OPEN SYSTEMS MODEL

External Feedback

(Accountability)

Vision

NEED
(Resources)
Material
Funds
Staff

DO
(Processes)
Policies,
Procedures,
Rewards
Plans, Tasks

WANT
(Results)
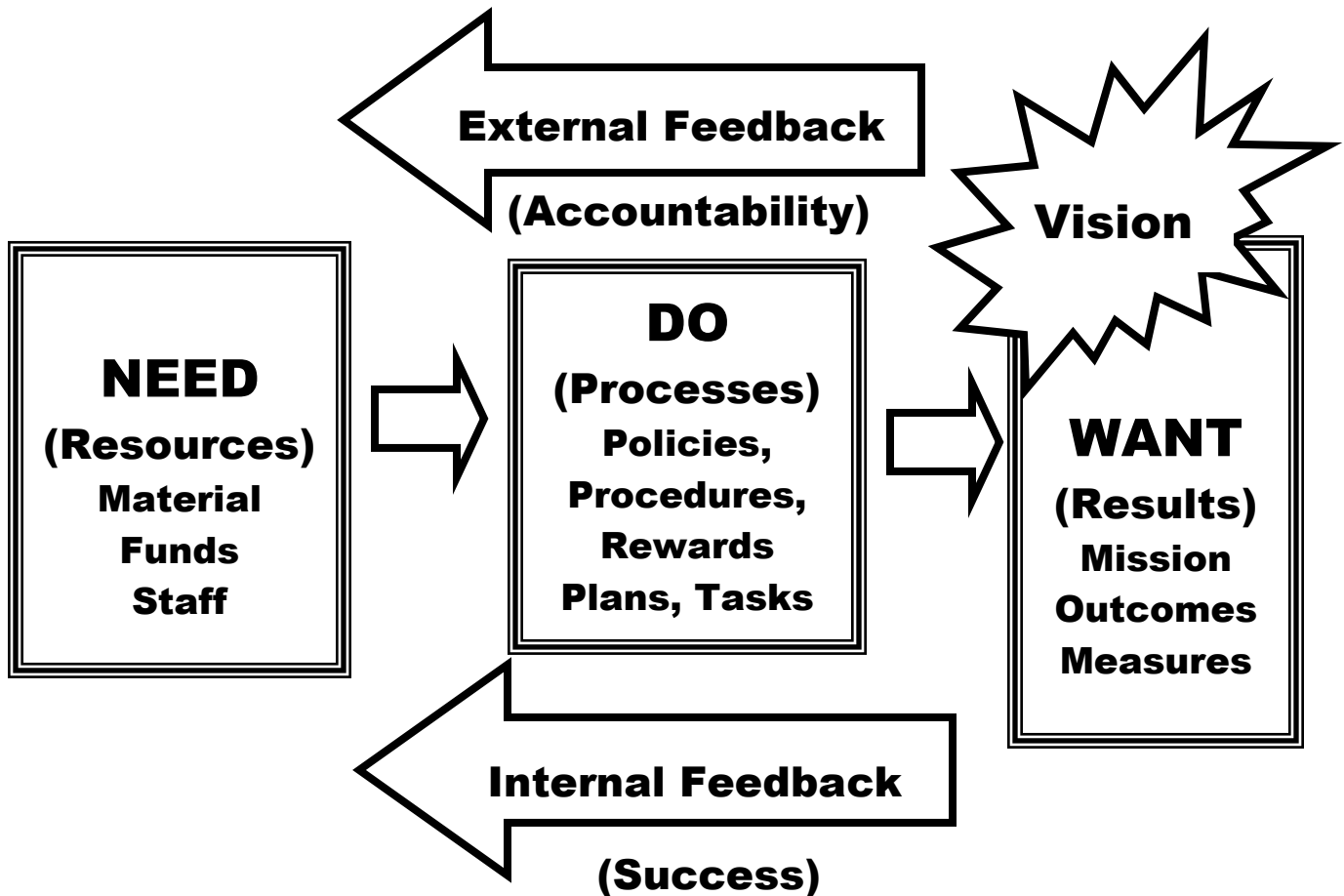**Mission**
Outcomes
Measures

Internal Feedback

(Success)

Successful implementation of the Open Systems Model requires supervisors to develop and carry out the following tasks:

- A positive vision of the future (what the unit aspires to become).
- Unit critical outcomes
- Measures of internal unit performance (success)
- Measures of external effectiveness with clients and in collaborating with other units (accountability).
- Assessment of worker performance
- Fostering the worker's ability to self-assess and gain proficiency through experience,
- Promoting worker adherence to social work values,
- Promoting unit use of culturally competent strategies and skills.