

DEPARTMENT OF HUMAN SERVICES



LEAN SUMMIT 2015

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DHS Lean Initiative



**Staff
Training**

21

Senior Staff
Lean 101 Trained



8

Member
Delivery Team
Selected



729

DHS Employees
Trained in CI



Objectives

**IMPROVE
OPERATIONAL
EFFICIENCIES**

**CREATE A CULTURE
FOR CHANGE**



**KAIZEN
EVENT**

8

Completed



4

Scheduled



Our Focus



Building a robust agency that effectively & efficiently serves its customers

- Establish a customer centric culture
Results: Established a call center
- Reduce turnaround time for all aspects of our interaction with customers
Results: Increase from 20k cases/month to 32k cases/month
- Improve staff morale
Results: On-going trainings and appreciation initiatives
- Become a data-driven Department
Results: Established the Office of Continuous Quality Improvement

Why Continuous Improvement Now?



- ↑ Customer needs and expectations
- ↑ Press for transparency & accountability
- ↓ Budgetary resources
- Changing workforce and population
- RI Governor Executive Order #15-9

What is a DHS Trim Tab?



BE A



TRIM

TAB

TODAY

Customer Categories



END USERS

(Clients to be served)

PROCESS PARTNERS

(Internal customers)

ALLIED STAKEHOLDERS

(Other agencies, communities, regulators, etc.)



Our Recent Office Relocation



LEAN 5S and the Upcoming Move

Here's how to apply Lean Office 5S methodology to a move to a new office space:

Sort

- Start early, allotting yourself time each Friday to purge your office contents
- Shred all non-essential paper documents
- Leave placeholders indicating where you left off and where to begin next time

Set in order

- Set aside all other items that will be making the move
- Group similar items together (cords and electronics, training materials)
- Take home personal items and those that the movers won't move like plants and valuables

Sweep

- Have wipes or cleaning cloths ready to clean dust and grime so that items arrive at your new space sparkling clean

Standardize

- As you approach the *Move Date*, box up items that you don't need on an everyday basis, labeling your moving boxes with the following information

- 1 - Your first and last name
- 2 - Department
- 3 - Cubicle or office # and location in new space
- 4 - General contents description



Our Newsletter



DHS TRIM TAB NEWSLETTER

Be a Trim Tab Today!



Volume 1, Issue 2
August, 2015

Message from the Editor: Ron Racine

Thank you for your overwhelming positive feedback to the first newsletter. We have had many of you share your experiences of changing to a "Lean" process and ask if we could publish your story - of course we can! Please submit your story to Patricia.Robert@ors.ri.gov for consideration.

Next issue we will be featuring Part II of the following story from the Office of Child Support Services,

who have embraced the continuous improvement process, culminating in an impressive list of improvements to service delivery over the past few years such as: walk in policy; scanning procedure; revamping packet production; amendment of forms; housing request process; streamlining mail process, etc.

Ron

CHANGE FOR THE BETTER AT OCSS

by Sharon A. Santilli

PART 1 The OCSS "LEAN" Process

Recently Director Depeña asked me to participate as a member of the DHS Continuous Improvement Delivery Team (CIDT). I was honored to do so. Since assuming my position as Associate Director for the Office of Child Support Services (OCSS) in 2004, I have been focused on improving programming,

sessions and meetings, I discovered that the Office of Child Support Services (OCSS) has been utilizing many strategies of the LEAN process since 2005 but did not know there was a formal name and process! You might say LEAN was implemented "out of

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