

Kaizen

CONNECTION..Southeast



Division of Public Assistance Southeast Regional Office

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This newsletter serves as a weekly status report the Process Improvement Project. Content of the newsletter includes information shared at each individual project team meeting.

The Communication Project Team is dedicated in ensuring that SE Region Staff are well informed of the Kaizen Process Improvement planning stages. Team members are Jack E., Marg, Vicki O., Linda D. and Alma.

If you have suggestions or questions, please feel free to contact any one of the team members.



Southeast Regional Office
2030 Sea Level Dr.
Ste. 301
Ketchikan, AK 99901
228.3210

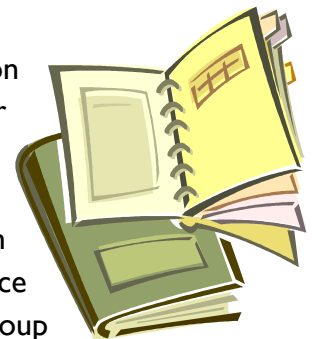
√CHECK √CHECK √CHECK Those Boxes

We understand this process adds another step to your daily routine and we value the time you put into completing the Production Logs. We need the data to help plan and manage our new workflow process in order to allocate resources efficiently. Led by project manager, Matt Culbreth, the Data Collection team is working on streamlining the different production log versions to keep it simple and comprehensive while maintaining accuracy and staff participation. The team reviewed Central Region's protocol/tools, discussed SERO's data needs, and if any changes should be implemented based on those needs. Currently, KDO and JDO are using modified versions of the production logs. SDO will start tracking data once a finalized regional form is established. The team will meet with Central office's data collection "guru" Kenji Dash to see if using a more current streamlined version would capture the important information we need. Be on the lookout on a "revised" regional version soon!! The Data Collection team meets weekly on Thursdays and team members are Matt, Gwenda, Jeanne, Linda and Alma.



Standardizing Regional Processes...

Working hard behind the scenes to develop training on standardizing specific processes in our work is your Regional Process Standards Team – Barbara, Ellen, Matt, Marg and Morgan (Project Manager). This team is responsible for developing training guidelines on CANO documentation, Interviewing and Notice Writing. During their last two meetings, the group concurred that SE workers would adhere to the current CANO format with emphasis on the following sections: TITLE, APP/BSD, R&R, ADDR/TEL, HHC, ROPD, CSSD, PRIOR SUPPORT, RESOURCES and INCOME. Samples are being developed so we can all be on the "same page" throughout the offices. Stay tuned for more information!!!





Telephone & Scheduling Logistics

In order to effectively serve our customers with our new process, phone and scheduling protocols/procedures need to be updated. This will require developing a new “phone tree” to route incoming calls, standardizing voicemail messages, updating scheduling systems to reflect functions rather than “staff” and developing a scheduling protocol that suites all three offices. The team has enlisted the help of Tammie Walker (AAll) from Central Region to provide information on setting up the telephones and scheduling systems under the new workflow process. Team members are: Alma (Project Manager), Jeanne, Josh, Brandi, Christina and Liz.

HEATING ASSISTANCE...Starting to “LEAN”

The Heating Assistance Program office is in the midst of their season. While they implemented some changes like a “GO TEAM” and “PEND TEAM” that have improved their service delivery, they have not fully been able to analyze and revamp their processes. Project Committee meetings will be scheduled similar to the other offices in the region. Debi has shared that she is “amazed at the response, enthusiasm, and excitement that the employees have received and embraced the new process”. Looks like HAP is “heating” it up!!!



Standard Operating Procedures & Regional Training

Developing a Standard Operating Procedures (SOP) manual is a crucial component in undergoing any change in how business is conducted. Luckily, the Central Region had already developed a product and the SE team has been reviewing it and making necessary updates to meet our needs. The group (Ginny, Jack, Barbara and Gwenda) has decided to meet twice a week in order to complete the updates in a timely manner. Helping the group is Clarissa Moon, Program Coordinator I Field Services, who brings a wealth of experience in developing policies/procedures. Clarissa assisted with Central region’s SOP and has been an asset to the team so far.

The Regional Training Group (Liz, Christina and Ginny) will begin scheduling presentations to share with staff. The initial training sessions include a presentation on Central region’s outcomes and a general overview of the SOP. More specific training on procedures will be conducted once SOP group has finalized that training section.



As you know, our region is in the planning stages of LEAN Process Management with an anticipated implementation date of January 2011. As LEAN Process Management implementation moves across the state, a statewide team is being formed to review the Standard Operating procedures, suggest changes and make recommendations to the process to ensure standardization of the process wherever possible.

The initial team will include the Regional Managers and Site Managers from both regions. In addition to the managers, each site in both regions, has nominated one staff member to participate on this committee. As other regions roll out, other staff will join the team.

SOUTHEAST REPRESENTATIVES are:

Matt Culbreth, Brandi Fleming and
Vicki O’Brien