

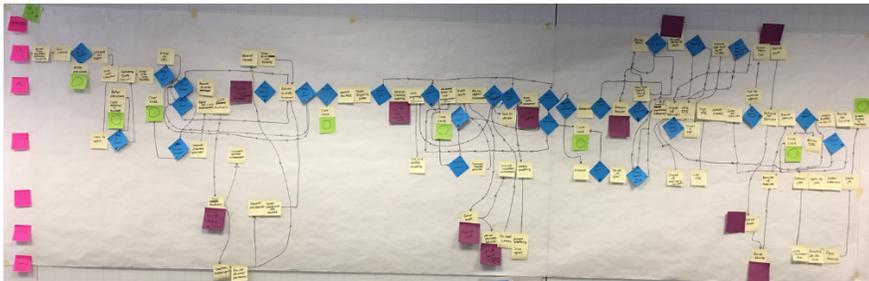
Lean Ohio Kaizen Event Fact Sheet Opportunities for Ohioans with Disabilities

Issue: The current Vocational Rehabilitation process can be time consuming for individuals who already have jobs and for individuals who are job ready – in part because they are placed in the same queue as those who need an array of more intense comprehensive services.

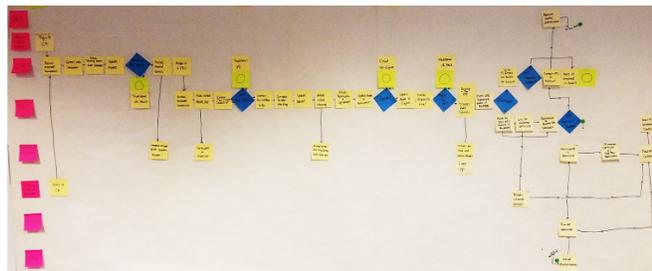
Department	Changes to Process	Metrics	As a Result
Opportunities for Ohioans with Disabilities	Reduced steps from 114 to 56 (51% reduction)	The process timeline will decrease from 15.5 months to 3 months or less for certain individuals once all improvements are implemented.	Individuals with disabilities who are employed or near job-ready will retain or gain employment 80% faster.
Fast-Track for Vocational Rehabilitation Services	Reduced decision points from 29 to 8 (72% decrease)		
Dec 12-16, 2016	Reduced handoffs from 31 to 7 (77% reduction)		

Major Improvement	HOW it was accomplished
Criteria for Fast Track	The team identified three categories of criteria that can now qualify someone to be “fast tracked.”
Process for Fast Track	A “Fast Track” process was developed for prioritizing candidates who meet certain job-ready criteria or are already employed.
Maximizing Employer Productivity	By setting a standard for meeting individuals at their place of employment, it reduces the potential loss of productivity for individuals and businesses.

Current-State Process Map



Future-State Process Map



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