



Service Excellence Program Summary Report

Updated September 2014



The Human Services Agency has a long-standing commitment to streamlining operations in order to provide even better customer service to County residents. The Human Services Agency began utilizing Lean Six Sigma in July 2008 in order to build upon existing continuous process improvement efforts.

Over the past four years, the Human Services Agency has conducted 56 Lean Six Sigma rapid process improvement events aimed at improving front-line customer service and maximizing County resources. The total annual value of these 56 improvement events (hard and soft savings) exceeds \$5million.

The Human Services Agency's five most recent Kaizen Events are summarized below.

Kaizen Events		
Title	Results	Customer Benefits
Children & Family Services Centralized Assignment October 2013	Developed a standardized, streamlined and centralized referral assignment process.	Social worker supervisors will now dedicate more time to assisting with complex cases.
Human Resources Requisition to Retention Project – Phase #1 Requisition August 2012	Standardized the Human Resources hiring requisition process while incorporating best practices to ensure documentation is present for quality control purposes.	Standardizing staff hiring processes facilitates the more timely on-boarding of qualified candidates to serve clients
CalWORKs Supportive Services Mileage Reimbursement July 2012	Standardized and streamlined the process for reimbursing CalWORKs clients who incur travel costs while participating in educational opportunities and other qualified activities.	Clients will now receive reimbursements in less than 30 days on average rather than 50 days or longer
Children & Family Services Emergency Response Investigation November 2011	Standardized the Emergency Response investigation process while incorporating best practices to ensure documentation is present for quality control purposes.	Clients will now be linked to an employer to receive OJT in a timely manner
Children & Family Services Emergency Response Pre-Interview August 2011	Consolidated four different Emergency Response Pre-Interview methods into one standardized and documented process.	Social workers will now use more standardized processes during their work with families in need of services.

