

LEANOhio

Newsletter

Year in Review

It has been a great year and we hope this newsletter gives you a better sense of the impact you've helped to make in 2019. We'd like to start by saying: Thank you. None of these improvement efforts would be possible without the support from the LeanOhio Network, and for that, we are truly grateful. We would also like to thank the newsletter committee for continuing to provide great content every month.

We've provided just a small sample of the work that's been accomplished this year. We hope it continues to instill in you the same sense of pride we feel as we strive to fulfill the LeanOhio mission of making government services in Ohio simpler, faster, better, and less costly.



This December, our team had the opportunity to volunteer at LifeCare Alliance, preparing delivery boxes and packing food for their Meals-on-Wheels program. This program provides nourishing food 365 days a year to homebound older adults and individuals living with a medical challenge or disability. They home-deliver approximately 5,000 meals a day in Franklin, Madison, Marion, Champaign and Logan Counties. We wanted to give back to the community this holiday season and found this to be a rewarding experience, one we'll surely repeat.

If you are looking for a volunteer opportunity, visit www.givebesa.org/volunteer. Additionally, we will send information to the network on our next scheduled volunteer opportunity so you can join too!

Wishing you all a joyous, safe, and "efficient" holiday season!

The LeanOhio Team (Scot, Hannah, Michael and Julie)

Projects and Certification

LeanOhio continues to further embed the “continuous improvement mindset” into state agency management and operations. During 2019, LeanOhio and its network of Lean Practitioners completed 54 process improvement projects, resulting in a total of 971 days of reduced start-to-finish process time and the elimination of more than 740 process steps to continue to make state government in Ohio more efficient and effective. These projects are producing tangible results across many core processes in State government!



In 2019, LeanOhio provided belt certification to [57 new State employee Lean Six Sigma practitioners](#) representing 22 State agencies, boards, commissions and offices of elected officials. A sample of projects includes:

- [Improved coordination of the Department of Public Safety Emergency Resource Team program](#)
- [Overhaul of the state’s Medicaid Service System](#)
- [Improved services within Ohio’s Penal Industries](#)
- [A new standard of safety culture at OhioMHAS, Appalachian Behavioral Healthcare](#)

More results can be found at lean.ohio.gov.

Governor's Initiatives

LeanOhio is grateful for the opportunity to directly support two of Governor Mike DeWine's key initiatives in 2019. [RecoveryOhio](#) was the first executive order signed by Governor DeWine and addresses the drug epidemic in Ohio. LeanOhio worked with Alisha Nelson, Director of RecoveryOhio, to assist with efforts on planning and facilitating the RecoveryOhio Advisory Council meetings. The council is made up of individuals from private industry, government service, learning institutions, criminal justice settings, healthcare, and those living with mental illness and/or a substance use disorder and their families.



LeanOhio provided facilitation and used a variety of Lean tools and techniques to help get RecoveryOhio Advisory Council members to reach consensus on a list of actionable recommendations that will improve the system for people impacted by mental health and substance use disorders. LeanOhio Administrator, Michael Buerger, was recognized by Governor DeWine at a recent Governor's Cabinet meeting for his leadership supporting the work of RecoveryOhio.

These recommendations were provided in their [initial report](#) and serve as the framework towards implementation.

LeanOhio will next work with the Children Services Transformation (CST) team to help conduct a thorough review of the state's foster care system and work with their advisory council to develop recommendations for improving the experience of children and families in support of the Governor's Children's Initiative.

Agency Spotlight



The Ohio Department of Agriculture (ODA) had a very busy 2019 improving processes. In May, the agency completed an event that improved processing time in their [Consumer Protection Laboratory \(CPL\)](#), reducing the time it takes for data samples to get to their lab so that divisions will have actionable lab results up to 75% faster.

Earlier this month, LeanOhio, in partnership with ODA's Lean Liaison, George McNab, facilitated a week-long event that focused on eliminating the backlog of work in their Office of Farmland Preservation and speeding up the time it takes for easements purchased to reach closure.

Agriculture is a land-based industry, and farmland preservation is a key component of the Ohio Department of Agriculture’s work to maintain the state’s farming heritage while positioning Ohio for agricultural growth. Food and agriculture together constitute the state’s largest industry, contributing more than \$105 billion annually to the state’s economy and providing jobs to one in seven Ohioans. The department’s Office of Farmland Preservation assists farmers, landowners and local communities with their farmland preservation efforts to land trusts to permanently preserve Ohio farms in agricultural production, strengthening Ohio’s number one industry, food and agriculture.

Over the years this process began experiencing significant delays in reaching closing on a property, severely backing up workflow onto employees, causing further delays on upcoming easement purchase cycles. So, a Kaizen team was formed bringing together employees from Farmland Preservation and Lean Liaisons from DSA and COM that served as fresh perspectives.

Measure	Current State	Future State	Change
Process Steps	143	56	61%
Decision Points Handoffs & Loopbacks	91	36	64%
Process Lead Time	36 months	11 months	69.5%

The team began analyzing every step of the Farmland Preservation process and identified opportunities for improvement with the goal of building a brand-new streamlined process by the end of the week the team brainstormed over 100 improvement ideas during the event. The implementation of those ideas will lead to significant improvements when the new processes are fully in place.

According to team calculations, the new process for one easement purchase to reach closing will be reduced from years to months. That’s over 69% faster than the old process. Click [here](#) to learn more about the event.



Pictured, L-R: Jill Schuler (Commerce), Leslie Piatt, Sarah Huffman, Erin Dillon, Jessi Neff, Deauna Gibbs (Development Services Agency), Amanda Bennett, Jody Bowen

Upcoming Events

[LeanOhio Boot Camp](#): January 13 – 16, 2020

[OSU COE Event](#): January 17, 2020

[Organizational Change Management](#): February 13, 2020



“The only way to do great work is to love what you do.”

-- Steve Jobs, *Co-founder and former CEO of Apple, Inc.*

Ideas or feedback? Please send to leanohio@das.ohio.gov

Ohio | Department of
Administrative Services

Mike DeWine, Governor
Jon Husted, Lt. Governor
Matt Damschroder, Director

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