



Change & Innovation Agency
a vimo® company

Consultant – Child Care Practice

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 (CIA®), 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 a Consultant to join our Child Care Practice team. **The scope of duties for this exciting new position will include the following:**

- Lead the project team or specific functional areas
- Provide day-to-day support to plan, coordinate, assign, and track action items for the discovery business process redesign, implementation planning, and support efforts
- Assist with discovery, including Business Capacity Assessment, by evaluating the current environment, processes, and practices, reviewing state policies and guidelines, and assessing performance metrics currently in place. This evaluation is to understand and document the variation of processes and determine the current operational status across the state to provide a baseline for further analysis
- Conduct focus groups and visioning exercises with staff, key stakeholders, project sponsors, and leadership
- Develop as-is process flows documented in an agreed upon process flow format, reviewed in a series of process discovery meetings
- Develop a Baseline Completion Report, with key observations and compilation of information gathered, including briefings for executives or other staff to confirm inputs are correctly interpreted and clarify any observations
- Assist with business process redesign, working with selected teams of staff to examine and create improved work processes that are faster, customer-centered, consistent, integrated, and responsive
- Identify efficiency opportunities supportable by the system and prioritize improvements for post-implementation
- Develop Business Process Optimization Reports, including a summary, findings, methodology, to-be model and benefits, and description of all approved changes to align with the child care system
- Develop a Pre-Implementation Plan for each change that requires change management and implementation work to prepare stakeholders for the future to-be state which is critical to minimizing transition challenges, including outlining the

tasks, deliverables, timeline, and resources needed to operationalize the new service delivery model in each area that was chosen for focused work, including change management considerations for the recommended improvements

- Conduct change management, training, and rollout management activities to transition staff to the future state processes
- Execute pre-implementation plan recommendations in conjunction with key stakeholders
- Monitor data related to the process change and determine if any adjustments are needed
- Provide on-going support, working with staff to confirm that training was effective and determine if any adjustments are needed

Beyond having a passion for human services, the following expertise and/or relevant experience is mandatory:

- A minimum of 10 years of human services and/or child care-specific experience
- Experience managing projects and leading team efforts to review the baseline performance, review and improve deliverables and maintain project success.
- Demonstrate an understanding of the design, development, change management, and implementation of comprehensive solutions. Experience with business processes analysis and evaluation in child care solutions
- Experience improving capacity of operations for child care programs in the United States
- Experience supporting child care system implementation and process optimization including as-is and to-be processes and supporting development of effective change management techniques

Expertise and/or relevant experience in the following areas is desirable but not mandatory:

- Experience leading human services Departments or similar leadership roles in states or counties
- Experience with helping states or counties prepare for child care modernization projects is highly desirable
- Experience training case workers in how to evaluate effective business processes
- Experience conducting training workshops and leads and/or coordinates with other Consultants and Change Agents to complete the redesign reports
- Experience leading implementation and rollout efforts.
- Experience working in at least two states implementing broad child care process change

Our Firm:

C!A®, a member of the Vimo® family, 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 vital safety net programs including child care, eligibility (i.e., Medicaid, SNAP), child welfare, child support, and unemployment insurance. This unwavering dedication to human services has helped us become an industry leader in business process redesign, having worked with over 50% of the states in the nation and several large counties.

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 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. We're looking for other like-minded individuals with government program experience, particularly in the areas of human services and/or child care, 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 in human services and/or child care 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 cover letter and resume today at resumes@changeagents.info.