How Did We Get Here?

• The Job and Candidate Sourcing process is not producing the desired results:
  ➢ The job match not providing desired results
  ➢ Lack of process consistency among staff
  ➢ Confusion regarding roles and responsibilities
Event Scope

• What is the first step in the process?
  ➢ Our process begins with identification of job opening from Employer Partner.

• What is the final step in the process?
  ➢ Our process ends with the start of employment.

Identify job opening from Employer Partner

Start employment
Event Baseline Data

- 67.2% of matches were not good fit

- Fewer than 20% of placements occur with Employer Partners

- 52% of placements with Employer Partners were not facilitated with Talent Sourcing Coordinators (TSCs), meaning the service of pre-screening and preparing candidates was not being provided
Process Improvement Goals

- Define roles and responsibilities of VRC, BRS and TSC to achieve consistency in execution across all offices/areas
- Increase the percentage of TSC-facilitated placements with Employer Partners to at least 70% within 12 months
- Increase percentage of all placements with Employer Partners to at least 30% within 12 months
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
Day Four

- Future State Process
- Discussion and consensus
- Implementation planning
- Details
Today - Day Five

• More implementation planning
• Celebration
• Sharing results
Current State

- Breakdowns in key communication points
- Too many “what-ifs”
- Duplication of tasks
- Inconsistencies in job developers’ resume and correspondence quality
- Missing documentation led to numerous delays and missed opportunities
Simpler

• Less Data Entry
• Single Point of Contact
• Reduced Variation
• Decreased Decision Points
• Clarified Roles & Responsibilities
• Job Now Platforms (customized, real time)
Faster

- No employer release
- Emphasis on high demand Employer Partner Jobs
- Streamlined Process
Better

• Job Now concept

• Increased Collaboration
  ➢ Kick-off Meeting

• More time spent helping job seekers

• Enhanced value to employers
Less Costly

- Counselor discretion in job development utilization could lead to some cost avoidance

- Reduction in “busy work” related to the job match tool for TSC and VRC roles

- Enhanced staff engagement
# Summary Scorecard

<table>
<thead>
<tr>
<th>Measure</th>
<th>Current Level</th>
<th>NEW</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process Steps</td>
<td>122</td>
<td>43</td>
<td>65%</td>
</tr>
<tr>
<td>Decision Points</td>
<td>27</td>
<td>4</td>
<td>85%</td>
</tr>
<tr>
<td>Handoffs &amp; Loopbacks</td>
<td>46</td>
<td>22</td>
<td>52%</td>
</tr>
<tr>
<td>Delays</td>
<td>7</td>
<td>2</td>
<td>71%</td>
</tr>
<tr>
<td>Process Lead Time</td>
<td>53 days</td>
<td>34 days*</td>
<td>36%</td>
</tr>
</tbody>
</table>
Implementation Plans

- Process
- Required Documents
- Communication
- Training
- Policy/Fee Schedule
Implementation Plans

• Process

➢ TSC/VRC monthly meeting
➢ VRC Job Now culture shift
➢ BRS/TSC monthly meeting
Implementation Plans

• Required Documents

- Job Now Tool
- Revised Application
- Job Now Additions to Placement Plan
Implementation Plans

• Communication

- September Leadership meeting
- October/November area meetings
- Provider Listening Sessions in October
Implementation Plans

• Training

- Statewide training for field staff and providers
- New TSC and Internal JD monthly performance monitoring
Implementation Plans

• Policy/Fee Schedule

  ➢ Job Now Policy and Procedure

  ➢ Fee Schedule Incentives

  ➢ Job Now Process Added to VR Provider Manual
What Begins Monday?

- Stop using matching tool
- Begin policy revisions to eliminate Employer Consent
- Communicate with TSC supervisors-email, call
  - Standard meeting template
  - Begin design of Job Now tool
  - TSC’s to start scheduling meetings with VRCs
- Communicate with area managers
- TSC supervisors to reach out to TSCs
- EIS and area managers to communicate with VRSs and BRSs
- Establish parameters that TSCs will need for Job Now Placement Plan
Your Kaizen Experience
Your Kaizen Experience
Special Thanks to...

Senior Leadership:
• Director Kevin Miller
• Assistant Executive Director Erik Williamson
• Deputy Director Susan Pugh (BVR)

Sponsor:
• Deputy Director Kristen Ballinger (EIS)

Team Leader:
• Assistant Deputy Director Stephanie Andrian (Business Relations)

Subject Matter Experts:
• Becky Halstead (AWARE)

Fresh Perspective
• Quinn Peterson (MHAS)