



G**MB**

**Getting Big Results in
Social Services**

Nature of the work is demanding/complex

Lack of time to build strong relationships with clients

Unstable, inexperienced workforce due to low morale and retention

Insufficient capacity to serve people effectively

Continually receive more work

Challenges

Too much evolving policy, training, forms, QC, IT, etc.

Services often result in poor outcomes and people return or deepen into systems

Less of our existing time and resources are spent on quality work with people who need it

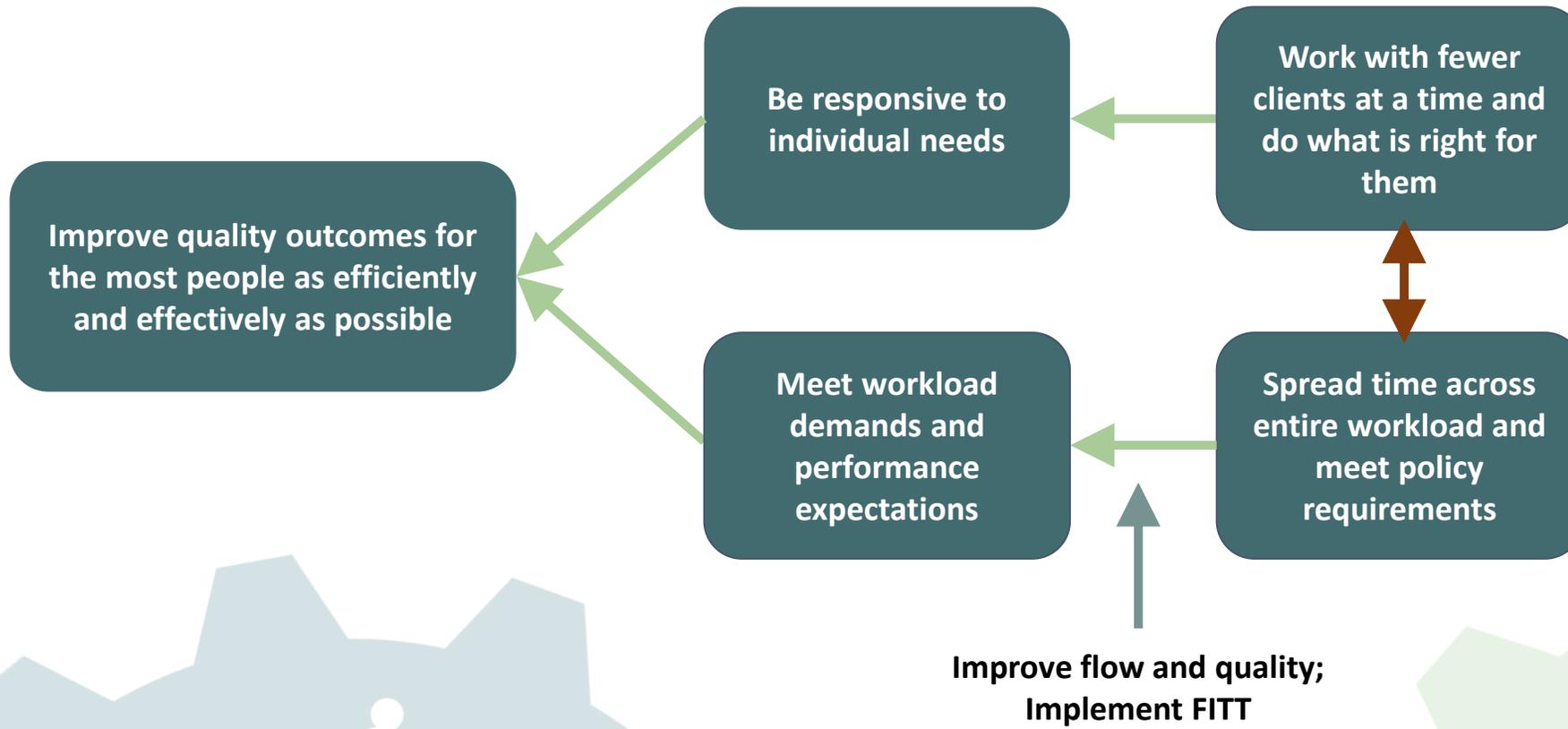
The system makes it hard to focus on people and meet their needs

Constant, daily interferences and interruptions

VICIOUS CYCLE



Core Conflict



VIRTUOUS CYCLE



Strategies



Set Management and Stakeholder Mindset for Focus, Flow and Quality

Plan Project

Generate & Manage Capacity

Use Capacity to Implement Best FITT (frequency, intensity, time and type)

Child Welfare Pilot

GOAL

Measurably focus more of our existing time and resources on individuals and families who need it. Solutions should always be a triple win for customers, employees and taxpayers.

