



Change & Innovation Agency

Increase your capacity to do more good

## PRESS RELEASE

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**Press Contact:**

Blake Shaw, Senior Partner  
573.230.7470  
blake@changeagents.info

Sean Toole, Client Partner  
678.983.7939  
sean@changeagents.info

**Change & Innovation Agency (C!A)**

105 E Mill St  
Liberty, MO 64068  
www.changeagents.info

**Nationally Recognized Human Services Leader Kelly Harder, MSW,  
Joins C!A's Child Welfare Practice**

*C!A accelerating its efforts to help child welfare agencies  
increase capacity to serve more children and families*

Change & Innovation Agency (C!A®) is excited to announce that Kelly Harder, MSW, a nationally recognized and accomplished human services leader known in the industry for his work in practice innovation and system transformation, has joined its Child Welfare Practice as Consulting Partner, effective March 1.

In this role, Kelly will focus on expanding C!A's important work in child welfare, helping agencies across the country transform systems and regain the capacity they need to deliver vital services to help children and families and improve outcomes. In recent years, C!A's work has helped child welfare agencies achieve some amazing results, including an 80% increase in capacity, 85% reduction in the number of open safety assessments, and a 75% reduction in the time it takes for safety assessments to be completed.

"Kelly is a respected voice in child welfare who understands first-hand the challenges that agency leadership and their staff face on a daily basis, said Blake Shaw, Senior Partner at C!A. "His deep knowledge and expertise in human services, practice improvement, and operations, along with C!A's proven process redesign and capacity-building approaches, will undoubtedly offer a powerful combination for child welfare agencies that want to transform how they do their work to serve children and families."

For over 25 years, Kelly has dedicated his life's work to human services, striving to better the lives of others with each position he has held. From social worker in the field, to child

and family supervisor, to mid-level manager, to human services director at multiple county agencies throughout Minnesota, and most recently as Senior Program Officer for Human Services at The Kresge Foundation – his unwavering passion and commitment to this noble work has driven him to continually search for ways to make the biggest impact possible. It is this heart-felt focus and dedication to continually improve that earned him the respect of his human services colleagues across the country. He was elected to the Executive Board of the American Public Human Services Association (APHSA) and the APHSA National Council of Local Human Services Administrators. In 2018, he was honored with the esteemed national Jerry W. Friedman Health & Human Services Impact Award for innovative national leadership.

“In recent years, we have helped child welfare agencies tackle the capacity crisis and improve outcomes,” said Sean Toole, Client Partner and Child Welfare Practice Lead at C!A. “With Kelly on our team, I am confident we will make an even bigger impact, helping agencies reimagine their practice and to provide integrated services that move at the speed of the family. I am excited for what comes next.”

### About Change & Innovation Agency

Public servants by experience and heart, Change & Innovation Agency (C!A®) works with government agencies to increase their capacity to do more good. Although our work spans all areas of government, our passion is helping government agencies improve delivery of vital safety net and child welfare programs that children and families so desperately need. Having worked with human services programs in over 40% of the states in the nation and many counties, C!A has become an industry leader in business process redesign.

To transform systems and regain the capacity that human services need to deliver services, it is critical to think differently about the systems of government. And this is what our team of award-winning consulting partners and change agents bring to the table: a new way of thinking that challenges the status quo and offers proven, innovative approaches that work for human services to recover lost production capacity, improve timeliness and accuracy, increase customer service, and discover methods to more efficiently deliver services to those in need.

The foundation of these approaches is detailed in *We Don't Make Widgets* and *Extreme Government Makeover*, two of today's most popular books on improving government, which are written by Ken Miller, C!A's founder and nationally-recognized thought leader.

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