

# Organizational Effectiveness

## 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

*OE is a systemic and systematic approach to continuous improvement*



## 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

## Contact:

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

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

