

Success Story

The Problem

- Staff Turnover
- Recent Renovation
- 2-1/2 hours per day on mail and paper correspondence

The Results

- 86% Fewer steps
- Eliminate decisions
- Saved \$30,000 in Salary & Benefits through normal attrition
- Anticipated future savings

Local Government Efficiency Program (LGEP) Grant

Coshocton County Job and Family Services (CCJFS) experienced several changes in the past year, including staff turnover and a building renovation that significantly impacted their time available to correspond with customers. The clerical staff realized they were spending 2-1/2 on a cumbersome mail and paper correspondence process every day, which took time away from mission critical duties as serving customers at the counter, answering phones, and scanning old case files. CCJFS completed a Lean Routine with the help of the Muskingum Valley Educational Service Center (MVEESC). The project team streamlined the current process eliminating all decision points and 86 percent of the steps. The team accomplished this by:

- standardizing the requirements for processing mail among all four divisions
- reorganizing work space
- eliminating unnecessary emails
- coordinating electronic communication in place of paper correspondence with other agencies

Clerical staff assumed some additional administrative duties from the Child Support Enforcement Agency (CSEA) after a recent retirement. This allowed CCJFS to replace the full-time retiree with a part-time employee saving the agency \$15,000 in salary expenses and more than \$15,000 in benefits. The clerical staff was able to take on this additional work without negative impacts to the mail and paper correspondence process because of the efficiencies created through the Lean Routine.

The CCJFS will likely experience significant additional savings with increased use of electronic communication as well as existing scanning technology. By collaborating with the juvenile court, CCJFS can simply import court documents and bypass the scanning process altogether. Clerical staff will begin scanning other documents in late 2015, eliminating the time and effort each of the four divisions spends on this task. This is expected to free up capacity for improved caseload management.



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