

Lean Ohio Kaizen Event Fact Sheet

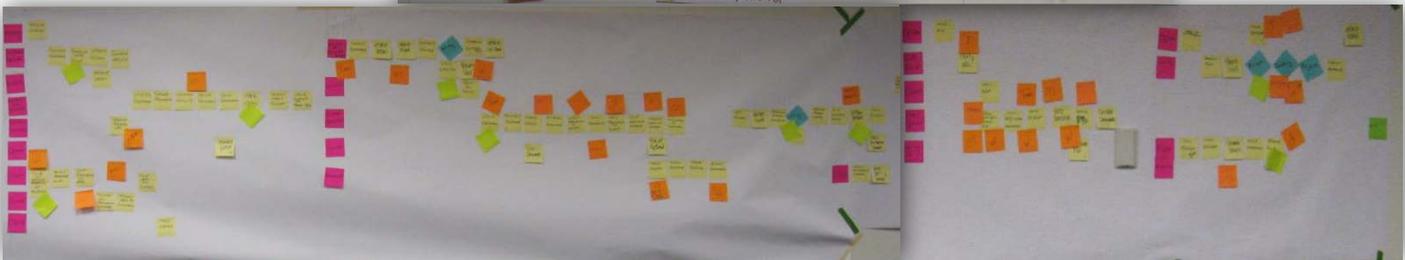
Development Services Agency: PIPP Plus Program Re-verification Process

Issue: The amount of time between re-verification date and determination was too great causing excessive wait time for clients, mistakes, and unnecessary drops - leading to a backlog of one month for screeners to review applications.

Department	Changes to Process	Metrics	As a Result
Ohio Development Services Agency, Office of Community Assistance June 3-7, 2013	<ul style="list-style-type: none"> Eliminated multiple entry points Level seasonal spikes– by spreading out the client load. Improve routing and tracking of missing documents Eliminate batching of letters Ocean enhancements to reduce steps. 	<ul style="list-style-type: none"> Process time reduced from 4-18 weeks to 1-6 weeks. Cost Savings to Clients: \$972,000.00 Cost Savings to Community Action Agency and OCA: \$5,000.00 Cost Savings to Community Action Agencies: \$600,000.00 Reduced steps from 140 to 76: a 45% reduction 	Energy Assistance Clients will receive credits for utility bills up to 12 weeks faster– keeping the lights on!

Major Improvement	HOW it was accomplished
Standardize process between OCA/Community Action Agencies	Create standardize model for Income Verification in Ocean
Reducing amount of time spent acquiring missing information and correcting income errors.	Create online application and client portal that will assist the client with providing the appropriate documents.
Improving client access to information and application	Create website FAQ and online application tutorials
Reduce client confusion regarding when they need to verify	Lock-standard re-verification date
Reduced backlog of clients and applications	Eliminating batching of re-verification letters

Current State



Future State



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