SOLUTION

Measurably improve child protection and family preservation in non-recidivism of perpetrators and victims.

STRATEGIES

Measurably increase and manage capacity in order to improve the engagement with families in meeting their individual needs, especially to strengthen safety and reduce risk.

EVALUATION

Compared 12 months of pre-pilot data and/or compared pilot site to the rest of the state during pilot period.

Physical Changes

Set Goal and Ambitious Target

Frontload Time and Resources for Flow

Simplify and Adjust Case Assignment

Daily Visual Team Planning for Case Movement, Milestone Management and a Culture of Completion

Quality Work with Those in Need

WIP Board

Safety Face-to-Face Victim Interview History Review Referent Interview SDM Safety Decision	Parent Contact Interview Mother(s) Interview Father(s) Home Visit	Risk 3rd Party Collateral Contact(s) Perpetrator Interview SDM Risk Decision	Staffing AAG's Supervisor	Interventions CFTM Home Visit(s) Parent Contact Staffing(s)	Case Transfer Coordinated Meeting PSC PSS SCF	Case Closure Finding NAA Letter Referent Letter Family Notice	Quality Assurance/ Supervisor Review	Court involvement
<p>WIP</p> <p>STAN</p> <p>TRISA</p>				<p>Murphy 13 Oct 12 Nov 2</p>				
			<p>Goodman 6 Nov 6 Dec</p>				<p>Harris 10 Nov</p>	
	<p>Winters 17 Nov 14 Dec</p> <p>Winters 17 Nov 14 Dec</p>			<p>Grisham 01 Nov 01 Dec</p>			<p>Winters 17 Nov 14 Dec</p>	
<p>Audrey</p> <p>Doris 03 Nov 14 Nov</p> <p>Talbot 23 Nov 16 Dec</p> <p>Apodaca 17 Nov 16 Dec</p> <p>Winters 17 Nov 14 Dec</p> <p>Winters 17 Nov 14 Dec</p> <p>Winters 17 Nov 14 Dec</p>	<p>Winters 17 Nov 14 Dec</p>	<p>Winters 17 Nov 14 Dec</p>		<p>Winters 17 Nov 14 Dec</p>			<p>Winters 17 Nov 14 Dec</p>	
<p>Joe</p> <p>Winters 17 Nov 14 Dec</p>	<p>Winters 17 Nov 14 Dec</p>	<p>Winters 17 Nov 14 Dec</p>		<p>Winters 17 Nov 14 Dec</p>			<p>Winters 17 Nov 14 Dec</p>	<p>Winters 17 Nov 14 Dec</p>
<p>Winters 17 Nov 14 Dec</p>	<p>Winters 17 Nov 14 Dec</p>	<p>Winters 17 Nov 14 Dec</p>		<p>Winters 17 Nov 14 Dec</p>			<p>Winters 17 Nov 14 Dec</p>	
<p>Daily Tasks</p> <p>Winters 17 Nov 14 Dec</p>	<p>Winters 17 Nov 14 Dec</p>	<p>Winters 17 Nov 14 Dec</p>		<p>Winters 17 Nov 14 Dec</p>			<p>Winters 17 Nov 14 Dec</p>	



