and Behavioral Health
- Need to promote healthy and positive interactions to improve agency morale
- Management team needs to promote a cohesive environment amongst themselves and for all staff
- There are inconsistent expectations for staff within units
- There is a lack of mechanism to resolve conflict

Topic: Improve Communication and Teaming Between Divisions

Dates: September 2017 – January 2018



Area of Resolution

- ❖ Explore a mechanism for the Behavioral Health and Family Services Division to work together more effectively
- ❖ Staff will gain understanding and knowledge of each Divisions' roles, capabilities and limitations, specifically by units
- ❖ Develop a process for teaming cases of shared families in the Behavioral Health and Family Services Division
- ❖ Develop common goals and outcomes for shared clients
- ❖ Discussions between the divisions are strength-based in order to achieve positive solutions

Root Causes:

- Need to develop relationships
- Lack of know how to cross train
- Different personalities & expectations
- Not valuing differences
- Safety and Accountability
- Unresolved history

Remedies:

- Distribute all info that is given to new employees to existing employees
- BH unit and FS unit lunches
- Develop protocols for employee mentoring/orientation
- Organize unit Open Houses
- Coordinate joint unit meetings with educational components
- Develop team building activities
- Do a strength based anti-bullying project
- Work group to explore conflict resolution
- Develop ways to increase face-to-face interactions
- Create meeting guidelines for all
- Research methods to give feedback that support the Desired Future State
- Modify interview process to include peers and culture related questions

Recommendations:

- Continue to work on "Tracking Remedies" form, including formal monitoring of progress
- Hold monthly face-to-face OE meetings
- Support the Internal OE Facilitators
- Maintain Communication Planning
- Continue efforts in relationship building, cross training and education
- Continue to promote a positive work environment and do activities to strengthen agency morale
- Explore implementing conflict resolution/solutions to resolve differences.
- Repeat the 'Trust and Aim' exercise in six to twelve months
- Engage in continuing OE support provided by the Wisconsin Child Welfare Professional Development System (WCWPDS) as needed

