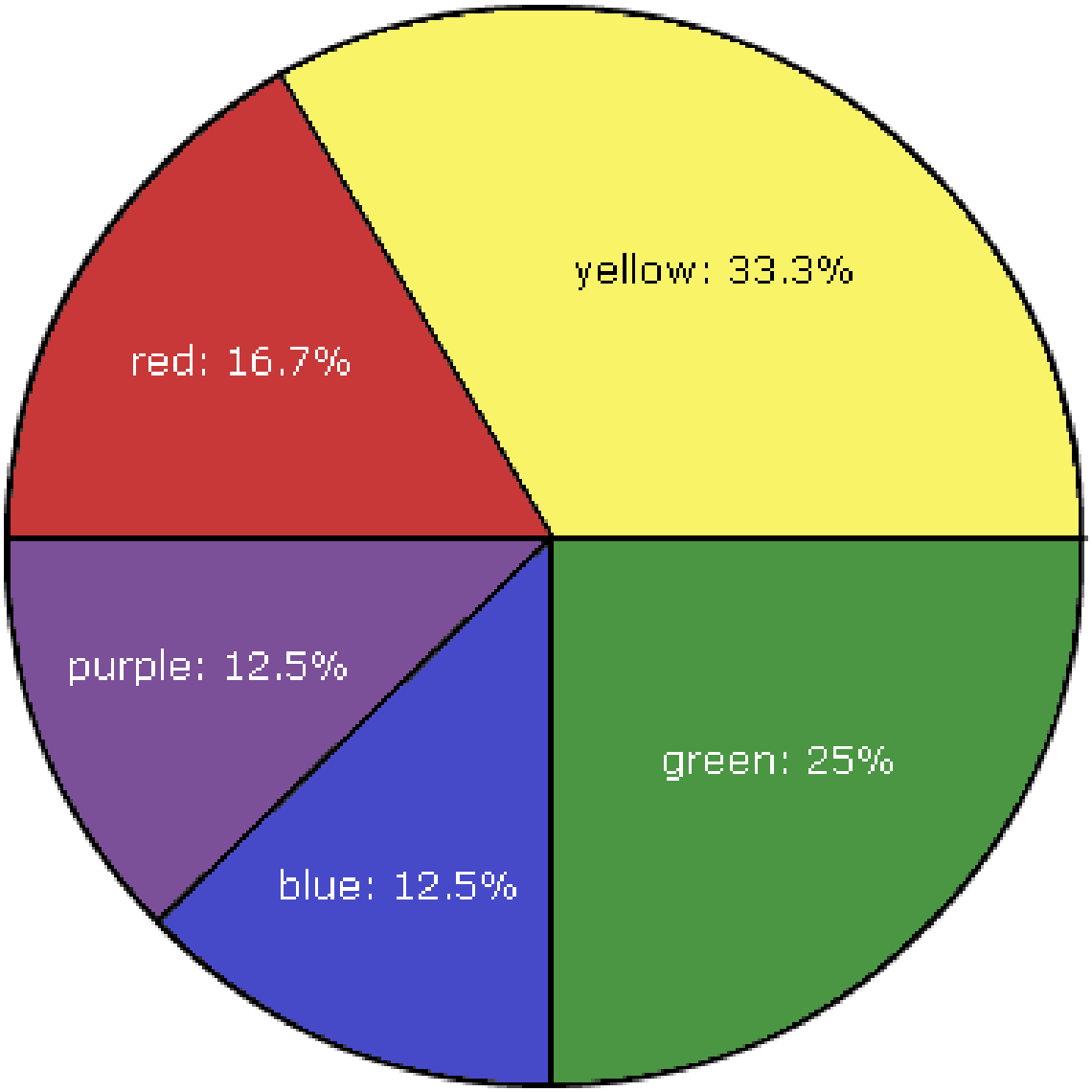
