

## Ohio Mental Health & Addiction Services Lean Ohio Kaizen Event Fact Sheet

**Issue:** To create a single efficient process for Grant Administration for FY 2015 and position Mental Health and Addiction Services to participate in enterprise grants process.

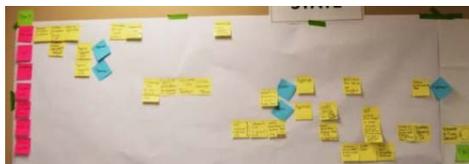
Department	Changes to Process	Metrics	As a Result
Ohio Department of Mental Health & Addiction Services Grant Process Integration March 17 – 21, 2014	<ul style="list-style-type: none"> <li>Reduced process steps from 122 to 41 (66% reduction)</li> <li>Reduced decision points from 17 to 8 (53% reduction)</li> <li>Reduced handoffs from 20 to 11 (45% reduction)</li> </ul>	<ul style="list-style-type: none"> <li>Paper Reduction of over \$15,000</li> <li>Invoice Process cost reduction of over \$32,000</li> <li>Customer cost savings approximately \$5,000 (2.7 million for all customers)</li> <li>Over 11,000 redirected hours per grant life cycle</li> </ul>	Boards and Providers will have access to funds faster through streamlined reporting and faster processing of requests.

Major Improvement	HOW it was accomplished
Single Grant System with standardized requirements	Collaboration with providers, boards, advocates, and staff to identify and remove wasted and non-value steps and utilize best practices
Reduced bottlenecks	Defined roles and responsibilities through standard work flow
Standardized ongoing communication	Developed communications/training plans

### Current Process Map



### Future Process Map



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