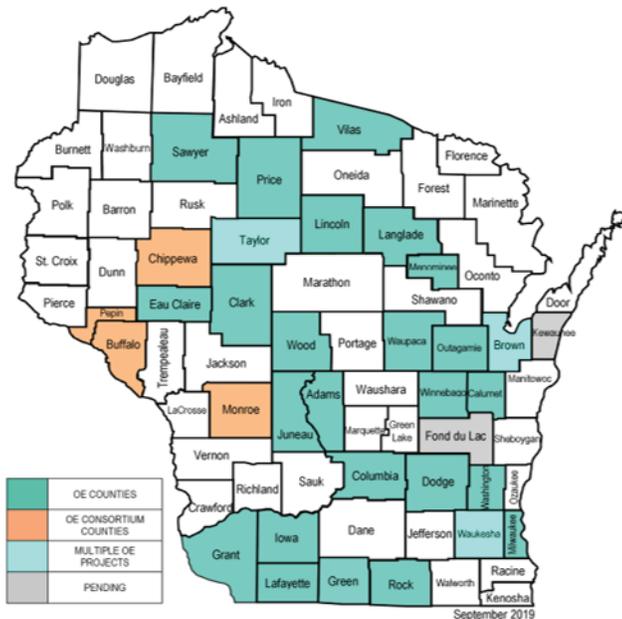


# Organizational Effectiveness



## 2018-2019 Topics/Goals

Recruitment & Retention

Improve Morale

Define Workflow

Teaming between Divisions

Reduce time children spend in OHC

Consistency in supervision

Improve timeliness & documentation on cases

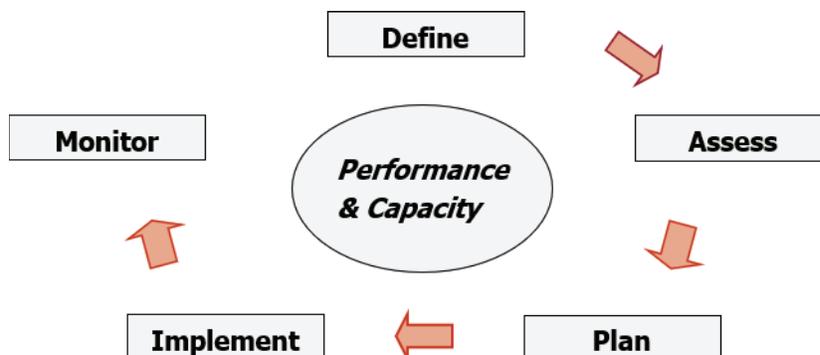
Reduce re-entry rates

Connect to agency mission/values

## About OE

Organizational Effectiveness (OE) is a method developed by the American Public Human Services Association to do continuous improvement by improving organizations from the “inside-out.” OE impacts performance, capacity, and client outcomes.

The DAPIM model is a learn-by-doing method used to assist in the OE process. Counties continue their OE work through facilitated meetings, boosters, and support offered by WCWPDS.



“The OE process gave us the push we needed to start making improvements. By using OE, we were able to start identifying root causes standing in the way of achieving our goals, and take tangible steps to build on successes and remove barriers. OE was the kick start we needed for change.” - Director

34

# of counties / projects to date

# 2018-19 OE Participant Survey Results

100%

reported their county had a form of OE sustainability

92%

reported their county had an excellent or good OE experience

100%

reported OE helped or is helping meet the needs of their original goals

## Project Outcomes

Conflict resolution protocols developed

More cohesive leadership team

Role clarity & communication between units

Agency mission and values developed

Addressed turnover and retention

Developed case transfer checklist

Established meeting guidelines

Modified interview process

and more

## Survey Comments

OE has been a critical influence in changing our practice, communication and overall satisfaction in our work environment.

If the OE process is used properly and with perseverance agencies can really make a lot of progress and changes. It is useful in so many areas and has become an asset in our department.

I think OE is a great process to incorporate into the kind of work that we do.

OE has allowed me, as an internal facilitator, to learn new skills and boost leadership confidence. OE is new to us, but we strongly believe in "living the OE way". I wish OE was something ALL counties went through!

Without OE, we would not be able to make the significant changes that we have made.

OE gave us a chance to have thoughtful, intentional communication, and a clear strategy to identify ways to work toward change.

OE creates a safe environment where everyone is able to have a voice, a vote and be part of the solution.

OE is a process that has been well received in our agency and we have already felt a shift in the culture and climate.

OE is a tool that supports work in our county to address root causes, discuss difficult issues and create solutions that are thoughtful, meaningful and action focused. OE is not a "one and done" opportunity.



**WCWPDS**

Wisconsin Child Welfare Professional Development System