

Juneau County Organizational Effectiveness

Desired Future State:

By building a workforce knowledgeable of services and the people who provide those services, we will create a cohesive agency. Staff will work together in a mutually respectful manner using good communication and sharing responsibility to provide family centered services. We will improve communication between DHS units. We strive to maintain a strength-based focus and positive outlook with each other to promote job satisfaction.

Strengths:

- We have devoted, hardworking staff
- We have good contracted providers
- Access to laptops & county cell phones
- We have knowledgeable IT support
- Our leadership is knowledgeable, dependable and supportive of change
- Our county board is supportive
- Good relationships with our partners
- Training opportunities are available

Priority Gaps:

- Lack of investment in employees
- Lack of knowledge; not understanding services offered by other units
- Lack of employee relationship building
- Community lacks education of what programs DHS offers
- Lack of Safety Services
- Lack of a mission statement for DHS
- Lack of knowledge of job roles has led to trust/relationship issues

Topic: Creating A System to Provide Seamless Services

Dates: January-April 2017



Area of Resolution

- ❖ Reduction in out-of-home-care numbers and time for children in out-of-home-care
- ❖ Increase in number of cases being teamed between the Children, Youth and Family Services Unit and the Behavioral Health Unit
- ❖ Workers will increase engagement with clients by having more face-to-face contact (time in the field)
- ❖ Increase in referrals from Children, Youth and Family Services Unit to the Comprehensive Community Services Program

Root Causes:

- Low trust between units
- Lack of training and orientation process
- Public relations are not strong enough
- Social media needs improvement
- Differing, goals, values & motivations
- Employees don't feel recognized

Remedies:

- Shared master calendar for DHS units
- Starting a county DHS Newsletter
- Face-to-face interactions for referrals are made in-person whenever possible
- DHS Resource Guide is being created
- Smaller group cross training will occur
- Workgroup formed to update Juneau County DHS technology/public info
- Conversation by mgt. team to discuss engaging staff in community activities
- Committee formed to develop an in-house safety program
- Employee suggestion boxes created

Recommendations:

- Continue to work towards completion of "Tracking Remedies" form. Maintain the monthly "check-in" meetings to monitor.
- Hold quarterly face-to-face OE Team meetings.
- Support the internal OE Facilitators.
- Continue Communication Planning with DHS employees, inform them of the work being done & engage in process.
- Continue efforts in face-to-face interactions w/ case staffing's & referrals
- Management team continue w/ conversations re: supporting staff in community networking.
- Explore the development of Mission, Values and Vision statements.
- Continue development of an in-house safety program.
- Repeat the 'Trust and Aim' exercise in six to twelve months.
- Continuing OE support through WCWPDS as needed.

