

LEANOhio

Opportunities for Ohioans with Disabilities VR Fast Track

December 12-16, 2016

How Did We Get Here?

- OOD needs a rapid response to individuals and businesses requesting assistance to help individuals get the services they need in order to support them to get or adjust to their job.
- In addition to assisting individuals in maintaining employment, OOD needs to identify potential other criteria for which a fast track to employment could benefit individuals/businesses

Polar Xpress

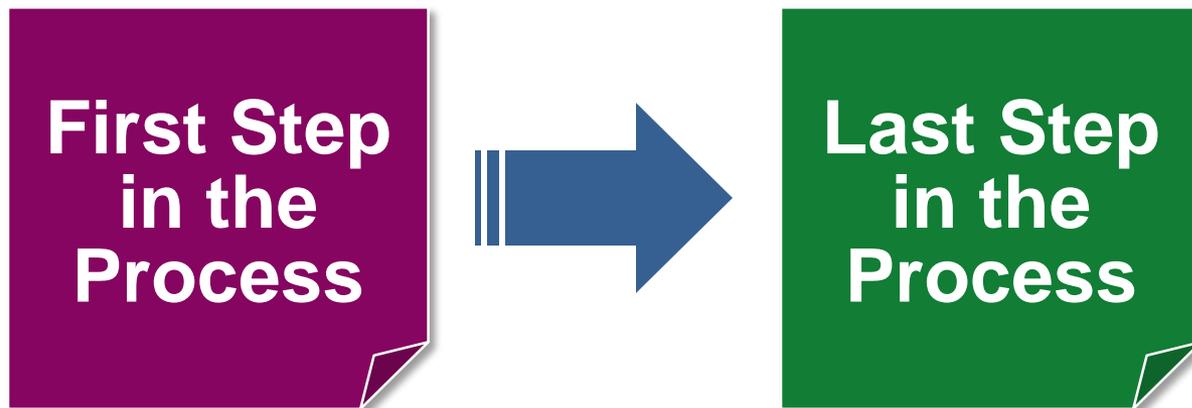


The team included vocational rehabilitation counselors, caseload assistants, vocational rehabilitation supervisors, and a business sourcing analyst. There was also representation from VR Policy and Procedures, VR administration, Business Engagement, and the Bureau for the Visually Impaired, as well as two fresh perspectives (DDD and Supreme Court).

Cari Arellano, Stephanie Branco, Jay Burns, Ashley Eby, Mallory Fisher, Sarah Jordan, Stephen Kahler, Kathryn Kiker, Darin McCoy, Jessie Miller, Bob Nicholson, Melanie Seckler, Chad Stentz, Sharon Valade, Jane Worth, Scott Majetta

Event Scope

- What is the first step in the process?
 - Our process begins with referral of a potential candidate for VR services
- What is the final step in the process?
 - Our process ends with the VR consumer being placed in employment



Event Baseline Data

In FY 2016, the approximate number of months for a case to move from application to employed status was 15.3 months.

Process Improvement Goals

Determine easily identifiable criteria for “fast track” process to rapidly get individuals engaged in VR services