State Results

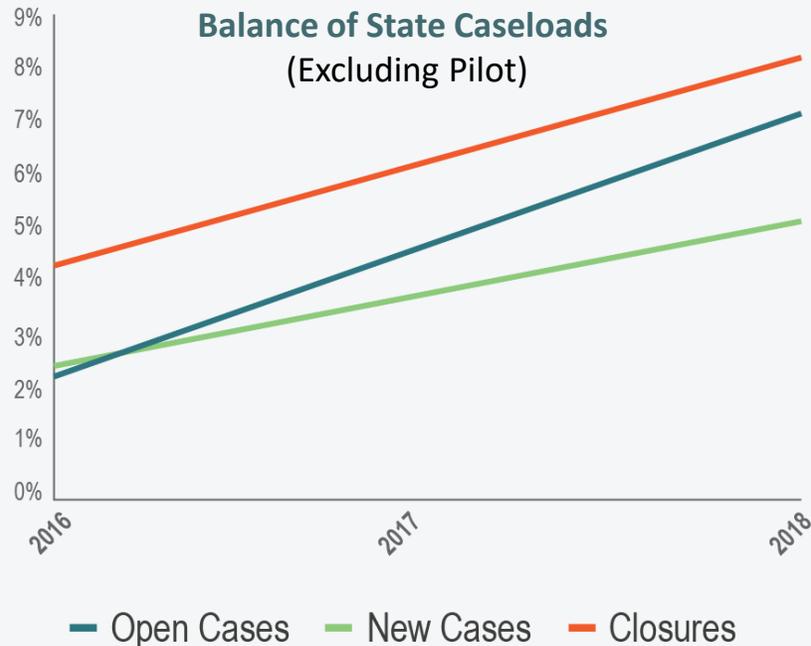
(No Operational Changes)

VS

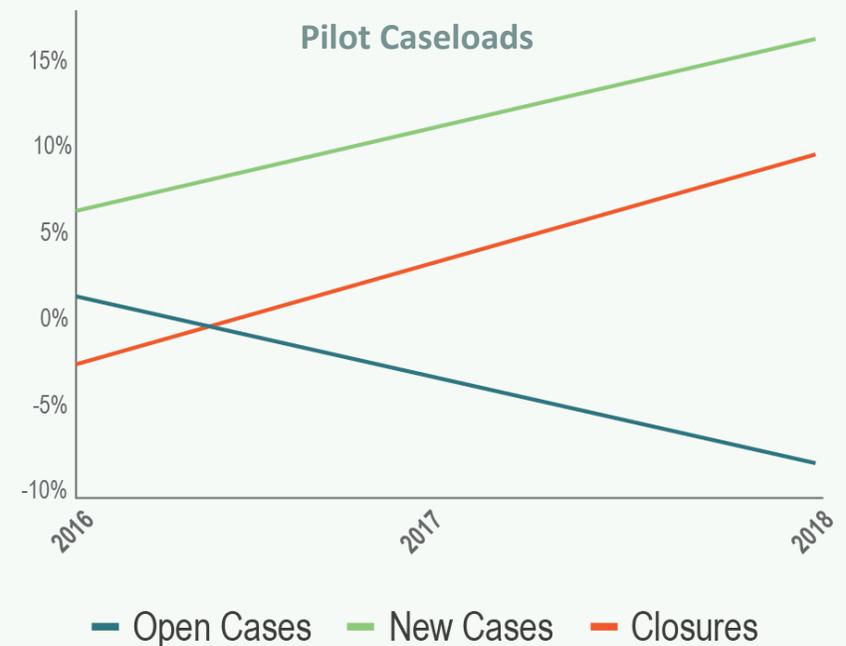
Pilot Results

(Operational Changes Implemented)

- 3% increase in incoming cases
- 4% increase in case length
- 4% increase in closed cases
- 7% less consistently closed
- 5% increase in point-in-time caseload avg.



