

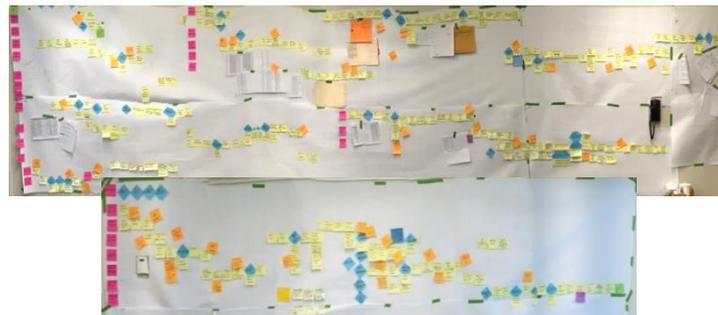
LeanOhio Kaizen Event Fact Sheet Bureau of Criminal Investigation

Issue: The background check and expungement process was cumbersome, with a long process leading to unsatisfied stakeholders. A lack of standardization and communication was frustrating for internal and external customers.

Department	Changes to Process	Metrics	As a Result
Ohio Attorney General Bureau of Criminal Investigation (BCI) Background Check and Expungement Process April 11 – 15, 2016	Reduced steps from 355 to 52 (85% reduction) Reduced decision points from 50 to 10 (80% reduction) Reduced handoffs from 32 to 15 (53% reduction)	The Background Check and Expungement Process has been reduced significantly Potential annual cost savings of \$311,250 from reduced postage, printing, envelopes Up to 34,500 staff hours will become available to be redirected to other mission-critical work	Healthcare providers, employers, and families will receive results from background checks up to 80% faster -- speeding up the process for individuals to receive employment, travel authorization, and other business-related services

Major Improvement	How it was accomplished
Faster processing of web checks/civilian background checks	Eliminated expedites and 1 st verify by allowing the ABIS system to auto confirm and complete transaction with minimal intervention
Redesigned the process for a background check that discovers a conviction	Improved process to allow more time to process “work in process” by improving the hit list
Significantly improved the expungement/sealing process	Streamlined the front-end of the process and standardized submissions (electronically)

**Current-State
Process Map**



**Future-State
Process Map**



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