

People Work or Paperwork

Lessons Learned



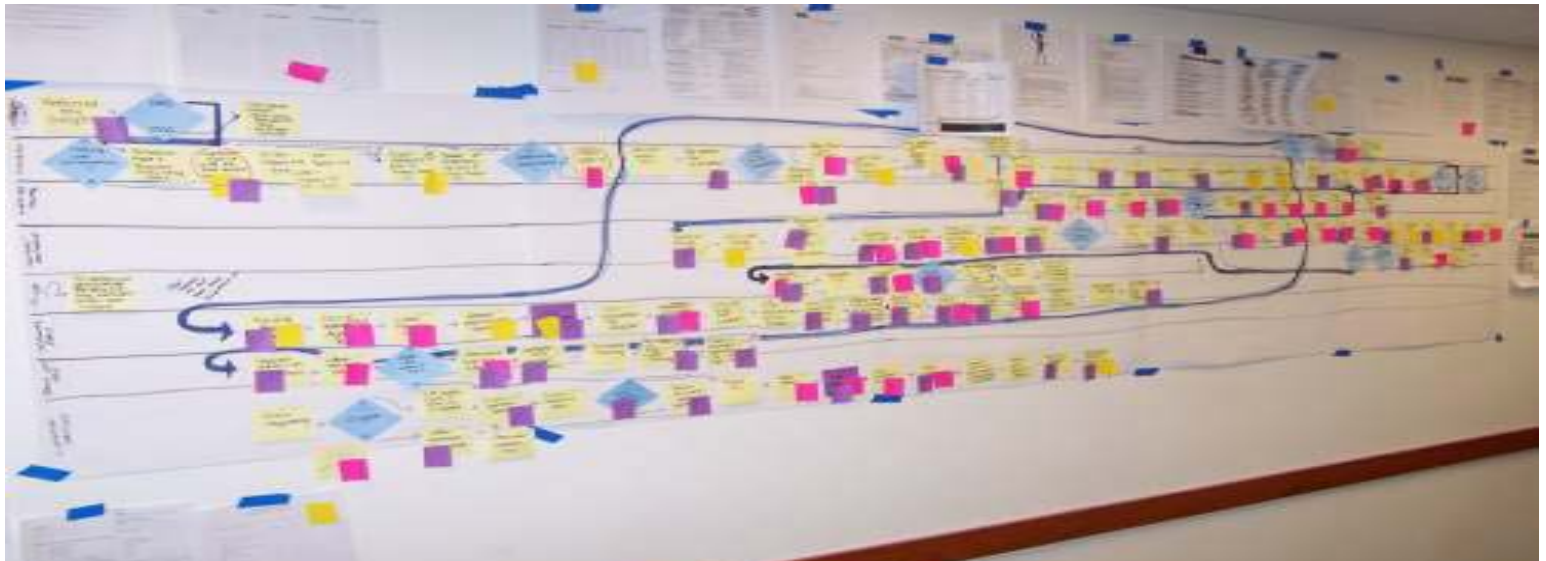
James Lautenschleger, Business Solutions
Officer, *South Central Michigan Works*



SCMW Structure

- SCMW has one stop centers in all three counties Hillsdale, Jackson and Lenawee
- Average annual customer flow is over 100,000 persons
- Each center has contractors and partners delivering 10 different programs and services to our customers
- SCMW manages 22 million dollars in employment and training programs each year

The LEAN Process



What We Discovered

- WIA Programs found of the 74 process steps only 24 had value
- JET Program had 104 process steps with only 46 needed. 35 different documents were being used and case managers were only spending 25% of their time with customers
- Employment Service Staff were required to do 65 process steps and only needed to do 23
- We were spending 70-80 percent of every labor hour on paperwork

Results

- There was a 70% reduction in paperwork
- Electronic record keeping (saved paper cost)
- More time for Case Managers to interact with customer
- Use of Poly Com reduced staff travel time and cost
- A shared drive reduced delays and redundancy
- Job aids and instructions provided to help employees and clients
- time saved by not doing non-value added activities was a \$108,000.00 annual savings

Results Continued



Control

- An action register has been created with timing and responsibilities to complete the activities needed to implement the future state process maps for each program

Where are we going?

- Moving towards a 100% paperless system
- All processes will be LEAN
- Will have process manuals for the whole system
- Plans are in motion to be ISO Certified
- The system allow for more time spent with people not paper

Thank You

Jim Lautenschleger

Business Solutions Officer

South Central Michigan Works

