



Case Study

Williams County, Ohio
Dept of Job and
Family Services

The Challenge

The Williams County, Ohio, Department of Job and Family Services was contending with employee leaves of absence and facing substantial turnover issues. Its leadership was interested in augmenting existing communications channels in order to strengthen staff relationships and build department culture. With an end goal of increased retention, leaders were looking for additional opportunities to connect and encourage manager-employee conversations.

“Workforce retention is a focal point in the county, and it’s especially important in the field of children services,” said Department of Job and Family Services Executive Director Fred Lord. **“Retention is critical to our ability to create and maintain established relationships with Williams County families in need and to provide consistent service to them.** We know that employee engagement and organizational health are foundational to our efforts to avoid turnover and staff vacancies, so **we embraced SigBee as another opportunity for problem solving.”**

The Solution

In an effort to capture previously missed signals, Lord consulted with Greg Tipping, Principal and Managing Director of the Tipco Group, which provides strategic and technology consulting for Health and Human Services organizations. With nearly 30 years in the industry, Tipping is known for maximizing technology to deliver high-quality service quickly and efficiently. So, Lord knew he could trust Tipping’s counsel on leveraging SigBee’s platform as a complement to his department’s existing communications channels.

“I am passionate about helping HHS organizations secure services that will help them support families and grow as part of their greater community,” Tipping said. **“It’s why I’m happy to partner with SigBee and introduce the platform to agencies like Fred’s.”**



Signal Strength

The SigBee platform provided the Williams County team with the opportunity to check in daily when other established channels were providing the opportunity on a more limited basis. Williams County Job and Family Services leaders found the platform's journal entries to be especially helpful in providing context about areas where staff members may have need additional support but had not requested it. Prompts in the quick and easy check-in process helped employees signal for help and equipped supervisors to respond quickly and qualitatively.



The Results

SigBee's signal strength provided real-time, actionable insights about team connection, employee engagement, and job confidence. The platform helped leadership better understand what many staff members were facing, both professionally and personally.

Armed with information, leaders were able to provide training in areas such as assertiveness and time management. They also were able to use the data to address team inclusivity and cohesiveness.

"SigBee has been a valuable communication tool," said Monica Gazarek-Evans, Administrator of Williams County Children's Services. "It only takes users moments to complete, and **it allows immediate access to current information to keep your thumb on the pulse of the culture and wellbeing of your team.** SigBee has helped us identify concerns of team members early on in order to communicate ways to minimize the impact to everyone."

SigBee

SigBee is an innovative platform for employee engagement, organizational health, and effectiveness. We help build more resilient organizations by beginning with the individual and collecting, processing, analyzing, and routing meaningful signals through all levels of an organization. Ours is an easy-to-use user application that provides real-time data to direct supervisors and leadership so they can support their teams.

SigBee combines the science of technology with the art of human interaction, creating a powerful system for checking in with each other. **We're changing the way people show up for each other.**