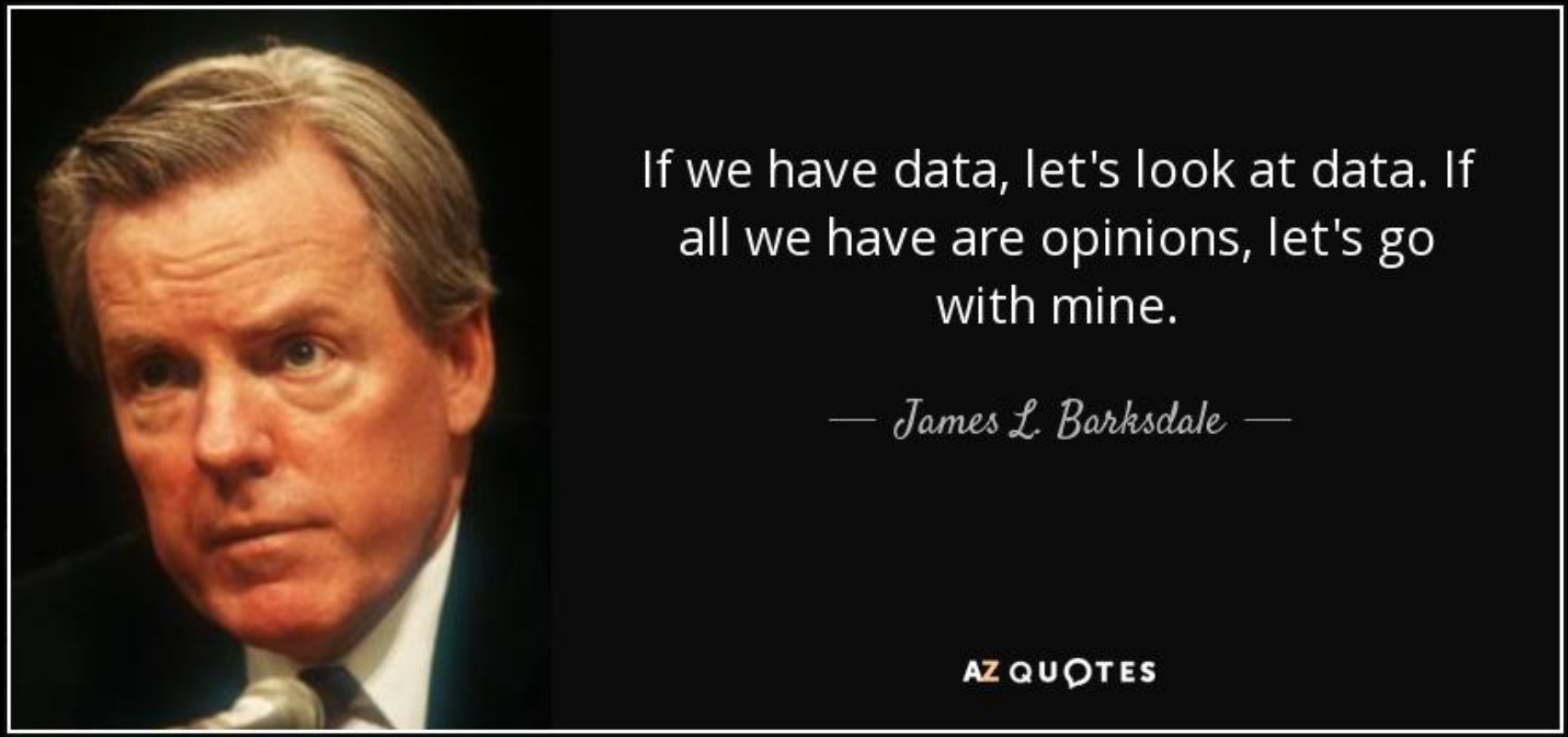

