



Madison County DSS

LEAN RAPID IMPROVEMENT EVENT FNS RECERTIFICATIONS

STAFF PARTICIPATING

- DSS team consisted of the three employees responsible for FNS recertifications, the two economic services supervisors, front desk reception staff person, an employee from the Economic Services Intake section, our troubleshooter and the director.



STAFF EXPERIENCE

- ✘ Breaking the barrier of “the way it has always been done”
- ✘ Learned some processes to better manage work which will make their jobs easier/faster and will benefit not only the worker but the customer
- ✘ Hearing different ideas from workers, management, state staff and facilitators
- ✘ Access to state staff/facilitators during the event
- ✘ Getting to work alongside the workers and learn their skills

FINDINGS

- ✘ Mail processing time was averaging 189 minutes per day/items were sometimes being scanned twice
- ✘ Large number of customer requests to see their worker
- ✘ Returned mail was delaying timely processing
- ✘ Identified the need to have standard method of scanning, saving and naming documents
- ✘ No consistency in attaching case information/person specific information in NCF
- ✘ Method needed to track untimely FNS recertifications
- ✘ Need to fully utilize NCF and CSDW reports

NEXT STEPS AND BEYOND...AND THANK YOU!

- ✘ 30/60/90 day follow up with team to look at baseline measurements and determine if we are meeting our goals
- ✘ Will choose another area in the agency on which to focus using the new techniques we have learned
- ✘ This has been a wonderful experience for us! We are thankful for having had the opportunity to participate and appreciate our project being selected for a LEAN Rapid Improvement Event!