



BODIOP
CONSULTING

See the system. Shift the outcome.

CLIENT RESOURCE

Organizational Development Consulting Portfolio

See the system. Shift the outcome.

WHAT THIS PORTFOLIO SHOWS

How BODIOP approaches recurring organizational problems, where the work can help, Jackson Ball's qualifications and prior results, examples of potential engagements, and the practical deliverables a client may receive.

Jackson Ball, M.S. I-O Psychology

Founder & Principal Consultant | Organizational Solutionist

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See the system. Shift the outcome.

WHEN WORK ISN'T WORKING, THE PROBLEM ISN'T ALWAYS THE PEOPLE.

BODIOP helps leaders identify what is really creating recurring problems - then improve the people, leadership, workflow, communication, accountability, data, and systems behind the outcome.

DOES ANY OF THIS SOUND FAMILIAR?

"Everything has to go through me."

"Different teams do the same work differently."

"No one is clear on who owns what."

"We keep fixing the same problems."

"People were trained, but nothing changed."

"We've grown, but our processes haven't."

THE PROBLEM YOU SEE MAY NOT BE THE PROBLEM YOU HAVE.

That is organizational development: diagnosing the system behind the symptom and improving how the organization actually works.

FIND THE REAL PROBLEM

Identify root causes behind recurring performance, workflow, leadership, workforce, and operational challenges.

REDESIGN HOW WORK WORKS

Clarify roles, streamline processes, strengthen accountability, and align policy, training, data, and systems.

MAKE IMPROVEMENT STICK

Support implementation, communication, coaching, measurement, and continuous improvement so change lasts.

WHAT BODIOP CAN HELP IMPROVE

Leadership & Management	Workflow & Process	Role Clarity & Accountability	Training & Competency
Change & Adoption	Performance Measurement	QA/QI & Data Integrity	Policy & Standardization

WHY BODIOP

I-O psychology + operational leadership + systems thinking.

- 18 years in regulated health & human services across operations, QA/QI, compliance, training, and organizational development.
- M.S. in Industrial-Organizational Psychology - 4.0 GPA, Passed with Distinction.
- Director-level experience translating organizational problems into practical systems, tools, and implementation.
- Specialized expertise in behavioral health, I/DD, mental health, substance use services, and regulated or growing organizations.

SELECTED PRIOR IMPACT

15 → 1

citations in 6 months

95%

documentation quality improvement

80-120

internal audits per quarter

12

departments analyzed for performance & compliance

PARTICULARLY WELL SUITED FOR: Behavioral Health | I/DD | Mental Health | Substance Use | Human Services | Regulated & Growing Organizations

TELL ME WHAT'S NOT WORKING.

Learn what may be creating it.

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WHAT DOES ORGANIZATIONAL DEVELOPMENT ACTUALLY DO?

Different workplaces. Same kinds of organizational problems. BODIOP helps you understand why something is not working the way it should - then improves the people, processes, leadership, and systems behind it.

IF THIS SOUNDS FAMILIAR, HERE'S WHAT OD LOOKS AT

HAIR SALON

Common concern: "Stylists keep running behind."

OD looks at: booking rules, service timing, assistant roles, late-client policies, training, and station flow.

What it may mean: The issue may be bigger than individual time management.

HEALTHCARE / HUMAN SERVICES

Common concern: "We keep finding the same documentation errors."

OD looks at: workflow, training, policy, data controls, accountability, workload, supervision, and reporting.

What it may mean: Repeated errors often signal a system issue.

CONSTRUCTION / TRADES

Common concern: "Nothing gets done unless the owner is there."

OD looks at: roles, delegation, supervisor capability, standards, decision authority, training, and accountability.

What it may mean: Owner dependence can often be reduced through clearer roles and systems.

BARTENDING / RESTAURANT

Common concern: "Service is too slow."

OD looks at: staffing, layout, POS flow, handoffs, inventory, role clarity, and peak-hour workflow.

What it may mean: The bottleneck may be in the system, not the bartender or server.

EDUCATION

Common concern: "Teachers aren't implementing the new program."

OD looks at: rollout design, leadership, time, resources, communication, training, expectations, and support.

What it may mean: The barrier may be implementation conditions, not resistance.

REAL ESTATE / OFFICE

Common concern: "People aren't following up, and meetings go nowhere."

OD looks at: role ownership, CRM/process design, expectations, decision rights, measurement, communication, and follow-through.

What it may mean: Clear ownership and systems can improve performance.

THE EASY WAY TO START WITH BODIOP

You do not need to know which consulting service you need or diagnose the problem before reaching out. BODIOP looks at the whole system - people, leadership, workflow, communication, accountability, data, and processes - to understand what is creating the outcome and what may need to change.