yellow: 33.3%
red: 16.7%
purple: 12.5%
green: 25%
blue: 12.5%


If we have data, let's look at data. If all we have are opinions, let's go with mine.
— James L. Barksdale —
AZ QUOTES

Ohio | Opportunities for Ohioans with Disabilities

John R. Kasich
Governor
Kevin L. Miller
Executive Director

Bureau of Services for the Visually Impaired
Bureau of Vocational Rehabilitation
Division of Disability Determination

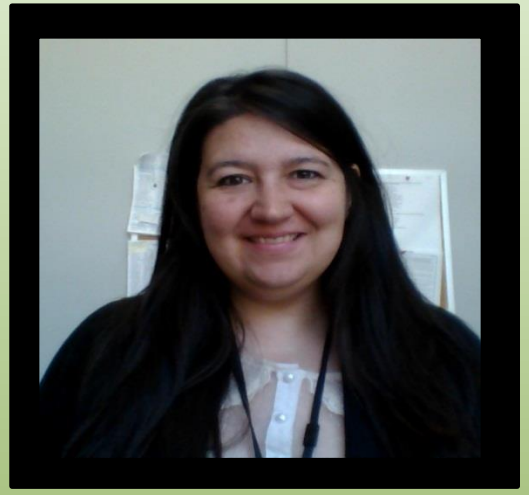
# ACTUAL SERVICE DATA

Green Belt Six Sigma Project Report Out

