



#### IV. WORKSHEET 9: Strategies for Strengthening Internal Systems

System	Do current systems meet your needs? What needs are not being met?	Do you need to strengthen, expand, or create new systems?	Strategies and next steps	Resources needed for implementation
<b>Governance</b>	<p>Disconnected Governance Structure</p> <p>Fund Development</p>	<p>More interactive/trickle-down governance system.</p> <p>Recruit New and Improved Board Members</p>	<p>Board Orientation</p> <p>Increased communication with staff</p> <p>Staff attendance and presentation at Board Mtgs.</p> <p>Board tour programs/attend staff mtgs.</p>	<p>Authorization</p> <p>Support</p> <p>Interested Board Members</p>
<b>Communications</b>	<p>General lack of internal communication efforts.</p> <p>IT needs – networking of programs</p> <p>Intranet Education</p> <p>Client referrals internally</p> <p>Email Lists</p> <p>Pensacola – no communication with WC wide</p>	<p>Training</p> <p>IT Improvements</p> <p>More formalized orientation</p> <p>Implement a system</p> <p>Internal newsletter</p>	<p>Training</p> <p>IT Improvements</p> <p>More formalized orientation</p> <p>Implement a system</p> <p>Internal newsletter</p> <p>Top Level recognition of needs</p>	<p>Dedicated dollars for improved systems</p>



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<b>Fiscal management</b>	Sharing of cost center reports  Timely/accurate provision of information  Knowing budget and when use the funds  Approval and authorization process		Revised policies and procedures  Electronic fiscal software to share information  Decentralize fiscal staff  Educate staff  Indirect cost understanding (what does it cover)	
<b>Human resource management</b>	Need one – not a lot going on systems wise  1 person (1/2 time)  Program level – pretty good supervision		Performance evaluation  Goals and objectives  Basic HR Systems and staff  Improve recruitment efforts  Retention efforts	Money for competitive salaries
<b>Management information systems</b>	Better equipment  Better Software  Qualified staff	MIS Help – call Vegas first (need to change)	Decentralize MIS technical assistance  TP – needs MIS and database assistance	Staff and money



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<b>Admin (Grants, Contracts, Fundraising)</b>	<p>Approach foundations</p> <p>Understaffed – grants and fund development</p> <p>Take time from program staff to write grants</p>		<p>Staff writers (less reliance on contract staff)</p> <p>Contract mgmt staff</p> <p>Lessen administrative tasks of program managers</p>	<p>Dedicated money for staff</p>
<b>Service Delivery</b>	<p>Outpatient – lack of administrative help</p> <p>Desire to increase services</p> <p>Lack of administrative help – TP and MS</p> <p>Clinical Development (throughout plan and related to sustainability)</p>	<p>Add paid administrative staff to help at program levels</p> <p>Need clinical staff with ability to supervise someone going to licensure and all clinical staff.</p>		<p>Concerted effort to hire clinical supervisor.</p>
<b>Physical Plant</b>	<p>Aging building and one maintenance guy</p> <p>Funding</p>		<p>Relocation Rehab Fundraising</p>	<p>Earmark portion of indirect cost</p> <p>“WestCare Works”</p>