SOCIAL SERVICES REDESIGN

Sara Stolt

Chief Operating Officer
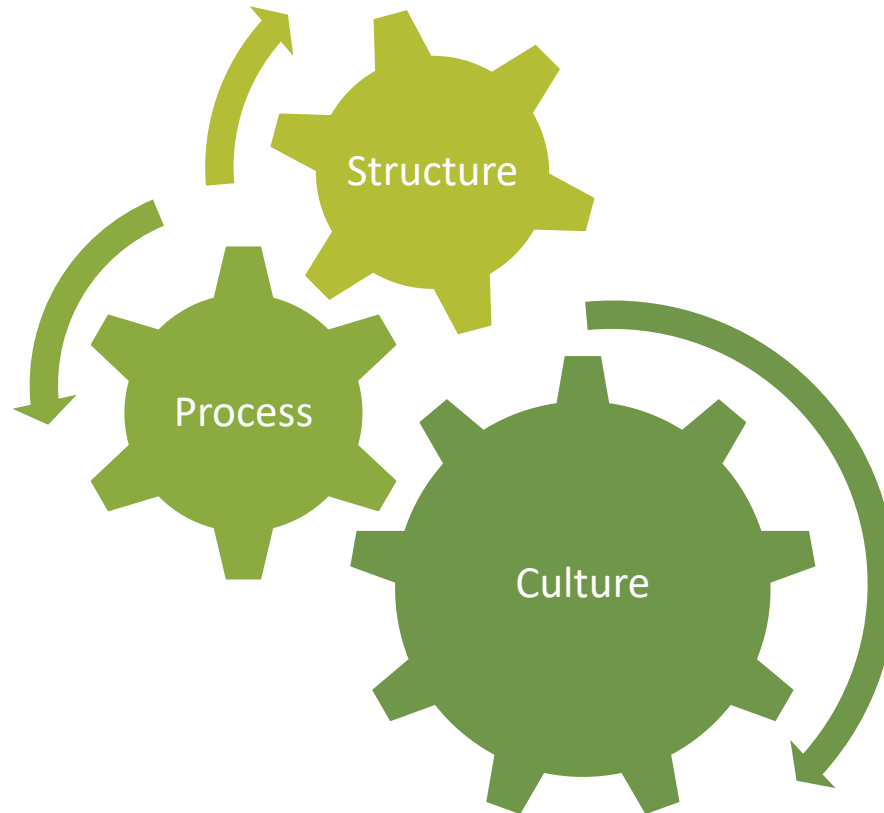
NORTH Dakota
Be Legendary.™ | Human Services

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				
SFY	2018	⫔		

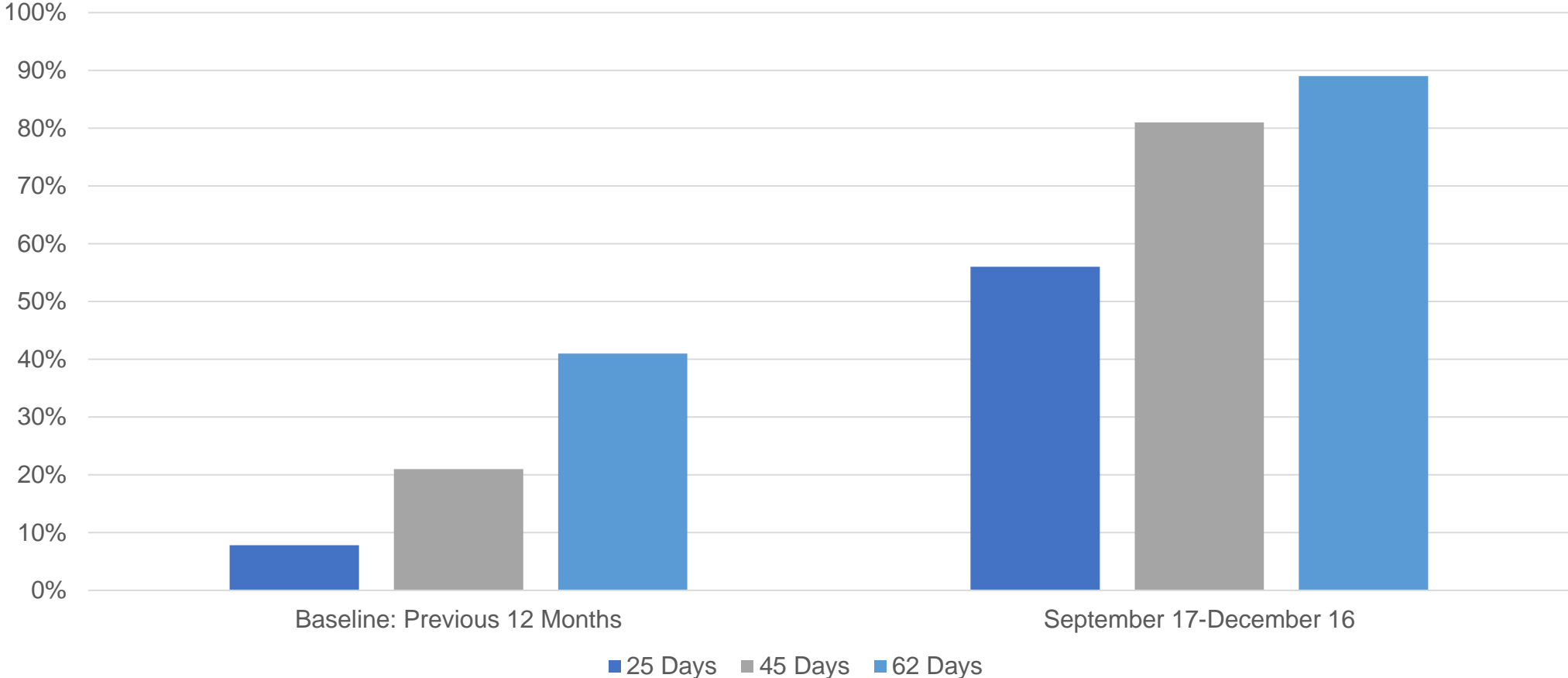| Row Labels	Average of Compliance25	Average of Compliance45	Average of Compliance62	Average of Compliance121
⊟ **Pilot**	**7.35%**	**22.65%**	**40.88%**	**83.97%**
Badlands	7.99%	17.84%	32.34%	74.91%
Southeast	7.14%	24.22%	43.69%	86.94%
⊟ **Non-Pilot**	**12.85%**	**30.51%**	**51.09%**	**89.81%**
Lake Region	9.86%	33.97%	53.97%	91.78%
North Central	13.65%	32.11%	46.92%	85.64%
Northeast	6.16%	22.00%	47.96%	90.21%
Northwest	11.16%	30.93%	50.14%	90.11%
South Central	22.62%	50.45%	78.10%	94.79%
West Central	14.17%	26.13%	45.92%	90.20%
Grand Total	**11.22%**	**28.19%**	**48.07%**	**88.08%**

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 D 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 in to one form
- Error proofed form

Thank you!

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