



Meeting Notice

SPECIAL MEETING

Social Services Redesign Project: Children and Family Services – Child Protection Services Assessments

Theory of Constraints Workshop
Featuring Kristen Cox, Utah Office of Management and Budget

Aug. 1-2, 2018

8 a.m. – 5 p.m., Central Time both days
North Dakota Association of Counties (NDACo)
1661 Capitol Way, Bismarck, N.D.

Agenda

- Review results of previous workshop
 - Goal
 - Conceptual system performance measures
 - Problem statement
 - Overall solution
 - System map
 - Process map
- Develop success criteria for pilot efforts
- Build decision tree (roadmap) to design and implement pilots
 - Identify process changes to improve the flow and quality of work to test in pilot efforts (from process map)
 - Identify potential obstacles to changes
 - Discuss potential concerns from stakeholders
- Identify tasks and process measures necessary to implement each strategy
- Develop project plan to implement pilot efforts
 - Responsibility
 - Tasks
 - Timeframes
- Communication planning
- Identify next steps

Individuals who need accommodation to participate in the meeting can contact Heather Steffl, North Dakota Department of Human Services, 600 E. Boulevard Ave., Dept. 325, Bismarck, N.D. 58505-0250, 701-328-4933, ND Relay TTY 800-366-6888 or hsteffl@nd.gov.

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