

# A3 Report

Title: Extended Employment Surveys Process

Date started: 7/23/18

Current Date: 8/22/18

Team: Monitoring and Compliance Unit

Executive Sponsor: Therese Dyer



Your name: Charuta Kelkar

## P1: Why Change is Needed

Due to changes in federal regulations, the current process of completing the extended employment surveys needs to be changed. The agency is required to obtain a signature of the individual served (or their legal guardian/representative) on the survey. The current method of completing the surveys does not allow for the ability to obtain the individual's signature. The changes in the regulations also require that the surveys be entered in the record of service of the individual served. Therefore, the agency needs to develop a process to meet the federal requirements for compliance. In addition, the current process involves several steps that need to be eliminated and the process streamlined.

## P2: Current State

Currently the surveys are completed via e-mail and phone call. If the individual served has an e-mail address on file, two e-mail attempts are made. If no response is received by e-mail, two phone calls are attempted to complete the surveys. For those individuals with no e-mail address on file, two attempted phone calls are made in an effort to complete the survey. The current process does not provide an opportunity to obtain the individual's signature, as required by law. The current process involves some unnecessary steps, delays, and decision points as reflected in the Process Map of Current State below.

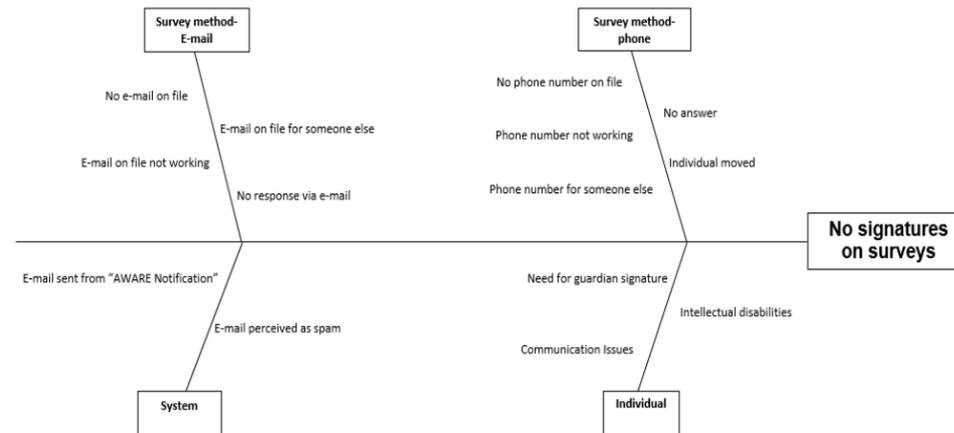


## P3: Goals/Targets

To develop a process to meet federal compliance requirements in completing surveys for individuals whose VR cases were closed in extended employment. To eliminate unnecessary steps from the current process and to streamline the process to make it more efficient.

## P4: Analysis

Fishbone Diagram



## P5: Potential Solutions

To mail the surveys to the individuals and send a postage paid returned envelope for them to return the surveys. This will ensure that the agency is obtaining the individual's signature as required by law. To scan the returned surveys into the individual's electronic file with standardized naming convention for easy tracking. To maintain one spreadsheet stored at a central location and password protected with access to only those staff completing the surveys. The solution is outlined in the future state process map below.



## D6: Action Plan

Action item:	Assigned to:	Due Date
Develop standard instruction for office staff	Charuta Kelkar	8/30/2018
Develop standard instruction for MCU staff	Charuta Kelkar	8/30/2018
Update letter and survey questions	Charuta Kelkar	8/30/2018
Add new letter and form to AWARE	Becky Halstead	9/7/2018
Ensure new letter and form are available in AWARE	Charuta Kelkar	9/10/2018
Obtain envelopes for mailing	Susy Talbot	8/30/2018
Train the office staff	Charuta Kelkar	9/15/2018

## C7: Check Results

	Current	Projected	Change
# Process Steps	22	10	54.55%
# Decision points	5	1	80%
# Delays	5	0	100%

## C7: Check Results

Improved process will help the agency meet federal compliance requirements. Reduced steps in the process will eliminate the delays and improve efficiency.

## A8: Follow-up Action

Train the office staff. Provide standard instruction documents to the office and MCU staff. Pilot the process and evaluate the results. Revise the process if necessary. Write the procedure.