PROBLEM

- ND is 1 of 9 states that is state funded county administered
- Top 3 for highest cost per SNAP case in the nation
- 53 counties = 53 different interpretations of policy and process
- Historically funded by property taxes which creates significant disparities in programs and services offered across the state
BUT IMPROVING PROGRAMS IS MORE THAN LOOKING AT STRUCTURE: PROCESS AND CULTURAL CHANGE MUST ACCOMPANY STRUCTURAL CHANGE

3 Key Levers for Change

- 3 Core Areas
  - Process
  - Structure
  - Culture
- Focus is on service delivery to the client in the most effective and efficient way possible
- Seek to remove geographic, political and cultural boundaries to deliver smart, efficient and compassionate human services
- Primary Stakeholders
  - Individuals & Families
  - Taxpayers
  - Employees
The Seductive 7

- More Money
- More Technology
- More Reorganization
- More Strategic Planning
- More Data
- More Training & Communication
- More Accountability & Assigning Blame
Where do we start?

Child Protective Services
### Defining the Problem

#### TIMELINESS

<table>
<thead>
<tr>
<th>SFY 2018</th>
<th>Pilot</th>
<th>Non-Pilot</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Row Labels</strong></td>
<td><strong>Average of Compliance25</strong></td>
<td><strong>Average of Compliance45</strong></td>
<td><strong>Average of Compliance62</strong></td>
</tr>
<tr>
<td>Pilot</td>
<td>7.35%</td>
<td>22.65%</td>
<td>40.88%</td>
</tr>
<tr>
<td>Badlands</td>
<td>7.99%</td>
<td>17.84%</td>
<td>32.34%</td>
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<tr>
<td>Southeast</td>
<td>7.14%</td>
<td>24.22%</td>
<td>43.69%</td>
</tr>
<tr>
<td>Non-Pilot</td>
<td>12.85%</td>
<td>30.51%</td>
<td>51.09%</td>
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<tr>
<td>Lake Region</td>
<td>9.86%</td>
<td>33.97%</td>
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<tr>
<td>North Central</td>
<td>13.65%</td>
<td>32.11%</td>
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<tr>
<td>Northeast</td>
<td>6.16%</td>
<td>22.00%</td>
<td>47.96%</td>
</tr>
<tr>
<td>Northwest</td>
<td>11.16%</td>
<td>30.93%</td>
<td>50.14%</td>
</tr>
<tr>
<td>South Central</td>
<td>22.62%</td>
<td>50.45%</td>
<td>78.10%</td>
</tr>
<tr>
<td>West Central</td>
<td>14.17%</td>
<td>26.13%</td>
<td>45.92%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>11.22%</strong></td>
<td><strong>28.19%</strong></td>
<td><strong>48.07%</strong></td>
</tr>
</tbody>
</table>
Targets

Goal 1: Conduct a face to face with the child(ren) within 3 days of the report.

Goal 2: Complete 50% of cases in 25 days, 75% in 45 days and 95% in 62 days.

Goal 3: 95% of case determinations will have a full kit prior to determination.
Success

Goal 2: Complete 50% of cases in 25 days, 75% in 45 days and 95% in 62 days.
WHERE DO WE START?

CENTRAL BACKGROUND CHECK UNIT
DEFINING THE PROBLEM

- Childcare providers experiencing staffing shortages and ultimately room closures
- Fingerprint based background checks were exceeding 25 days
- High percentage of errors on forms
- Highly duplicative information on all forms
TARGETS

- Complete 80% of background checks in 10 days
- 10% error rate on forms

SUCCESS

- Average background check is 6-8 days
- Combined three forms into one form
- Error proofed form
Thank you!

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