



Change & Innovation Agency
a vimo® company

C!A Job Posting

Now Hiring for the Following Position:

- Unemployment Insurance Practice Lead (full-time)

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.

Open Positions:

We are looking for current or former public servants, or consultants who have extensive program, policy, operational knowledge, and/or data and analytical skills in the area of unemployment insurance.

Specifically, we are seeking the following position to join our growing team:

Unemployment Insurance Practice Lead will:

- Bring deep human services program, policy and operational knowledge and managerial skills
- Have a deep understanding of unemployment insurance, including policy and challenges these agencies face
- Serve as a trusted advisor to state, county and local government agencies across the country
- Work alongside our team helping government clients assess, redesign, and implement new service delivery models, best practices, and technology solutions to help them achieve their operational goals and improve outcomes

Who is Change and Innovation Agency (C!A)?

Our Firm:

C!A 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 Focus:

Although our work spans all areas of government, our hearts have led us to focus on government agencies delivering access to vital benefits and services including safety net programs, (e.g., Medicaid and SNAP), child welfare, child support, unemployment insurance, and housing. This unwavering dedication to human services and public assistance programs has helped us become an industry leader in business process redesign, having worked with 50% of the states in the nation.

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 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.

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. If you have government program experience in the area of 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.

Additional Info:

C!A is a virtual company and much of your work will be done remotely. Depending on client projects and the required level of effort, travel to client locations will be necessary at times to provide needed support.

Competitive benefits package offered.

Are you interested in joining the C!A family?

Apply today! Submit your resume at resumes@changeagents.info.