



Green Belt Six Sigma Project Report Out

Amy Smith

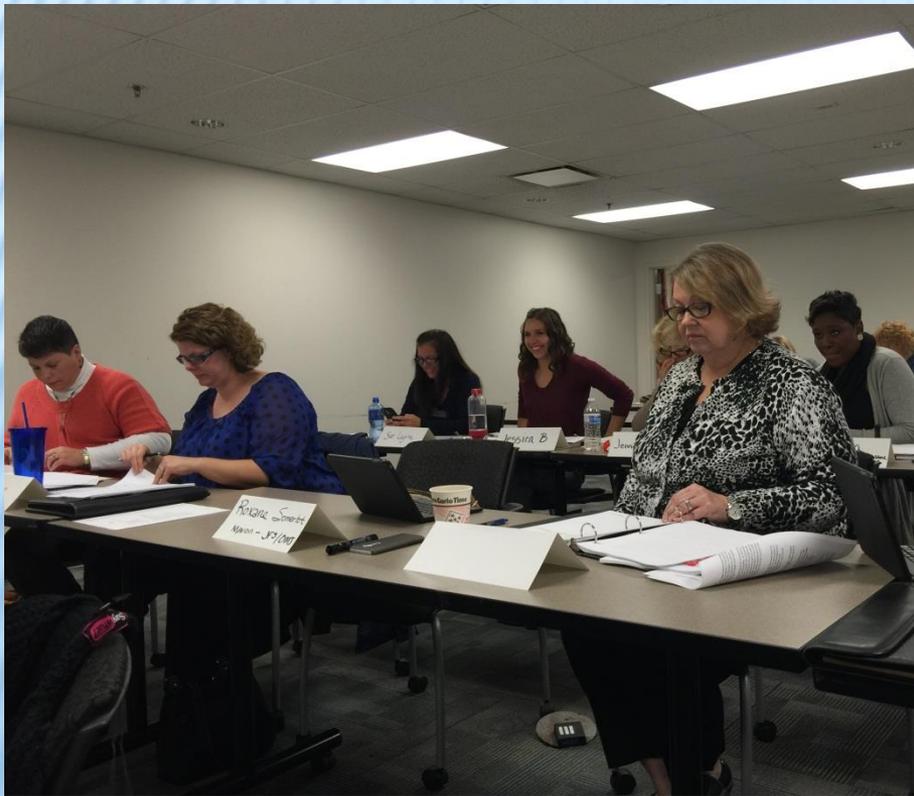
ODJFS

November 4, 2015

# CCMEP COMPREHENSIVE ASSESSMENT

# ASSESSMENT WORKGROUP

- Team Picture



AIKENS, SUSIE	MCTA/Columbiana County
BARKER, APRIL	Hamilton County JFS
BLACK, KATHY	MONTGOMERY COUNTY JFS
CARNAHAN, ANGELA	Licking County JFS
CARSON, DAWN	Franklin County JFS
COTTER, GERRIE	ODJFS -- Office of Workforce Development
DOMBROSKY, DAVID	Delaware County JFS
EMERY, AMY	Lake County JFS
FOSTER, JAMES	ODJFS - Office of Family Assistance
HAWKINS, TONYA	MCTA
JAMES, CANDACE	Cuyahoga County JFS
JENNINGS, ANITA	ODJFS -- Performance Center
LUMPKIN, DOUG	ODJFS -- Office of Human Service Innovation
McKinney, Amy	Greene County OMJ
MEADOWS, APRIL	LICKING COUNTY JFS
MYE, LORI	LICKING COUNTY JFS
OFFORD, STEPHEN	Montgomery County JFS
OLSON, DENISE	ODJFS
ORR, AMY	Talbert House Hamilton County
PORTER, BRANDY	HAMILTON COUNTY OMJ
RICE, VIVIAN	ODJFS - Performance Center
SAMARGIA-PFLUG, LEIGH	MCTA/Mahoning & Columbiana County
SCHAFFER, ANNA	Madison County JFS
SHAW, VIVIEN	Hamilton County JFS
SMITH, AMY	ODJFS -- Performance Center
SOMERLOT, ROXANE	Marion County JFS
SPRAGGINS, BENITA	Community Link/Talbert House
TORRES, IRMA	
VINCENT, CHERYL	ODJFS -- Office of Human Service Innovation
WALTON, EUGENE	Cuyahoga County JFS
WIRT, JULIE	ODJFS -- Office of Workforce Development

