

SB2124 Transition County Officials Meeting

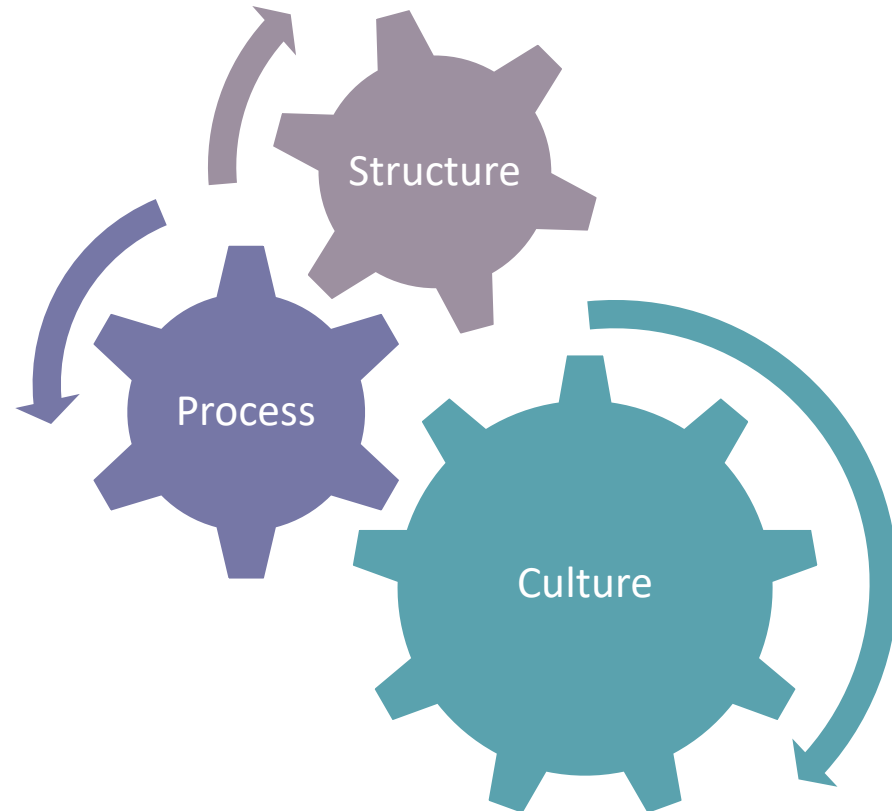
June 11, 2019

ND State Capitol

Kim Jacobson, Director Agassiz Valley Social Services
Sara Stolt, DHS Transformation Manager

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

Zones + Pilots: Working Together

Zones: Structure

Eliminate county boundaries and geographically defined service areas

Flexible to support each programs structure

Eliminates complicated layers of hierarchy and approval

Increases funding for program and decreases administration

Zones will collaborate with each other based on unique needs of the communities they serve

Zones will allow for subject matter experts as supervisors

Specialty units will be developed in some zones to provide services based on community need

Pilots: Culture, Process + Structure

Build processes around no county boundaries or geographically defined service areas

Reinforces a state caseload vs. a county caseload

Identifies the right structure for a program based on the new process

Builds processes with decision making at the lowest possible level where appropriate

Builds quality at the source

Improves workflow and timeliness

Creates team ownership of the process

Identifies efficiencies in programs that allow us to shift more resources to other programs in need

Process Improvement Method



Establish Your Goal: What does your system do?



Set Ambitious Targets



Identify Constraints to Achieving the Goal and Targets



Build The Ideal System Map



Leverage Your Constraints



Manage Your Work in Progress and Adjust

Key Pilot Features



Emphasis on collaboration and sharing resources



Elimination of county boundaries for both the people served and for those providing the service



Establish ambitious goals and metrics / track goals and metrics



Identify the core problem and provide the right solution to the problem to achieve the goal and targets



