Business Process Management

This is an invitation to see Government with fresh eyes. To acknowledge that:

The work of government is noble.

The people of government are amazing.

The systems of government are a mess.

Let's work together to make them great.

-Ken Miller*

Did you know?

The current public assistance system is not designed to handle the pressures it is dealing with today. In other words whoever designed the current business practices never dealt with the challenges we are facing of 30 to 60% more cases with less staff.

Did you know?

The average client comes in contact with our offices, either in person or over the phone, anywhere between 3 to 5 times before we complete an eligibility determination.   It has been identified the unfinished determinations (pending cases), which in many circumstances, represent cases that are ready to be worked. The customers have turned in the required information but the cases are not worked due to other circumstances. This is the source of most repeat visits. This cycle drives customers to routinely interact with staff to find out the status of their cases.

Did you know?

Economic conditions are driving a large amount of people through the doors to apply for services. Along with these same economic conditions states have fewer resources to fund government operations.

PROCESS MANAGEMENT

PROCESS

Process Improvement Training

It is not the people

It is entirely possible to go 80% faster with better quality

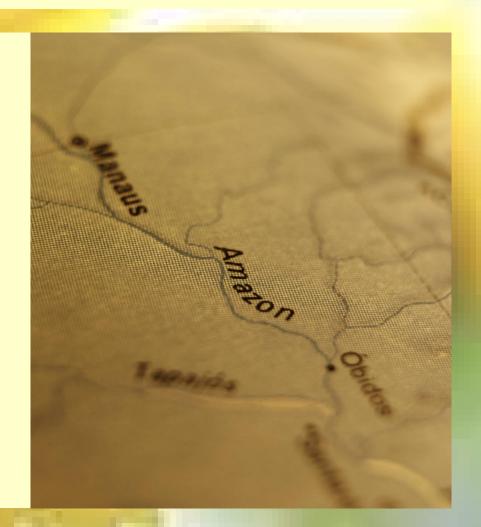90 per hour to 1,440 per hour without changing the work itself

PROCESS

Process Improvement Training

Process Mapping

    Initial

    Reviews

    IRs

    Changes

PROCESS

Process Improvement Training

Process Mapping

Process Analysis

    81 minutes vs. 21-34 days

    Scheduling

    Pended cases/Verification practice

    Interruptions

Work time vs. Elapsed time

Batches

Backlog

Bottlenecks

PROCESS

Process Improvement Training

Process Mapping

Process Analysis

Process Principles

Customers have different needs

Eliminate repeat visits

Reduce rework

Real-time data and resource management

MANAGE BY PROCESS

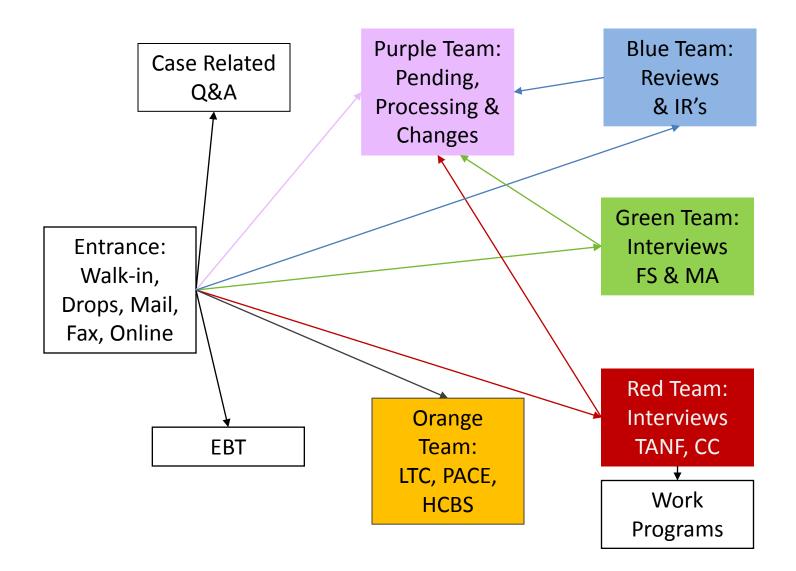Greeter/Triage to route consumers to the correct team

Green Team to handle all FS only and FS/Medical

Red Team to handle all TANF and/or Childcare and Refugee Cash

Blue Team to handle all recertification's and IRs

Orange Team to handle all Long Term Care, HCBS, PACE, & WH

Purple Team to handle all Changes/Pending /Processing

Benefits/Results

Improved Accuracy and Timeliness (less touches)

Less interruptions to workers

Ability to focus on task at hand

Better community image

Fewer complaint calls to Governor, Central Office, Legislature, Regional Offices

SNAP Benefits/Results

June 2011	SNAP Applications Processed	% Processed < 29 days	% Processed Same Day	Avg. Days to Process	Median Days Processed
Kansas City Region	3,612	90.3%	5.7%	14	13
Wichita Region	3,321	88.2%	30.7%	11.4	7
State Total	13,343				

June 2012	SNAP Applications Processed	% Processed < 29 days	% Processed Same Day	Avg. Days to Process	Median Days Processed
Kansas City Region	3,233	84.1%	45.3%	11.1	3
Wichita Region	3,509	90.3%	48.4%	8.6	1
State Total	12,101				

TANF Benefits/Results

June 2011	TANF Applications Processed	% Processed < 44 days	% Processed Same Day	Avg. Days to Process	Median Days Processed
Kansas City Region	1,028	99.0%	3.2%	16.6	16
Wichita Region	808	97.4%	8.7%	16.6	15
State Total	3,924				

June 2012	TANF Applications Processed	% Processed < 44 days	% Processed Same Day	Avg. Days to Process	Median Days Processed
Kansas City Region	853	97%	31.1%	12.9	9
Wichita Region	870	98.3%	31.1%	11	9
State Total	3,170				

More Benefits/Results

Decreased fraud

Increased employee morale/less stress

Improved customer experience

New staff able to contribute to the process quickly

Questions?

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- Many thanks to Ken Miller and the Change and Innovation Agency (CIA) who assisted Kansas with the Process Management.

- Many of these concepts were developed in conjunction with their philosophy.