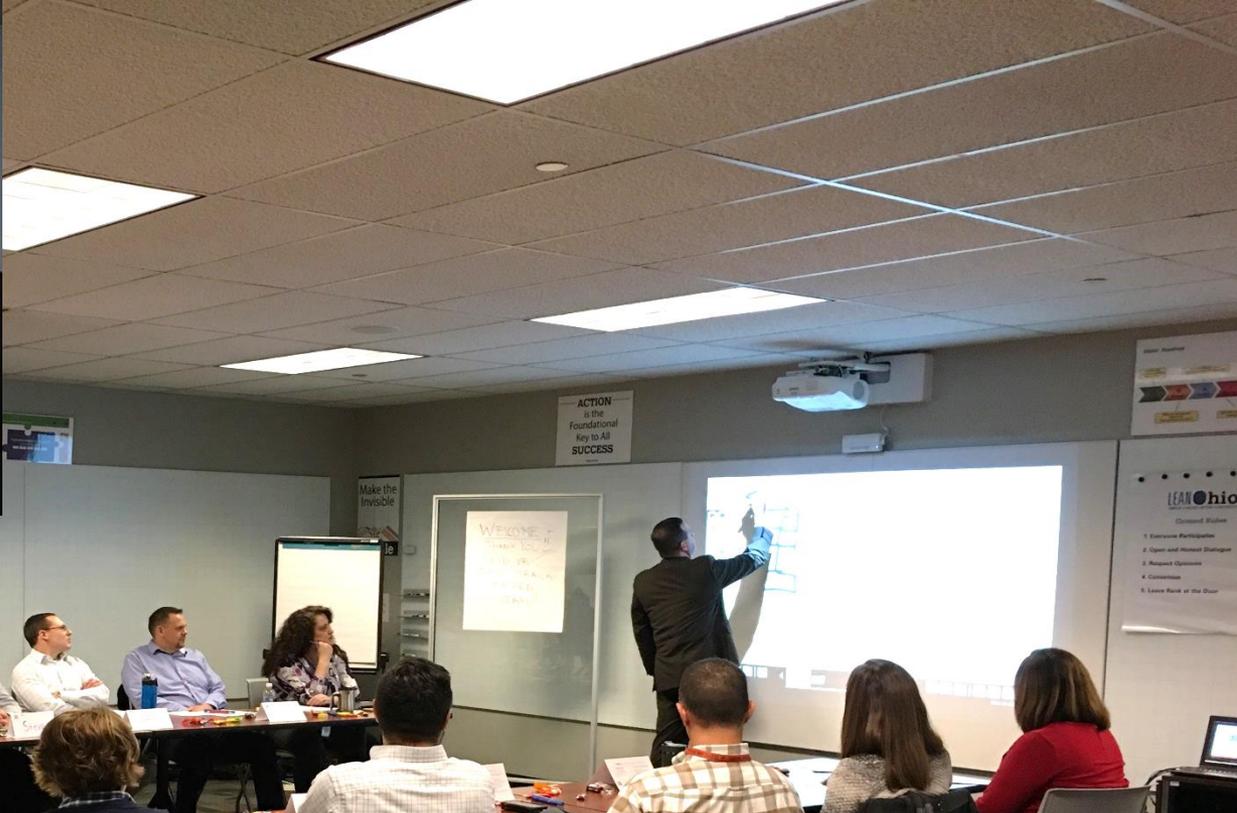
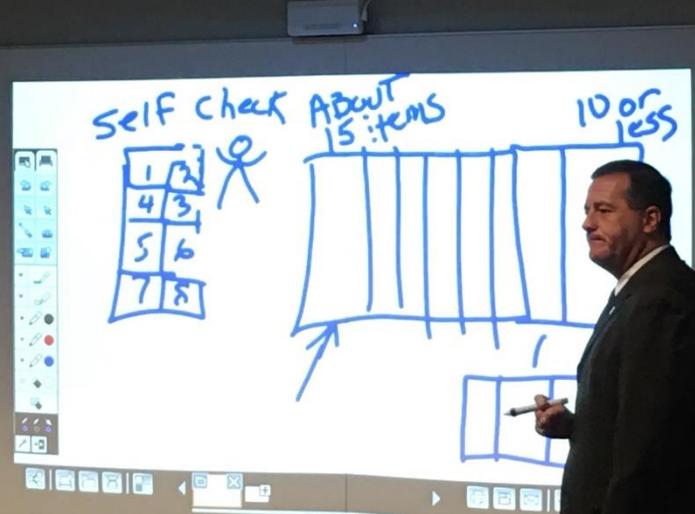
Reduce
processing
time

Minimize disruption in productivity and income for individuals/businesses that need services

Change for the Better

- Customer focused
- Right people changing the process
- One week-quick and action oriented
- Necessary resources available immediately
- New process implementation begins next Monday



