

# Rock County Organizational Effectiveness

## Desired Future State:

- Establish shared values, roles and a mission
- Integrate practice around a trauma, family-centered, strength based and data driven approach
- Establish a philosophy around team-based practice with families and community partners
- Strengthen staff and supervisory team through a common case management approach and communication across practice areas

## Strengths:

- Interdivisional roundtables
- Flexible and open-minded staff
- Accessible and available supervisors
- Management team open to new ideas
- Human Services Board support
- Good communication/transparency
- Strong in-home services

## Priority Gaps:

- Lack of technology
- Do not have a shared mission for new division
- Lack of knowledge in regards to each others' roles
- Partners do not understand our mission
- No integrated case plan for cases shared across divisions
- Lack of teaming to support staff in effectively managing their workload

## *Topic: Integration of Child Protective Services and Juvenile Justice*

*Dates: July 2014-October 2014*



## Measures of Success

- ❖ Our mission, values and philosophy are evident in practice, including:
  - ❖ Using a strength based approach that encourages engagement and motivation
  - ❖ Case staffings and team meetings
  - ❖ Case supervision
- ❖ Supervisors build cross-functional teams
- ❖ Legal partners understand and cooperate with philosophy
- ❖ A team approach to casework

## Root Causes:

- Not a priority to understand other workers' roles
- Agency changes quickly and changes are not communicated
- Multiple assessments, timelines and plans exist for different types of cases
- Technology not used to its potential
- Lack of supports for social workers

## Remedies:

- Craft a mission statement that includes key values
- Review mission statement at quarterly division meetings
- Develop a list of key job functions for cross training
- Identify community groups to whom we can present our mission and vision
- Create an electronic manual to share current policy and procedures
- Focus on joint service planning by identifying all systems involved in cases

## Recommendations:

- Monitor ongoing remedies
- Continue to identify gaps in reaching the DFS. Do root cause and remedy work.
- Leadership/staff will seek out opportunities to integrate services in CYF section
- Develop/implement a family interaction model for use throughout the Division
- Develop a process for evaluating service providers
- Prepare interns to assist in supervised visitation. Use delegation tools.
- Develop mechanism for regularly communicating the results of ongoing remedies to all staff
- Advance communication with community partners to build alignment with the division's mission
- Establish a plan for ongoing follow-up support from WCWPDS and BRO