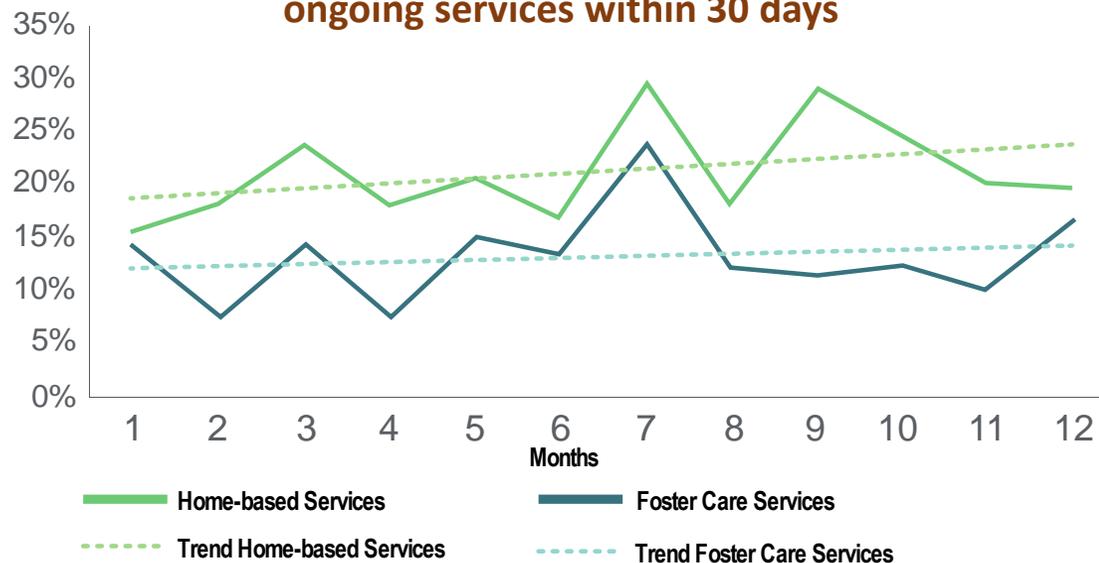
- 10% increase in incoming cases
- 18% decrease in case length
- 12% increase in closed cases
- 7% more consistently closed
- 10% reduction in point-in-time caseload avg.



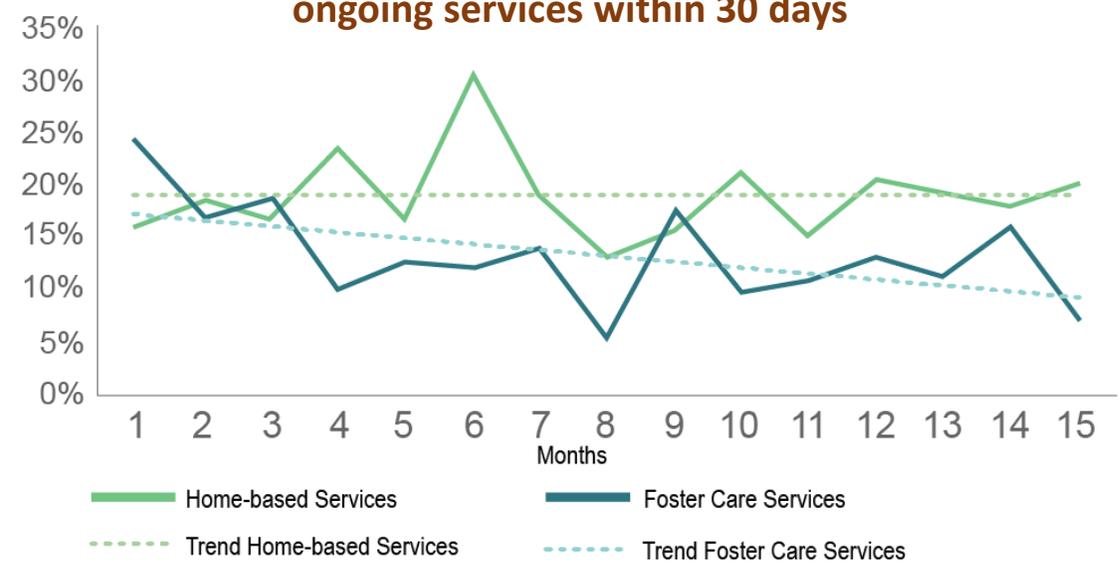
Improved Outcomes

- Workers completed a higher number of cases in a shorter amount of time. Because they had lower caseloads, they were able to spend more time with families who needed it. This translated to a 26% increase in client contact, which happened earlier in cases.
- In the 12 months before the pilot, the need for ongoing services was increasing. During the pilot, this trend was reversed.
- The trend in those cases that were supported for ongoing foster care fell from an average 18.2% to 9.7%. That is a relative change in supported ongoing foster care of 46.8%.

