Peer Recovery Support Process Improvement

LEANOhio

Irene Barnett
Sara Molski
Scott Wingenfeld
Beth Gersper

Monday, August 6, 2018

1

May 8

Internal Staff Focus Group – Mapping

May 18 and May 21

External Focus Groups

May 31

Certification Application Summit

August 6

Participant Quarterly Update

Peer Supporters Focus Group – Mapping

May 15

Training Application Summit

May 29

Preview for Associations

July 9

Participant Engagement - Dates

Focus Groups: What customers are saying…

"My son just joined the Peace Corps and it wasn't this hard. And he had to learn Spanish!"

"A long and winding road."

"A storm you have to get through to do the good work."

"I'm not even sure if I'm certified."

"This isn't just a job for these people, they feel like they have a calling."

"This is the least consumer friendly process."

Process Mapping: Current State

	Training Process	**Certification Process**	**Combined Process**
Tasks	52	46	98
Decision Points	8	12	20
Functions	5	4	6
Delays and Waste	32	27	59
Points of Entry	4	3	4
Loopbacks	3	10	13

Process Mapping: Future State

	Training Process	**Certification Process**	**Combined Process**
Tasks	17	22	36*
Decision Points	4	7	11
Functions	3	2	3
Delays and Waste	TBD	TBD	TBD
Points of Entry	1	1	1
Loopbacks	0	2	2

Recommendations

- Technology-based solution
- Forms re-design
- Website centralization/re-design

- E-base certificates
- Increased communication

Technology-based Solution

- Automate the external and internal processes related to OhioMHAS Integrated Peer Recovery Supporter Training and Certification.

- Design, develop, test and implement a web-based application

- Goals:
  - Reduce application and processing times
  - Reduce complaints and increase number of people that can become trained and certified

Website & Forms

- Current work: new look and clean style
- Fillable forms with Submission buttons:
  - Training application
    - Reference form
    - Facilitator Training Evaluation forms
  - Certification application
    - Work Experience Verification Form
  - Re-certification application
  - Code of Ethics
  - Conflict of Interest
- http://workforce.mha.ohio.gov/Workforce-Development/Job-Seekers/Peer-Support

New and improved

What does this mean to me?

Pre-LEAN	Post-LEAN (August 6, 2018)
• Website – multiple ways to access peer information • Information was not user-friendly	• Website – OhioMHAS Peer information has been revised, and will be coordinated and consistent with Ohiopeers.org • FAQ will be available, monitored and updated as needed • Information is being compiled into a stand-alone Peer manual.
• Peer team receives phone calls about the training and/or certification process	• Centralizing communications through email addresses that have been created that will be monitored by at least 2 people on the team • Automatic email responses
• Peer team makes phone calls to validate training references and certification work experience. This often results in 'phone tag' and delay in application process	• Fillable forms have been created for training references and work experience. These can be completed and automatically submitted.
• Handwritten applications and manual submissions processes	• Fillable forms can be completed and automatically submitted with 'submit' button
• Completion of training certificate is confusing	• Language has been modified
• Training facilitator evaluation of participants cumbersome	• Fillable form created, can be completed and automatically submitted.

Additional Changes

- Leverage a single point of entry for all Peer-related applications and support documents (training, certification, re-certification)

- Confirm training applicant interest and update information as necessary

- Work to incorporate E-based training certificates

Action Plan Summary

1st Quarter (July – Sept 2018)

Modified Peer Recovery Supports landing pages and supplemental pages/coordinate with Ohiopeers.org

Streamline/modify Forms

Begin to use new forms

Increase communication and accountability

Explore technology-based solution

2nd Quarter (Oct – Dec 2018)

Maintain/coordinate updates to webpages

Maintain increased communication and accountability

Update associations and participants quarterly

Complete transition to new forms and applications

Begin work towards technology-based solution

3rd Quarter (Jan – Mar 2019)

Maintain/coordinate updates to webpages

Maintain increased communication and accountability

Update associations and participants quarterly

Review changes needed & adjust accordingly

Continue work towards technology based solution

4th Quarter (Apr – June 2019)

Maintain/coordinate updates to webpages

Maintain increased communication and accountability

Update associations and participants quarterly

Continue work towards technology-based solution

Next Fiscal Year

Maintain communication and accountability

Review plans and adjust plans accordingly

Works towards completion of technology-based solution

Communication and Expectations

- Centralized email will be monitored and can be responded to by multiple OhioMHAS staff:

  - Training - peerservices@mha.ohio.gov

  - Certification – ohiopeercertification@mha.ohio.gov

  - Re-certification – recertification@mha.ohio.gov

- Inquiries will be answered as soon as possible with the goal of responding within 2 business days