# BACKGROUND- SCOPE

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- Problem: New legislation required mechanism to assess barriers for youth age 16-24.
- Opportunity: Create a comprehensive assessment tool
- Scope:
  - First Step: Identifying Barriers
  - Last Step: Develop Individual Opportunity Plan

# PROJECT GOALS

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- ❑ Target 16-24 age group
- ❑ Focus on person centric case management
- ❑ To combine/condense current assessment processes.

# BASELINE DATA – FORCE FIELD ANALYSIS

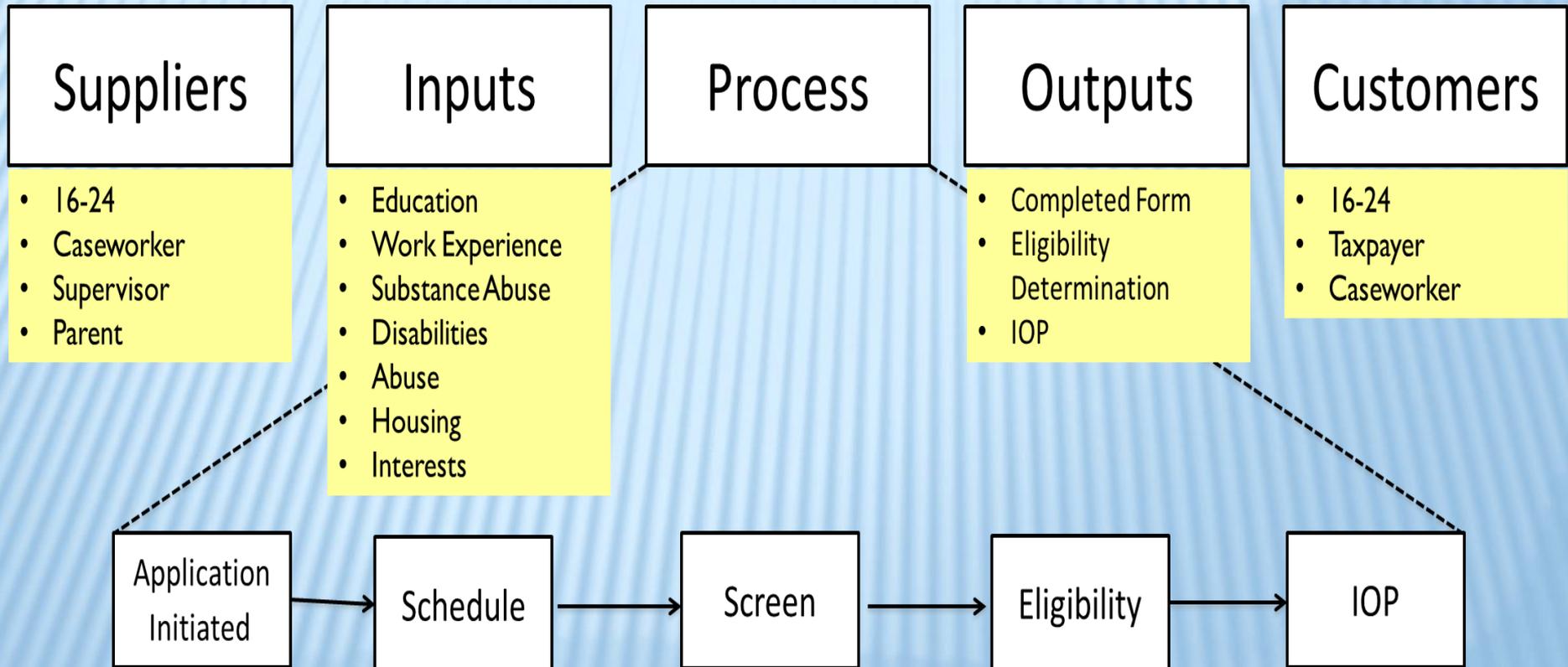
Driving Forces	Restraining Forces
+	-
<ul style="list-style-type: none"><li>▪ Variety of county feedback</li><li>▪ Existing models/systems</li><li>▪ Good experienced team</li><li>▪ Forms Central</li><li>▪ Rule Process</li></ul>	<ul style="list-style-type: none"><li>▪ Not all 88 counties represented</li><li>▪ Lengthy personal questions</li><li>▪ Difficulty with change</li><li>▪ Combining funding/programs</li><li>▪ Standardizing form statewide</li></ul>