**Pam Laing, Opportunities for Ohioans with Disabilities**

November 4, 2015

Grace Tice
Job Developer



Kelly Malek
Benefits Analyst

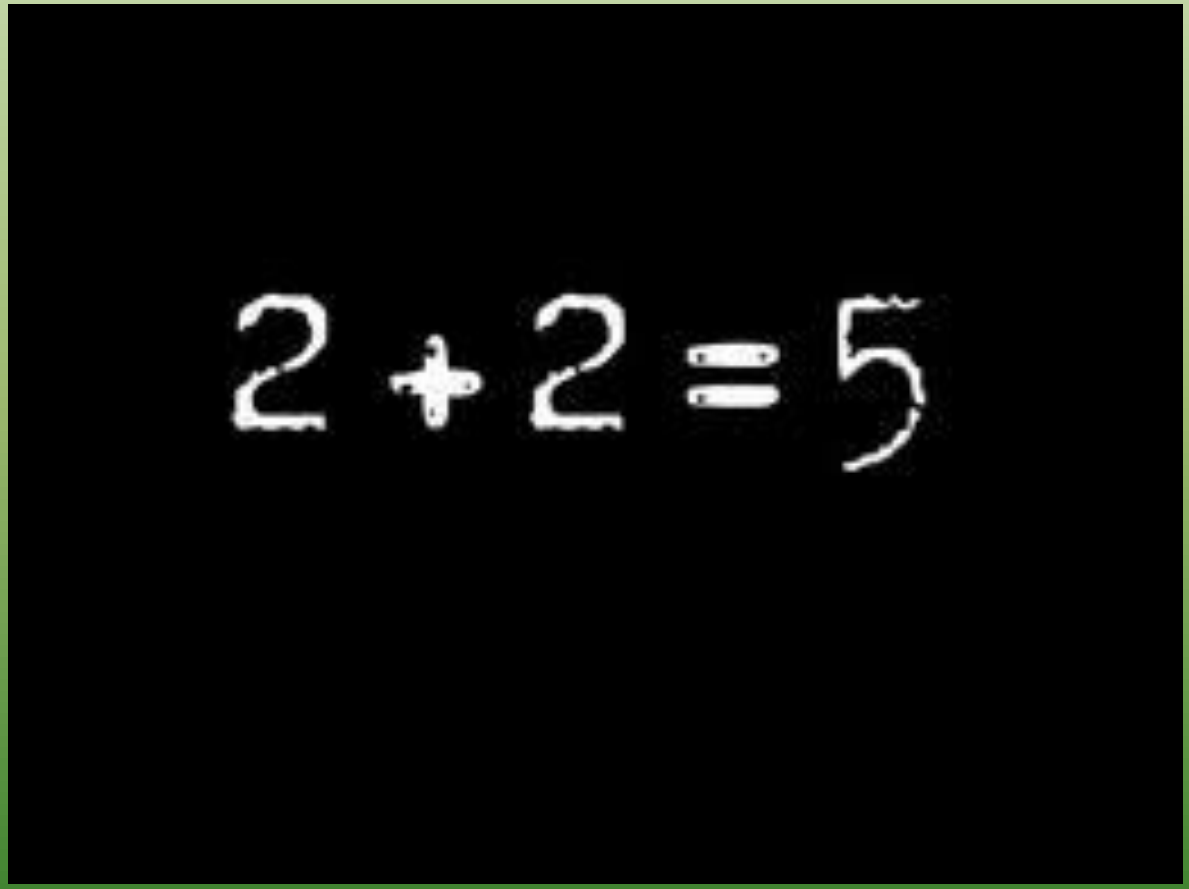
Beth Knack
Benefits Analyst

Jim Minutilli
Vocational Evaluator

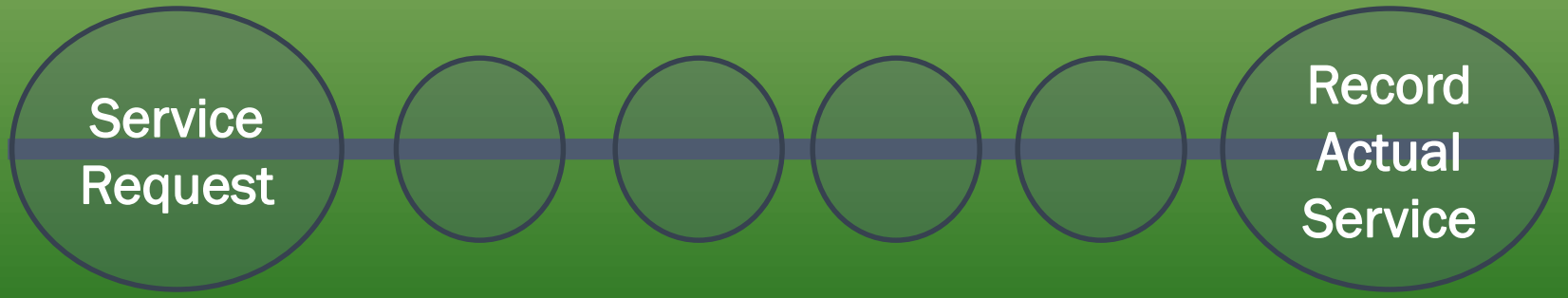
# The Actual Service Bunch

Jim Gears
Fee Schedule Program Specialist

# PROBLEM/OPPORTUNITY



# PROJECT SCOPE



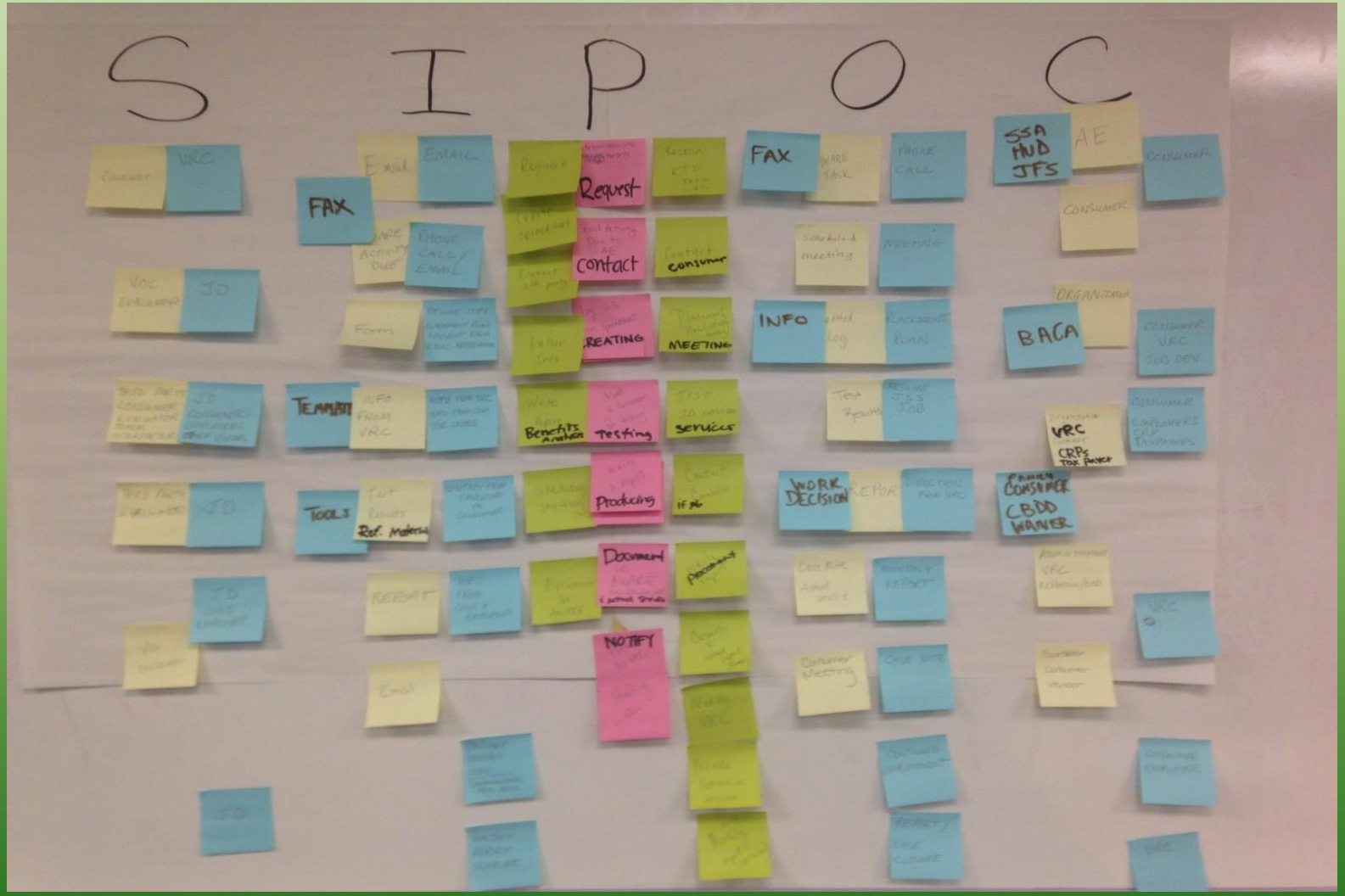
# GOALS

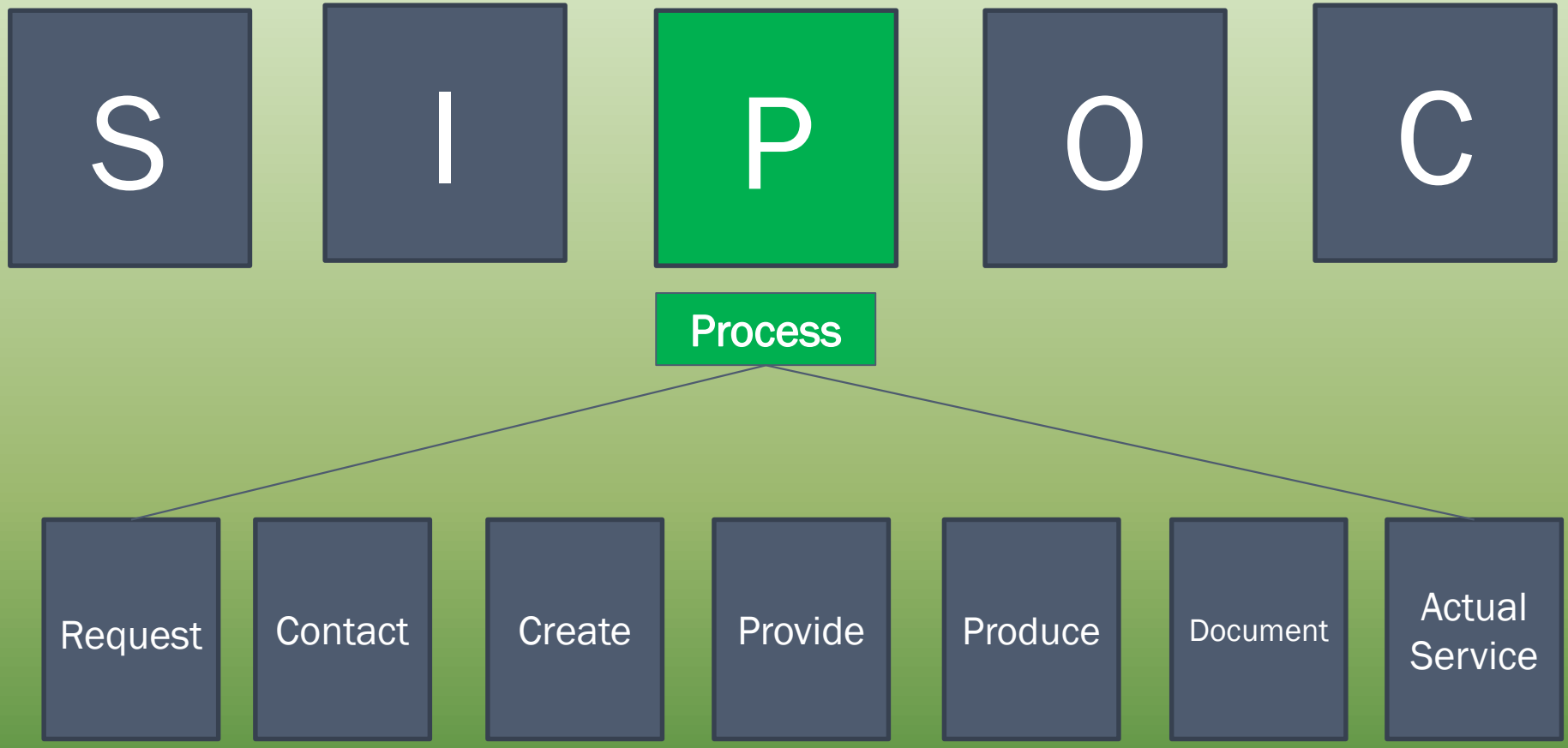
