



# Solutions for Public Health & Human Services Agencies

## Meeting Social Service Challenges

Human service agencies face many organizational, operational, and financial challenges. These challenges are often interrelated, complex and deeply entrenched, creating a difficult environment for effective decision-making. Government and public agencies at all levels can benefit from partnering with a trusted advisor with the experience and expertise needed to conduct comprehensive analysis, recommend proven best practices, and design and implement tailored solutions. Addressing today's challenges can have a positive impact now and in the future. With care, dedication, and an objective, thoughtful approach, we can help our clients make decisions that will benefit everyone now and for generations to come.

## How PFM Can Help

The financial and programmatic expertise of PFM's Health and Human Services Consulting practice provides public sector agencies with a comprehensive set of services to meet their human services challenges. PFM can help agencies improve performance and achieve outcomes by careful analysis, sharing best practices, recommending process improvements, understanding the root cause of performance challenges, and reviewing staffing, organizational, and technology systems to optimize productivity and effectiveness to benefit human services clients.



PFM understands the complex set of interrelated funding streams that support social services, and uses that expertise to help clients fulfill federal and state requirements, explore and plan for new initiatives, and increase revenue.

### Your Challenges:

- Developing financial projections for fiscal or program decisions
- Finding objective analysis relevant to staffing, organizational structure, or policy changes
- Analyzing root causes and/or financial impacts of service use or effectiveness
- Delays or backlogs due to process inefficiencies or staffing challenges
- Planning for anticipated policy changes
- Learning how peer agencies address specific challenges
- Overhauling or revising a policy manual or needs assessment process

### Our Solutions:

- Organizational Structure & Staffing Reviews
- Organizational Efficiency & Effectiveness
- Process Improvement
- Fiscal Planning & Projections
- Revenue Optimization
- Policy & Program Analysis
- Data Analysis
- Benchmarking & Best Practices
- Development of Custom Excel Tools & Models



We work directly with state, county, and city human services and social services agencies. Specifically, we have worked with departments or divisions with the following focuses:

- Child Welfare
- Child Care Assistance
- Health
- Mental Health
- Behavioral Health and Intellectual Disabilities
- Housing
- Workforce Development
- And more

#### Sample Client List\*

State of Colorado  
State of New Mexico  
State of Minnesota  
Commonwealth of Pennsylvania  
Commonwealth of Virginia  
District of Columbia  
Philadelphia, PA  
Los Angeles County  
Montgomery County, PA  
Luzerne County, PA

### Why Work with PFM?

At the state, local, and federal levels, PFM consultants bring insights from national best practices, targeted benchmarks and data-driven analysis to deliver fresh and independent perspectives. We listen carefully to our clients and their stakeholders to tailor thoughtful and realistic recommendations engineered to endure.

PFM's specific project experience includes:

- Created an integration plan to merge seven county human services agencies into one department, resulting in increased back-office efficiency and a better user experience
- Projected the state and local fiscal impact for a large agency moving to a managed care/private provider model
- Performed numerous organizational and business process improvement assessments for state and local agencies to increase productivity and efficiency
- Analyzed data to determine the root cause behind the under-reporting of case management activities
- Assessed and provided recommendations for more effective staffing schedules to resolve workflow issues and reduce the dropped call rate for a child welfare hotline
- Designed and applied Excel tools to facilitate forecasting, reporting, and data analysis
- Provided independent third-party analysis to support a legislative request to add agency staff
- Updated and streamlined a policy manual and developed user-friendly web interface to improve compliance
- Revised an agency needs assessment process to identify gaps in service and evaluate the effectiveness of current programs

### For More Information, Contact Us

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\*As of June 2019. Clients on the list were selected based on the client type, account size, and/or other non-performance based criteria to show a representative list of current and former clients. This list is provided for informational purposes only and is not an endorsement or testimonial by these clients. A full list is available upon request.

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