

NESCSO contract services for training and leadership development

Under NESCSO’s contract, BerryDunn’s Organization Development (OD) consulting team can provide a spectrum of services to transform your organization with more effective teamwork, person-centered service, streamlined processes, and performance in program outcomes. This is a brief overview of some of the solutions available to NESCSO members.

The NESCSO contract targets improvements in three major categories:



Organization Development services

Effective organizational change requires careful planning, abundant communication, and consistent leadership, and the support of those tasked with implementing it each day. Our team has helped clients, such as the Hawai'i DHS, chart a clear path for comprehensive culture change management. We work with clients to prepare and implement practical plans for managing change at every level of their organization.

OD initiatives systemically improve performance and program outcomes and develop a positive, person-centered culture. BerryDunn’s OD services can help clients:

- Build a shared understanding the organization’s vision, mission, values, and hopes for the future, as well as the needs of the communities served.
- Create a safe and innovative approach to identify and improve underlying issues or pain points in their organization that prevent optimal performance and program outcomes.
- Improve customer service and the client experience.
- Develop leaders and align personnel to common goals and the needs of program recipients.
- Create the talent development strategy and materials for seamless succession planning and enhanced resiliency to changing priorities.
- Develop a workforce that is confident, competent, consistent, and compassionate.
- Reduce wasted effort, potential, and impact.
- Foster an inclusive organizational culture and positive workplace.

BerryDunn has been a trusted partner for Medicaid agencies for more than 20 years. We help organizations align and achieve program goals, and we sustain our objectivity through our independence from any specific vendors. We leverage our expertise in Medicaid, enterprise systems, and work culture to help agencies structure their organizations for the most effective service delivery.

Direction

- Organizational assessment
- Organizational Excellence Inventory (OEI)
- Facilitating stakeholder engagement
- Strategic planning
- Change management

Design

- Organizational structure design
- Lean process improvement
- Team design
- Communications and metrics
- Human-Centered Design (HCD)

Talent development

- Developing leaders, executives, and workforce
- Coaching
- Customized training and retreats
- Customized job skills development and e-learning
- Talent development strategic planning and services

Fostering culture

- High-performance teams
- Inclusion and equity
- Empowerment
- Person-centered service
- Innovation and continuous improvement

Post-pandemic restoration and restructuring

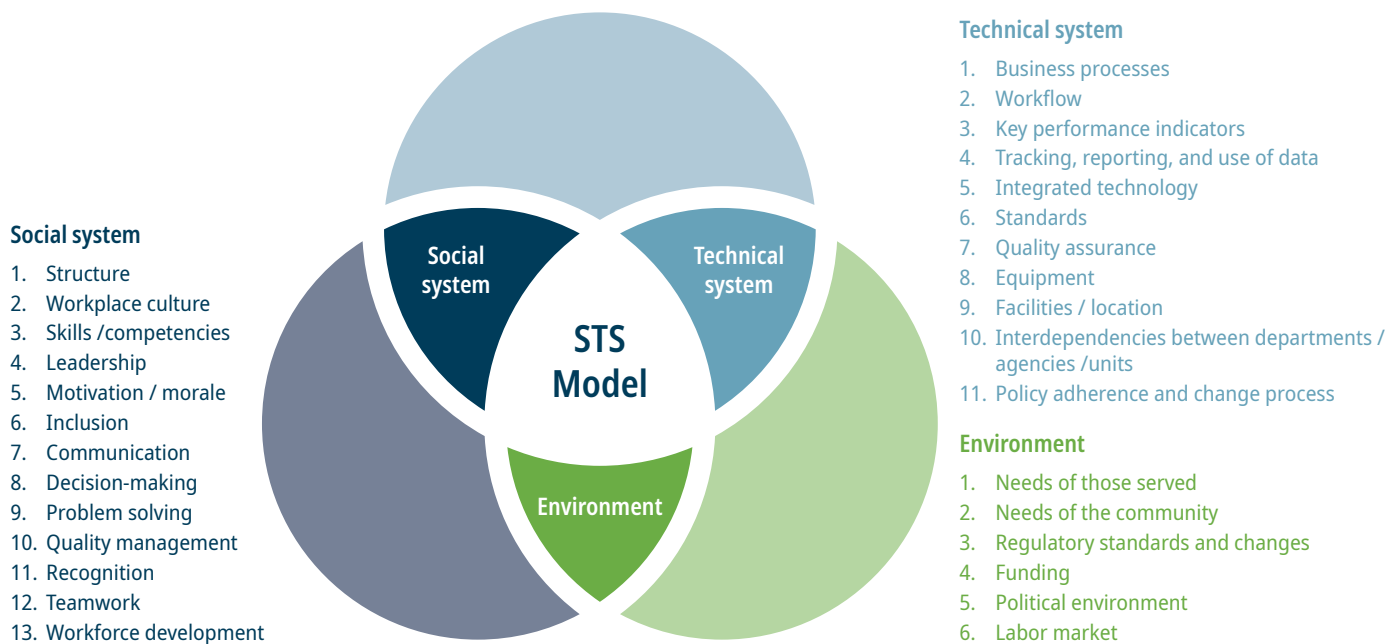
Building a person-centered Medicaid agency can be a challenge, even during the best of times. Now we are designing for the “new workplace”—with the compassion and flexibility to change as the needs of the community change and with the agility required to rapidly redesign processes to meet policy and Medicaid systems changes, new work environments, and person-centered decision-making.

Organizations are questioning their traditional structure with new considerations for the post-COVID-19 work environment. The new workplace will change how we structure the workforce, train employees, manage information, help ensure access to services, and lead people, policy, and processes.

BerryDunn teams leverage our expertise in Medicaid, enterprise systems, and work culture to help agencies structure for effective service delivery.

The BerryDunn approach to organizational transformation, based on a **Socio-Technical Systems (STS) model**, considers the human side of organizational change along with technical investments to meet the needs of the environment served. The STS model (see page 3) is applicable to small-scale changes or large, interagency endeavors. Training or talent development reinforces the integration of people and technology for optimal performance and morale. The following diagram illustrates the elements of the STS model.

The BerryDunn approach to organizational transformation— Socio-Technical Systems (STS) Model



Leadership and team development program

BerryDunn’s leadership and team development program incorporates best practices from high-performing teams and human motivation research to ensure a strong, sustained impact for participants.

Our approach is based on the following assumptions about the organization:

- The person and community served are at the center of everything we do.
- Each individual staff member has the ability to influence others in a positive direction. This is the basis of leadership.
- Each individual staff member can choose their attitude, approach, and use of tools provided to have a positive impact on others.
- Teamwork and a positive workplace inspire performance.
- Leaders model and motivate teamwork.

This program consists of a series of ten workshops, listed below. Organizations experience the highest impact by participating in the entire series, but the program design is highly customizable. We can facilitate staff surveys, reading materials, application assignments, concurrent coaching, pre- and post-session surveys, and a modified approach to align with organizational goals and participant readiness.

1. Success in the shifting role of leadership
2. Effective communications and building a positive workplace
3. Coaching high performance
4. Communications for an inclusive team
5. Leading change
6. Coaching and accountability
7. Leading organizational health and strength-based teams
8. Leading with influence and emotional intelligence
9. Leading process improvement
10. Strategic leadership

We're here to help

Visit us at berrydunn.com, or contact one of our organization development consulting team leaders.

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For additional information on these contracts, including the scope of services and rate structures, please email pqcv@berrydunn.com and a member of our team will assist you. Please check back often as we continue to build our list of contract vehicles.



With offices and employees located in 40+ states—
wherever you are based, we look forward to working together.

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