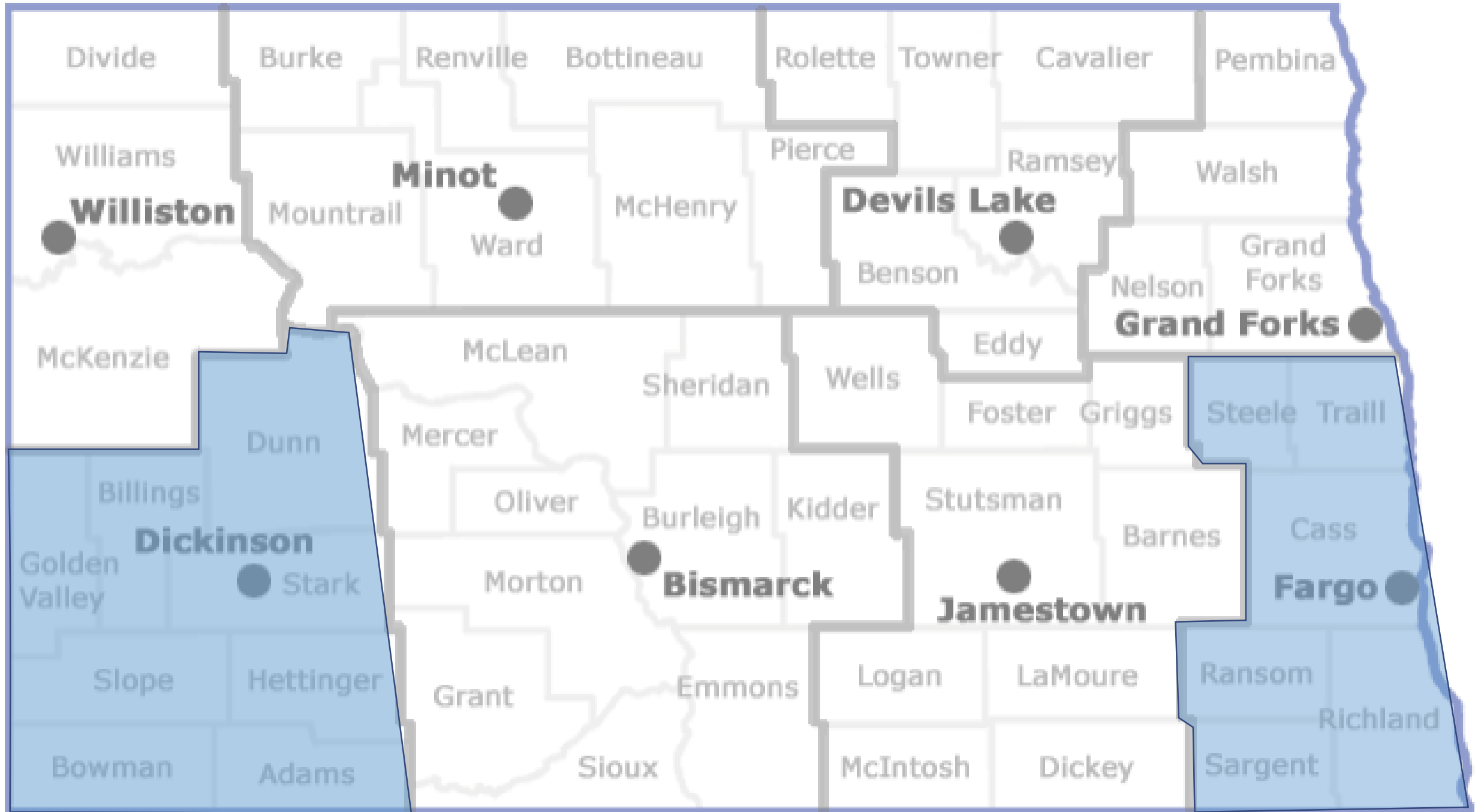
Adjust and update the process as needed



Focus on structure, process and culture

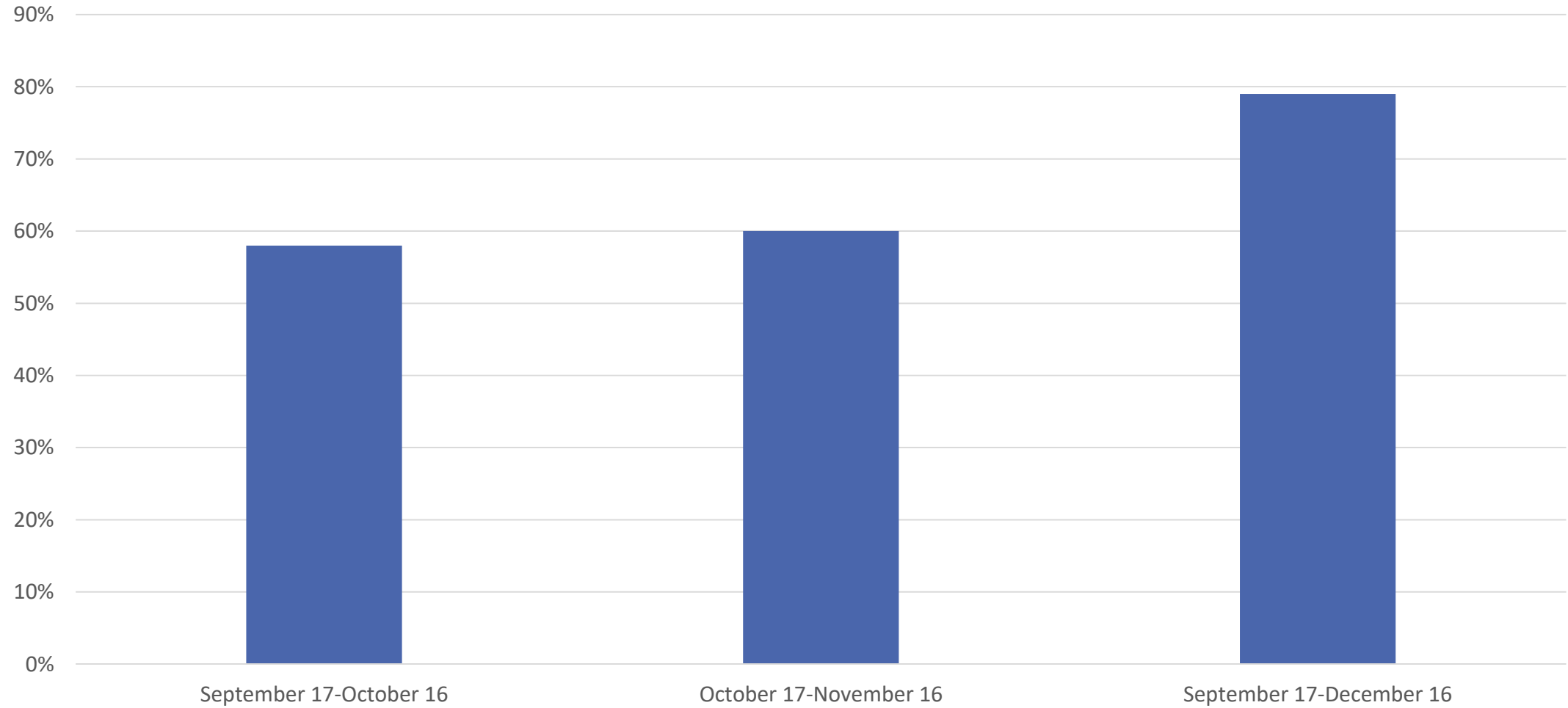
COUNTY FOCUS

CPS PILOT



CPS Pilot

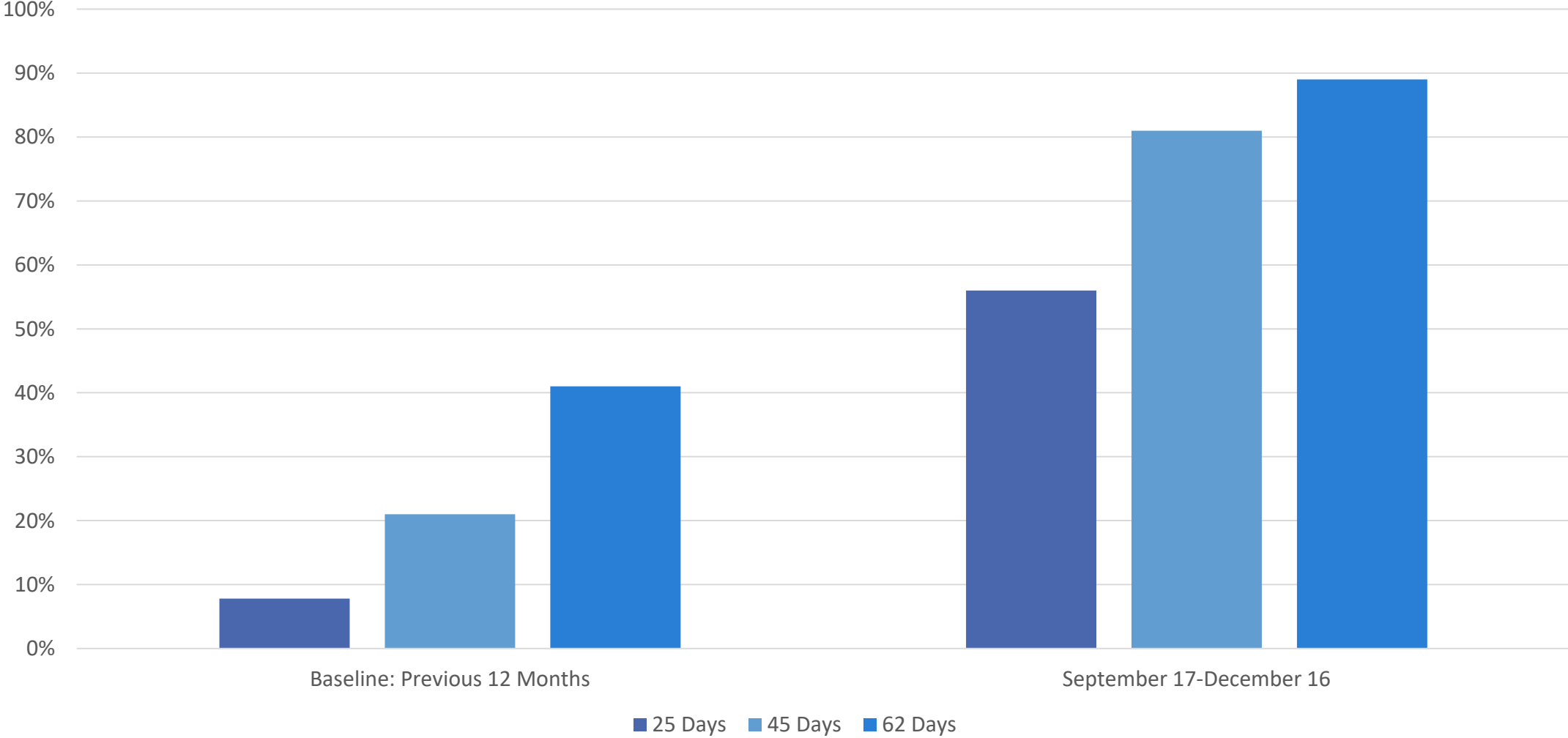
Goal 1: Conduct the face to face with the child within 3 days of case assignment.



12 Months of CPS Assessments

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%

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



CPS Pilot Data



Worked a total of 805 cases during September 17-December 16. Some of these cases were already started when the pilot started on September 17, 2018.*



17% of the 805 cases have exceeded 62 days thus far. The baseline for 12 months of CPS cases in the pilot region was 59.2% exceeded the law of 62 days.

