



Green Belt Lean Six Sigma Project Report Out

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# Ohio Mental Health & Addiction Services Peer Recovery Support Training Application Process

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# Peer Recovery Support Training Application Process

Peer Recovery Support 101



A manual of peer recovery support basics

## Ohio Department of Mental Health and Addiction Services

- Angie Bergefurd, Senior Manager
- Jody Lynch, Team Sponsor
- Mindy Vance, Team Lead
- Francine Roman, Process Owner
- Sharon Fitzpatrick, Member

# Background

- OhioMHAS began formally certifying Peer Recovery Supporters on July 1, 2016.
- There are two ways to become certified:
  - 1) Candidates have at least 3 years of verifiable work experience.
  - 2) Candidates complete an OhioMHAS approved 40 hour in-person peer training. (NOTE: this training is coordinated through agency)
- It became clear there was an infrastructure problem. The process was antiquated and could not keep up with the increasing volume of applicants.

# So, we got to work...

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## LEANOhio Project Charter

Project/Event Title	Peer Support Training Application
Project Facilitator	Sara Molski
Agency/Organization	Ohio Department of Mental Health and Addiction Services
Project Mentor	Beth Gersper
Charter Last Updated Date	5/3/2018

**Project Background**  
Individuals with a lived experience of mental health and/or substance use disorders who are interested in using their story of illness to wellness to inspire hope in others may apply to take the 40 hour in-person training. In order to participate in a training, the applicant needs to submit several pieces of information.

**Problem/Opportunity Statement**  
OhioMHAS has received a number of complaints regarding the training application process. Given the volume of work and level of complaints, day to day operations would benefit from process review and improvement efforts. For example, there is currently lots of back and forth communication between the day to day operations team and the applicants.

SCOPE (define boundaries)	<b>First step in the process:</b> Applicant expresses interest in or need of 40 hour in-person training to become a Peer Specialist
	<b>Last step in the process:</b> Applicant receives training certificate and recommendation

**Project Goals**  
1) Identify a single point of entry for submitting training packet.  
2) Decrease internal and external complaints (with the goal of decreased stress and frustration for staff and applicants).

# Identifying the Issues

- Problem/Opportunity State = OhioMHAS received a number of complaints regarding the training application process. Given the volume of work and level of complaints, day to day operations would benefit from process review and improvement efforts.
- Metrics Reviewed = Point of entry, types and number of complaints, and length time between submission of training packet and completion of training
- Scope:
  - First Step: Applicant expresses interest in or need of 40 hour in-person training to become a Peer Specialist
  - Last Step: Applicant receives training certificate and recommendation

# Project Goals

Project Benefits = More applicants trained! A quicker and more streamlined process

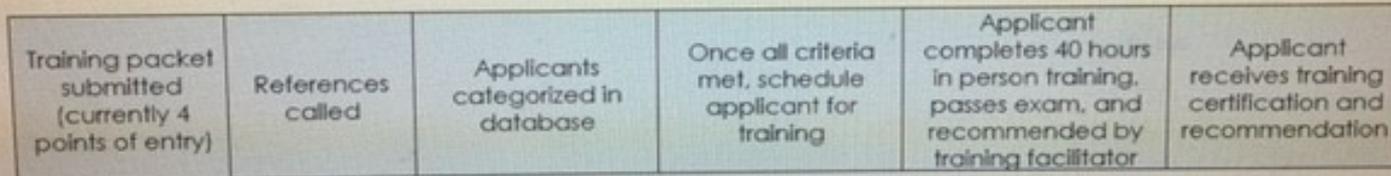
## Goals:

- 1) Identify a single point of entry for submitting training packet
- 2) Decrease internal and external complaints, including the goal of decreasing stress and frustration for staff and applicants
- 3) Develop a streamlined process for applicants and staff

