

LeanOhio Kaizen Event Fact Sheet

Issue: Opportunities for Ohioans with Disabilities (OOD) job and candidate sourcing process was not producing desired results and lacked an overall consistency among staff roles and responsibilities.

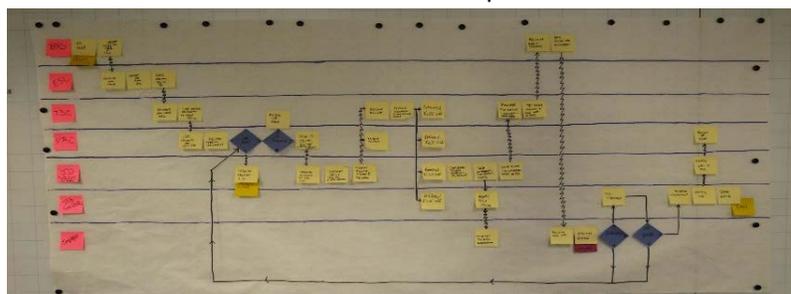
Department	Changes to Process	Metrics	As a Result
Opportunities for Ohioans with Disabilities	Process steps reduced from 122 to 43 (65% reduction)	The lead time for job seekers to be matched with an employer partner was drastically reduced from 53 days to 34 days.	Job seekers will be able to get matched to available high in-demand jobs faster, and allow OOD employer partners to obtain qualified matches for open positions.
Job and Candidate Sourcing Process	Decision points reduced from 27 to 4 (85% reduction)		
September 17-21, 2018	Handoffs reduced from 46 to 22 (52% reduction)		

Major Improvement	How it was accomplished
Focused emphasis on high in-demand jobs for job seekers and increased rapid placement opportunity with Employer Partners	Eliminated the employer consent form, matching tool and focusing on increased collaborations between TSCs, BRSSs and VRCs. Also implementing the Job Now tool will assist with this improvement.
Streamlined process	Designed the future state with a single point of entry while reducing delays, decisions, variations in templates, eliminating points of waste, and standardizing communication.
Clarified roles and responsibilities	Reduced ambiguity regarding roles for entering information into database and contacting employers. Training will be designed to clarify roles and responsibilities.

Current Process Map



Future Process Map



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