IF YOU'RE SAYING...

"We keep having the same problem."

"Everything depends on me."

"We tried to fix it, but nothing changed."

START WITH THE PROBLEM.

Bring the issue as you experience it.
Start with one question.

**What's not working
the way it should?**

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Scan to connect

WHERE BODIOP CAN HELP

Organizational problems rarely live in one department

BODIOP connects leadership, workforce, workflow, policy, data, accountability, and implementation rather than treating each symptom separately.

Leadership, Change & Workforce Support	Organizational Diagnostics & Performance	Systems, Policy & Training
- Leadership development and manager support - Change strategy and implementation - Role clarity and decision rights - Communication and accountability systems - Workforce strategy and employee experience	- Organizational assessment and root-cause analysis - KPI and performance-measure development - Dashboards and executive reporting structures - Process mapping and pattern analysis - Surveys, evaluation, and continuous improvement	- Workflow and process redesign - Policy, procedure, and SOP alignment - Training design and facilitation - Competency and performance-support tools - Tracking systems and implementation resources

A STRONG FIT WHEN...

The same problem keeps returning; growth has outpaced systems; managers are inconsistent; roles or ownership are unclear; compliance pressure is increasing; data exists but does not support decisions; training is not changing behavior; or a major change is not sticking.

Specialty depth: behavioral health, I/DD, mental health, substance-use services, healthcare/human services, Medicaid-funded operations, and other regulated or compliance-heavy environments. The OD methods can also be applied across industries.

THE BODIOP APPROACH

Diagnose before prescribing

The visible problem is the starting point. The work focuses on understanding what is producing it and designing changes the organization can actually use and sustain.

1. FRAME

Clarify the business problem, desired outcome, stakeholders, constraints, and what success needs to look like.

2. DIAGNOSE

Examine leadership, roles, workflows, policy, communication, data, workload, training, systems, and accountability for patterns and root causes.

3. PRIORITIZE

Separate symptoms from drivers, identify risks and leverage points, and establish the highest-value improvement priorities.

4. DESIGN

Build practical workflows, decision structures, measures, tools, policies, training, or leadership supports matched to the diagnosis.

5. IMPLEMENT + MEASURE

Support rollout, communication, coaching, adoption, progress monitoring, and continuous improvement so the change does not stop at recommendation.

BODIOP is designed to work with leaders and employees rather than around them. The goal is not change for its own sake; it is clearer systems, stronger performance, and improvements that can be maintained after the engagement.

PROFESSIONAL CREDIBILITY

Meet Jackson Ball

Founder & Principal Consultant | M.S., Industrial-Organizational Psychology



ORGANIZATIONAL SCIENCE + OPERATING REALITY

Jackson is a strategic, data-informed organizational-development and I-O psychology professional with 10+ years improving leadership, workforce practices, systems, compliance, and performance in complex health and human-services environments, within 18 years of total sector experience.

Her perspective combines graduate training in industrial-organizational psychology with experience leading operations, QA/QI, compliance, staff performance, workflow redesign, training, policy/SOP alignment, data analysis, and organizational change.

That combination supports consulting that is analytical enough to diagnose patterns and practical enough to work inside real operating constraints.

18 yrs health & human services experience	10+ yrs systems / performance improvement	12 depts agency-wide KPI/compliance analysis	6,000 client-record operational scope
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WHY THIS MATTERS

BODIOP is informed by both the science of organizations and firsthand experience with the competing demands leaders face: people, performance, compliance, data, workflows, limited capacity, and the need to make change work in practice.

EDUCATION + EXPERIENCE

Built from organizational science and operating experience

Academic preparation supports the method; long-term operational experience supports the application.

4.0 graduate GPA	30 employees supervised in IDD programs	80-120 internal record audits per quarter	1 -> 5 divisions supported through expansion
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EDUCATION M.S., Psychology - Industrial-Organizational Psychology Southern New Hampshire University 2026 GPA 4.0 Passed with Distinction B.S., Psychology Belhaven University 2012	CORE CAPABILITY AREAS • Organizational diagnostics & systems thinking • Leadership consultation & workforce strategy • Change implementation & adoption • KPI development & executive reporting • Process and workflow redesign • Learning design, training & competency • Survey design & evaluation • QA/QI & continuous improvement • Policy, SOP & regulatory alignment
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SECTOR DEPTH Behavioral health, I/DD, mental health, substance-use services, Medicaid-funded operations, healthcare and human services, and CARF/CMS/HCBS/HIPAA-regulated environments - with methods that translate to other organizations facing similar leadership, workflow, performance, and change challenges.
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SELECTED PRIOR IMPACT

Evidence of organizational-development capability

The results below come from Jackson's prior in-house leadership and operational roles. They are not presented as completed external BODIOP client engagements.

