

## World Services consults with Republic of Georgia's NCDC

In November and December, 2009, World Services of La Crosse conducted an assessment for the Republic of Georgia's National Center for Disease Control and Prevention (NCDC). Now in early, 2010, World Services has provided consultation and training to NCDC leadership to identify strategies to address issues documented by the assessment process.

The organizational performance assessment, designed to enhance NCDC's organizational structure and processes as well as its human resource management functions, has been embraced by NCDC leadership. World Services was retained by World Learning FORECAST in Tbilisi to manage the assessment, working with a team of consultants from Tbilisi. Local partners in the project include "Partners-Georgia," United Nations Association Georgia and



Consultant David Tornberg, MD, MPH, Vice President and Chief Medical Officer at Logistics Health (left) worked with Levan Baidoshvili, Head of the NCDC Communicable Disease Prevention Service and other NCDC leaders to assess the optimal organizational structure for the NCDC.

the Applied Research Center. Dr. David Tornberg, Vice President and Chief Medical Officer at Logistics Health also traveled to Tbilisi and provided consultation.

The NCDC was created two years ago through a merger of a former national lab with the public health service in Georgia. As with any merged organization, there remain some areas of overlap, some systems or processes

not sufficiently adapted to the new structure and the challenge of communicating big changes to 350+ employees.

Organizational performance was considered from the perspective of administrative and management functions—including structure, communication, position descriptions, written policy and how management procedures in practice compare to those policies. With local partners, World Services developed and implemented an employee survey, conducted focus groups with departments to assess internal customer service and conducted interviews with key leadership. NCDC's external stakeholders also reported on the organizational processes and their responses were integrated with the information gathered to achieve a 360 degree view of the current status of administration, management and human resource functions.

## Open World awards grants to World Services to host Russia/Ukraine and Eurasian delegations in 2010

In two separate grants: one for Russia and Ukraine and one for Eurasian countries, the Open World Leadership program has contracted with World Services of La Crosse (WS) to host 24 delegations in 2010. The delegations, coming from six countries, will visit a total of 11 different states from February through December. The tradition of working

with Sister Cities International (SCI) will continue as WS and SCI work together to recruit U.S. hosts and nominees to travel to the states from other countries. The Open World Program offers opportunities to enhance existing relationships and to create new networks and projects, supporting the missions of WS and SCI.

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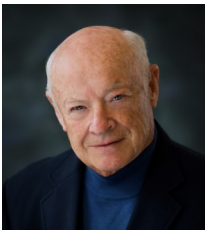
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## Kazakhstan delegates implement food quality, safety standards

Knowledge learned in Wisconsin to ensure food safety throughout the food supply chain is being put to good use in Kazakhstan. Based on a nine-month evaluation, with 8 of the 10 Kazakhstan alumni responding, 100% said they are using their newly acquired skills and knowledge.

The delegates traveled to Wisconsin August 13-September 3, 2008. Through a network of local and statewide professionals accessed by World Services, delegates explored and observed methods and technologies used by U.S. food processors and distributors to meet international food safety and quality standards. They also learned how American business and government agencies collaborate to ensure food safety standards are met.

This knowledge is important as Kazakhstan positions itself to become a regional transport hub as well as a transit route for the exchange of goods between Europe and Asia. At the nine-month evaluation point, the alumni said they have implemented several strategies, among them:

- ◆ Food quality and safety standards,

## Seeking funds to improve water quality

World Services has been providing consultation to two mayors in Moldova who are seeking support to rebuild the public water supplies in their villages. Open World Program alumni also have been working with World Services to identify financial support. If you are interested in supporting this project, please visit the World Services website.

- ◆ ISO22000 and HACCP program roles for food processing, production and distribution,
- ◆ US system of government planning and ordering food from private farmers,
- ◆ Computerized conveyor system in meat factory, which involves three instead of 40 people,
- ◆ Private sector cooperation with the government
- ◆ Methods of effective cattle breeding and
- ◆ Management of agricultural organization and forage resources.

## La Crosse home hosts needed in May

World Services will host a USAID "Community Connections" delegation from Moldova. A professional "Hospital Administration" program is being developed. Home hosts are needed for all or a portion of the Moldovan physician/ administrators three week visit, May 12 - June 2, to the 7 Rivers Region. Please contact World Services about this opportunity to learn about Moldova and share the Coulee Region with our global friends.



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For more information, contact World Services at 608-781-4194.

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