# DATA COLLECTION PLAN

## TANF & WIOA Assessment Comparison

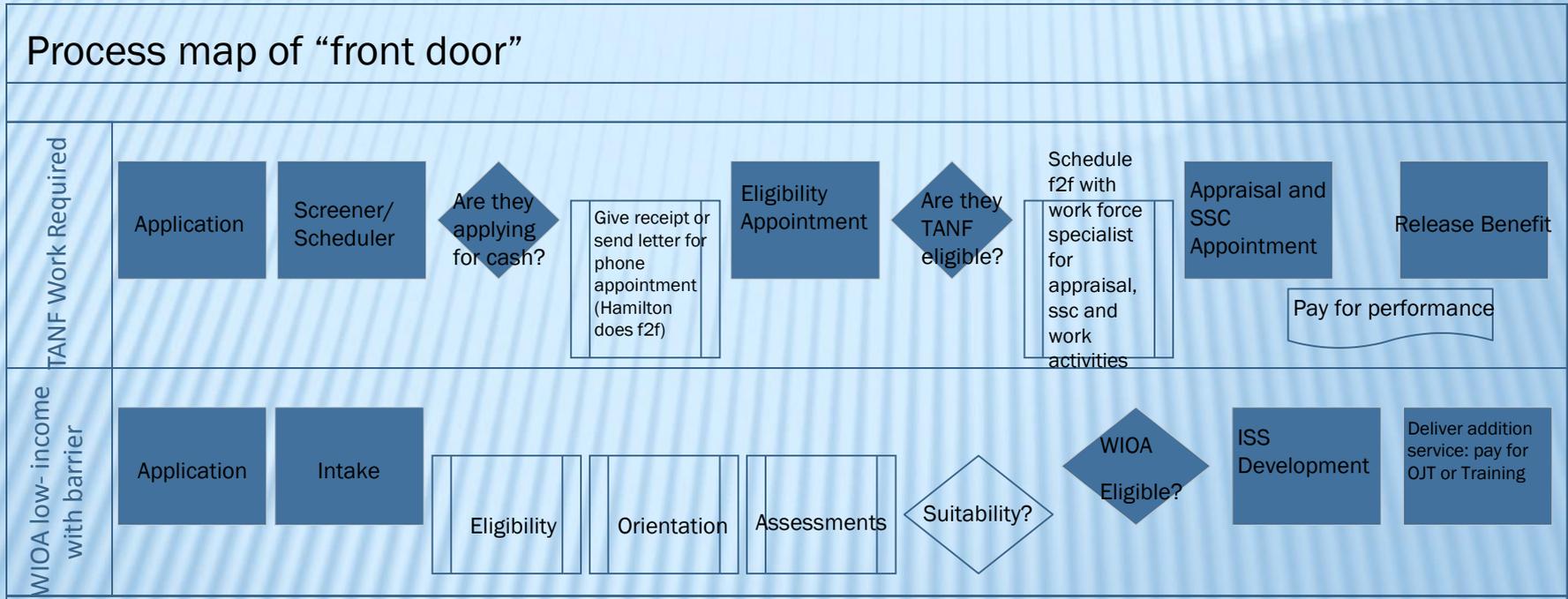
TANF	WIOA	Similarities	Differences
<p>Appraisals may include evaluation of employment, education, psychological and psychological abilities or liabilities, or both, of the work eligible individual;</p> <p>Additional appraisals may be requested as needed while the county is working with the work required individual.</p>	<p>An objective assessment of the academic levels, skill levels, service needs, basic and occupational skills, prior work experience, employability, interests and aptitudes, supportive service needs and developmental needs.;</p> <p>Literacy/Numeracy gains.</p>	<p>Both programs assess employment and education;</p> <p>Neither program has a standard 'life domain' assessment to identify non E&amp;T barriers that impact an individual's ability to obtain, maintain and advance in employment.</p>	<p>WIA has a suitability component that TANF does not;</p> <p>WIA's assessment progress is more descriptive in the types of life domains assessed;</p> <p>E&amp;T tools available are approved by the National Reporting System but are not valid for youth.</p>