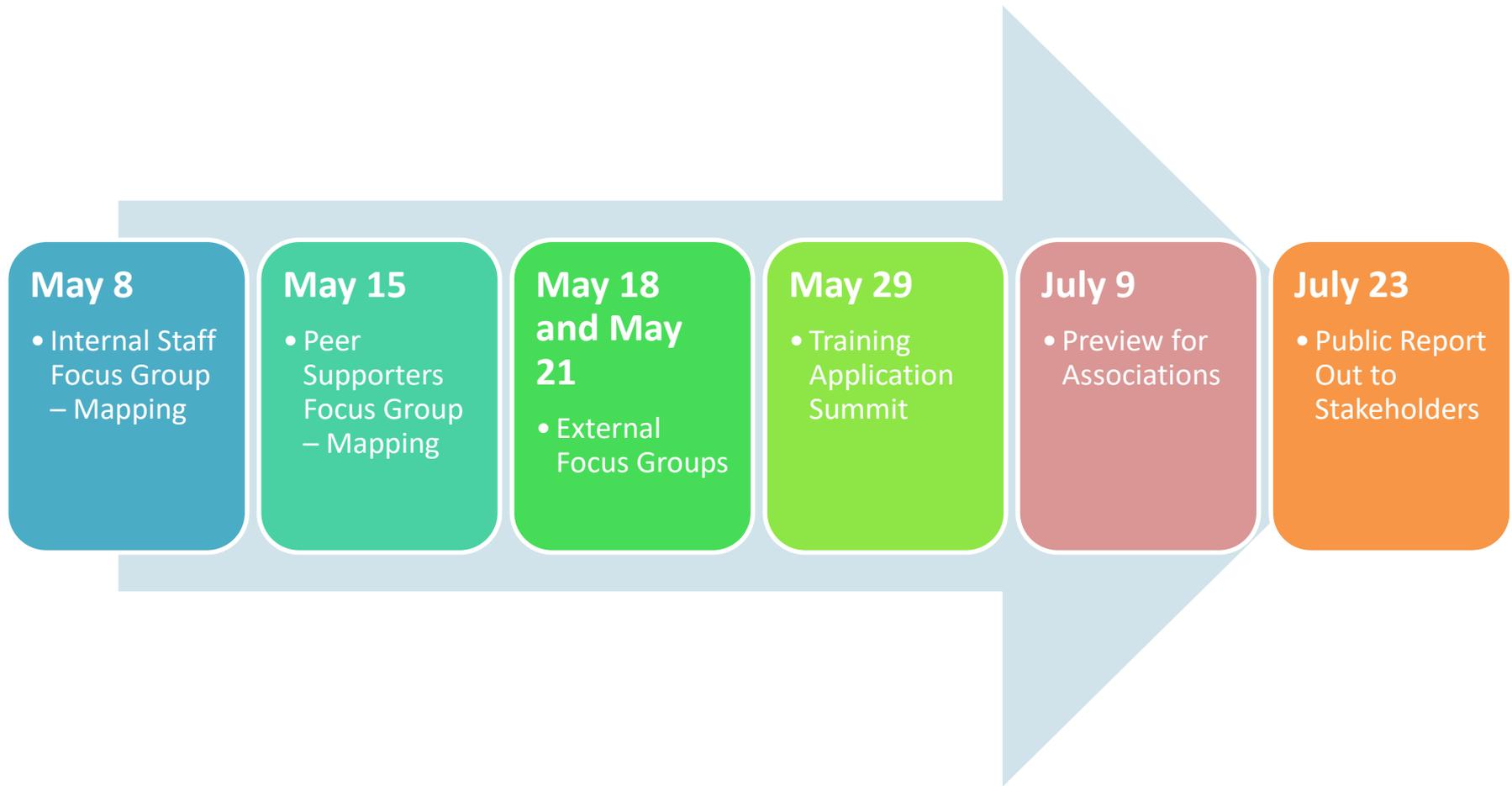
# SIPOC

SIPOC Peer Support Training Application

SUPPLIERS	INPUTS	PROCESS	OUTPUTS	CUSTOMERS
Applicants seek 40 hour in person training	Training Packet: 1) Training Application 2) 2 letters of reference 3) E-Based Academy Courses (16 online hours)	See below	Training Certification and Recommendation	Applicants Staff Recovery community Service providers



# Timeline



# Four Voices

“40 hour training is not designed for working adults.”

“I am a personal checklist [for peer applicants].”