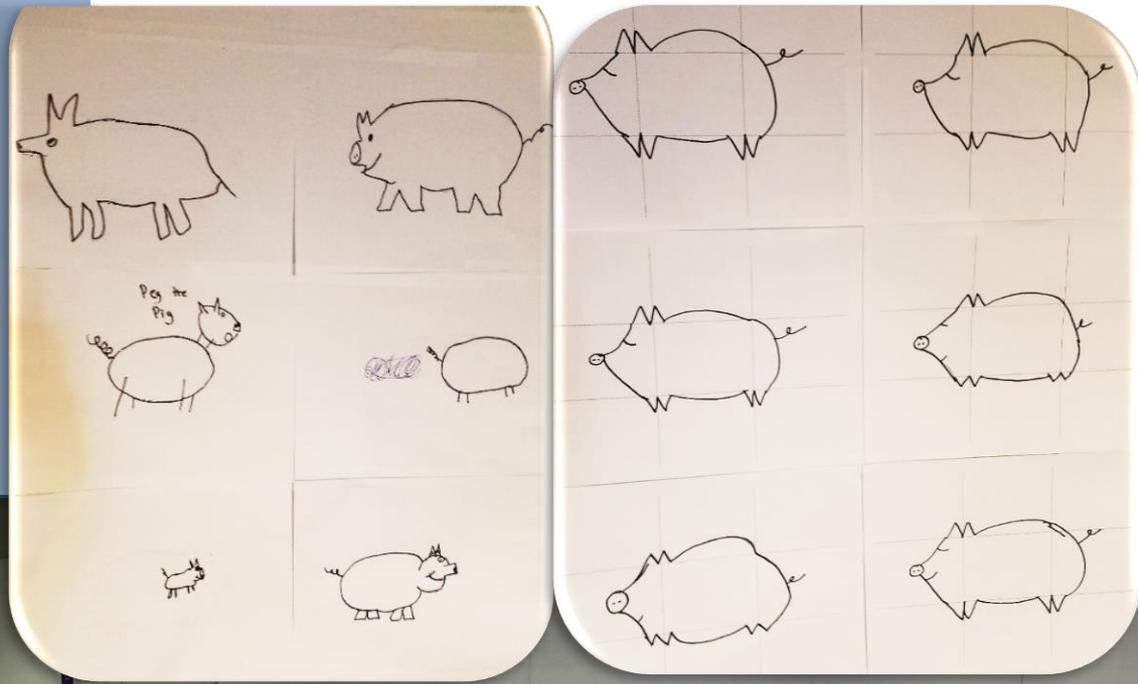


Day One

- Level setting
- Scope of event
- Stakeholder identification
- Current state mapping

