

Outagamie County Organizational Effectiveness

Desired Future State:

- Families are engaged. Families get what they need, when they need it, in the amount and manner that is needed

Strengths:

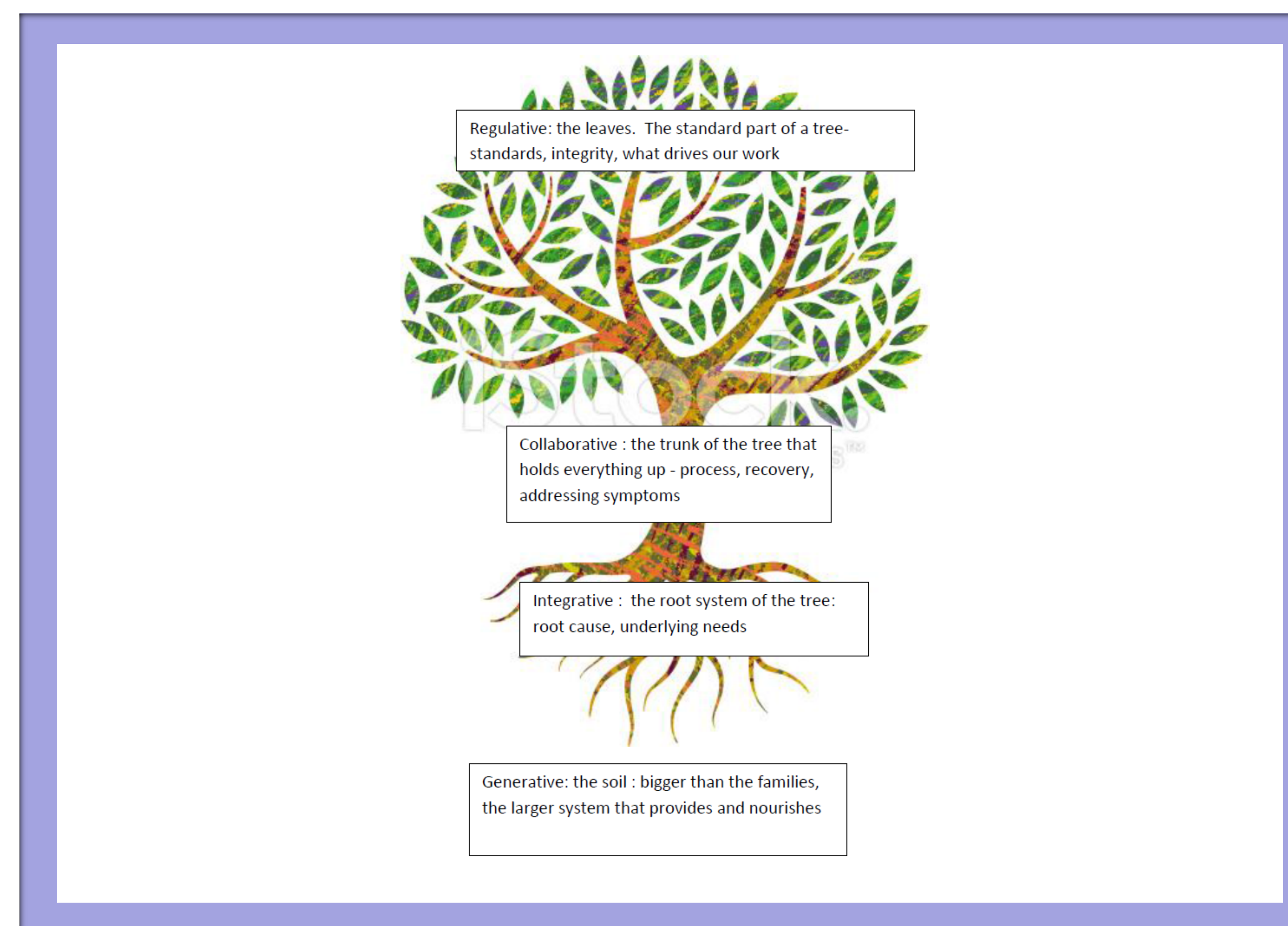
- Staff has skills
- Teaming/collaboration among staff (internally and externally)
- Variety of rich resources in the area
- Community response
- Turnover of staff can be viewed as a strength due to introduction of new skills, ideas, etc.

