Utah Social Services
KEY IMPROVEMENTS

BEFORE
(How things are often done)

AFTER
(How things ideally should be done)

BEFORE	AFTER
Individuals/families struggle to comply with multiple plans, activities and requirements	Plans and activities are designed based on the capacity of the individuals/families
We have aspirational mission and/or vision statements supported by multiple strategies that aren't measurable	We focus on our primary goal and work toward a measurable ambitious target
Systems are not designed to spend necessary quality time with individuals/families that need it	Systems are designed to spend necessary quality time with individuals/families to build trust, resulting in better outcomes
We can take 60 days to develop plans that are long, legal, bureaucratic, overwhelming and often in conflict across services	We develop simple and understandable plans that are prioritized for results in a short period of time
We manage caseloads	We manage caseload movement
We continue to focus time and attention on new, evidence-based practices we don't design the operations to accommodate for and don't have the time/resources to implement	We optimize operations and process flow to generate capacity and improve quality
We waste precious staff capacity with too many policies, forms, training, etc.	We support staff by enabling them to spend the right time and resources on the right people
We have reactive case reviews and reports that are too late to prevent harm or change case outcomes	We have proactive case reviews and reports that are timely and improve case outcomes
We don't have clarity into the reasons why people are stuck and not making progress	We have real-time information that helps management and policymakers understand where investments should be made to help facilitate quality outcomes for people
We have a lot of data, but little information/insight	We have daily reports to help employees make informed decisions that are in the best interest of the individuals/families
We don't have clarity into the number of people that receive services across multiple agencies	We have real-time information that helps management understand the issues and needs of people working across multiple agencies/ programs

GOVERNOR'S OFFICE OF
MANAGEMENT AND BUDGET