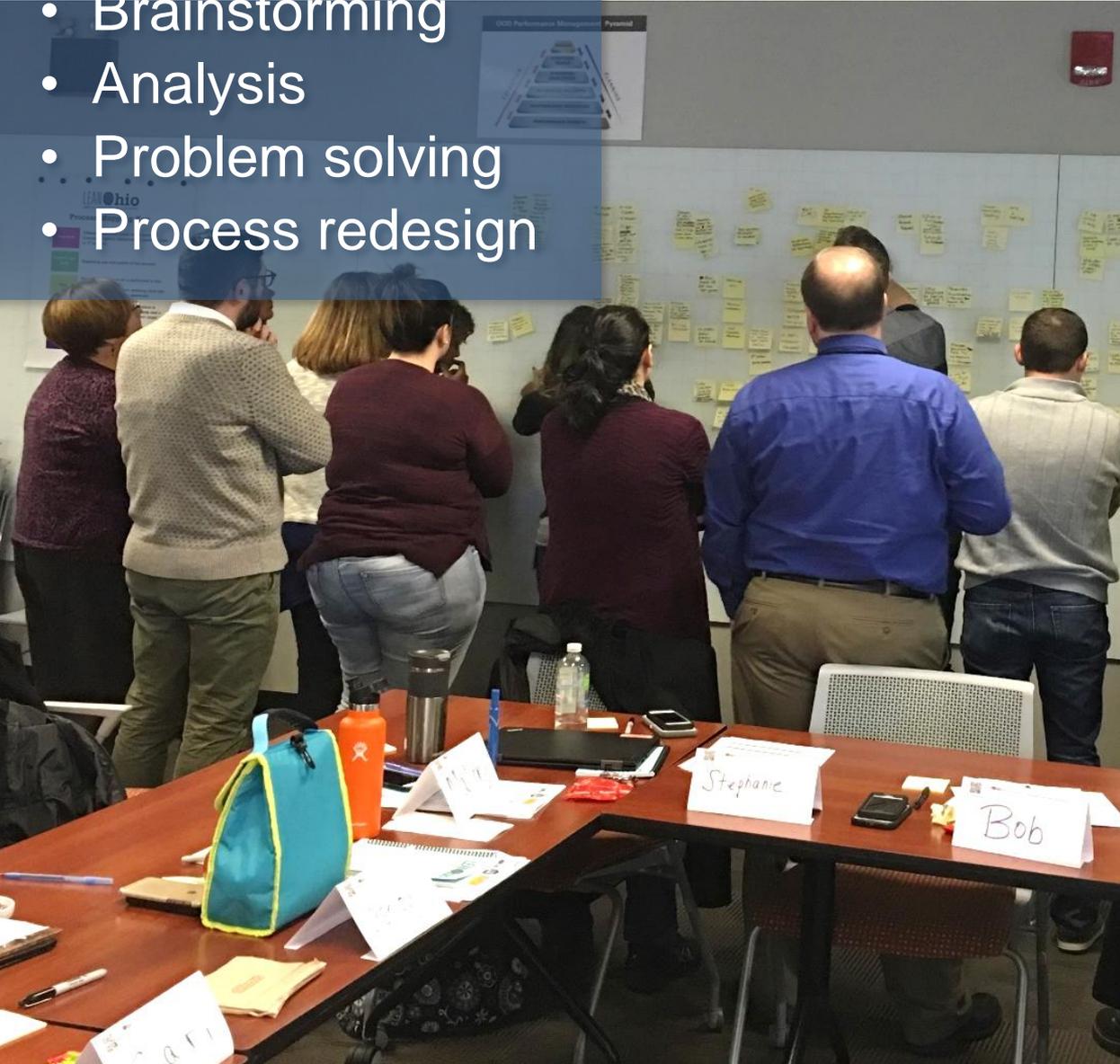
Day Two

- Finish current state mapping
- Waste identification
- Value added discussion
- Lean Six Sigma training



Day Three

- Brainstorming
- Analysis
- Problem solving
- Process redesign



Ideal Candidate #1

- Employed
- Has all records
- Requires less than 3 services
- Job ready or less than 3 months in service-J
- Has integrated community job experience
- No transportation needs

Ideal Candidate #2

- Unemployed – recently unemployed, i.e. employed less than 6 months ago
- Has all records
- Positive work history
- Has integrated community job experience
- Able to pass criminal background check and drug test (that does not impact the job goal)
- Requires less than 3 services up to placement (in addition to voc counseling and guidance)
- No training needed
- Has own accommodation or need has already been determined
- No transportation needs
- Job readiness checklist completed

Ideal Candidate #3

- High School Seniors/ Recent Graduates
- 18 years old or no guardian
- Have had OTSP training
- Have completed career tech
- Has all records
- Has available job goal with labor market support
- Needs less than 3 services
- No transportation needs
- Ready for employment

Ruled Out for Fast Track

- Home or vehicle modification
- Seeking self-employment
- College seeking
- No integrated community work experience
- Requires greater than 4 services
- Services will take longer than 6 months



Brainstorming and Affinity Diagrams



SIMPLER. FASTER. BETTER. LESS COSTLY.

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Today - Day Five

- More implementation planning
- Celebration
- Sharing results

Summary of Improvements

- 1 year faster!
- Elimination of loopbacks
- Identification of Fast Track candidates
- Savings for job seekers/employees
 - Avoiding loss of productivity
- Savings for Employer
 - Will retain and receive talent with less downtime

Summary Scorecard

Measure	Current Level	NEW	Change
Process Steps	114	56	51%
Decision Points	29	8	72%
Handoffs	31	7	77%
Loopbacks	6	0	100%
Process Lead Time	15.3 Months	3 Months	80%

Implementation Plans

- Training/Communication/Partnerships
- IT
- Policy/Procedure
- Fast Track Criteria