Priority Gaps:

- Access: allowing multiple opportunities for families to seek help
- Having time to engage: sustaining
- Caseload/workload: being able to provide services as families need them (in-home)
- Lack of shared definition of crisis across the division
- Collaboration: teaming

Topic: Finding a New Way For Intervening with "Frequently Encountered" Families

Dates: March 2014 - Present



Root Causes:

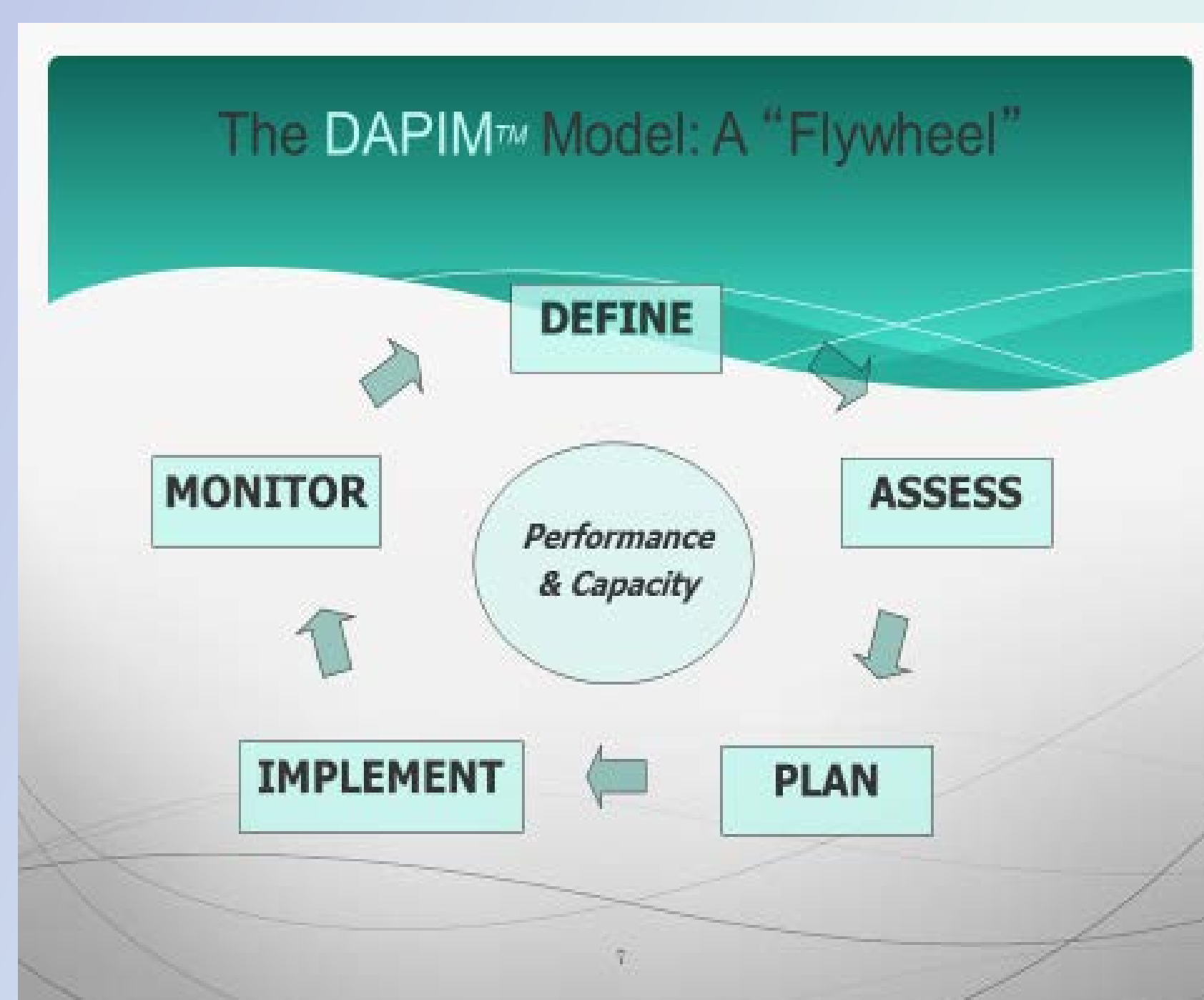
- Mental health needs/problems of parents or caretakers prevent them from fully participating
- Basic housing needs of families are unmet; this unmet need causes parents/caretakers to be unable to prioritize emotional, social and psychological needs
- Families are isolated and the lack of natural supports causes them to seek and/or rely on professional help
- Services that are provided to families lack sufficient intensity, frequency or duration to effectively address critical underlying needs such as poverty, poor parenting skills, parental depression, lack of employment, etc.

Remedies:

- Not yet developed, waiting for a data tool to be developed that can gather information and test root causes
- Currently addressing the gap related to crisis and developing a common approach across our department

Recommendations:

- Choose one gap at a time and focus on that to discover root cause and start to work on remedies



Measures of Success

- ❖ Will be determined when data is collected
- ❖ Ultimately is about serving families with what they need, in a way they need it, across the agency