- ACCURATELY IDENTIFY ACTUAL SERVICES
- RELIABLE DATA

# INTENDED OUTCOMES

- CLEAR PROCESS
- ABILITY TO USE DATA TO MAKE DECISIONS

# HIGH LEVEL PROCESS - SIPOC

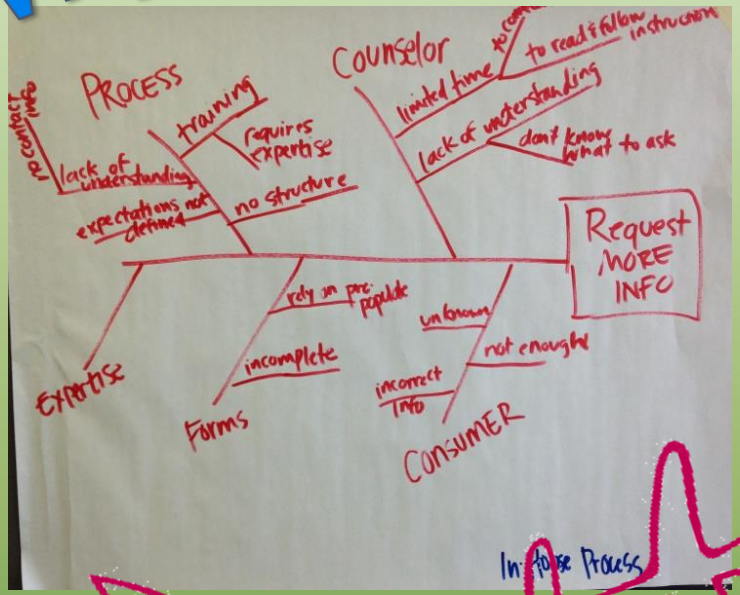


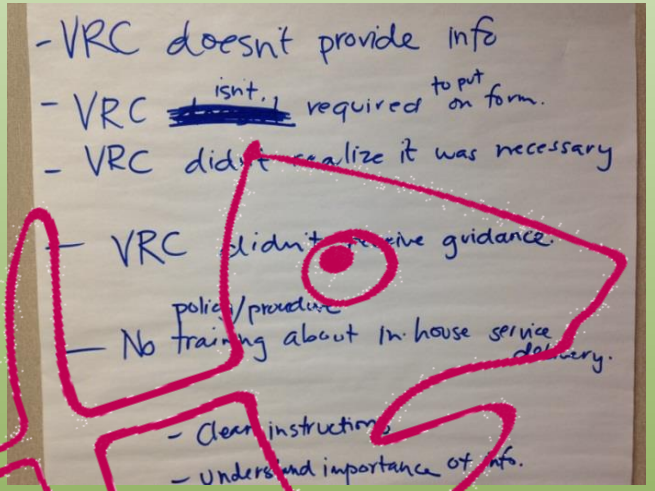

S
I
P
O
C
Process
Request
Contact
Create
Provide
Produce
Document
Actual Service

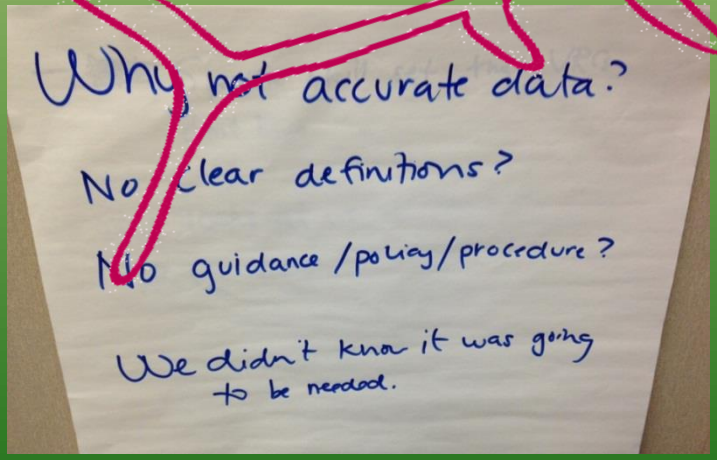
# DATA COLLECTION PLAN

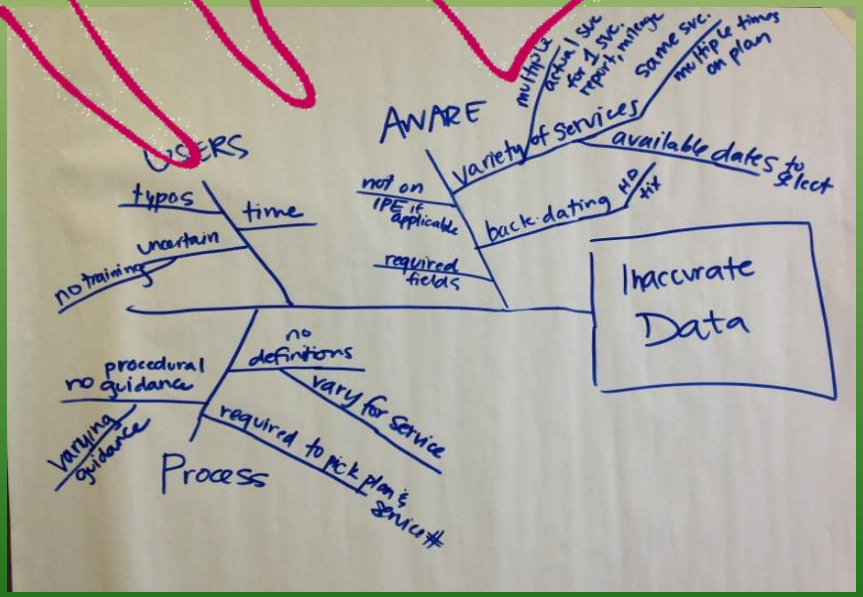
| In-House Services - More Information Needed | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Service Provider: | | | | | | Dates of Collection | 12/15/14 - 1/15/15 | | |
| Consumer Part. ID (Enter UNK if unknown) | Date Service Request Received | Method of Request | Service Requested | If Other, please list service requested | More Information Needed? (Yes/No) | If Yes, Reason #1 | If Yes, Reason #2 (if applicable) | If Missing Info (#1 or #4), briefly explain what was missing. | If Other #6 Reason, briefily explain |
| | | Select 1 | Select 1 | | Select 1 | Select 1 | Select 1 - IF APPLICABLE | | |
| | | | | | | | | | |
| | | | | | | 1. Missing Consumer Information (Name, Exi | | | |
| | | | | | | 2. Unclear as to requested service(s) | | | |
| | | | | | | 3. Unclear regarding specific need of service | | | |
| | | | | | | 4. Missing Required Documentation (signed r | | | |
| | | | | | | 5. Date Issue (service provider unavailable, c | | | |
| | | | | | | 6. Other reason not listed | | | |
| | | | | | | 7. Not Applicable | | | |

