

Practicing Positive Organizational Culture in TANF Offices

Lessons from the Literature

Set Clear and Consistent Program Goals



- Clearly state agency's overall mission and ensure goals align with the mission
- Frequently reiterate mission and goals

Encourage Innovation



- Pilot new service delivery approaches
- Provide staff opportunities for dialogue and constructive feedback about their performance when implementing new processes

Prioritize Staff Development and Empowerment



- Use training to reinforce technical expertise and staff understanding of agency goals
- Give frontline staff autonomy to exercise discretion to better serve clients

Create a Client-centered Focus



- Create welcoming office environments that promote transparency about processes and set client expectations
- Simplify processes and workflows

For more details, see the full literature review at:

www.acf.hhs.gov/opre/resource/organizational-culture-in-tanf-offices-a-review-of-the-literature



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