# HIGH LEVEL PROCESS - SIPOC



# DETAILED PROCESS MAP

## Process map of “front door”

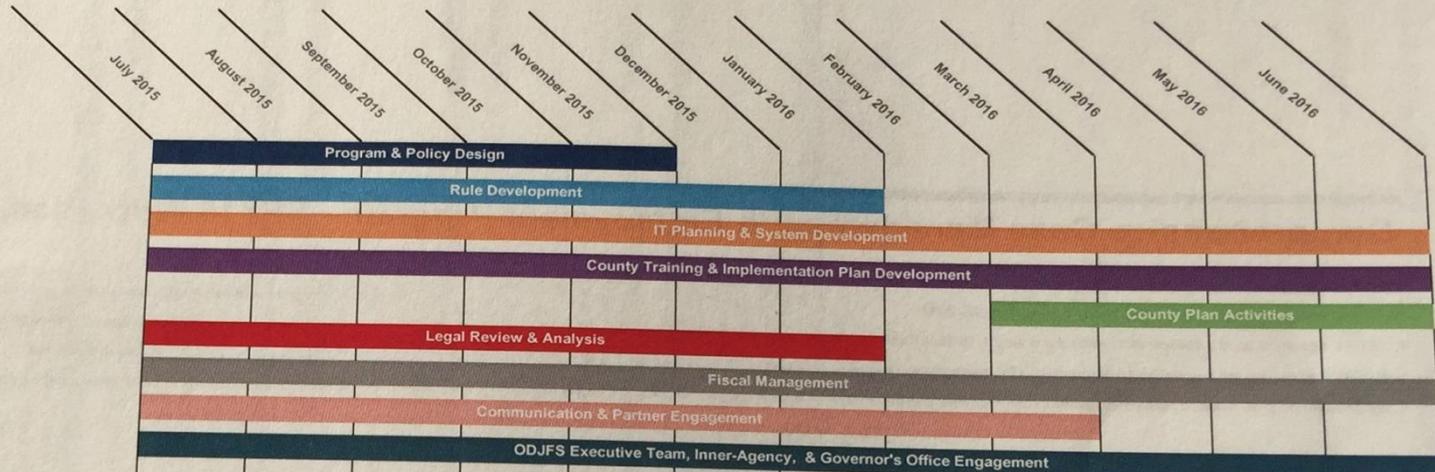




# Comprehensive Case Management & Employment Program - SFY16 Work Plan, by Office

## Work Plan Goals:

1. All counties can submit a county plan by Friday, May 13, 2016.
2. ODJFS develops an IT solution state-wide for a July 1, 2016 roll-out to monitor program activities and provides program services.
3. ODJFS has necessary resources to support CCMEP performance measure and system IT solutions for a July 1, 2016 IT roll-out.
4. ODJFS will engage select counties to assist in assessment, performance measures, UAT, and Spring 2016 early adoption development.
5. Program and fiscal rules and policies are in place for a February 1, 2016 rule effective date.
6. All counties have access to needed program tools to serve CCMEP clients on July 1, 2016.
7. ODJFS submits a HHS waiver in Fall 2015.
8. ODJFS engages in a state-wide training campaign in Spring 2016 for a July 1, 2016 start-date.