# Why? Why? Why? Why? Why?

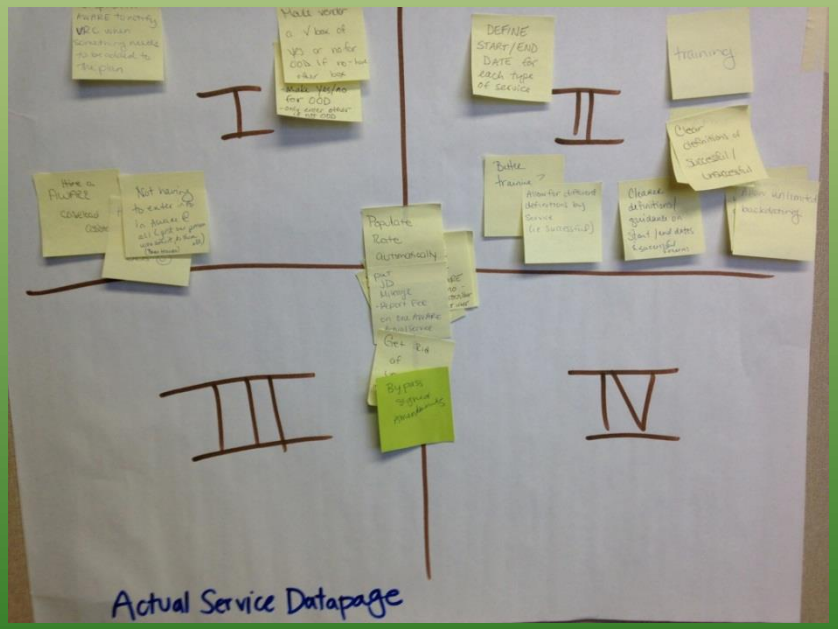


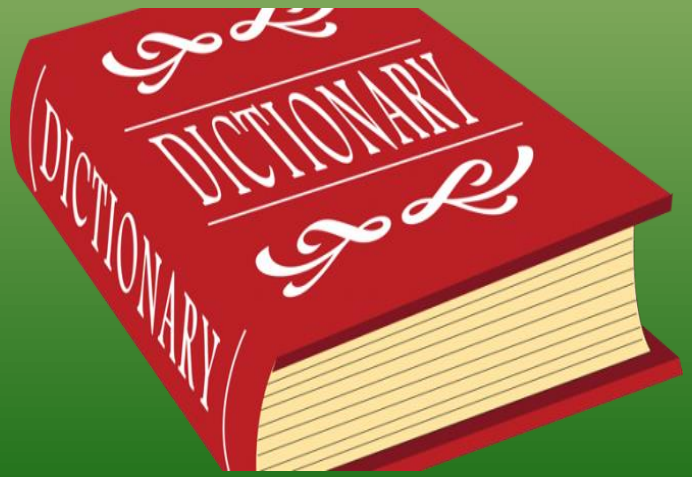
# IMPACT CONTROL MATRIX



# BIGGEST IMPACT / IMPROVEMENTS

- Reduce Fields: 17 to 12
- Reduce Service Options: Current Plan only
- Reduce services reported (mileage/report fee)

- Require service provider
- Define terms/guidance



# IMPROVEMENTS

Train All Staff

Implement in ‘Live’ case management system

# IMPROVEMENT SUMMARY

## Current Key Issues

Unreliable 'Bad' Data

Lack of Consistent Process

## How We Improved

Streamlined Data Fields

Defined Process

Operational Definitions

Updated Guidance

Training

# SPECIAL *THANKS* TO…

**Project Sponsor:**

- Susan Pugh

**Project Mentor:**

- Tom Melfo

**OOD Executive Leadership:**

- Kevin Miller
- Bill Bishilany

**Team Members**

- Jim Gears
- Beth Knack
- Kelly Malek
- Jim Minutilli
- Grace Tice

**Testers**

- Teji Adeyemon
- Ken Blythe
- Kim Chaffin
- Katie Perry
- Jeanne Hall
- Crystal Nudo
- Kerri Stickney
- Maureen Tock