LEAN RAPID IMPROVEMENT EVENT
FNS RECERTIFICATIONS

Madison County DSS
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
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!