Pre-pilot cases resulting in child needing ongoing services within 30 days



Pilot cases resulting in child needing ongoing services within 30 days



Juvenile Justice System Strategies

Define menu of services based on needs of youth

Identify appropriate referrals to avoid duplicate services

Screen for the right population and refer others to different services

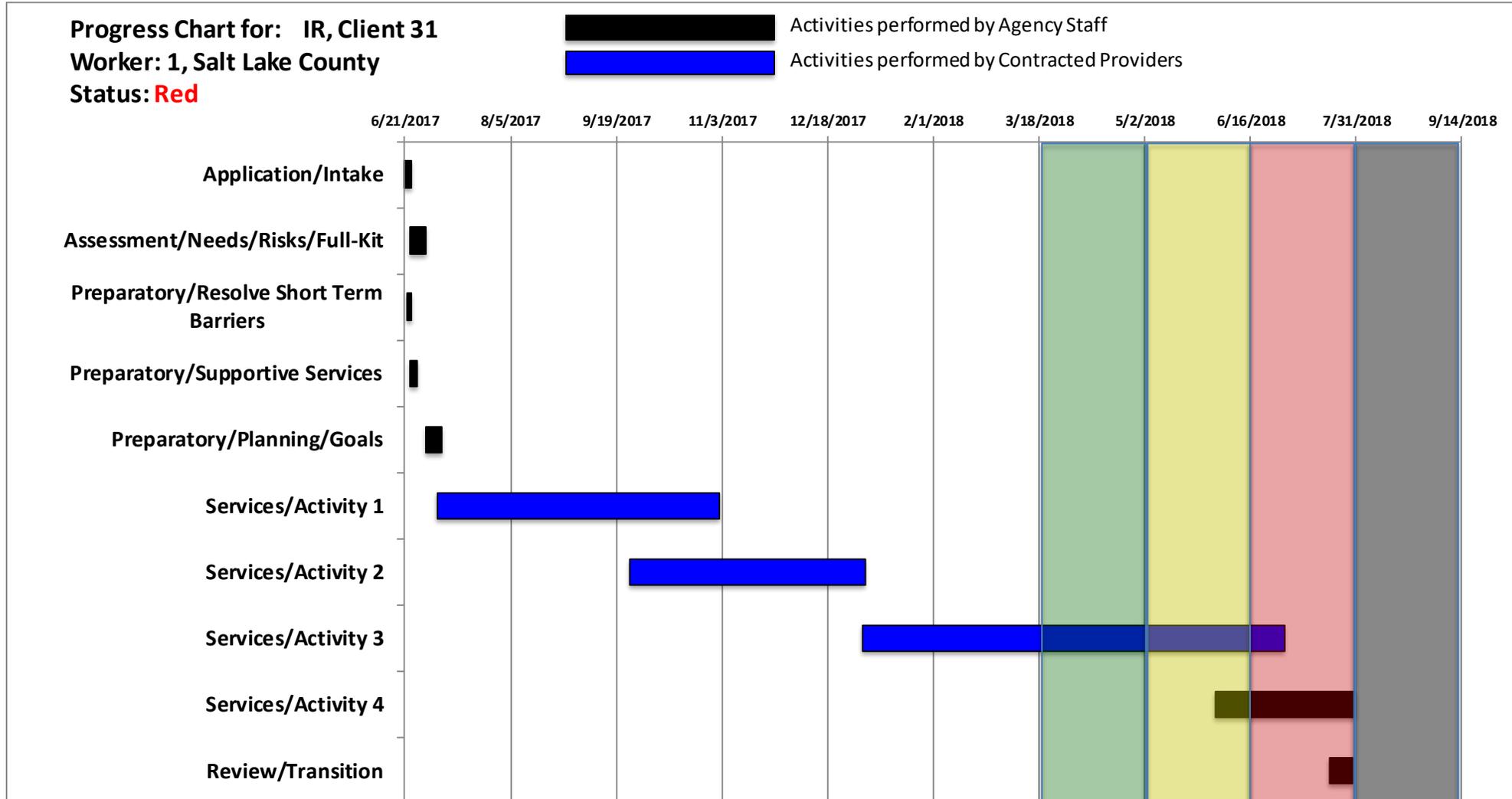
Assess accurately to increase positive outcomes

Reduce chronic delinquency through service delivery

Ensure service delivered was effective through a successful completion rate



Workflow Solution



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