Implementation Plans

Communication & Training		
WHAT	WHO	WHEN
Developing Training on <u>Process</u>	Training and Policy Unit / Kathy Kiker	
Evaluate Current P&P	"	
Update Current P&P	"	
Create <u>NEW</u> P&P	"	
Dev. Communication strategies for Partners <small>vendors, BLN/OMI's</small>	Bob PRO Nicholson	
Kaizen FT Update	Bob/Darin	Dec. 16th - ongoing
Dev. Job Aids <small>scripts/talking pts/etc.</small>	Ashley/Chad Jay	

Partnership

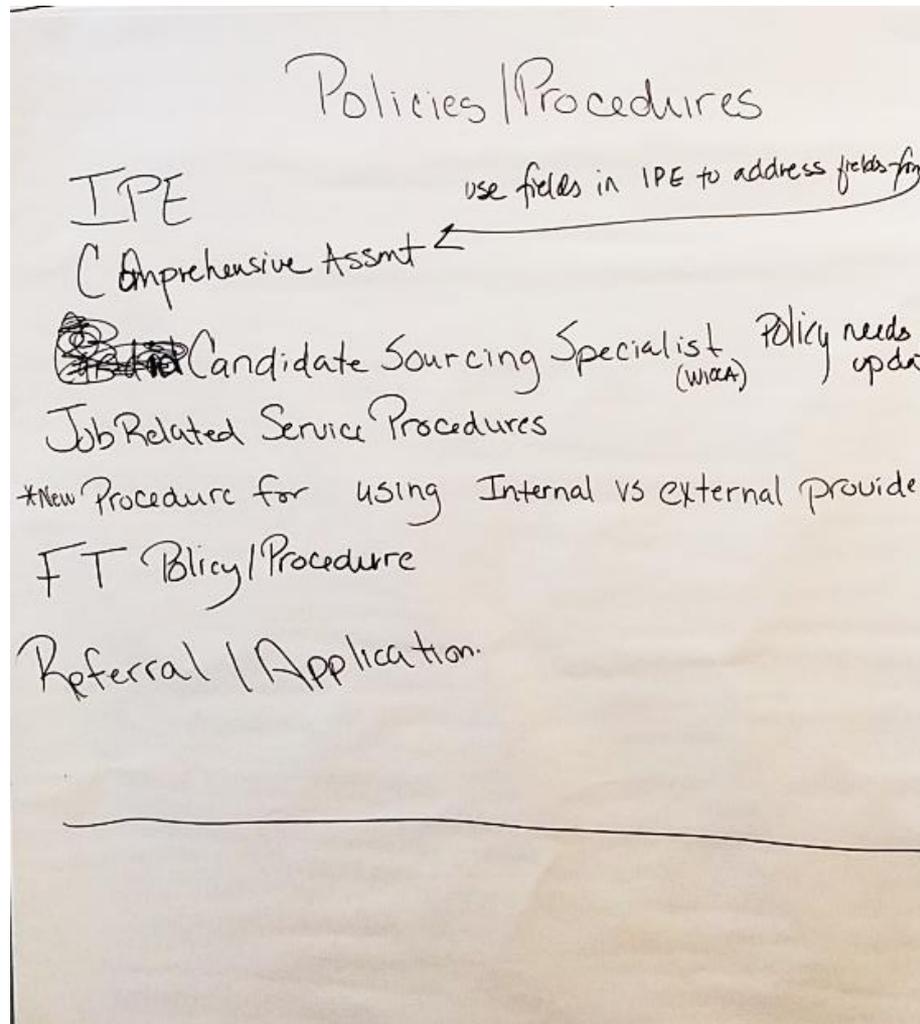
- BLN - educate on FT / Encourage Support + Buy In
- encourage support of new members by sharing OOD exper
- CRP's - educate on FT, reason for using internal services 1st.
encourage Buy In
Provide expectations on shortened time frame
- Employers - Educate on ~~BLN~~ FT
- Provide Disability Awareness training
- OOD staff - In Person training on FT.
Encourage Buy In

Implementation Plans

Technology (IT)