CPS Pilot Features



Collaboration among all counties



Central intake – working as one intake team



CPS supervisor ratio of 1:6



More robust supervision and case staffing with CPS workers



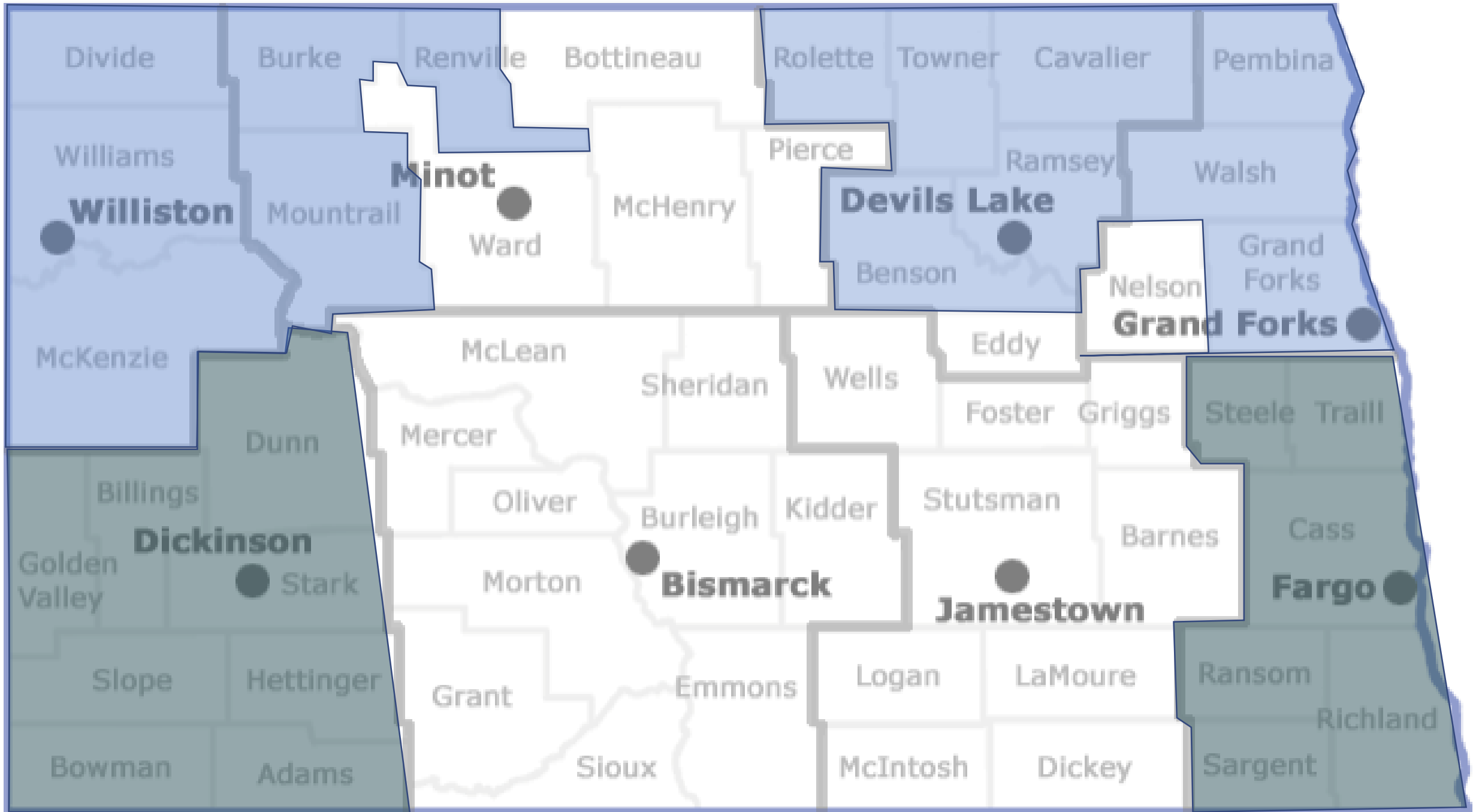
Standard safety plan



Detailed timelines that are tracked daily

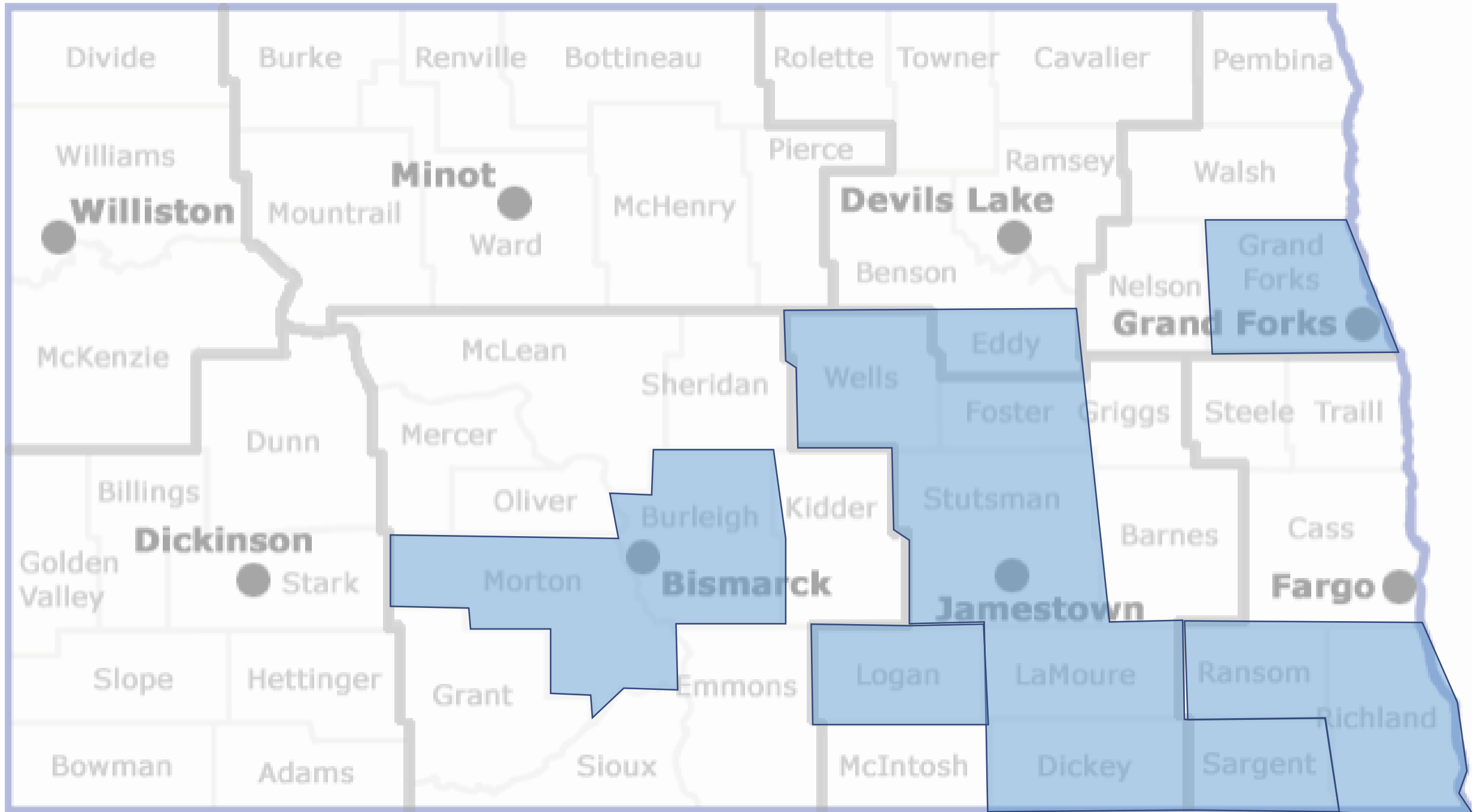
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CPS REDESIGN EXPANSION



COUNTY/STATE FOCUS

CHILDCARE LICENSING PILOT



Features



Revised licensing checklist from 13 pages to 4



Same checklist to be used for new licenses, unannounced and renewals



Rebuilt the new licensing process to be provider driven



Propose a new structure that shifts the regional rep the Early Childhood Supervisor in zones