“I feel like I am the E-Based Academy tech support.”

“The consumer needs a timeline. Not knowing makes them so anxious.”

“Very few people understand that there are two processes.”

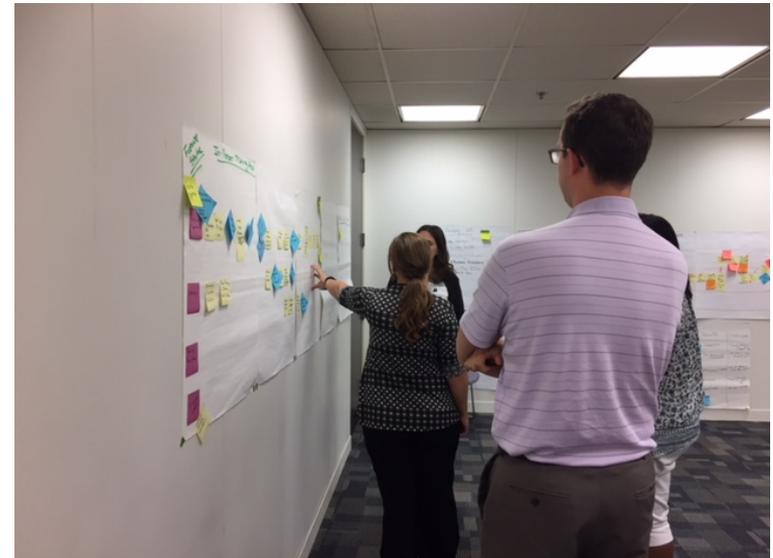
“The training application and certification should really be the same.”

# Digging into the problem

- Frustration and stress experienced by both applicants and staff
- Team Lead receiving 5 to 7 emails a day with questions and concerns
- 1,227 waiting for training
- Training application missing information
- Process owner calling references provided via training application
- Printing 11 certificates for EACH applicant from eBased Academy
- Confusion on training certificate...applicants wondering, “Does this mean we are certified?”
- Future trainings not scheduled
- Taking 2 to 3 months for an applicant to go through the training app process
  - Applicants frustrated and concerned about when they will be able to train
  - Applicants confused as to what next steps are