## Office of Human Service Innovation

- Develop Program Design Fact Sheets
- Prepare HHS Waiver Request
- Waiver Discussions with HHS
- County Assessment/OMJ Pilot Oversight
- Post-Business Requirements System - Go-Live Date Check
- County Assessment/OMJ Pilot Results Outreach
- Review County Plans
- Develop ODJFS CCMEP Training Coordination Strategies
- Develop ODJFS CCMEP Communication Plan
- General Stakeholder Outreach
- Waiver Media Outreach
- Promote rules to Stakeholders
- Prepare Counties for Lead Agency Designation
- Entry-level Ohio business Engagement
- Project Mgt, Updates, and Briefings

## Director's Office - Policy Team

- Develop Performance Metrics
- County Assessment/OMJ Pilot Development
- Develop Assessment Tool & Pilot
- Initial IEP Conversations with Counties
- CCMEP budget, allocation, & resource planning
- Revise CCMEP county allocation levels
- County Plan eSubmission planning



# PROJECT TIMELINE

*Project Kick off  
Form Development*  
*May 27th Draft Review*  
*June 11 Workgroup Meeting*  
*June 12 Recommendations to partners*  
*July 23 Workgroup Meeting*  
*August 21 Pilot Training*  
*August 31 Pilot Began*  
*September 4 Pilot Weekly TB*  
*September 11 Pilot Weekly TB*  
*September 18 Pilot Weekly TB*  
*September 25 Pilot Weekly TB*  
*Oct 2 Pilot Week TB*  
*October 7 Pilot Week TB*  
*October 15 Form Registration*  
*October 19 Rules Submission*  
*Nov 2 Rules Review*

April	May	June	July	August	September	October	November												

2015

# PROJECT METRICS

Measure	Result
<b>Waste</b>	2 forms to 1 form
<b>Redirected Hours</b>	?
<b>Cost Avoidance</b>	?
<b>Cost Savings</b>	?
<b>New Process - currently no reduction in steps, handoffs, etc.</b>	

# COST SAVINGS SCORECARD

Measure	Target
Forms completed	All people in the program complete a form
Trouble spots identified	Look for trouble spots and fix as needed
Timeliness	Processed within 10 days

# PROJECT BENEFITS - INTANGIBLE

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- Identifying Barriers
- Providing comprehensive case management
- Making referrals for all barriers
- Targeting young adults for long term results

# IMPROVEMENT SUMMARY

## Current Key Issues

Multiple Applications

Program focused

Paper processing

## How We Improved

One application

Person centric

Case management

# IMPLEMENTATION PLAN

Task	Who	When	Status
Review Comments	Amy	Nov 2015	In progress
Rules Official	OHSI	February 2015	On schedule
Training Plan	OHSI	2016	In progress
Early Adopters	OHSI	Spring 2016	In progress
Go Live	OHSI	July 2016	On schedule

# AS A RESULT

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- 16-24 will receive comprehensive case management including barrier identification and Individual Opportunity Plan breaking the cycle of reliance on public assistance

# SPECIAL THANKS TO...

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## Senior Leadership

Sponsor: Doug Lumpkin

Team Leader: Cheryl Vincent

Facilitator: Amy Smith

## Subject Matter Experts

- County JFS Staff
- Gerrie Cotter JFS
- Julie Wirt JFS
- Jeffrey Hissem JFS

# QUESTIONS/COMMENTS

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