Task	WHO	WHEN
Code or highlight a FAST TRACK case in AWARE.	Senior Leadership - Darin McCoy	Request In process. By pilot launch.
Method to prioritize draft FAST TRACK authorization to AEZ without Activity Due.	—	—
<p>→ Parking Lot</p> <p>Employer Disclosure PA Form in Referral module</p>	"	"

Implementation Plans



Implementation Plans

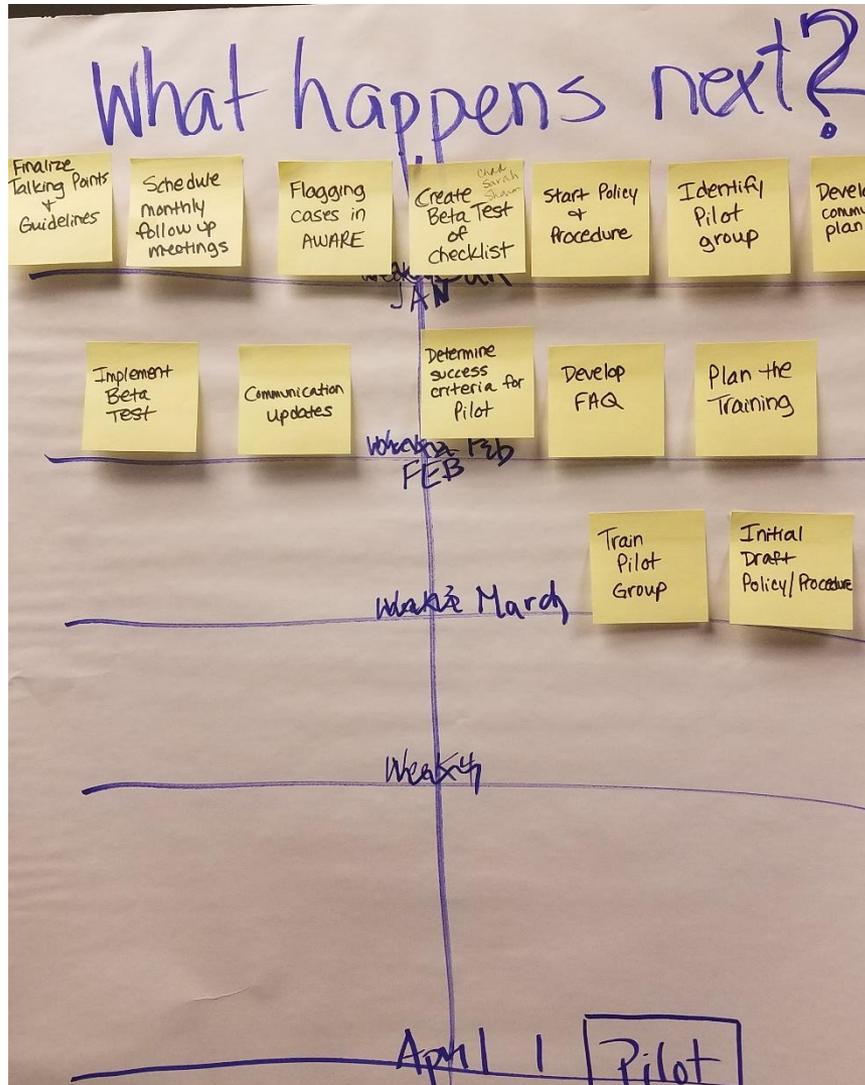
Fast track Implement

WHAT	WHO	WHEN
FAST TRACK criteria, Additional screening questions, and FAST TRACK authorizations	Jay Burns	Prior to pilot
Pilot		Begins April
PgP		
Data & Reporting		

What Begins Next Week?

- Begin prepping for January implementation
- Identify Pilot Group
- Begin Policy and Procedure development
- Begin Working Communication Plan

Timeline Tree



Special Thanks to...

Senior Leadership:

Director Kevin Miller and Assistant Director Bill Bishilany

Sponsor:

Raivo Murnieks and Susan Pugh

Team Leader:

Bob Nicholson and Darin McCoy

Subject Matter Expert:

Pam Laing, Tom Melfo

Fresh Perspectives:

Scott Maietta and Stephen Kahler