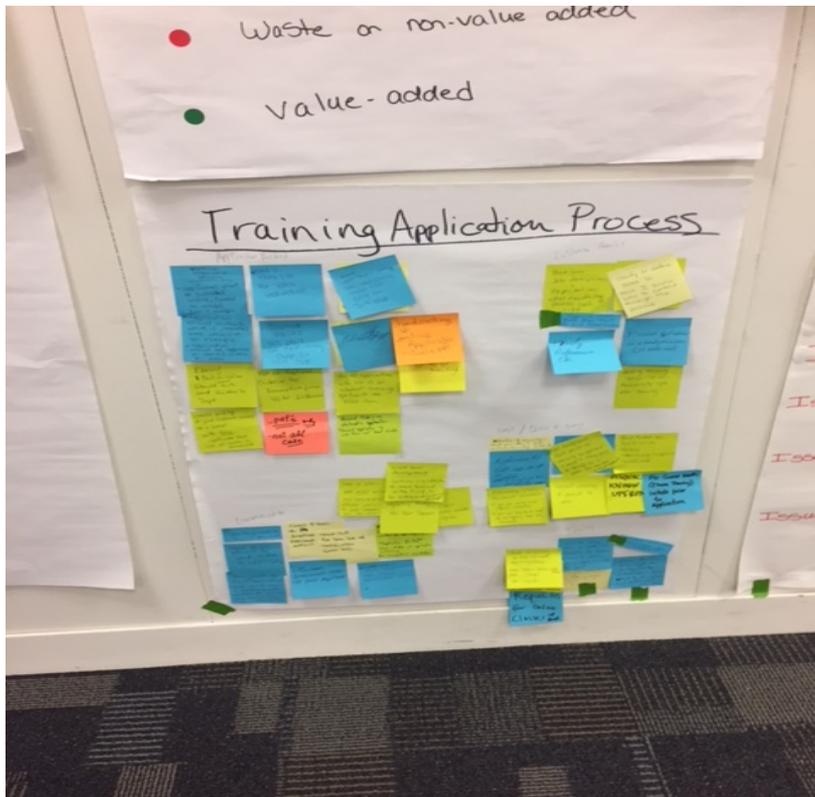


# Brainstorming...how do we make this better?

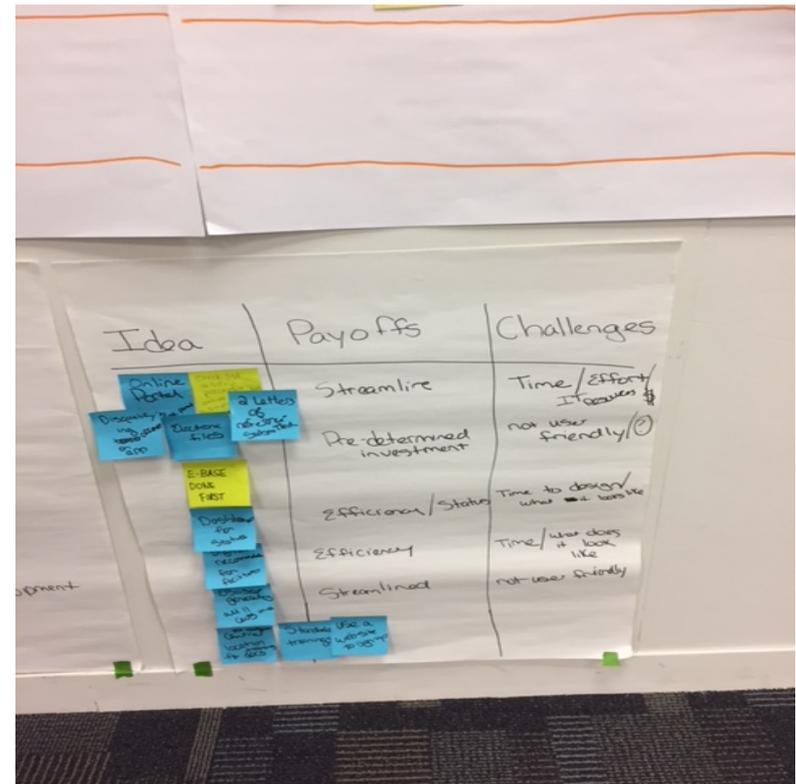


# Ideas Ideas Ideas

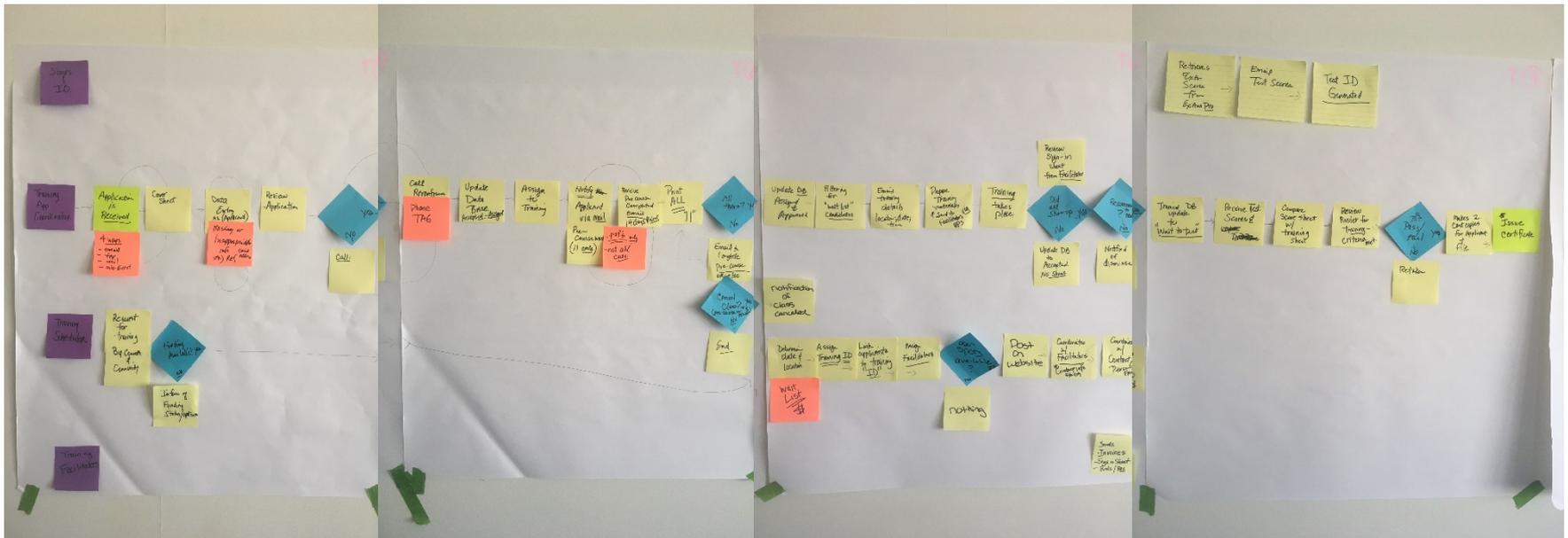
## Affinity Diagram



## Balance Sheet



# Future State Process Map



# Process Map Comparison

	Current	Future	Change in %
Tasks	52	24	54%
Decision Points	8	7	12.5%
Functions	5	4	20%
Delays and Waste	32	0	100%
Points of Entry	4	1	75%
Loopbacks	3	0	100%

# Project Benefits

- Single point of entry for training application
- Hired an additional staff member
- Decreased the number of internal and external complaints as well as decreased stress and frustration for staff and applicants
- Developed a streamlined process for applicants and staff around training packet submission
- Improved forms and application database
- More applicants trained!

# Implementation Plan

Task	Who	When	Status
<b>Forms Redesigned</b>	Quality Control Office and Peer Recovery Support team	Two weeks	Complete
<b>Centralize website</b>	Quality Control and Peer Recovery Support Team	One to two months	Three-fourths complete
<b>Backlog and Action Plan</b>	Quality Control and Peer Recovery Support Team	One to two months	Complete
<b>Electronic application for training</b>	OHMHAS IT	Ten months	Roll out next fiscal year

# As A Result

## Before Process Improvement

- Staff and applicants feeling frustrated and stressed
- 1,227 applicants waiting to be trained
- Team Lead receiving 5 to 7 emails a day with questions and concerns
- Training application missing information when submitted by applicants
- Process owner calling references
- Printing 11 certificates for EACH applicant from eBased Academy
