

# Winnebago County Organizational Effectiveness

## Desired Future State:

In order to achieve our goal of partnership with families, we need to create alignment in our Supervisor Team to develop:

- Consistent processes for supervision and training
- A mutually respectful culture at all levels in which we seek understanding, listen without judgement, and openly communicate
- A collaborative approach to decision making at all levels
- Competence rooted in standards and best practice
- Service delivery in clear and consistent manner

## Strengths:

- A lot of external and internal resources
- Manageable case sizes
- Accessible and available supervisors
- Regular team meetings, info sharing
- STS and TIC work groups
- Creative and innovative staff

## Priority Gaps:

- Lack of strong team dynamics and relationships
- Perspectives are different among sups/staff
- Different definitions of TIC
- Differing approaches and beliefs regarding reunification and OHC

## Topic: Improving Engagement/Collaboration Internally and Externally

Dates: July-November 2015



## Measures of Success

- ❖ Workers are satisfied and like what they are doing
- ❖ Families are satisfied
- ❖ County partners are satisfied
- ❖ OHC placements decrease
- ❖ Time-in-placement decreases
- ❖ Relationships with partners are more equal

## Root Causes:

- Turnover within supervisory group
- CPS & JJ use different safety assessments and interventions
- Staff lack skill in incorporating trauma informed care into practice
- Workers/Sups have not developed a reward system related to decision making for safe reunification

## Remedies:

- Prioritize learning about each other and promote common work
- Supervisory team educates each other about assessments, statues, etc. used
- Create a system that rewards the safety decision-making process
- Increase staff competence, confidence, focus and time spent in making placement decisions
- Create a better understanding of trauma triggers and TI case planning
- Develop staff belief systems that support in-home placements and timely reunifications

## Recommendations:

- Continue to monitor ongoing remedies
- As remedies are fully implemented or ongoing, begin identifying ways to see if the measures of success are being met
- Communicate OE work accomplished and in process to date. Plan should include communication to all stakeholders
- Continue to identify ways to involve staff in ongoing OE work
- Continue to identify gaps, root causes and remedies related to elements of the DFS
- Establish a plan for ongoing follow-up support from WCWPDS on work in progress and the establishment of OE in the division's operations overall