Agency-wide performance visibility Developed an agency-wide KPI and compliance analysis/reporting framework and reviewed performance trends across 12 departments, helping leadership identify gaps and improvement priorities.	Quality-system redesign Redesigned workflows, tracking, SOPs, audit routines, and corrective follow-through in an agency-wide records function; citations decreased from 15 to 1 within six months.
Performance-management redesign Supervised 30 employees across four IDD residential programs and redesigned annual performance appraisal around position-specific KPIs, measurable goals, coaching, and accountability.	Expansion + standardization Partnered with executive leaders to support expansion from one to five divisions through standardized documentation, QA processes, training, and regulatory alignment.
Documentation quality Prior QA/QI, training, and process reinforcement produced a 95% improvement in documentation quality.	Authorization performance Improved Medicaid authorization performance by 90% through stronger coordination, documentation controls, tracking, and follow-through.

THE COMMON THREAD

The work consistently connects diagnosis to systems redesign, implementation, accountability, and measurement - the same pattern BODIOP brings to consulting engagements.

REPRESENTATIVE ENGAGEMENT SCENARIOS

What a BODIOP engagement could look like

These examples illustrate how BODIOP may approach common organizational challenges; exact scope depends on the client, data, priorities, and desired outcomes.

"We keep missing deadlines." Assess handoffs, ownership, workload, escalation, tracking, and communication. Redesign the workflow, clarify responsibilities, build status visibility, and establish accountability points.	"Our managers all do things differently." Clarify leadership expectations and decision rights; assess capability gaps; align supervision practices, coaching, training, performance measures, and feedback loops.
"We keep finding the same compliance problems." Map the policy-to-practice process, inspect controls and documentation patterns, identify failure points, align SOPs/training/monitoring, and build corrective-improvement routines.	"We have data everywhere but no clear picture." Define the decisions leaders need to make, identify meaningful measures, improve data quality, build reporting structures and dashboards, and establish a usable review cadence.
"We are growing faster than our systems." Assess structure, roles, governance, workflow, communication, standards, and capacity; design scalable processes and implementation priorities for the next stage of growth.	"We tried training, but nothing changed." Determine whether the barrier is knowledge, role clarity, workflow, resources, reinforcement, leadership behavior, incentives, or process design - then address the actual driver.

MAKE CONSULTING TANGIBLE

What a client may actually receive

BODIOP engagements are designed to produce usable decision-support and implementation resources - not recommendations that sit on a shelf.

Organizational Diagnostic Findings, patterns, root causes, risks, and prioritized recommendations.	Executive Briefing Decision-ready summary of what is happening, why it matters, and what to do next.
KPI / Dashboard Framework Measures, definitions, thresholds, reporting cadence, and performance visibility.	Process Map & Workflow Current-state and future-state flow, handoffs, responsibilities, and failure points.
Policy / SOP Alignment Crosswalk of expectations, procedures, role ownership, and implementation gaps.	Training & Competency Tools Training content, facilitation materials, practice tools, and competency checks.
Implementation Roadmap Priorities, owners, sequencing, milestones, communication, and adoption supports.	Tracking / Decision-Support Tools Structured trackers, validation logic, status categories, and leadership reporting.
SCOPED TO THE NEED Not every project requires every deliverable. BODIOP scopes the work around the actual problem, decision-makers, available data, implementation capacity, and the outcomes the organization needs to improve.	

ENGAGEMENT OPTIONS

From diagnosis to sustained improvement

Contract length is matched to the complexity of the problem, breadth of the organization, amount of implementation support required, and the pace at which change can realistically be absorbed.

3-Month Focused Engagement Best suited to a defined problem requiring assessment, prioritization, targeted redesign, and initial implementation support.	6-Month Build + Implement Supports deeper diagnosis, solution design, tool/process development, leadership support, training, rollout, and early measurement.
9-Month Multi-Workstream Change Provides time for broader or cross-functional redesign, phased implementation, stakeholder support, performance tracking, and adjustment.	12-Month Sustained Transformation Designed for complex or organization-wide change requiring multiple phases, leadership reinforcement, measurement, and continuous-improvement cycles.

HOW AN ENGAGEMENT STARTS

Start with the problem, not a predefined package. BODIOP clarifies what is not working, the outcome you need, available evidence, key stakeholders, and organizational constraints. Scope, deliverables, timing, and pricing are then defined in a written proposal. If the parties sign a consulting agreement, a \$3,500 contract initiation retainer is due upon signing and before project work begins; unless the final agreement states otherwise, it is credited toward the first biweekly consulting invoice.

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