- Confusion on training certificate...applicants wondering, "Does this mean we are certified?"
- Future trainings not scheduled

## After Process Improvement

- Staff and applicants feeling more calm and confident about training application
- 342 applicants waiting to be trained
- Team Lead now receiving only 1 email a day
- Used poka yoke tool on training application (fillable PDF)
- Created a reference form template
- Printing 1 certificate for each application from eBased Academy via Peer Supporter track
- Changed training completion cert language to be more clear on next steps
- 15 trainings scheduled for 2019 and posted on website

# As A Result

## Number Trained by Region

Region	January 2018- June 2018	July 2018-November 2018 (beginning)	November 2018 (mid-end)- December 2018	Total by region
Appalachian	48	27	4	79
Heartland	88	27	8	123
NorthCoast	100	65	41	206
NorthWest	37	41	1	79
Summit	54	61	21	136
Twin Valley	35	46	22	103
	<b>362</b>	<b>267</b>	<b>97</b>	<b>726</b>

# Improvement Summary

## Current Key Issues

Complicated and inefficient process

Stress and confusion for both staff and applicants

Applicants waiting for training opportunities

## How We Improved

Streamlined process

Staff and applicants feel more confident and at ease about training application

Increased training opportunities for applicants

# Special *thanks* to...

- **Angie Bergefurd**
- **Jody Lynch**
- **Mindy Vance**
- **Francine Roman**
- **Sharon Fitzpatrick**
- **Meghan Arnold**
- **Peer Recovery Supporters and Stakeholder groups**

**Additional thanks: Beth Gersper, Irene Barnett, Scott Wingenfeld, Racquel Graham, and Michael Buerger**

# Questions/Comments