Launch pilot July 1

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LTC PILOT

Specialized Eligibility Team



State employment – transferring up to 16 FTEs from county eligibility workers



Focus on timeliness + building full applications from the beginning



Clear instructions and checklists for applicants



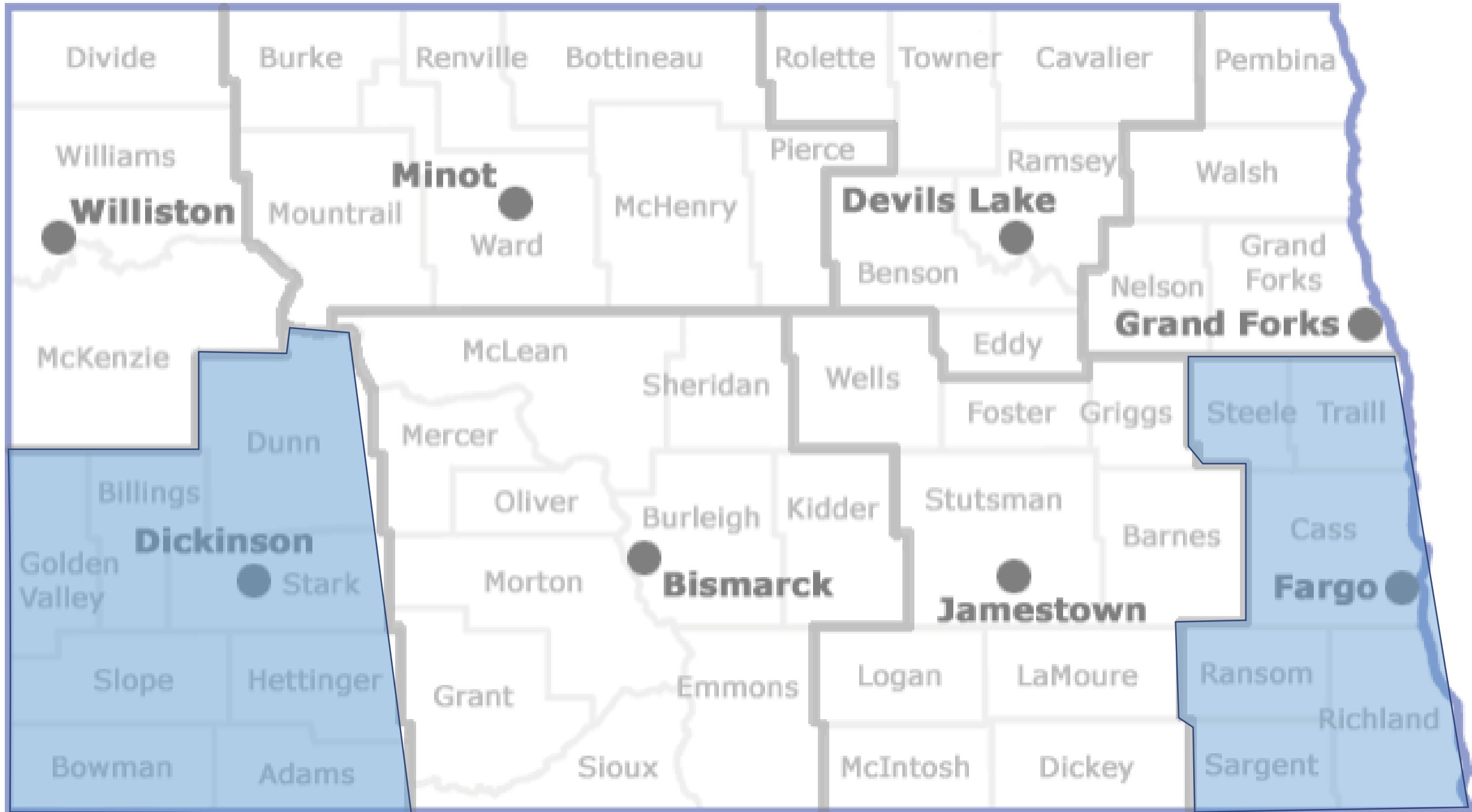
Central # for questions and technical assistance



Launch by September 1, 2019 with a statewide rollout.

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IN HOME PILOT



Planning Phase



Launch Date: Summer 2019



Synchronize changes with CPS Redesign



Focus on sustaining safety and reducing foster placements



Built on a 90-day intense model with the family



Build process and policy to support new structure



Partnering with Casey Family Programs and other CFS programs to identify a sustainable practice model

Next Steps



Develop remaining 2019 pilot schedule to include foster care, TANF and other identified priority programs



Solidify CPS expansion and roll out to remaining counties



Identify Childcare Licensing transition



Continue applying TOC to internal DHS programs (Provider Enrollment, CBCU, Eligibility QC)

Questions
