

## State Government: Child Welfare

Child welfare division leveraged a series of 3 workshops resulting in sample efficiency prospects shown below:

- **350k investigator hours** identified for repurposing resulting from process automation
- **10% turnover reduction** by establishing Office of Well-Being
- **+\$8M annual savings** utilizing transport program for case managers
- **700k human capital realization** through electronic signature capture
- **60k human capital realization** through automated litigation resourcing

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Overall, more than **7 million identified workforce hours** provided immediate equity and momentum for future human capital transformation

# State Government: Adult Corrections

The agile workshop informed leadership through root-cause analysis of a >50% annual corrections officer turnover

## **PROBLEM**

Unvalidated perception that salary was most prominent factor causing officer turnover

## **SOLUTION**

Root-cause analysis led to exit survey sentiment analysis which identified cultural habits that unveiled true factors causing high turnover

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Deeper internal investigations regarding culture and daily work routines have uncovered continued insights

## State Government: Family Well-Being

At the onset of Covid in early 2020, client sought non-disruptive client impact that could reduce costs allowing precious capital to be used for other priorities.

### PROBLEM

A perceived cost overhead identified due to agency dependency on toll-free service line

### SOLUTION

Transformation to a combined toll and non-toll hotline led to \$2M annual cost reduction associated with constituent utilization of non-toll offering

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Client was awarded constituent economic impact award for proactively reducing operational costs.