



Change & Innovation Agency
a vimo® company

If you believe the work of government is noble, the people of government are amazing, but know deep down that opportunity exists to transform how the important work of government gets done – and truly want to make an impact in this area ... then Change and Innovation Agency (C!A®), a member of the Vimo® family of innovative solutions, might be the perfect next step in your career dedicated to public service.

Specifically, we are looking for government program professionals with extensive program, policy, and operational knowledge in the following areas to join our team of change agents and consultants:

- safety net programs, including Medicaid and SNAP
- child welfare
- child support
- unemployment insurance

As a C!A change agent (part-time) or consultant (full-time), you will serve as a trusted advisor to state, county and local government agencies around the country. With your deep program knowledge and management skills, combined with our proven methodology, you will work alongside our team helping government clients redesign their service delivery models and introduce best practices across their operations to help them achieve their goals.

Beyond having a passion for human services, C!A's ideal candidates for our consultancy practice thrive in creating success for our clients. To support that goal, we are looking for individuals who have 10 or more years of experience with the following:

- Familiarity with process improvement principles and direct experience in applying them within the context of local, county and/or state government organizations.
- Leading cross-functional teams to successfully deliver human services projects – with the ability to create buy-in and effectively inform and drive decisions.
- Engaging with various levels of staff in organizational change initiatives, with experience in change management, including systems, training development and delivery.
- Knowledge of operations, training, IT/systems, and government contracting.

Our Firm:

C!A, a member of the is a consulting firm focused specifically on helping government agencies increase capacity to do more good. For nearly two decades, states, counties and municipalities across the country have turned to C!A to help them fix broken business processes and systems to improve capacity and meet program goals.

Our Impact:

Using a proven methodology and approach to work with government that is well documented in C!A Founder Ken Miller's books, including *Extreme Government Makeover* and *We Don't Make Widgets: Overcoming the Myths that Keep Government from Improving*, we consistently help government clients achieve significant and noteworthy results including:

- 70% faster delivery of services
- 40% to 130% more families served, with improved accuracy and timeliness
- 60% - 80 increase in same-day eligibility determinations
- 85% reduction in open child welfare safety assessments
- Avert federal financial sanctions and/or court injunctions
- Maximize the benefits of technology and integrated solutions by first redesigning processes

Our Focus:

Although our work spans all areas of government, our hearts have led us to focus on government agencies delivering vital safety net programs. This unwavering dedication to human services has helped us become an industry leader in business process redesign, having worked with 50% of the states in the nation.

Our Future:

We know there is more good for government agencies to do as they work to help people in need ...and that we can help ... and that's why we're growing and looking for other like-minded individuals with government program experience in the areas of safety net programs, child welfare, child support, unemployment insurance, and housing to join our dynamic and highly talented team.

Our Team:

For C!A, public service is a calling and way of life. Public servants by experience and at heart, the C!A team is comprised of former government employees who have dedicated much of their professional careers to public service. Each team member brings unique and diverse program experience representing differing levels of government operations and has a deep understanding of government processes, working with state, county and local agencies and offices, and the associated federal agencies.

Are you interested in joining the C!A family?

If you have extensive experience leading safety net, child welfare, child support, or unemployment insurance, and have a passion for improving government culture by changing minds and fixing systems, then you might be a perfect fit for the C!A family.

The job requires travel to work onsite at client locations, as necessary. Otherwise, you will provide needed client support by working remotely.

Competitive benefits package offered.

Submit your resume today at resumes@changeagents.info.